Technology Services Board Quarterly Meeting Minutes

September 13, 2022
9:00 a.m. – 11:00 a.m.
Hybrid Meeting: 1500 Jefferson St SE, Olympia, WA, 1st Flr, Rm #1213 and Zoom

In Attendance

Bill Kehoe, Chair
Rep. Matt Boehnke
Viggo Forde
Tracy Guerin
Rep. David Hackney
Butch Leonardson
Sen. Joe Nguyen
Paul Moulton

Link to Meeting Video

Welcome / Agenda Review / June 14 Minutes

Bill Kehoe reviewed the meeting agenda and June 14 meeting minutes. The minutes were approved as written.

Program Update: One Washington Legacy System Remediation

Amy Pearson, One Washington Oversight Consultant, provided a brief WaTech perspective on the program's work.

- The program continues to make steady progress, including a phase one schedule that includes all the appropriate state and vendor tasks and the resources that are necessary to complete the work.
- Key recommendations are near completion on budget gaps and challenges.
- Design is complete and program is in validation phase.
- The legacy system remediation (LSR) information is essential for a credible go-live date.

Amy introduced Manoj Verma, One Washington LSR Director, and he provided an update on the legacy system remediation work to validate design and partner with impacted agencies to ensure they are synced up in coordination for go-live and beyond.

Project Status: Dept. of Labor & Industries – Workers' Compensation System Modernization

Amy Pearson provided a brief background where the Workers' Compensation Systems Modernization (WCSM) project has been revising its strategy based on results of an independent third-party review in 2021.

Liz Smith, WCSM Executive Sponsor, provided a quick overview of the state's existing workers' comp computer "ecosystem" that is very large, old and complex. The WCSM project aims to replace L&I's "legacy" workers' comp computer systems and its cumbersome business processes with a modern technical solution(s). This will help streamline and automate manual processes, which will lead to additional efficiencies and even better return-to-work outcomes.

Christy Campbell, WCSM Project Director, provided an overview of how the project team is changing its strategy from larger system changes in a phased approach, to prioritizing smaller, targeted system upgrades that offer more immediate business transformational value. The focus for the rest of this biennium is to implement select recommendations from the independent review, develop a revised solution strategy and complete a feasibility study. A "discovery planning phase" is now underway to revise the project's next steps.

Decision Package Scoring Criteria Weighting Exercise

Cammy Webster, Technology Business Management (TBM) Program Manager, explained that with this exercise, the Board members will provide valuable input into on how we weight the criteria used during our annual decision package (DP) prioritization process.

Stephanie Roe, TBM Analyst, walked the members through the process timeline. The TSB is the final group to conduct this exercise before DP scoring begins. Once finalized, the prioritized list is submitted to the Office of Financial Management. She then walked the members through the exercise to gather their input, which is summarized in the chart below.
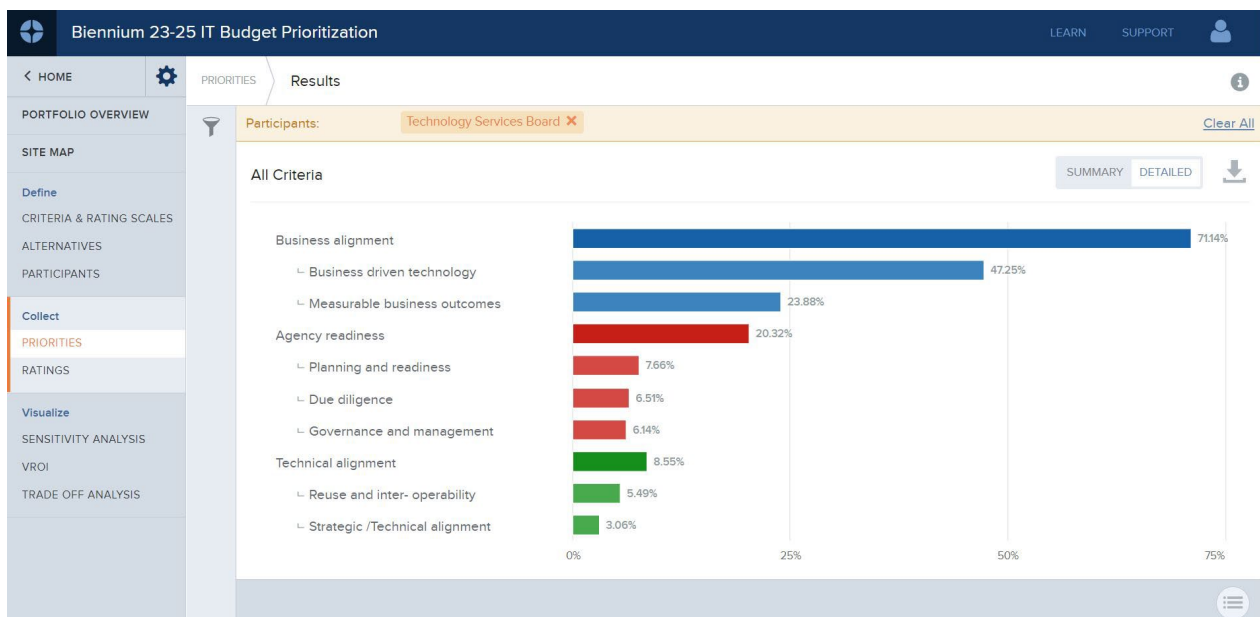
IT Project Best Practices and Lessons Learned: Risk Management and Mitigation – Stacy Steck

Stacy Steck, Project Management Partner, led a discussion around best practices for risk management, which should be a recognized project management responsibility on all projects – big and small. Board members provided feedback and observations from their experiences in various scenarios. Stacy also shared some available resources in state government such as process guides and tools and templates, as well as key services to help navigate risk management such as project management professionals (PMPs) and quality assurance (QA) providers.

Public Comment

No public comments.