Web Services Gateway

Last updated 12-05-22

The Web Services Gateway (WSG) enables agencies to make their State Government Network (SGN)/Intergovernmental Network (IGN) web services available to the internet in a secure and reliable manner, using WaTech's reverse proxy infrastructure.

Intended customers

This service is for members of the Secure Gateway Services allocation. This service is not actively being marketed, but stakeholders are needed to reimagine this service.

Options available with this service

Two main options of authentication are offered with the WSG: Mutual Secure Socket Layer Authentication and shared secret.

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.

Helpful information

Service category
Security

Service availability
24/7/365

Planned maintenance
Planned maintenance is performed after hours and coordinated with agency representatives.
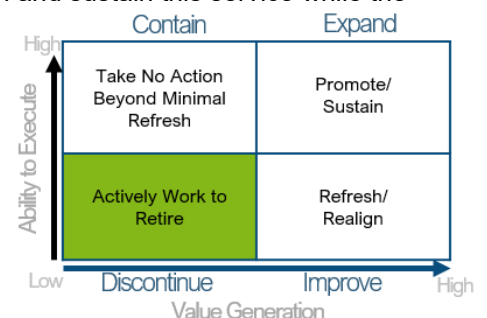
Related services
Secure File Transfer

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

Service owner
Audrey Leckner

Action plan

Current activity

There are no current efforts to promote, sustain or refresh this service. At this time metrics are not collected on this service. Metrics are currently being developed to determine how to best report on and sustain this service while the Secure Access Service Edge Framework is developed.

One- to two-year goals

WaTech will be developing 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. Once WaTech finalizes its SASE Blueprint, WaTech will leverage the Systems Engineering Framework to determine how this service will evolve as a lifecycle plan is developed. A

funding plan will be created outside of the current Secure Gateways Allocation to address a wider and more complex set of use cases to truly serve API Gateway customers.

Three- to five-year goals

WaTech will evolve this service based on an approved lifecycle plan 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).

2021	Dec	Jan	2022	Dec	Jan	2023	Dec
Sustain current processes until there is enough customer need to warrant bundling this service into SFT and fully replacing with a modern API gateway.							

Service review and fully loaded service budget projection

Revenue Source:

The Web Services Gateway service is bundled and funded using revenue from the Security Gateway central service model.

The Security Gateway Allocation funds a central point of authentication for all public-facing services provided by state agencies, enforcing security standards to ensure the protection of Washington state citizens' private information when accessing government services. It provides a consistent method of authentication and should result in efficiencies/savings at the agency level with these services provided at the enterprise level.

Allocation funding is based on the agency's number of budgeted FTEs and the number of applications each agency has using the gateway. OFM maintains the source data for budgeted FTEs and WaTech tracks the number of applications. Additionally, agencies with 50+ FTEs pay a yearly base fee of $1,500.

Net Income over time