

Cloud Virtual Private Network (VPN)

Last updated 10-20-23

The [Cloud VPN](#) service securely connects agency networks to public cloud ecosystems through an Internet Protocol security (IPsec) VPN connection. WaTech offers this VPN network connectivity service for state agencies, boards, commissions and other government organizations. Traffic traveling between the State Government Network (SGN) and public clouds (Azure and AWS & GCP) is encrypted as it travels over the internet. Cloud VPN connections are monitored for uptime and a 24-hours-per-day, seven-days-per-week availability.

The Cloud VPN service can be utilized as a primary connection to cloud services located at Azure, AWS or GCP over the agency standard internet connection or as a backup to a Cloud Highway connection. When coupled with the Cloud Highway service this backup connection allows for redundant connectivity to agency cloud services in the event of an interruption of services provided by the primary connection.

The Cloud VPN service is a fee-for-service model with costs dependent on the options selected by the agency.

Intended customers

This service is intended for organizations who connect into WaTech's digital ecosystem that includes, but is not limited to, organizations that are connected to the State Government Network (SGN) and are part of the Small Agency Services. Currently, WaTech has 24 customers utilizing the Cloud VPN service for either primary or backup VPN services. As the state migrates more services to cloud infrastructure the Cloud VPN and Backup can be the perfect tool to maintain high availability of services.

Options available with this service

Backup Cloud VPN is an option that enhances the service of the primary cloud VPN or a connection utilizing the Cloud Highway service.

Customer engagement

- Semi-annual customer Town Hall 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

Network

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed after hours and coordinated with agency representatives.

Related services

- [Transport and Connectivity](#)
- [Cloud Highway](#)
- [Domain Naming Service \(DNS\)](#)
- [Managed Firewall](#)
- [Office Virtual Private Network \(VPN\)](#)
- [Enterprise Cloud Computing](#)

How to request service

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

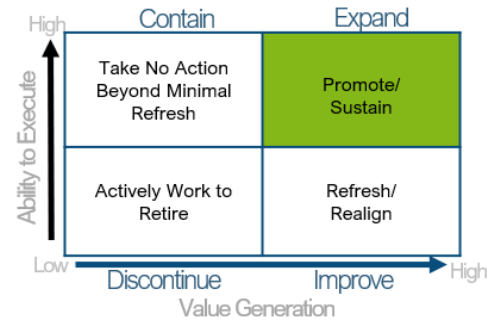
Service owner

Jason Miller

Action plan

Current activity

- Enhance the quality and effectiveness of our Cloud VPN service.
- Audit and review billing processes
- Align Cloud VPN service with agency account manager to ensure appropriate integration with agency needs.

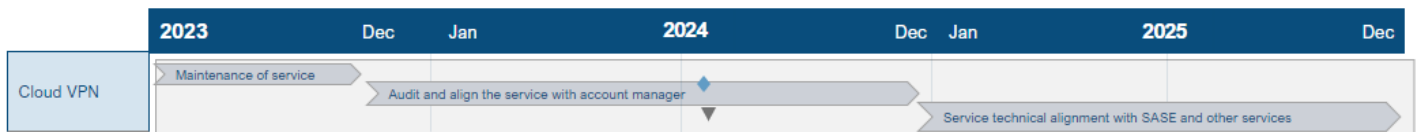


One- to two-year goals

- WaTech will be researching ways to upgrade/enhance the service to integrate with the current and upcoming systems delivery framework. WaTech will be developing a Secure Remote Access Standard (as part of a comprehensive Secure Service Edge Strategy) while studying IPSec functionality within WaTech’s SD-WAN technology suite.
- Partner with the enterprise cloud computing program to ensure continued alignment with the statewide cloud strategy. With the deployment of other services WaTech will continue to evaluate the new options to provide VPN connectivity to cloud services with other services continue development.
- Once WaTech’s Secure Remote Access Standard is finalized, SD-WAN technology is thoroughly investigated, and WaTech finalizes its [SASE Blueprint](#), WaTech will leverage the [Systems Engineering Framework](#) to investigate more effective ways to deliver this service to the Enterprise as a lifecycle plan is developed.

Three- to five-year goals

- Designating this service as an Enterprise Service.
- WaTech’s SD-WAN technology roadmap will influence how this service will evolve as part of WaTech’s SASE Blueprint ([rev10](#)) in alignment with the WaTech [Strategic Roadmap](#), the state’s [Strategy Map](#), and legislative intent (as declared in [House Bill 1274](#)).
- This will allow for better long-term strengthening of the State of Washington IT architecture and security in alignment with the Washington Enterprise IT Strategic Plan.



Service review and fully loaded service budget projection

Revenue source:

The Cloud VPN service operates on a pay-per-use rate structure.

The VPN cost center (3466) includes revenues received from both Office VPN and Cloud VPN services. The Cloud VPN service supports 15 primary and nine backup VPN agency connections, creating approximately \$20,000 in revenue per month. The cost center revenue received from this rate structure goes directly against the cost incurred to provide the service.

