

# Transport and Connectivity

Last updated: 10-20-23

[Transport and Connectivity](#) service procured and managed by WaTech connect state offices and employees directly and securely to all other state services such as internet connectivity, Voice, Data or Cloud platforms and services. WaTech offers a wide range of circuit (network connection) options at high-performance enterprise scale that increases productivity, lowers costs, and limits the amount agencies must invest in technology and resources. The target service availability is 99.9% uptime. This is monitored and reported monthly. Additionally, to help plan for the growing demand for Wide Area Network (WAN) circuits, utilization reports are generated to anticipate those capacity upgrades.

## 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), Intergovernmental network partners (state counties, cities, federal agencies, tribes, health districts) and organizations that are part of the Small Agency Services.

## Options available with this service

- Cloud Virtual Private Network ([VPN](#)) connections.
- Network circuits that are reviewed monthly to scalable bandwidth as usage increases.
- VPN connections (a local internet broadband connection utilizing encryption to provide connectivity back to state data centers).
- Software Defined Network (SD-WAN). Using broadband connectivity to provide secure connections to on premises or cloud workloads.

## Customer engagement

- Semi-annual customer Town Hall with all Network Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with Business Relationship Managers.
- 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

- Migrate legacy ethernet circuits to the redundant connections currently provided. This migration of circuits will provide redundant connectivity that ensures a connectivity failure does not impact the services for the remote agency location.

## 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

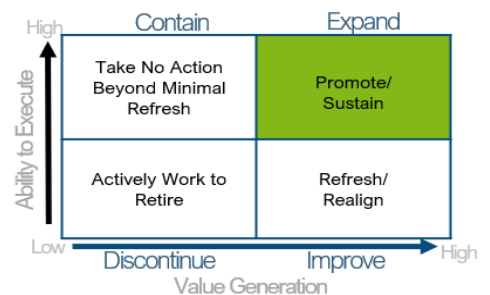
- [Cloud Highway](#)
- [Cloud Virtual Private Network \(VPN\)](#)
- [Network Core](#)
- [Wireless](#)
- [Small Agency IT Services](#)

### How to request service

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

### Service owner

Jason Miller



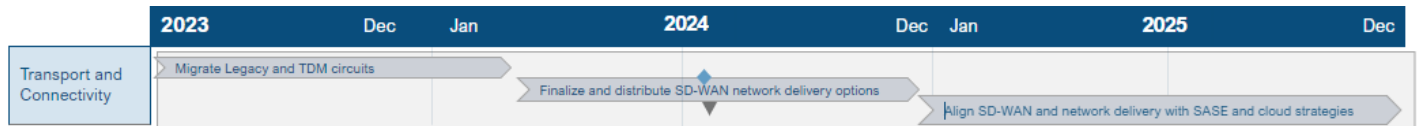
- Migrate the nine remaining TDM services for data network delivery as the industry is no longer supporting this technology and it is becoming increasingly expensive.
- Revise contract language to match the current state of Ethernet and broadband connectivity requirements.
- WaTech will bolster its Transport & Connectivity service by incorporating the inherent capabilities of Software-Defined Wide Area Network (SD-WAN) into our production network delivery.

**One- to two-year goals**

- WaTech will evolve this service based on WaTech’s Secure Access Service Edge ([SASE](#)) blueprint.
- Designating this service as an Enterprise service as part of a Zero-Trust Network Access ([ZTNA](#)) security approach.

**Three- to five-year goals**

- Life-cycling the physical infrastructure that supports the SMON equipment that is a series of interconnected, managed fiber rings established between select areas of Thurston County. This connectivity lease expires in March 2030.
- Continue to evaluate the alignment of other services with agency needs to research the impact of including client wireless access as a service that the allocation would provide to state agencies.



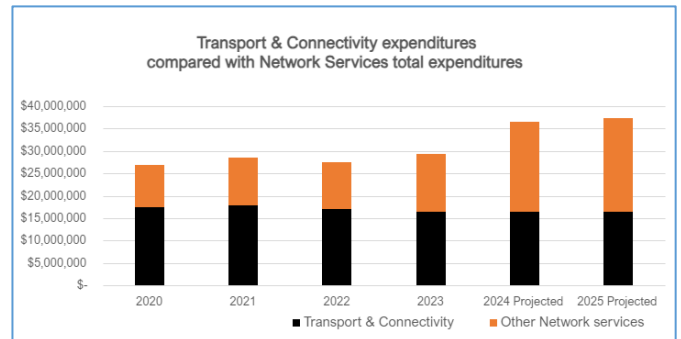
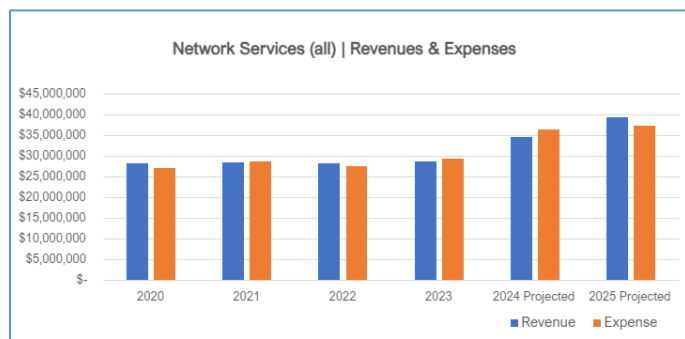
**Service review and fully loaded service budget projection**

**Revenue source**

The Transport and Connectivity service is bundled and funded using revenue from the State Data Network central service model. The State Data Network central service model was established to stabilize funding for the State Data Network to include equipment, software, and staffing. The 2019-21 enacted budget changed the method for allocating the State Network cost to state agencies, effective July 1, 2019. The next rebase of the network allocation will occur for the 25-27 biennium. The new methodology allocates the total cost of the state network based on the number of circuits each agency has and by type of capacity (utilizing statewide cost averages for type of capacity).

**Net Income over time**

The Transport and Connectivity budget is consistent, based on the allocation and reoccurring circuit charges staying consistent throughout the contract terms.



<sup>1</sup> Expenditures are higher than revenue in fiscal years 2022-2023 due to decision packages authorized to move forward by the legislature but did not receive funding in the Network central service model.