

Enterprise IT Shared Services Service Level Agreement



NYeNet Service Details

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INTRODUCTION

The purpose of this document is to provide detailed Service Level Agreement (SLA) information about the NYeNet service.

The NYeNet is a scalable and reliable statewide network. The NYeNet infrastructure provides a high-capacity backbone to consolidate separate Agency networks throughout the state, enabling Agencies to share circuits and achieve higher bandwidth at peak need.

This document is part of a set of SLA documents, and part of a group of documents and web pages that contain information about the NYeNet service. The Resources Section of this document provides links to NYeNet resources.

SERVICE DETAILS

NYeNet provides a variety of connectivity options, including ePort, Frame Relay, Point to Point T1 and iPort.

ePORT

While its concept is much like the Internet, the ePort environment provides enhanced manageability and a redundant environment to its participants. The ePort is a true routed TCP/IP service offering of the NYeNet that allows users to connect on an 'any-to-any' basis to all other subscribers of the NYeNet. The design goal for the ePort service is to provide a high-speed, cost-effective transport service that gives Agencies the ability to transport their data at speeds that fit their core business needs and budget constraints.

ePort is built upon a number of enterprise level Layer 3 switches and routers that provide the necessary capacity, performance, and redundancy to allow this offering to be used for the most critical needs of the user community.

ePort service only supports the Internet protocol (IP). All core services and applications deployed on the NYeNet use this protocol. Traffic other than IP can transverse the ePort environment, but must be encapsulated into IP by the Agency.

For locations reached using State-provided facilities, Ethernet connections of 10Mbps or 100Mbps are available. In addition Gigabit Ethernet access is available in Albany at those sites that contain state fiber. The ePort connection for an Agency is provided as a simple Ethernet port.

FRAME RELAY LINES

Frame relay is a popular transport choice of many organizations with a central office that needs to communicate with multiple remote offices or to interconnect multiple offices. Frame relay circuits range from 56K to T1 speeds throughout the State. These services are distance and carrier insensitive. The basic offering provides a circuit that connects to an aggregator box on the NYeNet. This allows communication with resources on the NYeNet.

This product enables Agencies to physically connect central and local sites to Agency hosts and shared services on the NYeNet. Frame relay networks allow dynamic sharing of the network medium while providing access speeds up to DS3; therefore locations are more cost effectively and simply interconnected than point-to-point leased-line connections.

POINT TO POINT T1 LINES

The NYeNet offers Statewide DS1, also known as T1, service as an inexpensive alternative to frame relay and legacy DS1 services. CIO/OFT's NYeNet DS1 service is available from any location in the state to any other location within the state. It is the ideal solution for entities looking to migrate point-to-point T1 circuits from EmpireNet or other service contracts. This service may also be used to provide connectivity from a number of remote Agency locations to a Consolidated Data Center or an Agency's host computer. For the latter, entities DS1 circuits are aggregated in a NYeNet NAP and delivered to the data center via high-speed ePort connection.

This offering is best described as an "unprotected" service, meaning there is no redundancy or diversity built into the design or price. Agencies with redundancy requirements may want to consider NYeNet Frame Relay, two Statewide DS1 connections or a DS1 connection with a separate ISDN-BRI line as a fail over facility.

CIO/OFT currently uses service providers to maintain competitive rates, as well as timely installation and repair.

iPORT

An iPort connection provides an Agency with Internet connectivity by making use of redundant NYeNet network infrastructure. Internet connectivity for this service is provided by three separate vendors, in three different geographic regions of New York State, to ensure that the service maintains high availability. This service replaces the Bridge Group 18 Internet access connectivity.

For locations that can be reached using State-provided facilities, iPort is provided as Ethernet connections of 10Mbps or 100Mbps. Each Agency is responsible for any firewall and/or anti-virus protection that they require for this connection. The iPort connection provides the Agency with raw, unfiltered Internet data.

DOMAIN NAME SERVICES (DNS)

The centralized Domain Name Service (DNS) is the service responsible for converting hostnames into routable IP addresses. In many cases, it is a prerequisite for allowing access to an application over the NYeNet.

The centralized DNS provides an economical solution for inter-agency network connectivity. By creating a single automated DNS repository of all shared host IP information, the need to manually duplicate this information by each Agency will be eliminated. DNS entry changes will become the responsibility of the originating Agency, and through an automated replication process will become accessible to all participating NYeNet members. This process provides an accurate solution to the current “notification/manual change” process.

The DNS services are supported by the NYS Customer Care Center (CCC).

ORDER PROCESS

Customer Agency will:

ePort

- 1. Determine if State fiber exists at requested location.**
 - Contact your CIO/OFT Customer Relations Manager (CRM), email customer.relations@cio.ny.gov, or call 1-866-789-4OFT (4638) with address, floor #, and room # of the location where the ePort is desired. The CRM will follow up to determine the presence of State fiber at the location, and usually respond within one business day.
 - If no facilities are available, CIO/OFT has numerous vendor partners to deliver the service. The CIO/OFT Customer Service Group and the NYeNet Order group will explore and explain the options and associated cost.
- 2. Determine what ePort speed you want.**
 - A 10Mbps or 100Mbps ePort can be ordered at most metropolitan locations in New York State, regardless of location.
 - A 1000Mbps (or Gigabit) ePort can be ordered at most locations where State fiber exists within the Capital District area.
- 3. Fill out and submit an NYeNet Connection Request Form.**
 - Submit completed Connection Request forms to: NYeNet-orders@cio.ny.gov or fax (518) 473-6906.
 - NYeNet Infrastructure team will first calculate the one-time installation charge, based upon a walk-through of the location.
 - Your agency can determine if it wants to proceed, based on the one-time install cost as well as monthly fees.

