Fortress Anonymous

Last updated 2-28-23

WaTech's Fortress Anonymous service provides a secure, encrypted connection to information hosted on state websites. Agencies retain self-administration rights to their applications and maintain control. Fortress Anonymous protects the source identity for many public services, including the Unemployment Claims Application, the Division of Child Support New Hire Reporting program and the Vehicle Tab renewal service. The Fortress Anonymous service should be available 99.9% of the time, including scheduled maintenance windows.

Intended customers

Intended users of this service include members of the Enterprise Active Directory (EAD) and organizations with a Master Service Agreement (MSA). Other intended customers include organizations that are connected to the State Government Network (SGN) and agencies that are part of WaTech's Small Agency IT Service. This service is a standalone service and does not require any other service to be utilized. It is available for agencies that are part of the central service model at no additional cost. Agencies that do not participate in the central service model can purchase this service as a monthly agreement outlined here.

Options available with this service

- A production and test environment to support registration and setup for public web applications.
- Mask web application IP addresses to protect the source data from being exposed to the internet.
- URL masking through real-time translation of web application URLs.
- Option for proxy configurations with agency branded URLs.
- Technical staff members are on call 24/7 to resolve any problems.

Customer engagement

- Semi-annual customer Town Halls with all Network Services teams providing updates and gathering customer input/feedback.
- Monthly Technology Management Council meeting for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy, and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers 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.

Helpful information

Service category
Network

Service availability
24/7/365

Planned maintenance
Performed as required during non-peak hours.

Related services
- Secure Web Proxy (formerly Enterprise Forward Proxy)
- SecureAccess Washington

How to request service
Submit a request for service through our Customer Portal.

Service owner
Jason Miller

Action plan

Current Activity

Integrating this service into the Network Services Division (NSD). This service integration will enable a more streamlined and straightforward response to customer questions as well as standardized troubleshooting processes.

One- to two-year goals

- Develop a comprehensive Secure Service Edge (SSE) Strategy as part of a Secure Access Service Edge (SASE) Framework, which will influence (dictate) the evolution of this service. Once WaTech finalizes its SASE Blueprint, WaTech will leverage the Systems Engineering Framework to determine how this service will evolve as a lifecycle plan is developed.
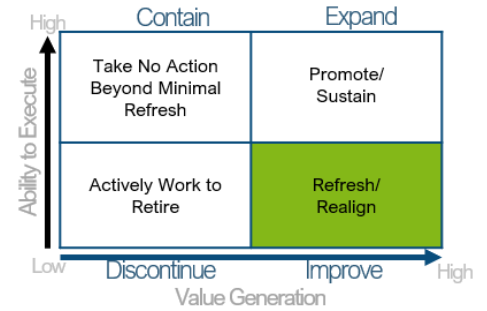
Three- to five-year goals

WaTech will evolve this service based on an approved lifecycle plan as part of WaTech's SASE Blueprint 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 fortress anonymous service is funded using revenue from the Enterprise Systems Rate central service model.

Systems supported under the Enterprise Systems Rate central service model include Secure File Transfer (SFT), and Access Washington.

The goal for the Enterprise System Rates central service model is to simplify and consolidate charges for all enterprise systems used by agencies into a single charge.

Funding allocation for the Enterprise System Rates is based on the agency's number of budgeted FTEs. For institutions of higher education (for both four-year institutions and the community and technical college system), only FTEs that support administrative functions are counted. OFM maintains the source data for budgeted FTEs. Every year, WaTech works with OFM and the Legislature to adjust the Enterprise Systems Fee (ESF) revenue to accommodate the changing demands for application support.

Profit/loss over time