



Procedure Title: **Access the State of Delaware telecommunications network using Secure Socket Layer – Virtual Private Network (SSL-VPN) State and K12**
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Date Changed	Revisions	Changed By	Revision #
Original	Baselined	Telecom	1.0

1.0 Scope

This procedure defines the process for acquiring access to the State’s telecommunication network using Secure Socket Layer – Virtual Private Network (SSL-VPN). The Department of Technology & Information provides a SSL-VPN solution to access state or K12 resources from outside the network to enhance secure and private communication between applications over the Internet. The process applies to State of Delaware employees, sanctioned vendors or contractors.

Each SSL-VPN request is evaluated on a case by case basis. All unapproved uses of the SSL-VPN are strictly prohibited. The use of SSL-VPN is requested through designated technical approvers. Each organization or school district has an individual that has been designated and trained to access the SSL-VPN request application on DTI’s network.

The resources needed to authorize access to the States telecommunication network include: the owner of the data or system to be accessed, the requesting organizations designated Technical Approver, and the DTI Telecommunications Team (Telecom). Compliance with DTI Standards and Policies including the statewide Acceptable Use Policy, SSL_VPN policy and the Enterprise Security Policy is required.



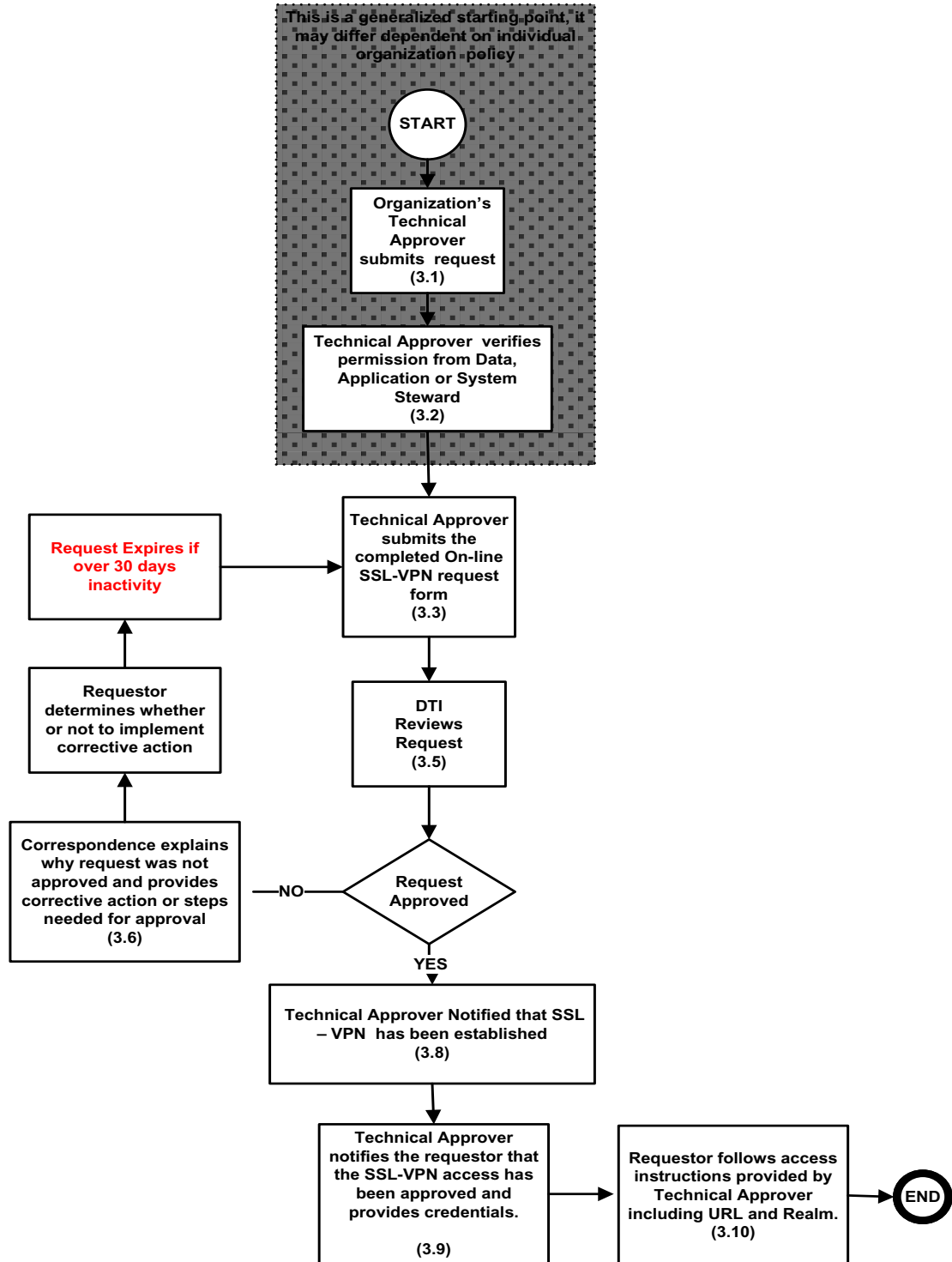
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After authorization for access has been granted, the SSL VPN system can be accessed by opening a web browser and navigating to the applicable URL

For state resources: <https://access.delaware.gov>

For K12 resources <https://access.k12.de.us>

2.0 Process Flow Diagram: SSL-VPN Request Flow Diagram



3.0 Procedure

- 3.1 Upon determining a need to access the State's telecommunication network, the user submits a request through the agency or organizations' designated technical approver. If you are not sure who the technical approver is for your organization, check with your network administrator.
- 3.2 For a SSL-VPN account, the technical approver determines that permission or authorization for access has been received from the owner of the data, application or system to be accessed.
- 3.3 The technical approver submits a "DTI SSL-VPN" request through DTI's online application.
 - 3.3.1 For access to State resources: <https://vpnreq.state.de.us>
 - 3.3.2 For access to K12 resources: <https://vpnrequest.k12.de.us>
- 3.4 The online application forwards the request to the DTI Telecom section.
- 3.5 DTI Telecommunications Team will review the application and determine if the request complies with DTI's VPN Policy and Best Practices.
- 3.6 If the request is not compliant or denied, Telecom will contact the technical approver who entered the online request. An explanation will be given as to why the request was determined non-compliant and any corrective action or steps necessary to receive approval. Requests that are non-compliant will be denied if corrective action has not been taken within 30 days.
- 3.7 Upon approval, DTI Telecommunications Team will establish the necessary rules, profiles and permissions.
- 3.8 DTI's online application will notify the requesting Technical Approver when the SSL-VPN rules, profiles and permissions have been established.
- 3.9 The requesting Technical Approver is responsible for notifying the requester and/or end user of their account creation, credentials and any specific user applications or programs necessary for SSL-VPN access.
- 3.10 The requestor/end user will follow instructions provided by the agency Technical Approver to access the SSL-VPN Link from a web browser using established user ID and password.



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- 4.0 Reference Documents
- [DTI's Acceptable Use Policy](#)
 - [VPN Policy](#)
 - [Remote Access Standard](#)