

Enterprise File Transfer Protocol (eFTP)

General Services Agency Information Technology

Fast Facts:

- Enterprise File Transfer Protocol (eFTP) is a service that provides authorized users an ability to transfer data files (usually large files).
- The eFTP server will be used to share data files between authorized internal County users and authorized external agency users.

Contact Information:

Technical Support 788-2800

Customer Advocates:

Murray Hunter 781-5075
Chris Deviny 781-5158
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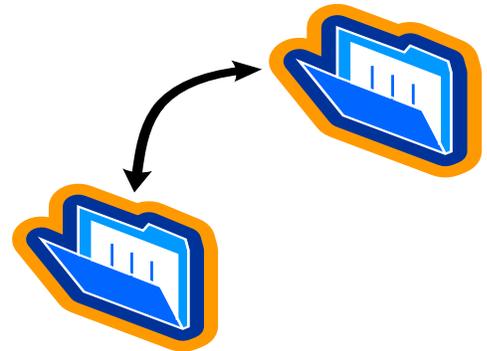


*Delivering Excellence
to
Every Customer*

About This Service:

eFTP is an acronym for “Enterprise File Transfer Protocol”.

What the eFTP service means to you: The eFTP service provides authorized users the ability to easily share large files electronically.



Features and Benefits of the eFTP service: The eFTP service is set up to allow quick and easy transfer of files between internal county departments and authorized agencies external to the County. One example is the County’s Geographical Information System (GIS) user community which shares very large data files with other local agencies and cities. Prior to eFTP, GIS users had few options. They found themselves using the County email system, creating a CD to mail out, or using personal e-mail accounts in order to get files transferred. The eFTP system will resolve all of these issues by providing an easy-to-use, fast, and reliable method for transferring files.

System Overview: Think of eFTP as a “mailbox” that will temporarily hold files until they are picked up by the recipient. The system is not designed for long-term storage of data and files will not be backed up. Although file transfer sessions are secured using SSL/FTPS protocols, the data itself is not encrypted. Authorized users access the system using FTP client software.

Continued on Back >>

On the Intranet: <http://myslo.intra/IT.htm>

On the Web: <http://www.slocounty.ca.gov/itd.htm>

Service Offering continued....

FAQ's:

1. How will the eFTP system be supported? The eFTP system will be supported in a hybrid fashion, similar to other County enterprise systems. First line support will be provided by departmental Department Automation Specialists (DAS). If the DAS is unable to resolve an issue they will contact the IT Technical Support team for assistance.

2. What are the hours of support? A DAS can escalate issues to the IT Technical Support team during standard support hours. These are currently Monday through Friday: 7:30 a.m. to 5:00 p.m. (excluding County Holidays). Please note that external users will only be supported by their sponsoring DAS.

3. I am a little confused about who will have access to the eFTP system and how this will work? There are two classes of supported users for the eFTP system — internal County employees, and users external to the County. To gain access to the eFTP system, contact your departmental security administrator. External agencies must be sponsored by a County department, again via the relevant security administrator.

Cost of Service

Costs for this service offering are recovered through the GSA-IT's Enterprise Services fee.

How to Request Service

For more information about this, or any other service offered by GSA-IT, contact your Customer Advocate. Not sure who your Customer Advocate is? Call 788-2800.

Related Services

- Enterprise Services
- Groupware
- Networked Services
- I-SEC



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