

Commonwealth Office of Technology

Rated Service Description

Basic Firewall Service	Rate
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FW10 Monthly, per firewall	\$1,100
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The Commonwealth Office of Technology (COT) offers a selection of Basic and or Premium firewall services. Basic is designed for the small to medium size agencies and can also be used as a departmental firewall behind an agency's Premium solution.

For small to medium size agencies, the virtualized security gateway (VSX) or unified threat management (UTM) firewall appliances may be used.

FW10 Includes the following **HARDWARE**

Please note that FW10 is a service charge. COT retains ownership of hardware and is responsible for service delivery through management of these devices.

Firewall hardware will be provided by COT at no additional charge to the agency.

FW10 Includes the following **SOFTWARE**

Firewall software will be provided by COT at no additional charge to the agency.

COT also provides expertise for upgrades and maintenance.

FW10 Includes the following **Managed Firewall SERVICES**

Firewall configuration, installation, and support including:

1. Logging of rule based actions to COT's Enterprise Firewall Syslog Server;
2. Firewall monitoring of hardware, operating system, software and network interfaces with immediate support notification prompting service restoration procedures;
3. Upgrade and maintenance of firewall hardware and software;
4. Firewall non-emergency maintenance is available 4 times monthly. If a request is submitted to the Commonwealth Service Desk (CSD) before 3:00 PM EST, changes will be made before 8:00 AM the next business day; and
5. Firewall emergency maintenance is defined as a change that requires resolution within 4 hours. Emergency requests may be submitted through the CSD 6 times annually.

FW10 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

Requests for change or troubleshooting must include:

- Agency name;
 - Site contact name and functioning phone number;
 - Street address and city; and
 - The source Internet Protocol (IP) address and or range, destination IP address and or address range, as well as the service ports i.e., Telecommunications Protocol (TCP), if available.
- and must include the source IP address/range, destination IP address/range, as well as the service ports (TCP/UDP).

Requests for new service must include:

- A completed COT-F180 form that is approved by the agency contact; with
- A COT billing number.

The COT-F180 form may be found at:

<http://technology.ky.gov/Pages/cotForms.aspx>

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FW10 Additional Service Clarifications

COT strives to demonstrate a sustained ability to meet the business requirements of the Commonwealth by offering comprehensive network security components for data and voice solutions for network edge, core and data center functionality.