

Commonwealth Office of Technology

Rated Service Description

Wireless Networking (Access Point Based) – (DW10)

DW10 Monthly, per Wireless Access Point

The DW10 rate provides secure wireless access into the Kentucky Information Highway (KIH) Intranet zone, and for guest and vendor access to the Internet.

The **KY-secure** network is designed to provide secure wireless access for state controlled equipment. Utilizing Active Directory and the security zone design of the Commonwealth's networks, wireless users can be logically placed behind their agency's firewall, eliminating the need for a separate VPN connection. This allows the wireless users to be controlled by the agency's firewalls in a network that is separate from the traditional wired equipment. Active Directory groups can be utilized to restrict wireless access to select groups of users.

The **KY-open** network is designed to provide wireless Internet access to guests and vendors of the Commonwealth. This network restricts traffic, and utilizes a Captive Portal to require users to login for access. Access to this network is granted via a self-registration portal and user passwords are delivered via SMS or email.

The **KY-VoIP** network provides secure wireless access for COT-managed Voice-Over-IP (VoIP) phones that utilize wireless technologies.

All networks support IEEE 802.11a/g/n. Ky-secure uses WPA2 Enterprise wireless security, utilizing Avaya Identity Engines to provide access control based on Active Directory.

DW10 HARDWARE

All wireless access points are owned and managed by COT.

Hardware lifecycle replacement and technology upgrades to core infrastructure and access points are included.

DW10 SOFTWARE

No client software is required or included with this service.

DW10 SERVICES

Hardware/software maintenance and/or replacement costs associated with the wireless access points and basic functions are at no additional cost to the agency.

Redundant wireless controllers are included with this service.

Hardware failures of core equipment shall be replaced as required at no expense to the agency. Hardware failure resulting from abuse shall be subject to pass-through charges to the agency.

24 x 7 x 365 access to the Commonwealth Service Desk is included for hardware service requests with support staff available Monday - Friday 8am-5pm ET, excluding state holidays.

Assistance can be provided to the agency for service processes.

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DW10 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

- 24 x 7 Telephone support: 502-564-7576 or Toll free support number: 800-372-7434
- Note: Requests received after normal business hours will be addressed the next business day
- 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.

DW10 Additional Service Clarifications

Any infrastructure failure, cabling, or facilities maintenance is not covered by this rate.

Facility audits, cabling, mounting services, and site surveys may be requested via the CSD, and will be charged to the agency at the appropriate hourly rate.

Customers of this rated service must have a connection to the state's network and must be subscribers of the appropriate [DC10](#), [DC30](#) or [DC40](#) rated services. Wireless service may not be advisable at sites where bandwidth is at 1.5Mb/s or where DSL is used.

The **KY-VoIP** network shall be used exclusively with COT's VoIP (VC60) offering.

Wireless access points require a switch that provides Power over Ethernet (PoE). If a PoE switch is not available at the site, current customers of the LN10 rated service may request one to replace an existing switch at no additional cost. Non-consolidated agencies must provide a PoE capable switch. COT can advise as necessary.

Agencies in which COT does not manage DHCP, must provide COT with an IP address that never changes (statically assigned or reserved).

The hardware lifecycle/ technology refresh cycle shall be determined by COT.

Due to shared bandwidth of wireless access points, COT suggests a maximum of 20 wireless devices per access point.