



AGENCY CONTACT MEMORANDUM #2022-1028

TO: Agency IT Leadership, Technical Contacts

FROM: David Carter, Chief Information Security Officer

DATE: October 28, 2022

SUBJECT: *Multifactor Authentication - SSL VPN and Citrix*

In the ongoing effort to defend Commonwealth data and systems, the Commonwealth Office of Technology continues to seek opportunities to employ the best practices and industry standards that will ensure the highest level of protection with the lowest level of operational impact.

In alignment federal regulatory guidance and industry best practices, all remote access mechanisms must be secured by multifactor authentication. By using a second factor of authentication, identities used to gain remote access to the state network are validated to a higher degree to prevent unauthorized access.

As you know, we currently use multifactor authentication for all Microsoft 365 and Global Protect VPN services. We will now extend multifactor authentication to SSL Virtual Private Networking (SSL VPN) connections and the Citrix virtual environment, using the current Microsoft 365 solution so most employees will already be familiar with how this works.

Deployment will be a staged roll out that will span several months. We are currently working on a communication plan to insure everyone is informed in advance.

Should you have any questions, please contact David Carter via email at davidj.carter@ky.gov.

Thank you for your support.