

# SSL Virtual Private Network (VPN)

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WaTech Secure Socket Layer Virtual Private Network ([SSL VPN](#)) provides mobile workforce with secure internet access to agency networks from any location. With the growth of the remote workforce, SSL VPNs are critical to keeping employees connected to the work applications they need and for IT to ensure that only authorized users gain access to agency data. SSL VPN provides authorized computing devices, and users the ability to securely access centralized resources and state data from an authorized computing device (computer, server, mobile device).

## 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

- Software Token.
- Certificates (only available to domain state owned workstations).
- Azure Active Directory (AAD).
- Utilization of the Azure Multi Factor Authentication (MFA) instead of assigning RSA Tokens.

## Customer engagement

- Semi-annual customer Town Halls with all Network Services teams providing updates and gathering customer 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.

## 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 Secure Remote Access Standard (as part of a comprehensive Secure Service Edge Strategy) while studying SSL functionality within WaTech's SD-WAN technology suite.
- Leverage the Systems Engineering Framework to investigate more effective ways for delivering this service to the Enterprise as a lifecycle plan is developed.

## Helpful information

### Service category

Network

### Service availability

24/7/365

### Planned maintenance

Performed as required during non-peak hours.

### Related services

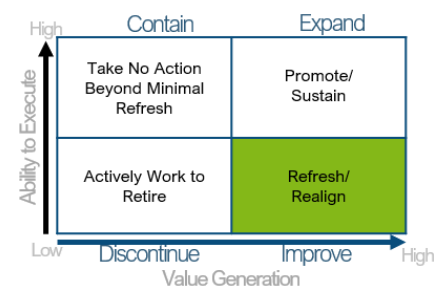
- [Strong Authentication](#)
- [Azure Active Directory](#)

### How to request service

Submit a request for service through WaTech's [Customer Portal](#).

### Service owner

Jason Miller



- Designating this service as an Enterprise service.

**Three- to five-year goals**

- WaTech will 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](#)).



**Service review and fully loaded service budget projection**

SSL VPN is a fee-for-service rate structure. Revenues received from this service are reincorporated directly back to the service for equipment refresh and administrative support. The Remote Access cost center includes Strong Authentication service as well as SSL Virtual Private Network (VPN) service.

Due to the COVID pandemic and the number of state employees working remotely, revenues for this service increased substantially in last three years. In April 2020, the number of SSL VPN users increased to nearly 19,000, and by fiscal year end, the number had risen to 35,000. As of February 2023, there were 37,000 SSL VPN users. WaTech is exploring a new service delivery model to modernize the service, which will likely require new investments.

