

Commonwealth Office of Technology

Rated Service Description

Site to Site VPN Tunnel -(VP50)

VP50 Monthly, per Tunnel

The VP50 Rated Service facilitates site-to-site Virtual Private Network (VPN) tunnels between COT and vendor infrastructure. VPN services provide secure, encrypted access to the Commonwealth's private network from public and private networks outside of COT, including the public Internet.

- This service may be configured for any Agency or State-approved data transfer.
- Agencies requesting VP50 service must designate all approved networks the 3rd-party entity or vendor is granted access to. COT Security staff must approve all VP50 VPN tunnel configurations.

VP50 Includes the following HARDWARE

NONE

VP50 Includes the following SOFTWARE

NONE

VP50 Includes the following SERVICES

Access to:

- Agency/Department LAN based systems and servers
- Other servers on the network (with the approval of the agency)

Security Services:

- Site to Site tunnel will be encrypted.

VP50 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

- 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434
- Via e-mail CommonwealthServiceDesk@ky.gov

VP50 Additional Service Clarifications

- As this VPN Service utilizes the Internet for its transport method, COT cannot guarantee service throughout the Internet.
- VPN service carries no guarantee of service or repair timelines, as it relies on the entity's ability to first obtain Internet access from outside the State government network. Internet access must be verified before reporting troubles.
- COT understands the service these 3rd-party or vendor entities provide to their respective agency could be critical and will react to VP50 trouble reports accordingly.