

Office Virtual Private Network (VPN)

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Site-to-site Virtual Private Networks (VPNs) are frequently used by agencies with multiple offices in different geographic locations across Washington that need to access and use the agency network on an on-going basis. With Branch [Office VPN](#), an agency can securely connect its remote offices to the network to communicate and share resources with them securely as a single network. The Office VPN service is monitored in conjunction with the Transport and Connectivity service to provide reporting and usage analysis.

The Office VPN service is a connection between two or more networks, such as an agency network and an office network. Many agencies use this service to leverage an internet connection as an alternative to using more costly fiber or microwave circuits.

Intended customers

This service currently supports 206 connections. It is intended for any organization that needs an encrypted connection over a standard internet connection.

Options available with this service

This service can be coupled with the Transport and Connectivity service in the event the timeline of a traditional ethernet service cannot meet the agency's business needs.

Customer engagement

- Semi-annual customer Town Hall with all Network 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.

Action plan

Current activity

WaTech is finalizing the equipment refresh of the Office VPN remote infrastructure.

One- to two-year goals

- Continuing the support and maintenance of Office VPN devices to maintain connectivity for remote offices that are serviced by direct internet circuits.

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

- [Transport and Connectivity](#)
- [Network Core](#)
- [Cloud Highway](#)
- [Domain Naming Service \(DNS\)](#)
- [Managed Firewall](#)
- [Cloud Virtual Private Network \(VPN\)](#)

How to request service

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

Service owner

Jason Miller



- WaTech will be researching ways to upgrade/enhance the service to integrate with the current and upcoming systems delivery framework. WaTech will be developing a Secure Remote Access Standard (as part of a comprehensive Secure Service Edge Strategy) while studying IPSec functionality within WaTech’s SD-WAN technology suite.
- Once Secure Remote Access Standard is finalized, SD-WAN technology is thoroughly investigated, and WaTech finalizes its [SASE Blueprint](#), WaTech will leverage the [Systems Engineering Framework](#) to investigate more effective ways to deliver this service to the Enterprise as a lifecycle plan is developed.

Three- to five-year goals

WaTech’s SD-WAN technology roadmap will influence how this service will evolve 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](#)).



Service review and fully loaded service budget projection

Revenue source

The Office VPN service operates on a pay-per-use rate structure. The VPN cost center (3466) includes revenues received from both Office VPN and Cloud VPN services.

WaTech currently supports 206 Office VPN devices across the network, bringing in \$60,000 per month. The cost center revenue received from this rate structure goes directly against the cost incurred to provide the service.

Net Income over time:

