# Secure Web Proxy

**Last updated 2-28-23**

WaTech's Secure Web Proxy service provides content analysis and filtering. The service is available to agencies connected to the State Government Network. The service supports delegated administration allowing agency administrators to configure settings to allow for specialized configurations that meet agency needs. The secure web proxy service should be available 99.9% of the time, including scheduled maintenance windows.

## Intended customers

Intended users of this service include members of the Enterprise Active Directory (EAD) and organizations with a Master Service Agreement (MSA). Other intended customers include organizations that are connected to the State Government Network (SGN) and agencies that are part of WaTech's Small Agency IT Service.

## Options available with this service

This is a standalone service that does not have any additional options.

## Customer engagement

- Semi-annual customer Town Halls with all Network Services teams providing updates and gathering customer input/feedback.
- Monthly Technology Management Council meeting for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

## Helpful information

**Service category**
Network

**Service availability**
24/7/365

**Planned maintenance**
Performed as required during non-peak hours.

**Related services**
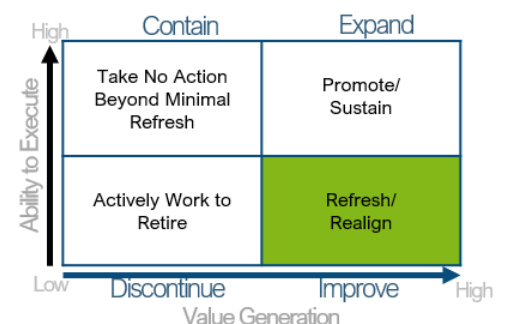- SecureAccess Washington
- Fortress Anonymous

**How to request service**
Submit a request for service through our Customer Portal.

**Service owner**
Jason Miller

## Action plan

### Current Activity
Integrating this service into the Network Services Division (NSD). This service integration will enable a more streamlined and straightforward response to customer questions as well as standardized troubleshooting processes.

### One- to two-year goals
- Develop a comprehensive Secure Service Edge (SSE) Strategy as part of a Secure Access Service Edge (SASE) Framework, which will influence (dictate) the evolution of this service.
- Leverage the Systems Engineering Framework once WaTech finalizes its SASE Blueprint, to determine how this service will evolve as a lifecycle plan is developed.

## Three- to five-year goals

Evolve this service based on an approved lifecycle plan as part of WaTech's SASE Blueprint, in alignment with the WaTech Strategic Roadmap, the state's Strategy Map, and legislative intent (as declared in House Bill 1274).

| | Jan | **2023** | Dec | Jan | **2024** | Dec |
|---|---|---|---|---|---|---|
| Secure Web Proxy | | SSE Strategy (summer 2023) | F5 Architectural Lifecycle Plan (fall 2023) | | Service Action Plan updated & Service Evolution begins. | |

# Service review and fully loaded service budget projection

## Revenue source

The secure web proxy service is funded using revenue from the Enterprise Systems Rate central service model.

Systems supported under the Enterprise Systems Rate central service model include Secure File Transfer (SFT) and Access Washington.

The goal for the Enterprise System Rates central service model is to simplify and consolidate charges for all enterprise systems used by agencies into a single charge.

Funding allocation for the Enterprise System Rates is based on the agency's number of budgeted FTEs. For institutions of higher education (for both four-year institutions and the community and technical college system), only FTEs that support administrative functions are counted. OFM maintains the source data for budgeted FTEs. Every year, WaTech works with OFM and the Legislature to adjust the Enterprise Systems Fee (ESF) revenue to accommodate the changing demands for application support.

**Program 060-Enterprise Security Services**
**Subprogram All**
**Service 4671-Security Gateway Support (Frmly 3540)**