

Project name: Secure Service Edge (SSE) Onboarding Project

Date: April, 2024

39% Complete



Progress summary:

In April 2025, the Security Service Edge (SSE) project focused on stabilizing platform performance, advancing operational planning, and aligning agency readiness for migration. Over the course of the month, WaTech and partner agencies responded to a series of service disruptions that impacted both administrative users and end users. These interruptions prompted multiple technical deep-dives with Netskope to identify root causes, as well as executive-level engagement to reinforce expectations for transparency and resolution. Netskope has since committed to several corrective actions, including enhanced escalation protocols and the addition of Washington state to its Critical Customer Program. Simultaneously, the project team continued forward progress on key planning activities, including defining deployment roles and responsibilities, reviewing agency readiness, testing foundational components of the solution, and expanding awareness across stakeholders. SSE remains positioned to replace 95% of SSL VPN usage across state agencies, while also introducing more robust security features. With 39% of the project complete and no current scope changes, the focus remains on risk mitigation, service design maturity, and preparing for phased implementation later this year.

Key Accomplishments:

- Conducted multiple deep-dive sessions with Netskope to analyze recent service disruptions; Netskope committed to improving transparency, added WA to the Critical Customer Program, and assigned an escalation manager.
- Demonstrated Netskope's RBACv3 to partner agencies, enabling data segregation needed for agency migration; baseline functionality expected by August 2025.
- Completed the SSE RACI matrix to define roles across five deployment phases.
- Developed WaTech-specific SSE deployment plans, including two rollout strategies and began orientation for Network Operations.
- Initiated 24-hour Global Admin coverage; began BWAN testing with WaTech tools.
- Presented SSE and Next-Gen Firewall benefits in a town hall to over 150 attendees.
- Started regulatory traffic exemption testing for FTI/CJI compliance using ServiceNow.

Key Risks & Issues:

- Lack of local broker functionality and throughput limits in FedRamp environment may impact performance and application access; local broker support expected June 2025.
- CJIS and FTI compliance remains a critical risk; testing is ongoing.
- Continued platform instability prompted escalation to Netskope leadership, with further executive engagement underway.

Next Steps:

- Complete FTI/CJI testing, deploy BWAN hub, review tool overlaps, and define cross-agency access models.
- Continue OCM efforts with awareness materials and governance presentations.