



Queensland Government Internet Service Provider (QGISP)

Your secure gateway to the Internet

QGISP is designed for mission-critical reliability and performance.

The service provides fast, reliable and secure access to the Internet with full failover capacity at geographically diverse data centres. QGISP harnesses collective government buying power.

The QGISP provides a single gateway for a range of Queensland Government cyber-security protections that come with the service, managed by our dedicated Cyber Security Operations Centre. Refer to QGISP Security Services in the Cyber Security section of this document for detail.

Benefits

- Whole-of-government service provision
- Premium performance through dedicated, high capacity services
- Uncontended 1:1 traffic ratio
- Unlimited upload capacity
- Immediate bandwidth upgrades, at no cost, throughout Queensland's storm season
- Best practice architecture

Prerequisites

Connectivity to government data centres.

Features

- Accelerated traffic speed at shortest paths via multiple upstream ISPs and peering
- On premises Google and Akamai caching for faster response times
- Immediate automatic traffic failover capabilities
- Rapid deployment and scalable capacity
- Extensive troubleshooting and monitoring and in depth analysis of application or security events
- Flexible capacity options, with immediate upgrades for critical business requirements
- Specialist technical support and monitoring
- Quality Assurance and Testing Facility (QATF) available for agency use to test new features, devices or proof of concepts with no impact on production or availability.
- A client may have many links that are metered at one aggregated point

Variants

- IPv4 and IPv6 addressing

Metrics

Availability: 24 x 7 x 365 at 99.99%

Incident response: 24 x 7

Requests: Monday to Friday 8am to 6pm

Fulfilment:

- ▶ New service – 5 work days
- ▶ Change to existing service – 1 work day
- ▶ Immediate emergency capacity

Reporting

- Real time dashboards and graphs available for each service measuring utilisation, application issues, top conversations and other metrics
- Usage analytics
- Agency Denial of Service (DoS) portal to view real time traffic information, analysis and attack mitigation

Additional and related services

- Cyber Security (recommended)
 - ▶ Data Centre and ISP Firewalls (QG Firewall)
 - ▶ Intrusion Prevention System (QG IPS)
 - ▶ Web Application Firewall (QG WAF)
- QGN Ethernet (QGNE)
- QG Data Centre Network (QG DCN)

Options

- Disaster recovery testing
- Customised reporting

Ordering

Please contact your CITEC representative

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