CONSULTING
DEVELOPMENT
HOSTING
OPERATIONS
SECURITY
STAFFING
STANDARDS
SUPPORT

Focus, and the dedicated commitment to be the very best at what you do, leads to excellence. At COT, we make that commitment every day so that others too can focus, and be the very best at what they do, without having to deal with technology staffing, complexities, and risk.

Technology done well, much like an iceberg, is almost invisible — there is that 10% which we see daily, but it's the other 90% below the surface that we depend on for almost everything we do today. And it's that 90% we hope simply remains invisible. When we need to make a phone call, the dial-tone simply is there; email simply is there; the Internet and our servers simply are there. COT exists in an environment where we are at our best when much of what we do is simply invisible. Our commitment to you is to work hard to keep the complexity of technology just that way — invisible. Yet to work equally hard to help you become more effective in your mission.

Technology-enabled Business Solutions for 21st Century Government

COMMONWEALTH OFFICE OF TECHNOLOGY

To Learn More...

Visit us on the web at http://Technology.KY.gov
Call us at 502-564-1201 for:

- Main switchboard/direction
- Customer/Business Relations Office
- Division of Geographic Information
- Office of Application Development
- Office of the Commissioner/CIO
- Office of Infrastructure Services
- Office of Enterprise Technology
- Office of the Chief Information Security Officer
- Telecommunications & Emergency Services
- All other departments

Or, Service Desk (available 24/7/365) 502-564-7576

Commonwealth
Office of
Technology

101 Cold Harbor Drive
Frankfort, KY 40601
502.564.1201 ph
Technology.KY.gov

Rev. January 2010

COMMONWEALTH OFFICE OF TECHNOLOGY

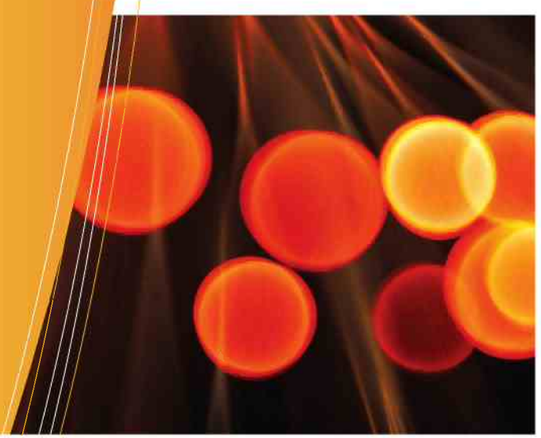
The Commonwealth's IT Office

simplifying IT

consulting
development
hosting
operations
security
staffing
standards
support

IT SUPPORT SOLUTIONS

- 24/7/365 Service & Support
- Application Development & Project Management
- Data Storage, Backup & Security
- KY's Geographic Information Systems
- KY's Emergency Warning System
- KY's "Mission Critical" & "Mission Dependent" Hosting Environments
- KY's Print Shop Operations
- KY's Network Infrastructure
- KY's Architectural Standards & Governance
- Physical & Virtual Desktop Computing
- Physical & Virtual Applications Servers
- Security Oversight & Monitoring
- VoIP,Telephony & Video Conference Bridging
- QA/QC Testing & Data Validation/Cleansing



Technology at work for you

COT'S VISION & MISSION...

Vision:

COT will be the standard by which other entities and our customers will desire to measure themselves in the delivery and support of information resources and the technology products and services which enable them. We will assume responsibility for leadership and governance in tailoring technology solutions to advance the capabilities of our customers and of the Commonwealth of Kentucky and to continually exceed our customer needs.

Mission:

Provide high quality, cost effective, timely, innovative, secure and reliable information management and technological solutions that focus on supporting the business strategies and operations of the Commonwealth of Kentucky.

flexible solutions for your business needs

COT KEY FACTS...

Our Commissioner's Office (Commonwealth CIO and two Deputies) has over 90 years of business and technical experience, including both public and large scale, multi-national, private sector leadership.

Our Executive Office (Commissioner's Office and Executive Directors) has nearly 250 years of business and technical experience.

Collectively, our 450 staff (employees & contractors) oversee everything from an extensive portfolio of applications to large-scale enterprise servers to over 38,000 individuals' specific telephony and computing needs. This includes the unseen infrastructure to host, maintain, protect, and accommodate every aspect of how it all works, with absolute minimal risk to the data within.

COT'S EXTERNAL INVOLVEMENT INCLUDES...

COT's leadership serve on the KY eHealth Board, the KY TeleHealth Board, KY's Help America Vote (HAVA) Committee, the KY Archives and Records Commission, Southern Growth Policy Board, KY Wireless Interoperability Executive Committee, KY's Distance Learning Steering Committee, and many more organizations supporting the public.

COMMONWEALTH OFFICE OF TECHNOLOGY PROVIDES A TOTAL END TO END SOLUTION.

OTHER INTERESTING FACTS...

COT is housed in five separate facilities in Frankfort, as well as collocated with numerous local agencies to provide their technical staffing needs. There are more than forty COT employees located outside Frankfort for localized response throughout the state .

The Commonwealth Data Center is a Tier 2-3 facility, offering minimal possibility of risk and world class cost effectiveness. COT receives formal SAS70 external audits every year.

The Commonwealth Service Desk processes 8,000 to 10,000 service requests per month.

KEWS (Ky Emergency Warning System) is responsible for statewide microwave radio for public safety first responders, KET video transmissions, Bluegrass Army Depot emergency preparedness programs, National Weather Service communications, and others.

COT manages 700 servers and 40,000 email boxes, with about 700,000 inbound email messages daily.

CUSTOM SOLUTIONS

Only COT is guaranteed to work with your best interests in mind. As the Commonwealth's non-profit IT provider, our only goal is to serve the business technology needs of our agencies. Our staff are uniquely positioned to keep in mind the best interests of your agency and the Commonwealth as a whole.

HOSTING & WEB SOLUTIONS

Whether your application and data is considered "Mission Critical", "Mission Dependent", "Mission Supportive", or simply "Administrative", COT has the right environment and services for you. As the custodian of a wealth of information, we take very seriously our requirement to protect the data and provide secure environments and solutions.

EBUSINESS SOLUTIONS

Value comes from an intense economy of scale and critical mass. COT designs, builds, consults for, manages, and supports a myriad of systems and solutions and exceeds industry "Best Practice" standards in doing so across the board. This means cost effective and efficient business solutions with minimal risk. Value also comes from innovation and the ability to assist with new technologies like Digital Mobility, Social Networking, and Business Intelligence. Let COT bring value to your business solutions.