

Alabama Supercomputer Authority (ASA) - 2016 Service Catalog - 09.21.16

Svc #	Service	Service Description	Service Cost Dependencies	Service Unit of Measure	Prerequisite Service
SERVICE: Network Services					
1.0.0	Managed Internet Access	High speed, dedicated, symmetric, Internet Protocol (IP) based access to the Internet with bandwidth capability in specific increments from 10Mbps to 10Gbps	1) Client Connection to AREN (Transport) 2) Requested Bandwidth (Port) 3) Managed Equipment	Bandwidth	None
1.1.0	Content Filtering	Ability to block web content that may be considered inappropriate and/or necessary to meet regulatory requirements such as the Children's Internet Protection Act (CIPA)	Per Client	Per Client	Managed Internet Access
1.2.0	Managed E-Mail	Web accessible, open source email platform	Base Level (Virtual Server) High Level (Dedicated Server)	Per Client	Managed Internet Access
1.2.1	Spam and Virus Protection	Antivirus and spam filtering for E-Mail service	Per Client	Per Client	Managed Internet Access
1.3.0	Managed Firewall	Provide ASA clients with a firewall configured to their security requirements to provide control of network access to client hosts (servers and computers)..	Bandwidth	Per Firewall	Managed Internet Access
1.3.1	Web Application Firewall	Application authentication and protection from specific security vulnerabilities	Per Client	Per Client	Managed Firewall
1.3.2	Remote Virtual Private Network (VPN)	Allows remote, off-network access to a client's network resources (applications, files, etc.)	Included with Managed Firewall Service unless additional licenses are required	Per Client	Managed Firewall
1.3.3	Managed VPN (LAN-to-LAN IPsec Connection)	Allows Managed Firewall Service clients to provide a secure connection to another client's network.	Included with Managed Firewall Service	Per Client	Managed Firewall
1.4.0	Video Conferencing	H.323 and SIP-based bridging and recording to support the State of Alabama ACCESS Distance Learning program (http://accessdl.state.al.us/) and other client video conferencing sessions.	Included with Manged Internet Access Service	N/A	Managed Internet Access
2.0.0	Managed WAN	Provides Internet Protocol (IP) based connection between two client locations	1) Client Connection between locations (Transport) 2) Requested Bandwidth (Port) 3) Managed Equipment	Bandwidth	Managed Internet Access
3.0.0	Managed Hosting	ASA provided locked cabinet (48U) with A+B power distribution units (PDU) located at Alabama Supercomputer Center (ASC) in Huntsville, AL	1) Number of Cabinets required 2) Cabinet Power Requirement (208V/20A, 208V/30A, etc.)	No. of Cabinets and Power Req'd	None
4.0.0	Managed Server	ASA provided server built to client specifications located at ASC in Huntsville, AL	Custom quote based on client specifications	Per Client	None
SERVICE: High Performance Computing (HPC)					
5.0.0	High Performance Computing	Use of two high performance computing platforms and associated temporary storage. Choice of platform is determined by HPC queuing system used to submit client programs for available HPC software.	No charge for public education accounts Fee for service for commercial usage.	Dedicated Hours	None
SERVICE: Web Application Development and Support					
6.0.0	Web Application Development Service	Design, development, and projection management for web applications	Quote Based on Level of Effort	Per Application	None