



Firewall Management

Protects at the network layer

The Firewall Management service delivers a critical line of defence against external threats and hostile activity. The customised firewall policies provide a high level of network assurance for information availability, integrity and privacy.

Agency owned firewalls can be managed by CITEC or you may choose to procure firewalls as a fully managed service.

Benefits

- Within Queensland Government facilities
- Information availability, integrity and privacy
- Integrates with other QG services and infrastructure
- Large traffic capacity
- Managed by security specialists with extensive experience implementing and recommending security policies for Queensland Government

Prerequisites

Connectivity, usually QGN

Features

- 24 x 7 event monitoring and help desk
- 24 x 7 incident response
- Proactive analysis of potential security flaws
- Proactive system analysis and monitoring
- ISP firewalls include two zones - inside and outside
- ISP firewalls include default threat protection
- Dual-site redundancy, high availability
- DCN firewalls have four security zones, including an extranet connection
- Policy advice

Variants

Firewalls are offered as:

- Data Centre Network (DCN) firewall: for general use and agency protection
- Internet Service Provider (ISP) firewall: for internet traffic filtering and protection
- Agency-provided firewall: CITEC management of agency provided security devices

Metrics

Availability: 24 x 7 - 99.9%

Incident response: 24 x 7

Requests: 24 x 7 or Monday to Friday 8am to 6pm

Fulfillment:

- ▶ Initial setup¹ – 1 to 5 work days
- ▶ Changes to existing² – 1 to 3 work day

¹Depending on complexity and assuming required connectivity is in place. ²Typical times are 1 day.

Reporting

DCN and ISP firewalls are provided with online, near real time dashboards.

Additional and related services

- QGN data connections
 - ▶ QGN Ethernet (QGNE)
 - ▶ QG Regional Network (QGRN)
 - ▶ QG Data Centre Network (QG DCN)
 - ▶ QGN Cloud Connect
 - ▶ QG Internet Service Provider (QGISP)

CITEC offers a number of security related services, please discuss your requirements with us.

Options

- ➔ Firewall configuration analysis and audit
- ➔ Provide and manage content filtering
- ➔ Management of agency supplied firewall subject to agreement
- ➔ Customisation of default threat protections to meet specific requirements

Ordering

Please contact your CITEC representative

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