

Commonwealth Office of Technology

Rated Service Description

Wireless Networking (Access Point Based) – (DW10)	Rate
<p data-bbox="99 237 605 264">DW10 Monthly, per Wireless Access Point</p> <p data-bbox="183 279 1479 333">The DW10 rate provides secure wireless access into the Kentucky Information Highway (KIH) Intranet zone, and for guest and vendor access to the Internet.</p> <p data-bbox="183 348 1498 495">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.</p> <p data-bbox="183 510 1479 596">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.</p> <p data-bbox="183 625 1492 680">The KY-VoIP network provides secure wireless access for COT-managed Voice-Over-IP (VoIP) phones that utilize wireless technologies.</p> <p data-bbox="183 695 1487 749">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.</p>	<p data-bbox="1317 237 1382 264">\$48</p>

<p data-bbox="99 793 345 821">DW10 HARDWARE</p> <p data-bbox="183 842 821 869">All wireless access points are owned and managed by COT.</p> <p data-bbox="183 884 1360 911">Hardware lifecycle replacement and technology upgrades to core infrastructure and access points are included.</p>
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<p data-bbox="99 945 337 972">DW10 SOFTWARE</p> <p data-bbox="183 989 800 1016">No client software is required or included with this service.</p>
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<p data-bbox="99 1050 321 1077">DW10 SERVICES</p> <p data-bbox="183 1094 1498 1155">Hardware/software maintenance and/or replacement costs associated with the wireless access points and basic functions are at no additional cost to the agency.</p> <p data-bbox="183 1171 902 1199">Redundant wireless controllers are included with this service.</p> <p data-bbox="183 1220 1433 1281">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.</p> <p data-bbox="183 1293 1492 1354">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.</p> <p data-bbox="183 1367 943 1394">Assistance can be provided to the agency for service processes.</p>

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DW10 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

- 24 x 7 Telephone support: 502-564-7576 or Toll free support number: 800-372-7434
- Note: Requests received after normal business hours will be addressed the next business day
- Via e-mail: CommonwealthServiceDesk@ky.gov

An authorized Agency [contact](#) will need to complete an F180 request [form](#) and provide a valid billing number when requesting new service. Requests for change or troubleshooting must include; Agency, local on-site contact cellular telephone number, street address and city. The Service Desk may request additional information from the on-site contact.

DW10 Additional Service Clarifications

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

Facility audits, cabling, mounting services, and site surveys may be requested via the CSD, and will be charged to the agency at the appropriate hourly rate.

Customers of this rated service must have a connection to the state's network and must be subscribers of the appropriate [DC10](#), [DC30](#) or [DC40](#) rated services. Wireless service may not be advisable at sites where bandwidth is at 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 must provide a PoE capable switch. COT can advise as necessary.

Agencies in which COT does not manage DHCP, must provide COT with an IP address that never changes (statically assigned or reserved).

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

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