

Commonwealth Office of Technology

Rated Service Description

Wireless Networking (Access Point Based)	Rate
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DW10 Monthly, per Wireless Access Point	\$27/mo
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The DW10 rate was established to provide secure wireless access into the KIH intranet zone, and to provide a network access facility 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 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

Wireless access points are the property of COT and are provided at no cost to the agency.

All wireless access points shall be 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 cost to the agency.

Redundant core connected wireless controllers for connecting/controlling Wireless Access Points 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 by COT.

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:

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

Agency must provide a valid billing number to the Service Desk when requesting service. Requests must come from an authorized agency technical contact.

DW10 Additional Service Clarifications

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

Sites requiring a facility audit to determine infrastructure needs, extend cabling to the AP's, provide mounting services, or to perform a site survey may request this service at the CS30 (Infrastructure Consulting & Engineering) rate.

Wireless service may not be available at sites where bandwidth is below 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 may purchase a PoE switch through COT. For additional details about the LN10 service visit:

<https://gotsource.ky.gov/docushare/dsweb/Get/Document-391919/>

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

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