



INFRASTRUCTURE SERVICES

Service Description

The Monterey COE Technology and Information Services (MCOE-TIS) division is responsible for the management of the countywide educational technology infrastructure. MCOE-TIS manages telecommunications and system services provided to the districts of Monterey County. MCOE-TIS also provides guidance to schools on large project deployments, and provides a number of other infrastructure related services.

What is Included?

Infrastructure services can be best understood by structuring them into the following categories:

- Telecommunications Services
- Enterprise System Services

1. Telecommunications Services

MCOE-TIS provides management of telecommunications including, but not limited to, network services, network security, wireless and system monitoring. These services will typically apply to internal district devices not covered under other MCOE provided contracts or may provide extended services for devices covered by existing basic maintenance contracts.

Network Services and Security

MCOE-TIS plans, designs, manages and controls the network infrastructure in order to provide a secure and reliable K12 network. The following services are offered:

- Firewall configuration and management
- Router and switch configuration and management
- Identity and access management using Active Directory and RADIUS services
- Virtual firewall for districts
- VPN setup and secure access from outside the network
- Intrusion prevention and detection
- CIPA web filtering

Systems Monitoring and Management

The Infrastructure Services team can provide remote systems monitoring, management and maintenance as a service to minimize system down time and administrative costs.



Monterey County Office of Education Technology and Information Services

Wireless

MCOE-TIS provides wireless technologies including wireless LAN and radios.

2. Enterprise System Services

MCOE-TIS provides continuous operation of a data center located in Salinas, CA and a planned, co-located data center provided by San Benito County Office of Education located in Hollister, CA. Hosting services are available for infrastructure and applications on Windows and Linux server platforms.

Datacenter Operation

Datacenter operations include all aspects of maintaining a high availability environment for computing services. This includes electrical power, heating/cooling, premise security, and environmental monitoring. It also includes the use of effective procedures and practices to achieve optimal effectiveness of the datacenter resource.

- A well designed environment for high availability services
- Cost effectiveness through leveraged use of shared facilities
- Improved standardization from common requirements, procedures, and practices
- Productivity gains through use of operations management automation tools

Managed System Hosting

MCOE-TIS provides hosting services for enterprise systems. Managed hosting includes management of all aspects of the system:

- Server virtualization using VMWare Sphere
- Managed hosting - Highly redundant and secure hosting platform using virtual and physical servers
- Co-located hosting – Reliable environment using virtual co-located hosting
- Private Cloud services using secure portal technologies
- Enterprise-class data storage area network (SAN) for co-located and MCOE managed servers
- Data backup and retention

What is Not Included?

This service does not include any related services, such as desktop support or mobile device management, nor does it include professional services beyond the defined scope of the particular services contracted. Desktop and a variety of other support and professional services are available as distinct services, which must be contracted separately.

How We Charge

Charges for this service are rendered via service fees to subscribing districts. All services are available via Memorandums of Understandings (MOU) and are complete with Service Level Agreements. Prices are negotiable based on the actual scope of services contracted. The base labor rate for infrastructure services is \$95/hour.