

Managed File Transfer (Previously Secure File Transfer)

Last updated 01-25-23

We provide a service that allows users to transmit files inside and outside the State Government Network using a variety of means. This could be agencies creating a place for constituents to upload files via their browser or supporting automated file transfers from end users to applications, or from application to application.

Intended customers

There are 51 agencies that currently use this service. This service is intended to be used by all executive branch agencies, boards, and commissions. If a customer doesn't have a current Master Service Agreement with WaTech and/or aren't part of the Enterprise Service Allocation, we will work with you and the authorizing environment to do so. This service is quickly scalable to support an increase in customers who have historically not been a part of the Enterprise Allocation.

Customer engagement

- The Secure Gateways Team holds a biweekly [Secure Gateway Services Fireside Chat](#). Topics include resource utilization, future goals and objectives, planned maintenance and updates, and feature enhancement requests.
- Semi-annual customer Town Hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) 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

- A new project is underway to migrate existing users and use cases to GoAnywhere Managed File Transfer (MFT) by April 2023.
- Currently developing new Terms of Service and service metrics to reflect standards of service offering and ongoing metrics to measure project success to meet agency customer's needs.
- This service is in the process of being considered for an enterprise service designation per [policy 185](#).

One- to two-year goals

Begin investigating serving new cloud to cloud use cases and the available modules to serve these new use cases that exist primarily outside the SGN. Use cases may include automation of file transfers within and between cloud

Helpful information

Service category

Security

Service availability

24/7/365

Planned maintenance

Performed as required during non-peak hours.

Related services

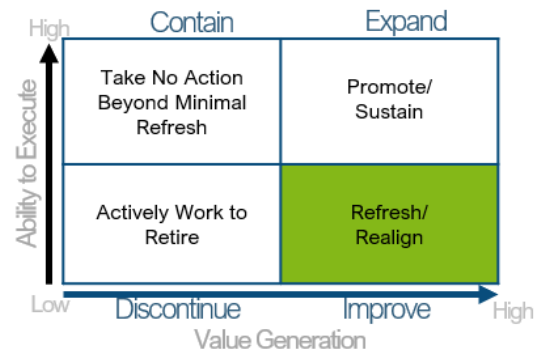
[Web Services Gateway](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Audrey Leckner



environments and establishing cloud connectors for out of the box file sharing to approved applications. Agencies with cloud to cloud use cases are encouraged to contact Audrey Leckner about piloting opportunities.

Three- to five-year goals

- Evolve service to support new use cases as agencies transition (their services) to the public cloud.

Service review and fully loaded service budget projection

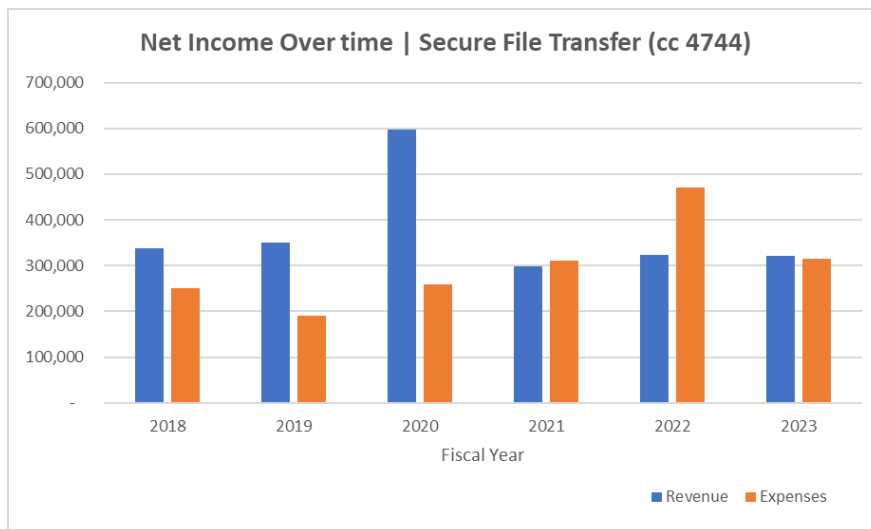


Revenue source

The Secure File Transfer service is bundled and funded using revenue from the Enterprise Systems Rate central service model. 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 FTE's. For institutions of higher education (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 System Rates revenue to accommodate the changing demands for application support.

Net Income over time



¹ Revenue change in 2020 was a result of a budget adjustment made by the legislature in accordance with the transfer of OFM IT assets resulting from the Garter Zero Based Budget exercise.

Decision packages

- 2023 Biennial Budget: Consolidated Technology Services (WaTech) requests funding for the staffing, software maintenance, and tools needed to maintain and modernize the state's Secure File Transfer solution. For electronic information exchange, this solution will ensure industry best practices and alignment with agency requirements are met regarding security, privacy, and resiliency.