

Secure Connections

Secure Connections offers a robust and comprehensive security solution, integrating advanced protection and centralized visibility. This service provides comprehensive in-depth protection through a unified Security Service Edge (SSE) platform, which combines Secure Web Gateway (SWG), Zero Trust Network Access (ZTNA), and Cloud Access Security Broker (CASB) to secure and manage access to web and cloud applications. SSE ensures secure remote access for employees with various Virtual Private Network (VPN) options, allowing them to connect safely from any location. To defend your network's perimeter, the service includes managed firewalls and secure web proxies that protect against unauthorized access and malicious content. Lastly, a crucial layer of trust and protection is added through a digital identity and encryption capability that uses an [Internal Certificate Authority](#) to encrypt data in transit and verify the identity of users and servers within the network.

Intended customers

SSE is available to all state agencies within Washington's shared tenant (Enterprise Entra ID tenant). Office and Cloud VPN capabilities are available to organizations connected to the State Government Network (SGN) and are part of Small Agency Services. WaTech's managed firewalls are available to SGN-connected organizations, Small Agency Service customers, and Intergovernmental Network (IGN) partners (state counties, municipalities, cities, federal agencies, and Tribes).

Customer engagement

- Semi-annual Network Services Division (NSD) Customer Engagement Meeting with Network Services teams to provide updates, solicit feedback, and inform agencies on emerging projects, initiatives and services.
- Monthly Technology Management Council (TMC) and every other month Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- WaTech Customer Engagement Forum (bi-monthly).
- Periodic Tech Talks focusing on key technologies and concepts.
- Bi-monthly town halls focused on specific offerings.

Action plan

Current Activity

WaTech is currently rolling out SSE as an enterprise service to five core project partner agencies and will expand the offering to all state agencies beginning July 1, 2025. The goal of SSE is to replace the legacy SSL VPN service with a quantum-leap in security capabilities. Software Defined Wide Area Network (SD-WAN) is available as an alternative to the Office VPN offering. Next-Generation Firewall capability and features are being deployed to current agency customers at no additional cost. We are also working to designate this as an enterprise service.

One- to two-year goals

- Assess new Next-Generation Firewall capabilities and value for customers in relation to SSE. Complete SSE onboarding of 20 medium-to-large state agencies beyond the five project team agencies.
- Develop policy outlining firewall SSL decryption (deep packet inspection) use and deploy supporting architecture.
- Deploy SD-WAN to critical sites to support agencies with site-to-site, site-to-cloud, site-to-datacenter, and data center-to-cloud mesh connectivity.

Helpful information

Service availability

24/7/365

Planned maintenance

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

Related services

- [Cybersecurity](#)
- [Network Connectivity](#)

[View our Support Center hours and contact Information](#)

How to request service

Eligible organizations must first enter into a [Primary Service Agreement \(PSA\)](#). [See if you qualify for an PSA](#).

Service owner

Kelly Sanders

Three- to five-year goals

- WaTech will deactivate legacy SSL VPN services as all state agencies onboard SSE.
- Complete migration of all state agencies to SSE.
- Plan lifecycle for physical firewall and VPN hardware to maintain capacity and security for Washington state agencies.

Service review and budget projection

The following chart shows projected revenues for FY 2026 and FY 2027. We are anticipating that revenue will be slightly higher than planned expenses.

