

## **CHAPTER 24**

# **SECURED SOCKET LAYER VIRTUAL PRIVATE NETWORK (SSL VPN) THROUGH THE DEPARTMENT OF MANAGEMENT SERVICES (DMS) REQUEST PROCESS**

### **PURPOSE:**

This document establishes the process for requesting access to the Secured Socket Layer Virtual Private Network (SSL VPN) through the Department of Management Services (DMS) within the Florida Department of Transportation (Department) under the Transportation Technology.

### **AUTHORITY:**

Section 20.23(3)(a) and 334.048(3), Florida Statutes (F.S.)

### **SCOPE:**

Access to SSL VPN is restricted to internal employees and contracted employees of the Department. Outside clients (contractors or consultants) may request access to SSL VPN and pay a monthly fee to access it through DMS.

Detailed procedures shall be followed according to the methodology in this document during normal business hours and non-business hours.

This process does not replace any procedure or policy related to accessing the SSL VPN not acquired through the DMS.

### **24.1 RESPONSIBILITIES**

Contractors sometimes have a need to access Department data relating to projects they are working on for the Department. SSL VPN access through the DMS, which provides the access in conjunction with a contracted private vendor, was selected as the best solution for this need. There is a cost associated with each user who is authorized, and the cost of this access is available from the DMS website. The DMS provides paperless invoices to both the Department Cost Center and the Contractor. In addition to acquiring this VPN, approved Contractors need to be granted access rights to the Department data. An authorized Department Manager or designee must request this access or removal of access via the Automated Access Request Form (AARF) application upon

contract completion or specific consultant leaving the project/contract. The AARF system is the vehicle that is used for ordering and also for making any changes to the information associated with the account. The Cost Center making this request is responsible for maintaining the related forms and documents, which includes the following information:

- Cost Center contact for Cost Center Manager.
- User company name, user company contact name, company billing address, phone number, user name, User ID, and user email address.

The Department Cost Center is also responsible for insuring that the Contractor pays for the VPN service in a timely manner. Any VPN for which the payment is delinquent for 90 days is subject to having the service disconnected and the associated Department Cost Center is responsible for any outstanding invoices.

## 24.2 CREATING THE REQUEST

### 24.2.1 COMPLETE THE AUTOMATED ACCESS REQUEST FORM (AARF)

Any Department Cost Center Manager, or someone they delegate, can request SSL VPN through the DMS by accessing the AARF Homepage. Hover over '**Create Request**' at the top of the page, and choose the correct selection from the drop-down.

- A. Select '**Access Change**' from the '**Create Request**' drop-down. (The VPN user must already have an Department User ID, so access cannot be granted through '**New User / Account**'.)
- B. Fill in the information for the User.
- C. Choose the appropriate access under '**Statewide Access Items**', then '**VPN – DMS**'.

Note: The '**VPN – DMS**' selection is for external consultants who need access to the Department data for the project they are involved with. This access is provided through DMS and a required addendum should be completed.

- D. Fill out the '**Request Routing Information**'. Required fields are marked with an asterisk (\*).
- E. Confirm Contractor information. Required fields are marked with an asterisk (\*).

- F. Complete the '**Request Addendums**' section.
- G. Review and Submit the AARF.

Note: Click on '**Approve and Submit to Supervisor**' when reviewing is completed.

## **24.2.2 SECURITY COORDINATOR COMPLETION OF THE ONLINE COMMUNICATIONS SERVICE AUTHORIZATION AND BILLING SYSTEM (CSAB) REQUEST**

The Security Coordinator, or any delegate who has CSAB access provided by the Department CSAB Administrators, accesses the [Online CSAB application](#). He or she clicks on '**3 Steps to Get Started**' and follows the instructions to complete the Online VPN order. Note: DMS offers assistance and training on the use of CSAB.

## **24.3 SUNCOM**

### **24.3.1 CREATING THE VPN**

Once the AARF has been submitted and the CSAB request has been completed, DMS will forward the request to Suncom. Suncom will create the VPN access. There is a wait time of 48 hours for the VPN access to be created.

### **24.3.2 USER NOTIFICATION**

Once the VPN access has been created, Suncom will send an email notification to the requestor letting him or her know that the access has been granted. Instructions to complete the software download will be sent with the email notification as well.

### **24.3.3 TERMINATION REQUESTS**

In accordance to **Chapter 2, section 2.4.1 of the Transportation Technology Manual, all termination requests in AARF shall be initiated no later than the user's separation date.**

#### **TRAINING:**

None Required.

#### **FORMS:**

None Required.