

Commonwealth Office of Technology

Rated Service Description

Data Communications KIOSK Internet connection - (DC20)

DC20 Monthly, per Cellular Internet Connection

Kiosk Internet connection provides Internet service using the nearest available cellular signal. The DC20 service can only function for locations with adequate cellular signal. Cellular connections speeds vary widely and cannot be guaranteed, due to dependency on cellular signal strength and changing cellular bandwidth availability.

This connectivity option provides cellular Internet connectivity for kiosk-style scenarios, typically intended for 5 or fewer staff. This is a non-State-network connection for non-mission critical work. No branch office tunnels will be configured for this connectivity option.

DC20 Includes the following **HARDWARE**

A COT-managed cellular router will be provided to the agency at no cost.

DC20 Includes the following **SOFTWARE**

A Zscaler subscription for URL Filtering. URL filtering technology helps organizations prevent computer users from viewing inappropriate web sites or content, and to prevent access of known malware hosts. The filter checks the origin or content of a web page against a set of rules provided by Zscaler.

DC20 Includes the following **SERVICES**

Access to:

- The Internet
- Public Domain Name Service (DNS)
- Dynamic Host Configuration Protocol (DHCP)

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:

- URL Filtering

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DC20 To initiate service or report a problem with this service

Please contact the Commonwealth Service Desk:

- 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.

DC20 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. The DC charge supports each site's access to the Internet. DC charges also offset costs associated with providing Internet access 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.

COT provides a SIM card installed in the cellular router. Telephone company monthly data plan charges will be passed through to the agency.