TA 16-15: Self-Service Secure Certificates

ISSUE DATE: October 24, 2016
ATTENTION: All Managed Services Customers using CDT Secure Certificates
ACTION REQUESTED: If interested, refer to steps below
EFFECTIVE DATE: Currently Available

Background:
The California Department of Technology (CDT) provides secure certificates for leased equipment in the Application Hosting environment within the data center, and for customers' external use. Secure certificates include Secure Sockets Layer (SSL), Transport Layer Security (TLS), and X.509 certificates. These certificates secure data communications across computer networks and provide data encryption.

Overview:
The CDT is introducing a new self-service option for customers ordering secure certificates. This new self-service option allows customers to request delegated administration access to CDT's secure certificate console, which provides the ability to manage and issue certificates under approved, specific Uniform Resource Locators (URLs). CDT will continue to offer individual secure certificate(s) for customers choosing not to use the self-service option. Please refer to our Secure Certificate Guideline and Secure Certificate Delegated Administrator Submittal for additional details.

Action Requested:
To initiate the service, submit a Remedy Service Request, as follows:
1. Go to the "Software Services" section and select "Secure Certificates"
2. Attach the appropriate intake form

Rates:
There are no certificate fees or administrative fees for customers who choose the self-service secure certificate option. The rate for the managed secure certificate option remains unchanged.

When:
This new self-service option is currently available.

Contact:
If you have questions or need further clarification, please contact your CDT Account Lead by using the Account Lead Directory, or call the Customer Delivery Division at (916) 431-5476.