

Commonwealth Office of Technology

Rated Service Description

Premium Firewall Service	Rate
FW20 Monthly, per firewall	\$1,350
<p>Commonwealth Office of Technology (COT) offers a selection of Basic and or Premium firewall services. Premium is designed for medium to large size agencies. For these agencies, the Unified Threat Management (UTM) or Power-1 series firewall appliances may be used.</p>	

FW20 Includes the following HARDWARE
<p>Please note that FW20 is a service charge. COT retains ownership of hardware and is responsible for service delivery through management of these devices. Firewall devices will be provided by COT at no additional charge to the agency.</p>

FW20 Includes the following SOFTWARE
<p>Firewall software will be provided by COT at no additional charge to the agency. COT also provides expertise for upgrades and maintenance.</p>

FW20 Includes the following Managed Firewall SERVICES
<p>Firewall configuration, installation, and support includes:</p> <ol style="list-style-type: none">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 and what is not allowed through the agency's firewall;2. Enforcement of agreement with the agency concerning a single point-of-contact who is responsible for communicating and coordinating firewall rules;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 that COT defense framework must be penetrated before agency's firewall rules are imposed;6. Early intrusion detection and prevention through activity 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 assuring that 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; and11. 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 · 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 IP address and or range, destination IP address and or range, as well as the service ports i.e., Telecommunications Protocol (TCP), if available.

Requests for new service must include:

- An approved agency contact is required to complete a COT-F180 Form; with
- A COT billing number.

The COT-F180 form can be found at:

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

FW20 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.