

Commonwealth Office of Technology

Rated Service Description

Application\Server Firewall Service – (FW20)

FW20 Monthly, per firewall

Commonwealth Office of Technology (COT) offers firewall services for Agency servers and applications. Load balancing is also included in this offering.

FW20 Includes the following **HARDWARE**

Firewall, core network equipment and load balancing devices.

FW20 Includes the following **SOFTWARE**

Firewall, core network equipment and load balancing software will be provided by COT at no additional charge to the agency. COT also provides expertise for upgrades and maintenance.

FW20 Includes the following **Managed Firewall SERVICES**

Firewall configuration, installation, and support includes:

1. Optimizing and managing an enterprise security policy which provides a maximized defense framework. Within this framework, the agency can further define rules that govern what is/ isn't allowed through the agency firewall.
2. Communicating and coordinating firewall rules via a single agency point-of-contact;
3. Centralization of firewall management for efficient creation, distribution and enforcement of policies;
4. Immediate notification and reaction of COT support team who assesses threat and mitigates risk followed by immediate examination and service restoration;
5. Implementation of top-down rule base processing which means the COT defense framework must be penetrated before the agency firewall rules are imposed;
6. Early intrusion detection and prevention through monitoring for malicious activities or attempts of policy violation;
7. Audit Trail provision of time and date-stamped records which are posted to COT's Enterprise Firewall system log file. These records include malicious activity and also change activity to firewall rules. Audit Trail investigation supports troubleshooting through root-cause analysis;
8. Traffic analysis when required, of encrypted and non-encrypted messages, ensuring an attacker will not gain important information through monitoring frequency and timing of network messages;
9. Performing scheduled maintenance and upgrades of hardware and software;
10. Providing unlimited non-emergency maintenance. Note that if a request is submitted to the Commonwealth Service Desk (CSD) before 3:00 PM EST, the changes will go into effect before 8:00 AM the next business day; and
11. Expertise available for emergency maintenance six times annually, if needed. Emergency maintenance is defined as a change that is required to go into effect within four hours. The request must be submitted to the CSD as an emergency incident.

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FW20 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

- 24x7 Phone 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, 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.

FW20 Additional Service Clarifications

COT strives to offer comprehensive network security components for data and voice solutions within the network core, and the data centers.