

Customer Network Management – Service Detail



Overview:

Customer core networking offers a composite of centralized services to provide safe and secure connections to the NYeNet, CIO/OFT Statewide Data Centers and state agencies. The customer advantages to core networking present connectivity with an agency's central site from remote locations with standardized services such as Internet proxy, DHCP, DNS, Active Directory, along with centralized file and print. It is also the secured access point to other networks, such as the State Data Center and other agencies. Our services include all equipment costs, configuration, monitoring and on-site maintenance.

Features:

Network Design

Customer Network Services (CNS) will customize a design to meet your business requirements using CNS standard network deployment options.

Network Monitoring and Management

The core network is monitored in a 24x7 fashion to trend the utilization and operation of the network equipment. A proactive approach is used to identify errors before they have a noticeable user impact. Capacity is tracked to upgrade circuits and equipment when utilization reaches established thresholds.

Network Changes and Refresh

Changes for new network access and network equipment refresh to avoid obsolescence are a part of the standard service. Customers request changes through a service request system.

High Availability

The core network is located in two separate locations. Each active core site has similar capacity equipment providing on demand failover in the event of a catastrophic failure at one of the locations. Remote customer locations are connected to each core site enabling them to use the highly available architecture.

Security

The core network uses a layered approach to secure for network security. Firewalls are used to limit network connectivity and encrypt traffic over external shared networks using Virtual Private Network (VPN) technology. Intrusion Prevention Systems (IPS) scans traffic passing through the core to alert and stop malicious network traffic.

NOTE: additional security features such as proxy services, content filtering and anti-virus protecting are available as an additional service.

DHCP

Dynamic Host Configuration Protocol (DHCP) is a network application protocol used by devices (DHCP clients) to obtain configuration information for operation in an Internet Protocol (IP) network. This protocol reduces system administration workload, allowing devices to be added to the network with little or no manual intervention. IP address assignments can be provisioned via DHCP for workstations allowing for central management of IP addresses.

DNS

The Domain Name System (DNS) is a hierarchical naming system for computers, services, or any resource. CIO/OFT Domain Name resolution will be provided across all sites in the customer's network, allowing client workstations to locate applications servers without local configurations on the workstations.

Statewide DNS services are provided to agencies to allow their applications to be accessed on NYeNET. Utilization of the statewide DNS, requires a proper configured NYeNet circuit. To resolve the name(s) of a NYeNet accessible application our CIO/OFT Customer Relations Manager can work with you to contact the State's application owner to determine the correct configuration for DNS resolution.

To advertise an application via the statewide NYeNet DNS, use one of the following methods for resolution (listed from most desirable to least desirable).

- ▶ Zone Transfer of the desired zone (e.g. agency.state.nyenet, etc.) to the NYeNet
- ▶ DNS servers. This allows the agency the flexibility to control when and how their names are updated.
- ▶ Request a manually configured entry in the NYeNet DNS servers from Customer Relations.

NOTE: Statewide IP addresses are available from Customer Relations.

Authentication

An authentication protocol is essential to protecting access to your organizations network resources. Our authentication and authorization service is provided through the delegated administrator model which authenticates credentials of the user to provide access to applications, agency resources, and file and print services.

We provide directory servers, log in servers and the WEBSTAR provisioning tool. The authentication component permits log in to the Windows domain and access to associated resources. This component is provided by Microsoft's Windows servers with authentication for remote access also provided.

The file and print component of this service provides users with home directory shares, disk space for data shares, print shares, and disk space for application shares that are also provided by Microsoft's Windows servers.

An in-house application called WEBSTAR provides full function provisioning while limiting administrator's scope of operations to those areas they are responsible for. WEBSTAR is available to the Administrators through a web interface and allows the administrator a single point of administration of the Users attributes, coordination of mailbox creation, controls application access and allows for population of groups associated with user account and machine account creation.

Remote Networking

We provide interconnectivity between remote offices, to two highly available core locations, and CIO/OFT's Data Centers through a remote networking system. We use the reliability of the NYeNet which is engineered into the network's design.

Our networking staff works closely with clientele to design network circuits and equipment to their functional requirements. This managed service includes appropriately sized NYeNET circuits, remote site router/E-port equipment, Data Center connectivity via a secure VPN tunnel, and interconnectivity of IP network devices.

24x7 LAN/WAN Support

This optional service provides extended maintenance and support on a round the clock (24x7) hourly basis, 365 days per year. Basically this service extends prime shift maintenance and support for Wide Area Network (WAN) and remote-site Local Area Network (LAN) to off-hour coverage.

Off hour coverage is initiated by a call to our Customer Care Center who in turn contacts CNS on-call Level 2 and 3 data communications technical staff to work on resolution of network issues.

Benefits:

- ▶ Centralized services to cost effectively manage your network
- ▶ Technical expertise and full integration of services
- ▶ Web accessible tool for provisioning log in access and authentication

Additional Information:

Please contact CIO/OFT Customer Relations at customer.relations@cio.ny.gov or 1-866-789-4638 or see our website at www.cio.ny.gov for additional information.