

Cloud Highway

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WaTech's [Cloud Highway](#) service delivers private high-speed connectivity for state government to securely access cloud-based IT resources. The service leverages carrier-class infrastructure, service provider best practices, a dedicated path from the State Data Center and the Quincy Data Center to Cloud Service Providers with the security vulnerabilities with data flowing over the internet.

The Cloud Highway leverages WaTech's digital ecosystem and state government's economies of scale in delivering a cost-sharing enterprise service available to all of state government. WaTech's connectivity strategy uses high-speed ethernet circuits to connect to the world's largest ecosystem of public clouds, data and Internet of Things (IoT).

Intended customers

There are 13 state agencies currently leveraging the state's Cloud Highway. This service is intended for organizations that connect into WaTech's digital ecosystem that includes, but is not limited to, organizations that are connected to the State Government Network (SGN) and organizations that are part of the Small Agency Services.

Options available with this service

- Access to all Cloud Service Providers (CSP) and external partners available through the Equinix digital ecosystem.
- Access to all Software as a Service (SaaS), Infrastructure as a Service (IaaS), and Platform as a Service (PaaS) providers collocated in the Westin Building Exchange in Seattle, Washington.
- For those customers that require additional redundancy, WaTech's [Cloud VPN](#) service ensures high availability for state government.
- Scalable bandwidth options are available ranging from 50MB to 10GB.

Customer engagement

- Semi-annual customer Town Halls with all Network 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.

Helpful information

Service category

Cloud

Service availability

24/7/365

Planned maintenance

Performed as required during non-peak hours.

Related services

- [Network](#)
- [Domain Naming Services](#)
- [Managed Firewall](#)
- [Cloud Virtual Private Network \(VPN\)](#)
- [Transport and Connectivity](#)
- [Enterprise Cloud Computing \(ECC\) Program](#)

How to request service

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

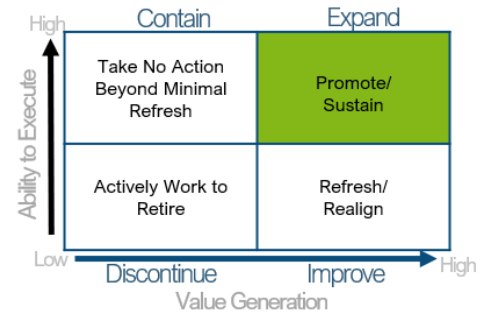
Service Owner

Mikel Costello

Action plan

Current activity

- This service is in the process of being designated an enterprise service.
- Continue to collaborate with state agencies to onboard them to the Cloud Highway at a rate of one agency every other month.
- WaTech recently replaced the switching infrastructure that aggregates multiple connections between WaTech, Equinix and cloud service providers (Microsoft and AWS) as part of WaTech’s lifecycle process.
- Increased the capacity of the Cloud Highway from 10GB to 20GB (system-wide).
- WaTech’s professional and experienced team continues to expand their competency in Azure and AWS services to better assist customers.

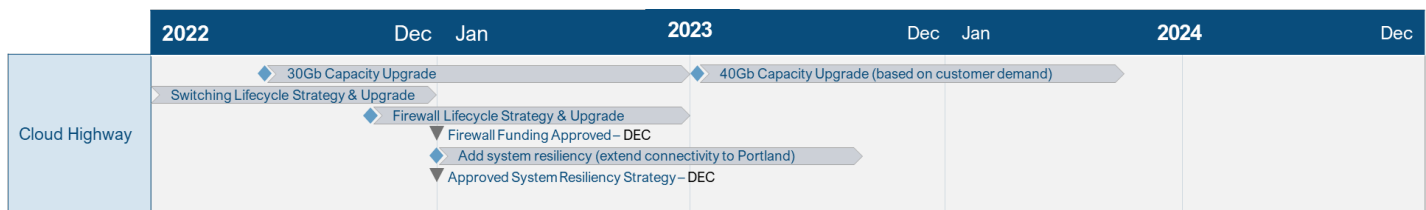


One- to two-year goals

- Designating this service as an Enterprise service.
- Continue to evaluate new technology to provide state government private connectivity to public cloud services. Actively monitor and evolve the available bandwidth capacity to align with the state’s adoption of cloud digital services and legislative intent (as declared in [House Bill 1274](#)).
- Position this service to align with WaTech’s Enterprise Cloud Computing Program and the statewide cloud strategy as these strategic initiatives evolve.

Three- to five-year goals

- Seek to integrate this enterprise service into the network allocation.
- Extend Cloud Highway connectivity to other locations around the United States based on customer demand.
- Continue to align this service with WaTech’s Enterprise Cloud Computing direction.
- WaTech will be developing a Secure Service Edge (SSE) Strategy as part of a comprehensive Secure Access Service Edge (SASE) blueprint which will influence how this service evolves over its lifecycle.
- WaTech will be thoroughly investigating SD-WAN technology to determine how SD-WAN will influence the evolution of this service over its lifecycle.



Service review and fully loaded service budget projection

Revenue source:

The Cloud Highway service operates on a pay-per-use rate structure. Revenue received from this rate structure, coupled with revenue from the Data Network central service model goes directly against the costs incurred to provide this service.

