## What is happening?

WaTech will begin billing for a new service offering (1717 Certificate-only Authentication). This is a type of VPN service.

## When is this happening?

Effective with the 2/1/17 invoice (covering the service period from 12/16/16 thru 1/15/17).

## Why is this happening?

WaTech has been providing this service to a number of agencies for over a year, but due to limitations in the system the VPN service area used we had been unable to bill for this service. The June 2016 invoice (dated 7/1/16 but covering the 'June' service period) billed some of these agencies, but not all, and there were errors with that bill as well as with communications to the agencies who were surprised by the sudden increase in bills.

WaTech elected to:
1) back out this billing to agencies,
2) hold educational meetings with customers (in September 2016)
3) give customers a grace period to determine which type of VPN services best meet their business needs before commencing billing for this new service.

This approach was explained in an Aug. 1, 2016 - Bill Implementation Plan for SSL VPN with Active Directory Soft Certificate Service announcement.

## Who will this impact?

There are 29 agencies that are currently using this service.

## How will this impact me?

If you are one of these 29 agencies, you will be receiving this communication as well as a tailored email informing you of the number of users within your agency using this service and the additional monthly cost that will appear on your bill.

The existing 'VPN tab' on the existing 'Billing Detail – CTS Services' report in the Apptio environment will contain the names of all users in this new service offering.

Please note**: This service is billed based on membership in Active Directory group(s) set up for and administered by your agency. It is the responsibility of your agency to ensure the related Active Directory group(s) contain ONLY those accounts that need this VPN service, and for whom the cost of this service has been approved by your agency.**

Because this service was previously uncharged, it is possible that the person(s) in your agency who are responsible for setting up users in the Active Directory (AD) group specified for this type of VPN services may still need to do additional review/revision on the membership of that group. Your AD groups may contain service accounts and other special access accounts that do not need to be a part of the certificate groups

unless they require a certificate. They may contain multiple accounts for the same individual (if that individual has a business need to have multiple Active Directory accounts all of which need this type of VPN access).

As always, please let us (the WaTech Billing group) know if you encounter any issues or have suggestions for enhancements or new reports that would be of benefit…we value your feedback!

## Questions?

**WaTech Support Center**

855.WaTech1 or 360.586.1000

Press **1** for Secure Access Washington (SAW)
Press **2** for WebEx or Conference Bridge
Press **3** for Applications and Desktop Support
Press **0** for All Other Requests

Support@WaTech.wa.gov