



Telecommunications Bulletin

Customer Service Center (CSC)

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New Site-to-Site Virtual Private Network (VPN) service offering

Overview

CMS/BCCS has established a new telecom service to allow sites not directly connected to the statewide network to have access to state agency resources as deemed appropriate by each agency. This remote access will be accommodated via a new Site-to-Site VPN service. At its most basic, a VPN can be likened to a tunnel. At one end, secure network information is provided, while at the other end, a secure connection allows users to access this information.

Site-to-Site VPNs are IP SEC tunnels created from external business partner's local area network to the State of Illinois network. These VPNs accommodate various data communication needs between State of Illinois Agency resources and external business partners. The external business partner uses an Internet service provider for access to the Internet which provides transport for the VPN connectivity to the State of Illinois network. No SLA's are offered with this service due to reliability on third parties and the Internet.

Potential Site-to-Site VPN Scenario

A Site-to-Site VPN can be set up for vendors or other non-state entities (sometimes referred to as third parties). In this type of situation, the third party's access would be limited to specific areas of the network. The rest of the network would remain off limits to them and insuring network security would always be maintained.

Provisioning Information

While this service may, at first glance, appear to be an IT topic for discussion, it is in fact ordered/provisioned through telecommunications channels. Service will require a Telecommunications Data Request (TDR). To order VPN service or discuss completion of your TDR, call the CSC at 800/366-8768 or 217/524-4784 (Option 5 – Sub-Option 3) in Springfield. If you need additional information, please call the CSC and talk to your agency's assigned CSS2 representative.