

Commonwealth Office of Technology

Rated Service Description

Data Communications Connectivity 25Mbps & Less - (DC 10)

DC10 Monthly, per Wide Area Network (WAN) Circuit

The DC10 rate is applicable to connection speeds up to and including 25 Mb/s.

The Kentucky Information Highway is a statewide telecommunications and information network developed by Kentucky state government in partnership with the state's local telephone companies. The MPLS backbone that supports KIH-3 provides resiliency/fault tolerance within the network, as well as increased security by virtually segmenting the WAN based on Agency/Dept. needs.

Today, over 1,500 sites are inter-connected across the state including Executive Branch Agencies, local government entities, and health departments. KIH-3 is managed by the Commonwealth Office of Technology Network Operations Branch, which is responsible for the design, implementation, and support of the KIH infrastructure.

The core of the KIH-3 network is located at the Commonwealth Data Center and is comprised of multiple enterprise and carrier class switches connected by Gigabit Ethernet. KIH-3 connects all 120 counties through a Wide Area Network (WAN) utilizing high-speed data circuits via a MPLS network.

DC10 Includes the following **HARDWARE**

A routing device will be provided by COT at no cost to the agency.

DC10 Includes the following **SOFTWARE**

None

DC10 Includes the following **SERVICES**

Access to:

- The Internet
- Email and Global Address Listing (GAL)
- Domain Name System (DNS)
- Dynamic Host Configuration Protocol (DHCP)
- Windows Internet Name Service (WINS) until obsolete.
- eMARS for accounting and procurement and any other application hosted on the state's Intranet
- Agency/Department LAN based systems and servers
- Other servers on the network (with the approval of the agency)

Managed Network Services:

- WAN equipment configuration, installation, troubleshooting and support
- Network management/monitoring
- Enterprise Service Desk support for all services listed
- Equipment repair/replacement

Security Services:

- High availability enterprise firewalls, including Internet, server\application and Agency
- Enterprise Intrusion Protection System (IPS) and Intrusion Detection System (IDS)
- Content Security Management (CSM) for website and email content protection

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DC10 To initiate service or report a problem with this service

Please contact the Commonwealth ServiceDesk:

- 24 x 7 Telephone support: 502-564-7576 Toll free support number: 800-372-7434
- Note: Requests received after normal business hours will be addressed the next business day, unless deemed critical or previously identified as a 24 x 7 facility
- Via e-mail: CommonwealthServiceDesk@ky.gov

An authorized Agency [contact](#) will need to complete an F180 request [form](#) and provide a valid billing number when requesting new service. Requests for change or troubleshooting must include; Agency, local on-site contact cellular telephone number, street address and city. The Service Desk may request additional information from the on-site contact.

DC10 Additional Service Clarifications

These services are provisioned, configured, installed, and supported by COT, providing value added services (configuration, support/troubleshooting, monitoring, and security) allowing agencies to concentrate on the deployment of key business solutions that relate directly to their business model.

The cost for providing and supporting these services is rolled up into the Agency's monthly bill. Each site connected to the state's network is billed for the following two charges: 1) Data circuit, 2) COT Data Communications (DC) rated service. The data circuit charge is the contractual amount charged by the Telephone Company to COT based on the size of the line/service. This amount along with the appropriate taxes and fees is "passed through" to the Agency as part of each site's monthly bill. The DC charge supports each site's access to the KIH-3 network. DC charges also offset costs associated with providing Internet access, security enhancements including Agency firewalls, and network management and monitoring services.

COT provides software and hardware maintenance at no additional charge to the Agency, as part of the DC charges described above.