



MEMORANDUM

**DATE:** January 13, 2021

**TO:** Brian Harrison, Chief of Staff

**THROUGH:** Scott W. Rowell, Assistant Secretary for Administration **Rowell -S**

Scott W.

Digitally signed by Scott  
W. Rowell -S  
Date: 2021.01.14  
07:08:40 -05'00'

**FROM:** Perryn B. Ashmore, Chief Information Officer

Perryn

**Ashmore -S**

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Ashmore -S  
Date: 2021.01.13  
17:44:32 -05'00'

**SUBJECT:** HHS VPN Capacity and Utilization During the Pandemic

On March 13, 2020 all HHS employees had secure access to HHS applications and infrastructure. Primary methods to access HHS environments was and continues to be using secure Virtual Private Network (VPN) to access HHS applications/systems; or using Microsoft Office 365 (O365) for email and productivity toolsets.

From the outset, the HHS information technology (IT) leadership put in place capacity to support both our federal and contract staff. The combination of VPN and O365 ensured not only resilience, but access to HHS applications and systems through the COVID-19 response.

The attached PowerPoint and supporting documentation are provided to provide you with an overview of the Department's capabilities and utilization of remote technologies from March - December 2020. From the onset of the Department's response, our IT teams ensured that there was adequate capacity to support our missions across all HHS divisions.

## VPN and Microsoft O365 Capacity / Utilization March 2020 – December 2020

- On March 13, 2020 all HHS employees had secure access to HHS applications and infrastructure.
- Primary methods to access HHS environments is through the use of secure Virtual Private Network to access HHS applications/systems; or using Microsoft O365 for email and productivity toolsets.
- Weekend use was typically at 20% of the average utilization.
- The combination of VPN and O365 ensured not only resilience, but access to HHS applications and systems through the COVID-19 response.
- Tracking precise on-premise and off-premise use is difficult. The O365 utilization does include both on- and off-premise users, as well as, any users accessing O365 through a web browser.

Division	VPN		O365	
	Capacity	Average Utilization	Capacity	Average Utilization
OS	15,000	7,300	12,500	9,500
CMS	12,500	6,800	16,500	8,100
CDC	19,000	11,200	22,000	19,200
FDA	40,000	19,600	26,600	22,400
IHS	15,000	1,600	20,000	12,800
HRSA	5,000	2,400	NA	NA
NIH	80,000	16,500	45,500	35,200
Total	186,500	65,400	143,100	107,200