Commonwealth Office of Technology
Rated Service Description

Data Communications – (DC40) Non-Mission Critical
(Cable, DSL, Wireless, other connectivity via local Internet Service Provider)

Routing Device

The DC40 rate applies to sites connected via non-traditional connections such as local Cable, Cellular, Digital Subscriber Line (DSL), or other facilities providing Internet access thru an Internet Service Provider (ISP). The DC40 rate is intended only for sites conducting **Non-Mission Critical** business, by enabling connectivity to the Commonwealth's Information Technology (IT) applications and resources in a slightly less costly manner than a fully supported connection to the state's network via the Kentucky Information Highway (KIH-3).

Non-Mission Critical connectivity from COT offers the features below:

DC40 Includes the following HARDWARE

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

COT does NOT provide a device to connect to the local ISP. (The Cable modem or DSL modem is typically provided by the local service provider, i.e. AT&T, Windstream, Verizon to ensure correct operation with their networks.)

DC40 Includes the following SOFTWARE

If using a cellular connection for public, guest, of classroom internet a license for URL filtering is included.

DC40 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

DC40 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. As this connection is deemed Non-Mission Critical, there will be no afterhours support or escalation path

· 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.

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DC40 Additional Service Clarifications

This service might provide cost saving opportunities but agencies need to recognize these Non-Mission Critical connections have service limitations including:

- **Voice over Internet Protocol (VoIP) telephone service is not available via DSL connection**
- **In some instances, the farther an office is from the ISP central office, the weaker the signal becomes which impacts speed and reliability**
- **The connection will likely be faster receiving data than sending data over the Internet**
- **The service is not available everywhere**
- **Carries no guarantee of line speed**
- **In most cases, local ISP services carry no guarantee of repair timelines. It is "best effort only". Therefore COT is unable to offer a service guarantee and there are no options for escalation**

- The customer will be responsible for contacting the service provider to ensure the circuit is functioning properly, before contacting COT for assistance.
- COT will treat all Non-Mission Critical tickets as "Low" priority; which means that all other higher priority tickets will be worked first.
- Each Agency is responsible for any and all charges associated with the MODEM or device required to connect to the IPS network. ISPs may require proprietary equipment in order to operate effectively on their network.