

## **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 Office of Information Technology (OIT).

### **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 ensuring 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**'.)

The screenshot shows the 'Automated Access Request Form' web application. At the top right, it says 'Logged in as CO\SS973 ST (Currently Assigned to Central Office)'. The navigation bar includes 'Home', 'Create Request', 'Pending Requests', 'Search', and 'Help'. A dropdown menu is open under 'Create Request', showing options: 'New User / Account', 'Name Change', 'Access Change', 'Transfer', 'Termination', and 'Other Request Types'. The main content area contains a welcome message and instructions for using the system. At the bottom, there is a footer with the FDOT logo and contact information for the Office of Information Systems.

B. Fill in the information for the User.

Selected Request Type: AccessChange for

\* Required Field

[Request/Person Information](#)

Request:

Select Existing AARF User:

First Name:  OR UserID:

Last Name:

User:

C. Choose the appropriate access under 'Statewide Access Items'

- VPN - DMS
- VPN - DMS Select this item for external consultants that need VPN access to the FDOT. This access will be provided through the Department of Management Services (DMS). Complete the required addendum information that will follow.
- Administration (CO -
- O
- signer
- ntenance
- nsportation
- De

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 (\*).

Selected Request Type: NewUser for

\* Required Field

Request Routing Information

Search for Supervisor:

Supervisor\*: First Name:  Last Name:  

Cost Center Manager\*: April Blackburn(CO\SS942AB)

Security Coordinators: 

Coordinator Name
Millie Brazas(CO\SS947MB)
Kathy Shirley(CO\SS947KS)

Cancel < Previous Continue >

- E. Confirm Contractor information. Required fields are marked with an asterisk (\*).

Selected Request Type: AccessChange for

\* Required Field

Consultant Augments Staff

DOT Project Manager

Name: \*  Manager Name Phone: \* (850)  123 -  4567

E-mail Address: \*  manager.name@dot.state.fl.us

Consultant Company

Company Name: \*  Vendor #:

Consultant Representative

Name:  Title:

E-mail:  Phone: (  )  -

Project

Project #:

Start Date:   End Date:  

Project Manager/Professional Service Unit Authorization:

Authorized Services and Programs (Include the location of access and include the address if connectivity is not from a DOT Office or District):

Cancel < Previous Continue >

- F. Complete the 'Request Addendums' section.

**Request Addendums**

**VPN - DMS**

Customer Service Address

Company Name:

Service Address:

City:

State:

Zip Code:

Contact Name:

Contact Phone: \*  -

Technical Contact Information

Technical Contact Name:

Technical Contact Phone: \*  -

Technical Contact Email:

Customer Billing Address

Company Name:

Billing Address:

City:

State:

Zip Code:

Contact Name:

Contact Phone:  -

**Cancel & Return to Request Core** | **Continue**

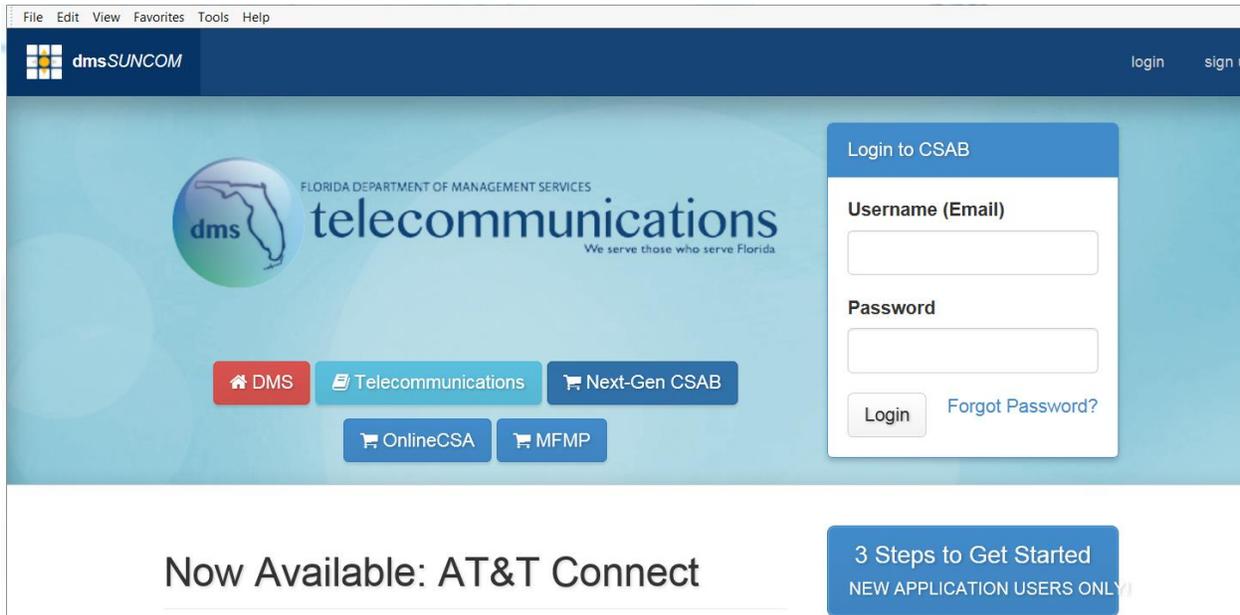
- G. Review and Submit the AARF.

**Cancel** < **Modify Request** **Approve and Submit to Supervisor**

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 OIT Manual, all termination requests in AARF shall be initiated no later than the user's separation date.**

#### **TRAINING:**

None Required.

#### **FORMS:**

None Required.