

COMMUNICATIONS DIVISION



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*Technology – Enabled
Business Solutions for 21st Century
Government*

NETWORK INFRASTRUCTURE

The Commonwealth's Network Infrastructure is the responsibility of COT's Network Operations Branch. This branch handles the design, implementation and operation of networking technology to provide high speed, reliable network connectivity for agencies statewide. In addition to maintaining a scalable network environment that will meet current and future connectivity requirements, Network Operations also provides Firewall services for security management and protection of the state's network and data assets.

The MAN (Metropolitan Area Network) provides high speed, high availability connectivity (99.995%) for users in the Frankfort area utilizing a geographically diverse, redundant fiber optic ring technology for the transmission of voice, video and data for mission and business critical systems. Nodes are located at the Commonwealth Data Center, KEWS at Boone National Guard Center, Health Resources Building, State Office Building, Transportation Office Building, Capital Plaza Tower, the Capitol Complex, Kentucky State Police Post 12 and Headquarters and approximately 35 additional fiber connected locations in Frankfort.

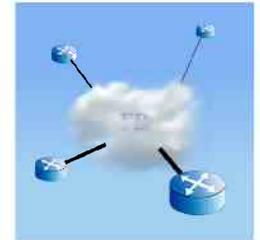
The WAN (Wide Area Network) is a statewide network developed in partnership with the state's local telephone companies. Today, over 3,000 sites are inter-connected across the state including state agencies, libraries, local government, health departments and one hundred and seventy-four (174) school districts with over 1,243 schools. The WAN provides increased resiliency/fault tolerance, as well as increased security by virtually segmenting the WAN based on agency needs. The WAN is comprised of edge routers on DSL, frame relay, point to point T1, bonded T1s, and Metro Ethernet technologies.

TELECOMMUNICATIONS

The Telecommunications Cabling Infrastructure Group consists of technicians with over 100 years combined experience. They serve as the liaison between the Commonwealth of Kentucky and vendors providing voice support to state agencies. They ensure that enterprise standards are strictly followed and meet all necessary code restrictions.

The Telecommunications Voice Group is made up of technicians with over 155 years of combined experience. We are proud of their technical abilities and attention to customer service.

As a whole, the Telecommunications Branch provides highly skilled technical support and excellent customer service to state agencies. This allows state agencies to reduce their dependency on outside vendors and resources which will also reduce their expenses.



SERVICES

- Maintains the Core Enterprise CS2100 VoIP phone system which is scalable to 50,000 users and capable of handling all call traffic by the Commonwealth of Kentucky.
- Maintains the redundant centralized Call-Pilot voicemail/auto-attendant system.
- Maintains the Centralized Call Center application.
- Installs and maintains PBX and key telephone systems for all Executive Branch Agencies.

VIDEO CONFERENCING

The video conference support center is a staff of 5 video technicians and engineers. The center originated in July 2005 and is now supporting almost 700 end users who require video conference bridging services and general video conference support.

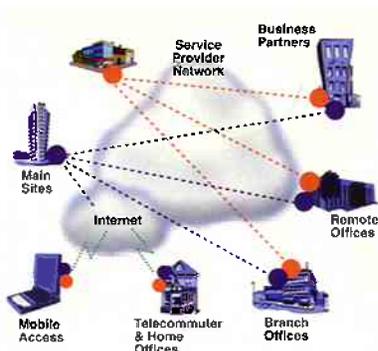
KEY BENEFITS

SERVICES:

- Provide initial registration and set-up for new end users
- Test, set-up and monitor all multi-point video conferences
- Provide audio connection assistance for point-to-point video conferences when requested

CAPABILITIES:

- Live streaming web cast of any video conference
- Archived video conference
- Desktop video conference
- Content and desktop sharing
- Both privately and publicly accessible
- 7 digit dialing
- Interoperability with:
 - K-12
 - Higher Education
 - The Center for Rural Development
 - Telehealth



NETWORK ENGINEERING

We engineer and design cabling infrastructures, data networks, and telephone systems. (VOIP, PBX, Key system)

We provide the cost of equipment and labor for installation of necessary equipment to complete the customer request.

We manage the "floor space" service that allows agencies to house their IT equipment at the Commonwealth Data Center.

EXPERIENCE

Our technicians have many years of experience in the following:

- Data Networking
- Telephony
- Cable Infrastructure Design
- Project management

CERTIFICATIONS

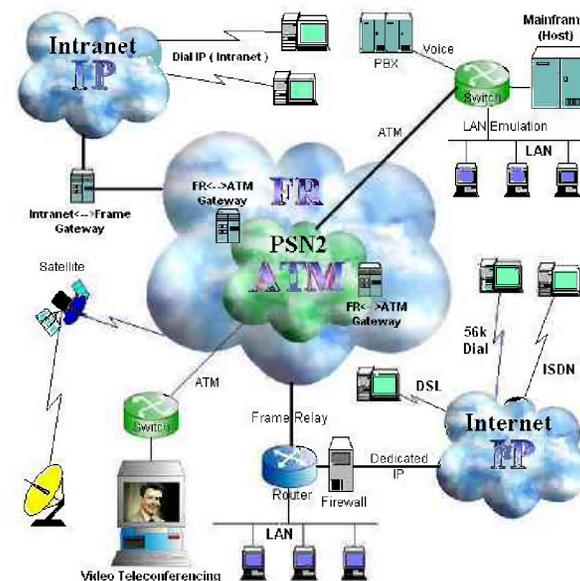
- BICSI Registered Communications Distribution Designer
- Manufacturers' certifications in cable infrastructure design and installation
- Manufacturers' certifications on telephone design and installation
- Consultants and (or) Project Managers to other agencies as required

WHAT MAKES US OUTSTANDING

- Honesty
- Customer Relationships
- Communication
- Willingness to do what is best for our customers and the Commonwealth of Kentucky

DIFFERENCE

- Willingness to listen to customers requests and develop a plan that meets or exceeds the customers requirements while also looking at effective and less expensive means of addressing their needs
- Close working relationship with other branches that are responsible for the quality of service after implementation
- On-going staff training not only for their particular skill set but also for other skills training, in order to produce a team effort on every project



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