

Point to Point T1 – Service Detail



Overview:

ITS is transitioning from one set of circuit contracts to a Reverse Auction process to procure these circuits. Customers pay \$675 a month for existing circuits. Circuits ordered under or migrated to the new Reverse Auction contracts have variable rates depending on costs from the circuit providers. Circuits procured under the Reverse Auction process are being delivered by vendors at a monthly cost of approximately \$600, but higher and lower amounts are possible. ITS bills the customer directly.

Order Process:

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>

The NYeNet team handles circuit installation, configuration and related communications. The NYeNet Orders desk will contact you when the circuit installation is complete

Additional Information:

Please contact ITS Customer Relations at customer.relations@cio.ny.gov or 1-866-789-4638 for additional information.
