

VOLUME 1, SECTION 5.2: MANAGED FIREWALL SERVICES



5.2 MANAGED FIREWALL SERVICES [C.2.10.1]

The Level 3 Team's Managed Firewall Service (MFS) will meet or exceed the Government's requirements for MFS, as defined in RFP Section C.2.10.1. This section provides a description of this service offering followed by responses to the specific requirements listed in RFP Section L.34.1.6.

Our MFS will provide advanced, flexible, outsourced monitored and managed solutions that deliver customized protection at a fraction of the cost of in-house solutions. The service,

For the Networx Enterprise vehicle, the Level 3 MFS offering will support the Government's compliance with the Federal Information Security Management Act (FISMA)/Federal Information Processing Standards (FIPS) through _____ designed to maintain all

in
accordance with required specifications. The

The Level 3 Team will work with agencies to define

Notable benefits of the Level 3 include:

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5.2.1 Technical Approach to Security Services

This section addresses the requirements contained in RFP Section L.34.1.6.1 for the Level 3 Team's

5.2.1.1 SERVICE DELIVERY

The Level 3 Service Delivery objective is to provide Government agency customers with

All services proposed by the Level 3 Team for (3)Enterprise will use . The Level 3 Networkx delivery process is of this proposal volume. We augment this discussion with an which follows.

Delivery of

Upon completion of the

5.2.1.2 FEDERAL AGENCY ENTERPRISE ARCHITECTURE

The method for addressing the FEA objectives for our agency customers under (3)Enterprise is

for FEA.

5.2.1.3 FORESEEN PROBLEMS AND SOLUTIONS

The Level 3 Team has been delivering
the service requirements.

5.2.2 Satisfaction of Security Services Performance Requirements

This section addresses the requirements contained in RFP Section L.34.1.6.2 for the Level 3 Team's Quality of Service. We address the performance metrics specified for

are also addressed.

PERFORMANCE METRICS [C.2.10.1.4.1]

In compliance with the requirements specified in RFP Section C.2.10.1.4, Level 3 will provide the performance metrics shown in .

5.2.2.2 MONITORING AND MEASURING KPIS AND AQLS

The Level 3 Network Operations Center will monitor all (3)Enterprise services provided . Section 3.1.2.2 of this proposal

volume describes the _____ that will allow
for _____ and the ability to _____

The KPIs measured for _____ are described below.

- **Availability:** Availability is calculated as a _____

- **Event Notification:** This value is measured via _____

- **Grade of Service (Configuration/Rule Change):** This value is the _____

- **Time to Restore:** Unlike many service providers, Level 3 measures the Time to Restore (TTR) as _____

Level 3 provides the Government an insight into service performance of (3)Enterprise deliverables using _____



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5.2.2.3 TESTING PROCEDURES FOR KPI AND AQL

Please see the response to _____ for a discussion of the

5.2.2.4 PROPOSED PERFORMANCE IMPROVEMENTS

Level 3 _____ at this
time but

Level 3 believes in _____ and will always strive
to provide the highest quality services available.

5.2.2.5 PROPOSED PERFORMANCE METRICS

5.2.3 Satisfaction of Security Services Specifications

This section addresses the requirements contained in RFP Section
L.34.1.6.3 for the Level 3 Team's

5.2.3.1 SERVICE REQUIREMENTS

The Level 3 Managed Firewall Service offering fulfills the Mandatory
Service Requirements for _____. This
section demonstrates our capabilities in the following areas:

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5.2.3.1.1 Standards [C.2.10.1.1.2]

The Level 3

. Level 3 Team members are active in numerous industry forums and working groups, which demonstrates our commitment to implementing future standards as technologies are developed and standards are defined and become commercially available. Our memberships include:

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5.2.3.1.2 Connectivity [C.2.10.1.1.3]

Level 3 is a offering meets the
listed RFP Section .

5.2.3.1.3 Technical Capabilities [C.2.10.1.1.4]

Our listed in RFP Section
Details follow.

5.2.3.1.3.1 Provision of Firewall Software and Hardware Components

The Level 3 Team's
. All

Our

5.2.3.1.3.2 24x7 Remote and Proactive Monitoring

The Level 3 Security Operations Center (SOC) will be responsible for all

The SOC provides

The Level 3 Team's concept of operations integrates

5.2.3.1.3.3 Overall Performance Monitoring, including Adequacy of Firewall.

Performance monitoring, including firewall adequacy, will be the responsibility of Level 3's

5.2.3.1.3.4 Secure Transmission of Firewall Statistics and Logs

The traffic between operations centers and managed devices will be

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5.2.3.1.3.5 Firewall Security Policies

Level 3 will work with the agency to develop a policy that best fits the agency's needs;

5.2.3.1.3.6 Suspicious Activity and Policy Violations

The Level 3 Team is

Our

The

5.2.3.1.3.7 Various Protection Techniques

The Level 3 Team will employ the

5.2.3.1.3.8 Guard the Agency's Networks from Attacks

The

5.2.3.1.3.9 Block Hostile Controls and Block Cookies and Web Bugs

The Level 3 Team will utilize all the features and functionality of the

5.2.3.1.3.10 Maintain a Problem Detection System

The tools, processes, and procedures used by Level 3 for problem detection and diagnosis of alerts and violations have been developed and refined based on industry experience in providing the highest quality of service. Our staff has the benefit of an architecture that supports our

Events or activities on the network are monitored by

For

5.2.3.1.3.11 Event Notification

The Level 3 approach to Event Notification includes the following components.

- **Automated Alarm Notification:** Level 3 will leverage its

- **Customizable Notification:** All

5.2.3.1.3.12 Secure Web Access to the Service Order

Agencies will have



5.2.3.1.3.13 Maintain Latest Configuration Information for Restoration Purposes.

All configuration information will be

5.2.3.1.3.14 Maintain the Firewall, Performing the Necessary Hardware/Software Upgrades, Updates, and Necessary Replacements.

As part of the

5.2.3.1.3.15 Test and Deploy the Latest Patches and Bug Fixes

As part of the

5.2.3.1.3.16 Perform Configuration and Change Management

Level 3 fully understands the importance of configuration management. On average, we successfully complete more than

Our

are discussed below. With a proven system in place, Level 3 will meet the requirements to , as requested by the agency:

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Change Management Process

The Level 3 Change Management Process couples our

The Level 3 Team's

Tools

Level 3 uses these tools to automate the change management process:

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Our



Notification of Affected Parties

A Level 3

5.2.3.1.3.17 Perform Firewall Security Scans

As part of our

The team will also take full responsibility for

5.2.3.1.3.18 Provide DNS and SMTP Configuration Support

The Level 3 Team will

5.2.3.1.3.19 Support Firewalls of Varying Complexity

The Level 3

5.2.3.2 PROPOSED SERVICE ENHANCEMENTS

No proposed . As
new FISMA-compliant features and functionality

5.2.3.3 NETWORK MODIFICATIONS

For delivery of

5.2.3.4 EXPERIENCE DELIVERING