Frame Relay

- 1. Determine desired line speed.** Frame Relay lines come in the following speeds: 56Kbps, 128Kbps, 256Kbps, 384Kbps, 512Kbps, 768Kbps, T1, and DS3. Contact your CIO/OFT Customer Relations Manager (CRM), email customer.relations@cio.ny.gov, or call 1-866-789-4OFT (4638) if you need help with this.
- 2. Fill out and submit a NYeNet Frame Relay Connection Request Form.**
- 3. Submit completed Connection Request forms to:** NYeNet-orders@cio.ny.gov or fax to (518) 473-6906. The NYeNet team will handle the circuit installation, configuration and

related communications. The NYeNet Orders desk will inform you when the circuit installation is complete.

4. **Contact the Network Operations Center (NOC)** at (800) 234-5364 to “turn up” the circuit after it has been installed. This should be done 48 hours before you plan to use the circuit.

Point to Point T1

1. **Fill out and submit a T1 Point-to-Point Order Form.**
2. **Submit completed Connection Request forms to:** NYeNet-orders@cio.ny.gov or fax to (518) 473-6906. The NYeNet team handles circuit installation, configuration and related communications. The NYeNet Orders desk will contact you when the circuit installation is complete.

iPort

1. **Determine if State fiber exists at customer location.**
 - Contact your CIO/OFT Customer Relations Manager (CRM), email customer.relations@cio.ny.gov or call 1-866-789-4OFT (4638) and give address, floor #, and room # of the location where the iPort is desired. The CRM will follow up to determine the presence of State fiber at the location. *If no State fiber exists at this location, other options can be considered, such as Verizon TLS or other Internet Service Providers on OGS contracts.*
2. **Determine what Internet speed you want.**
3. **Fill out and submit an NYeNet Internet Connection Request Form.**
 - Submit completed Connection Request forms to: NYeNet-orders@cio.ny.gov or fax (518) 473-6906.
 - NYeNet Infrastructure team will first calculate the one-time installation charge, based upon a walk-through of the location.
 - Your agency can determine if it wants to proceed, based on the one-time install cost as well as monthly fees.

All forms can be found at <http://www.cio.ny.gov/support/formsbycat.htm>.

ROLES AND RESPONSIBILITIES

CIO/OFT will:

- Schedule routine maintenance at least five (5) business days in advance of the outage. The only exception for such an outage will be provided to Agencies that have mandated statutory requirements. The outage dates and reason for the outage will then be approved or disapproved in writing by the Agency based on the Agency's requirements. The Agency and CIO/OFT will resolve any conflicts within five (5) days of receipt of the outage notice.
- Reserve the right to cancel any scheduled or unscheduled outage if the disruption would jeopardize CIO/OFT or Agency commitments, or would present security, health or safety concerns. If the cancellation of a service outage would jeopardize CIO/OFT or Agency commitments, or would present security, health or safety concerns, CIO/OFT and the Agency acknowledge that it may be necessary for the outage to take place.
- Monitor and operate 24 hours per day, 7 days a week except for periods of scheduled maintenance, provider outages and emergency situations. The service level objective for the ePort network shall be 100% of the access hours minus planned service outages, as calculated on a monthly basis.
- In an emergency, the NOC will activate the Agency call list, as defined by the Agency, to notify the Agency's technical staff. An emergency is defined as "an unforeseen combination of circumstances or the resulting state that calls for immediate action."

The Customer Agency will:

NYeNet Policies

- Read and adhere to all CIO/OFT NYeNet policies. These policies can be obtained from your CIO/OFT Customer Relations Manager or by using the following links:
 - **Technology Policy P04-003: Protection of CIO/OFT 's Information Assets-**
http://www.cio.ny.gov/Policy/p04-003/files/Protection_of_OFTs_Digital_Assets-FINAL.pdf
 - **Technology Policy 97-8: NYeNet IP Addressing.** This policy can be found at:
<http://www.cio.ny.gov/Policy/NYS-S97-008.pdf>
 -

Network Integrity

- Agree that only Authorized Users shall be granted access to the NYeNet and shall assume responsibility for the actions of its Authorized Users.
- Shall not engage in activities that may compromise the integrity of computing systems, including, but not limited to, the use or development of programs that harass other users or infiltrate a computer or computing system and/or damage, alter, or deny access to the hardware or software components of a computer or computing system, the distribution of unsolicited commercial messages or advertising (“spamming”), and the creation of unnecessary, sustained high volume network traffic that substantially hinders others in their use of this or any other resource.

SUPPORT

Network Operations Center (NOC)

The Network Operations Center (NOC) is the central point of contact for all issues dealing with NYeNet data communications services. These services include ePort, iPort, Frame Relay lines, and point to point T1 lines. The central point of contact for DNS services is the Customer Care Center (CCC), not the NOC.

The NOC will receive and log all problem calls and perform an initial assessment of the issue. The problem will either be solved or assigned an appropriate severity level and forwarded to the appropriate resolver group or vendor. The NOC is also a central point Agencies can contact for status updates on trouble tickets. The NOC will maintain a historical file of all agency problems reported to it and the corrective actions taken to resolve the problems. A report from this historical file will be available to the Agency upon request.

NOC Outage Notifications Timetable

The Network Operations Center will respond to outages dealing with ePort connections, iPort connections, frame relay lines, and point to point T1 lines. Responses shall be based on criteria as listed below. Outage severity may be upgraded or downgraded by CIO/OFT staff based on analysis of updated outage information.

NOC Notification Procedures

Severity Level 1:

Hourly notifications of status from the NOC via e-mail to the designated "Critical Outage" distribution list.

Severity Level 2:

Notifications every two hours via e-mail to the "Affected Agencies" distribution list with copies to appropriate CIO/OFT management personnel.

Severity Level 3:

Notifications as appropriate.

The following shows the timetable that will be followed based on the severity level of the problem.

Service Classification	Escalation Step 1	Escalation Step 2	Escalation Step 3	Escalation Step 4	Escalation Step 5
Severity Level 1: CRITICAL	Immediate	1:00	2:00	4:00	As Required
Severity Level 2: MAJOR	2:00	4:00	8:00	24:00	As Required
Severity Level 3: MINOR	8:00	12:00	As Required	As Required	As Required

NOC Severity Levels Defined

Severity Level 1:

- NYeNet Backbone or NAP Outage
- DS3 and/or OC-n Outage
- Frame Relay NNI Interface Failure
- Agency Host Site Failures

Severity Level 2:

- Outages of individual ePort connections
- Frame Relay fractional or full DS1 circuit outages

Severity Level 3:

- Non-Service affecting troubles

NYeNet Data Lines (ePort, iPort, Frame Relay Lines, Point to Point T1 Lines)

CIO/OFT will regularly provide traffic management reports documenting performance of the Agency's NYeNet connections. Frequency of these reports will be agreed upon by CIO/OFT and the Agency, but will be produced no less frequently than once every quarter. The reports will be delivered to the Agency via e-mail or online. The Customer Relations Manager will be available to discuss contents at a regular monthly meeting or at another, mutually agreed upon, time. The Agency will have online access to an enterprise management system when it becomes available. Agencies with in-house Concord Health may use their management platform in conjunction with the NYeNet's Concord for end-to-end management of their connections.

LEGAL AND SECURITY ISSUES

CIO/OFT will:

- Provide a physically secured area that will house NYeNet related equipment.

Customer Agency:

Accessing other Accounts

- Shall not seek information on other users, attempt to obtain access to or copies of other users' files, or modify files or data belonging to other users, unless explicit permission to do so has been obtained from the appropriate party.

Compliance

- Shall comply with all applicable confidentiality and security requirements.

Security

- Is responsible for protecting their network from all other users by installing and maintaining a firewall. There will not be any router protocol established between the routers in the NYeNet and the Agency's router.
- Will use static routes to transverse the NYeNet on ePort. The NYeNet will only advertise an Agency's address space at the request of the Agency.

HOW RATES ARE CALCULATED

Each month Pinnacle is queried for the number of circuits an agency used during the previous month. This is the number used for billing purposes

Rates have been established by aggregating all of the costs involved to provide the service, and incorporating them into the appropriate charge codes. Charge codes are audited annually to ensure prices are in line with the cost of doing business.

RESOURCES

CIO/OFT Service Level Agreement Home Page

<http://www.cio.ny.gov/SLA.htm>

NYeNet Home page

<http://www.cio.ny.gov/nyenet>

Technology Policy P04-003: Protection of CIO/OFT's Information Assets-

http://www.cio.ny.gov/Policy/p04-003/files/Protection_of_OFTs_Digital_Assets-FINAL.pdf

Technology Policy 97-8: NYeNet IP Addressing. This policy can be found at:

<http://www.cio.ny.gov/Policy/97-8.pdf>

Circuit Comparison

<http://www.cio.ny.gov/assets/documents/servicefactsheets/inSERVICE-NYENETConnectionTypeComparison.pdf>

CONTACT US

Customer Relations Managers listed by State Agency

<http://www.cio.ny.gov/support/ContStateCRMs.htm>

Contact CIO/OFT Customer Relations Managers or the Customer Care Center at

1-866-789-4638 or 518-402-2537

When You Call

Option 1: Technical Support

Additional Choices:

1. Customer Care Center
2. Data Center Operations
3. NYeNet Network Operations Center (NOC)
4. Voice Services

Option 2: State and Local Government Customer Service (for Customer Relations Managers)

Option 3: New York State Directory Assistance Operator

OR by E-Mail at: customer.relations@cio.ny.gov