



# Tech Alert

from the **Customer Delivery Division**  
*"Your Gateway to Technology Services"*

## TA 16-01: New CalCloud Services

**ISSUE DATE:** January 8, 2016  
**ATTENTION:** Current and Future CalCloud Customers  
**ACTION REQUESTED:** Information Only  
**EFFECTIVE DATE:** January 1, 2016

### Introduction:

The California Department of Technology (CDT) is offering three new services in CalCloud Infrastructure-as-a-Service (IaaS). These new services include a dedicated File Transfer Server (FTS), a Virtual Private Network (VPN) service, and two additional options for CalCloud unmanaged servers.

### New Services:

**VPN Service** – Customers with a tenant space in CalCloud can now implement a VPN device or a site-to-site VPN tunnel.

**FTS** – File transfers to a tenant's environment can now be accommodated on a preconfigured Linux virtual server using Open SSL and Very Secure FTP Daemon software.

**Unmanaged Server** – CalCloud IaaS has historically offered the licensed/managed option for the Operating System (OS), which provides patching and Anti-Virus (AV) protection. Two new lower cost unmanaged options are now available to tenants. Customers can now choose to perform their own patching and provide their own AV protection to ensure consistency with their other IT infrastructure systems. With these additional options, tenants now have the following options:

- AV/OS Patching with License
- OS Licensed (AV software and OS patching is not provided)
- No OS License (AV software and OS patching is not provided)

Please refer to our [Service Catalog](#) for more detailed descriptions of these services and the associated rates.

### When:

These additional services are currently available and can be obtained through a Service Request.

### Due Date:

None. This Tech Alert is for informational purposes only.

### Contact:

If you have questions or need further clarification, please contact your Department of Technology Account Lead by using the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.



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