MEMORANDUM

July 8, 2022

From: Chief Technology Officer (CTO)

To: All Government of Guam Department and Agency Heads and Vendors that utilize the Government of Guam Virtual Private Network (VPN) for Remote Access.

Subject: Enterprise Virtual Private Network (VPN) Security

Buenas yan Håfa Adai!

In accordance with 5 GCA Article 12 (§ 12.106), the Office of Technology (OTECH) is committed to ensuring the security of government information and data communications infrastructure from unauthorized users, intrusions, or other security threats. OTECH has developed a roadmap for implementing a multi-factor authentication (MFA) for remote access connection into the Government of Guam Wide Area Network (GGWAN) to align with the industry’s heightened state of cybersecurity and to bridge a gap uncovered during a recent Federal Audit critical finding report. OTECH will enforce multi-factor authentication for VPN connections utilizing the following approved Time-Based One-Time Password (TOTP) Authenticator Apps:

- Microsoft Authenticator
- Google Authenticator

OTECH will disable the use of the SonicWall Global VPN Client (GVC) at 8:00AM on Thursday, July 14, 2022. This process may result in downtime for active VPN accounts as OTECH transitions all accounts to the SSL-VPN with MFA policy. VPN accounts should be fully restored by 5:00PM on Friday, July 15, 2022. Thereafter, all VPN account holders are advised to use the SSL-VPN with MFA process to connect to the GovGuam network.

OTECH has published an updated Remote Access Policy that details the VPN MFA requirements and has developed a Help Guide to assist users with connecting to the network. The SSL-VPN MFA Help Guide is available upon request for active VPN accounts only – submit request to help@otech.guam.gov.

OTECH is determined to fully implement SSL-VPN MFA by COB Friday, July 15, 2022. Should you have any issues with your VPN account, thereafter, please send inquiry or concerns to help@otech.guam.gov.

Should you have any questions or concerns regarding this MEMO, please contact me directly at 671-635-4500 or email at frank.lujan@otech.guam.gov.

Si’ Yu’os Ma’åse’,

Frank L.G. Lujan, Jr.

https://otech.guam.gov