



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
DIRECTOR'S OFFICE

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MEMORANDUM

March 27, 2020

TO: All Department Directors

FROM: Laura E. Freed, Director
Department of Administration

SUBJECT: VPN Requests for Essential and Non-Essential Personnel

As noted in the department's memorandum of March 13, 2020, the Division of Enterprise Information Technology Services (EITS) has received a large number of requests for Virtual Private Network (VPN) connections. At this point, most departments have responded with their ranked lists of VPNs for essential positions, and many of those requests have been fulfilled or are in process.

Unfortunately, EITS has been unable to accommodate the number of VPNs agencies have requested in the first instance, so the department limited the number of critical VPNs activated in this first phase. This was done to ensure that every department got the chance to submit its ranked list to EITS. The Department of Administration is aware that many departments still have VPNs in the queue that they consider essential. Additionally, agencies have indicated that their specific program requirements have forced them to expand their lists of essential positions to include positions not originally determined to be affected by the pandemic. As such, EITS will be implementing a new process as we move from the "first wave" of VPN requests to the "second wave."

If agencies need to re-prioritize their ranked VPN lists, or add positions to them, the point of contact will be the Department of Administration/EITS Information Security staff. Each agency Information Security Officer (ISO) must reach out to the EITS ISO to coordinate re-submitting a revised list. More detailed process instructions will be shared with department ISOs from the EITS ISO in the near future.

If re-prioritization of an agency's VPN list is not necessary for an agency, EITS intends to go down each department's previously submitted list and activate VPNs for those employees listed who have not yet been served.

Please do not submit VPN requests directly to the EITS Help Desk – they will not be processed in that case. As a reminder, the VPN application form can be accessed at the following address:

http://it.nv.gov/Helpdesks/EITS/VPN_New_Accounts_/Maintenance_Page/

Please be aware that large VPN lists could be processed in small groups over a period of days or weeks, due to the need to monitor network capacity.

The Department of Administration will issue another all agency memorandum when all ranked VPNs have been established to let you know that we are back to the normal process. Again, we appreciate your patience while we work to move a large portion of the state's workforce to telework in these unprecedented circumstances.