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# INTERNET ACCESS SERVICE

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## Service Description

The Internet Access service provided by the Monterey County Office of Education's Technology and Information Services (MCOE-TIS) division is designed to ensure districts have high speed access to the Internet. Access is provided as a basic conduit service at speeds up to 1Gbps. MCOE is a node on the California K-12 High Speed Network (K12HSN), an extension of the California Research and Education Network (CalREN), and as such provides unparalleled access to Internet2 as well as the commodity Internet.

## What is Included?

Internet Access is provided as a bundled suite of interrelated services. Customers may elect to utilize the full complement of services or selectively decline those in which they have no interest. The entire complementary suite includes:

- Internet Access
- Traffic Shaping
- Traffic Analysis
- Circuit Coordination
- Spam Filtering
- Firewall
- Domain Name Service
- Managed Monitoring
- Outside Incident Coordination
- Content Filtering
- Intruder Protection System (IPS)
- Service Desk

The bundled service is additionally available in two different varieties: traditional Internet Access without transport, and the other including managed last-mile broadband transport. The managed version of the service includes on-premises routing equipment that is fully managed and maintained by MCOE-TIS.

## What is Not Included?

Other related services are available from MCOE-TIS that are not included as part of Internet Access. Some such services can be obtained through addendum to the Internet Access MOU while others may require a separate agreement. The list of related services includes:

- Email
- Hosting Services
- Backup Services
- Router Maintenance



# Monterey County Office of Education Technology and Information Services

## How We Charge

Charges for this service are rendered via service fees to subscribing districts to be invoiced annually. Fees are based on subscribed bandwidth according to the following rates:

### Without Transport

Bandwidth	Annual Fee
10Mbps	\$1,500
25Mbps	\$3,000
50Mbps	\$4,000
100Mbps	\$7,500
250Mbps	\$9,500
500Mbps	\$12,000
1Gbps	\$16,500
2Gbps	\$27,000

### With Transport

Bandwidth	Annual Fee
10Mbps	\$4,100
25Mbps	\$6,000
50Mbps	\$8,500
100Mbps	\$14,750

*Additional technical support services are charged at \$95 per hour.*

## How is the Service Measured?

We use Service Level metrics in the form of Key Performance Indicators (KPI) to measure attainment of key service goals. KPI's are metrics that measure performance in relation to specific goals and objectives based upon the established support standards and timeframes set forth in the associated Service Level Agreement (SLA). KPIs will be utilized to measure MCOE-TIS performance in relation to this service.

The following lists the KPIs that will be utilized for this purpose:

Name	How it's Measured	Minimum Levels	Target Levels	Frequency
Internet Availability	$((\text{Uptime} + \text{Scheduled Maintenance}) / (\text{Unscheduled Downtime} + \text{Uptime} + \text{Scheduled Maintenance})) * 100\%$	99%	99.9%	Monthly/ Cumulatively
<i>Description: a metric that measures the availability of the production system during normal operating hours.</i>				



## Monterey County Office of Education

### Technology and Information Services

Mean time to resolve incidents (MTTR) per Priority	MTTR = (Sum of time between incident start and resolution)/Total number of incidents NOTE: A calculation for each priority level is required.	Urgent = 4 hrs. High = 8 hrs. Med = 5 days Low = N/A	Urgent = 2 hrs. High = 6 hrs. Med = 3 days Low = N/A	Monthly & Cumulatively
<i>Description: Measures the time it takes to resolve an issue and restore normal operations following an incident.</i>				
Client satisfaction	Survey instrument utilizing 5 point Likert Scale	Avg. of 4 out of 5	Avg. of 5 out of 5	Quarterly
<i>Description: Subjective measure of client satisfaction based upon a survey instrument.</i>				

## Contact Information

Role	Representative	Contact Information
Administrative Contact	Natalie Hatley	(831) 784-4247 <a href="mailto:nhatley@monterey.k12.ca.us">nhatley@monterey.k12.ca.us</a>
Service Contact	Adam Gavalla	(831) 784-4264 <a href="mailto:agavalla@monterey.k12.ca.us">agavalla@monterey.k12.ca.us</a>
Support Contact	Service Desk	(831) 755-0322 <a href="https://whd.montereycoe.org">https://whd.montereycoe.org</a>