

Transport and Connectivity

Last updated: 12-01-22

[Transport and Connectivity](#) services 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).

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 network 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.
- Focusing on eliminating legacy vendor connectivity that has become costly and is no longer in alignment with the needs of Washington state government. This activity is expected to be completed in December 2022.

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

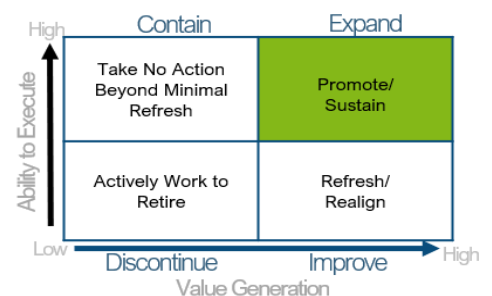
- [Cloud Highway](#)
- [Cloud Virtual Private Network \(VPN\)](#)
- [Network Core](#)
- [Wireless](#)
- [Small Agency IT Services](#)

How to request service

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

Service owner

Jason Miller



One- to two-year goals

- Over the next year, WaTech will be enhancing its Transport & Connectivity service with the inherent capabilities of Software Defined Wide Area Network (SD-WAN).
- Using SD-WAN to establish a software-defined perimeter, WaTech will be able to use low-cost, readily available broadband Internet to enable remote sites to access cloud IT services directly & securely without having to traverse a WaTech data center.

Three- to five-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.
- 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 within 10 years so the evaluation and review of options will begin.
- 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.



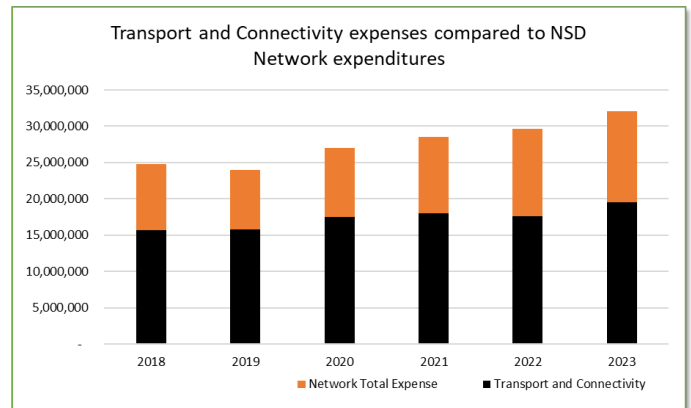
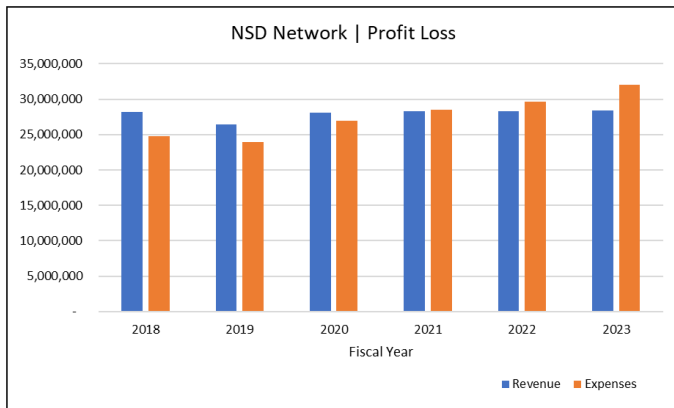
Service review and fully loaded service budget projection

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 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.



¹ 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. (See below for additional context)

Decision packages

2023 Biennial Budget

- Network Core M&O: WaTech received spending authority during the 2021 legislative session to rearchitect and replace the hardware of the state's network core. WaTech made the choice to procure the equipment via a leasing agreement with the Department of Enterprise Services (DES). This request was to fund the ongoing equipment lease payments.
- Data Switching M&O: WaTech received spending authority during the 2021 legislative session to replace the switching hardware in the Washington State Data Center and the state's backup data center in Quincy. WaTech made the choice to procure the equipment via a leasing agreement with the Department of Enterprise Services (DES). This request is to fund the ongoing equipment lease payments.

2021 Biennial Budget

- Network Core Lifecycle: WaTech requested funding to replace hardware and to re-architect the state's network core. This proposal mitigates the risk of complete or partial shutdown of the entire state government network affecting all agencies and reduce the risk of security breaches. This funding request replaced the legacy infrastructure, which will add further benefits and adapt to advancements in technology (e.g. Cloud Highway and Internet Protocol version 6 (IPv6)). – **The legislature granted the agency authority to spend, however did not provided revenue to finance it.**
- Data Center Switching Lifecycle: WaTech requested funding to replace the switching hardware in the Washington State Data Center and the state's backup data center in Quincy. This proposal mitigates significant risks of interruption to critical state services and reduce security vulnerabilities. Additionally, the new switching hardware's increase in bandwidth speed and capacity will make it faster for state agencies to transfer data to and from the state's data centers and impact eventually, citizens accessing government websites. – **The legislature granted the agency authority to spend, however did not provided revenue to finance it.**