

## NYeNet iPort – Service Detail



### Overview:

This service permits NYS agencies to provide employees access to the Internet. NYS agencies interested in Internet access may purchase various connection types/speeds.

### Detail:

An iPort connection provides a NYS agency with Internet connectivity by making use of the redundant NYeNet network infrastructure. The Internet connectivity for this service is provided by three separate vendors in three different geographic regions of New York State in order to ensure that the service maintains high availability.

For locations that can be reached using State-provided facilities, iPort is provided as Ethernet connections of 10Mbps or 100Mbps. High-availability, route diverse connections are available in the Capital District area. Each NYS 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.

### Cost:

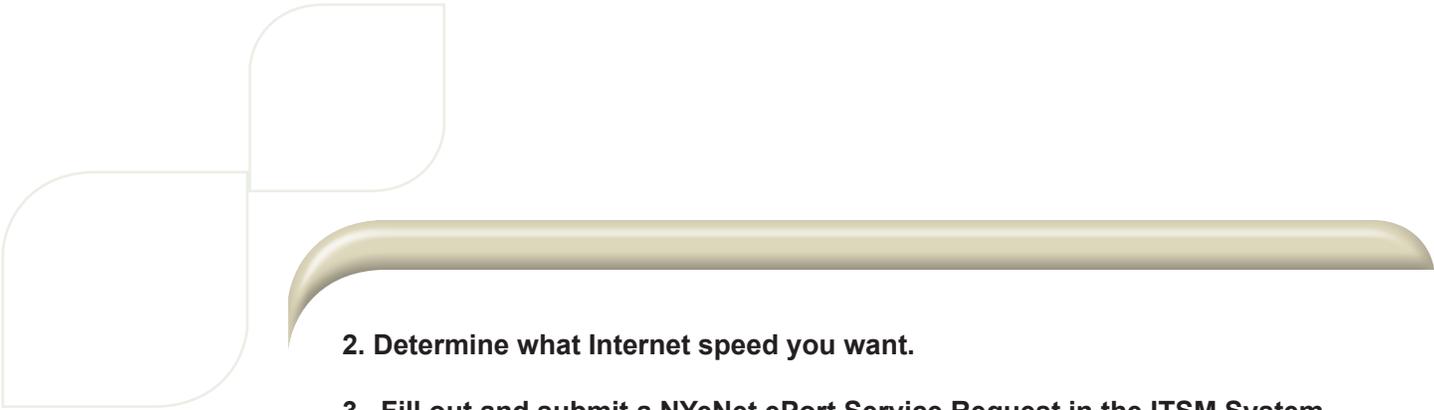
Pricing is set by port speed:

<u>Speed</u>	<u>Monthly Recurring</u>	<u>Speed</u>	<u>Monthly Recurring</u>
2 Mb	\$200	50 Mb	\$1,750
5 Mb	\$500	60 Mb	\$2,000
10 Mb	\$850	70 Mb	\$2,250
20 Mb	\$1,000	80 Mb	\$2,500
30 Mb	\$1,250	90 Mb	\$2,750
40 Mb	\$1,500	100 Mb	\$3,000

### Order Process:

#### 1. Must determine if State fiber exists at customer location.

- Contact your ITS 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 other Internet Service Providers on OGS contracts.



**2. Determine what Internet speed you want.**

**3. Fill out and submit a NYeNet ePort Service Request in the ITSM System.**

**NOTE:**

The NYS Office of Information Technology Services has removed the Connection Request Forms. The forms have been replaced with the online portal, Enterprise ITSM System. The Enterprise ITSM System provides customer agencies with a streamlined ordering and tracking capability, simplifying the customer experience by providing one entry point for all service requests. Access the ITSM System through with your NYSDS account here: <https://nysitsm.service-now.com/navpage.do>

- NYeNet Infrastructure team will first calculate the one-time installation charge, based upon a walk-through of the location.
- Based on the install cost and monthly fees, your NYS agency can decide if it wants to proceed with this service.

***Additional Information:***

Please contact ITS Customer Relations at [customer.relations@cio.ny.gov](mailto:customer.relations@cio.ny.gov) or 1-866-789-4638 for additional information.

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