

Network Core

Last updated 10-20-23

The [Network Core Service](#) is segmented into different physical or logical separations. The target service availability for the network core is 99.99%. The State Government Network (SGN) is the state of Washington's security boundary for the enterprise. It's a managed internal network that enables participating agencies to share mission-critical applications and data within the statewide private network. The Inter-Governmental Network (IGN) is a private network that provides Washington state counties and cities, federal agencies, tribes, health districts and other authorized customers with secure access to managed gateways and applications owned by the state. This network allows application access and information sharing across all levels of government. The Public Government Network (PGN) provides public access to online government web services through the internet.

The network core service allows for the aggregation of state agency remote locations, State Metropolitan Optical Network (SMON), SGN, and IGN and statewide Internet connections. The core network is designed as a redundant carrier-class network environment that serves as the primary interface between state government entities and all corporate business partners.

Intended customers

This service is intended for all agencies that are, or would like to be, connected to the SGN, IGN, PGN to allow for enhanced connectivity to various internet resources.

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 currently in the process of migrating customer connections in coordination with the firewall replacement project, with the aim of completing the core hardware refresh that was initiated in 2021. These migrations are not only set to enhance the security posture of all state agencies but also to align with future SD-WAN and SASE strategies.

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

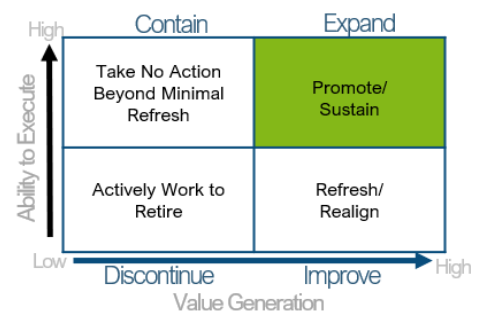
- [Transport and Connectivity](#)
- [Cloud Highway](#)
- [Domain Naming Service \(DNS\)](#)
- [Managed Firewall](#)
- [Cloud Virtual Private Network \(VPN\)](#)
- [Office Virtual Private Network \(VPN\)](#)
- [Client Virtual Private Network \(VPN\)](#)

How to request service

Submit a request for service through our Customer Portal.

Service owner

Jason Miller



One- to two-year goals

- Designating this service as an Enterprise service.
- Align the Network Core service to the required capabilities of the hybrid cloud Enterprise Cloud Computing Service.
- Participate in agency Security Assessment and implement recommended configuration changes.
- WaTech will be thoroughly investigating SD-WAN technology to determine how SD-WAN will influence the evolution of this service over its lifecycle.

Three- to five-year goals

- WaTech will be developing a Secure Service Edge ([SSE](#)) Strategy as part of a comprehensive Secure Access Service Edge ([SASE](#)) blueprint which will influence how this service evolves over its lifecycle.



Service review and fully loaded service budget projection

Revenue source:

The network core service primarily receives revenue from the Data Network central service model, however agencies that are not in the central service model use the pay-per-use rate structure.

Net income over time:

Costs for this service are generally consistent with increases occurring in times of hardware refresh needs and are adjusted during the biennial budgetary processes.

The graph on the right below only shows the expenditure trends for cost center 3471 because the revenue that supports the broader Network needs on the left are captured in a different cost center (cost center 3480).

