



Tech Alert

from Customer Engagement Services
"Your Gateway to Technology Services"

TA 17-09: New Service Offering: Cloud Provider Interconnect

ISSUE DATE:	August 11, 2017
ATTENTION:	All CDT Customers
ACTION REQUESTED:	If interested, submit a Remedy Service Request
EFFECTIVE DATE:	Currently Available

Overview/Background/Introduction:

The California Department of Technology (CDT) is now offering the Cloud Provider Interconnect (CPI) service. This service connects customers directly to Cloud Service Providers (CSP) by bypassing the public Internet. . CPI enables customers to establish secure, high-performance connections to multiple cloud service providers in multiple regions.

Features and Benefits:

The new CPI service offering provides the following features and benefits:

- Security – Connectivity bypassing the public Internet
- Reliability – Higher availability, with faster speeds and lower latency than typical Internet connections
- Connectivity – Redundant/diverse network paths to multiple CSPs and CDT resources

Additionally, service availability is tied to Service Level Agreements.

For more information, please see the [CDT Service Catalog](#) for additional details on this service offering. This service offering can be used in collaboration with CDT's Off Premises Cloud Services: Infrastructure as a Service (IaaS), and Platform as a Service (PaaS). Customers should contact their [CDT Account Lead](#) to submit a separate request for Off-Premises Cloud Services.

Cost and Billing:

The service provides monthly flat rate billing based on bandwidth per connection instance (redundancy included) with no additional administrative fees. CPI is offered at multiple speed tiers with unlimited data transfer. Customers interested in this service should review the information in the [CDT Service Catalog](#).

CSP subscription services are not included in the costs for CPI, and are charged separately by the CSP to the customer.

Action Requested:

To request the CPI service, submit the following Remedy Service Requests (SR):


- For a design and cost estimate, submit the [Cost Estimate/Design for CPI SR](#).
- For implementation, submit a second SR using the "other" category with the cost quote attached.

Effective Date:

This new service offering is currently available.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call Customer Engagement Services at (916) 431-5390.



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