

Commonwealth Office of Technology Rated Service Description

Virtual Private Networking (VPN)	Rate
<p>VP10 Monthly, per user \$5</p> <p>The VP10 rate was established to facilitate User based Virtual Private Network Connections. VPN services provide provides secure and encrypted access to the Commonwealth's private network, from foreign networks (including the public Internet). COT offers three (3) different versions of VPN connectivity to accommodate different users' needs.</p> <ul style="list-style-type: none"> · IPsec connectivity utilizes the Nortel VPN Client Software to facilitate its connection. As such, the user has network access to the COT Intranet, so that they can use an applications "fat" client software (such as Microsoft Outlook, etc.). · SSL connectivity utilizes any SSL Enabled web browser (such as MS Internet Explorer 5.5 or above) to facilitate its connection. Therefore, it allows the User to connect to specific applications from any PC with an Internet connection. · NetMotion connectivity provides "nomadic" users the ability to maintain stateful VPN connections when moving between various (foreign networks) without having to log on/off each time a user changes connections. 	
<p>VP10 Includes the following HARDWARE</p> <p>NONE</p>	
<p>VP10 Includes the following SOFTWARE</p> <p>NONE</p>	
<p>VP10 Includes the following SERVICES</p> <p>Access to:</p> <ul style="list-style-type: none"> · Email and Global Address Listing (additional client software & licensing required for Full Outlook Client – HTTP Access is also available) · eMARS for Accounting and Procurement · Agency/Department LAN based systems and servers · Other servers on the network (with the approval of the agency) <p>Security Services:</p> <ul style="list-style-type: none"> · Content Security Management (CSM) for website and email content protection 	
<p>VP10 To Initiate Service or Report a Problem with this service</p> <p>Please contact the Commonwealth Service Desk:</p> <ul style="list-style-type: none"> · 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434 · Via e-mail CommonwealthServiceDesk@ky.gov 	
<p>VP10 Additional Service Clarifications</p> <ul style="list-style-type: none"> · VP10: The VP10 rate is \$5.00 per month per account, and there is an additional one-time license fee (\$125.00 per computer) for NetMotion accounts. <p>VPN accounts offer some cost savings over traditional fully-supported connectivity. However, agencies must recognize the limitations of "Off-network" connectivity, including:</p> <ul style="list-style-type: none"> · VPN Service utilizes the Internet for its transport method, so COT cannot guarantee service throughout the Internet. · VPN service carries no guarantee of service or repair timelines as it relies on the users ability to first obtain Internet access from outside our network. Typical remote access methods such as Cable or DSL or Wireless carry no Service Level Agreements, are "best effort" and are outside the scope of VPN. · COT will treat all VPN tickets as "Low" priority; which means that all other higher priority tickets will be worked first. Upon ticket assignment, COT will help verify that there is not a circuit issue by assisting the User with rebooting their Modem and Router and verifying if the public Interface on the router is accessible (via pinging the IP Address from the CDC). 	