

# Kent Public Service Network

## Managed Firewalls

### Solution Overview

Fully managed firewall service providing border security between a Partner's private network and the KPSN WAN/associated services.

By default, the service comprises a single physical firewall appliance deployed at the customer premises, the specification of which may vary depending on specific functional and/or bandwidth requirements.

The firewall product portfolio is sub-categorised into Small, Medium and Large capacities, and comprises a mixture Cisco ASA 'X' series devices and Palo Alto Next Generation firewall appliances.

Firewall deployments can vary dramatically based on individual requirements. A quotation will include the following elements:

- Data/requirements gathering from Partner.
- High level design.
- Low level design.
- Implementation/commissioning.
- Service Management (in line with the agreed KPSN SLA, see below).

Please note for PSN/GCN/GCSX related firewall requirements Partners are restricted to using firewall appliances that are CPA assured.

Firewall Category	Standard Technology / Product
Small	Cisco ASA5512-X (Security plus)
Small	Palo Alto 500
Medium	Cisco ASA5515-X
Medium	Palo Alto 3020
Large	Cisco ASA5525-X
Resilience	<p>Service availability and throughput capacity can be maximised / increased by taking advantage of the many resiliency and scalability services this solution has to offer, such Active/Active high availability (using dual appliances) and integrated VPN clustering and load balancing.</p> <p>Resilient options can be provided as part of the design service upon request.</p>

## Service Levels

Service	Firewall Security Service - Non Resilient
Service Description	<p>Firewall and VPN service to protect Partner and Customer information from malicious attack.</p> <p>A Security Breach is an event / incident that should have been prevented by the Firewall or other security equipment / measures but wasn't and that is under the control of the Supplier.</p> <p>A Security Failure is the potential for a Security Breach caused by action or inaction of the Supplier.</p> <p><b>Minimum service availability: 99.85%.</b></p>
Service hours	24/7/65 (366 days in each leap year).

Service	Firewall Security Service - Resilient
Service Description	<p>Firewall and VPN service to protect Partner and Customer information from malicious attack.</p> <p>A Security Breach is an event / incident that should have been prevented by the Firewall or other security equipment / measures but wasn't and that is under the control of the Supplier.</p> <p>A Security Failure is the potential for a Security Breach caused by action or inaction of the Supplier.</p> <p><b>Minimum service availability: 99.99%.</b></p>
Service hours	24/7/65 (366 days in each leap year).

To find out more information on these services, please contact us:

| Kent Public Sector Network | Sessions House, County Hall, Maidstone, ME14 1XX |  
| [www.kpsn.net](http://www.kpsn.net) | [Enquire.KPSN@kent.gov.uk](mailto:Enquire.KPSN@kent.gov.uk) | 03000 413922 or 03000 410134 |