Technology Services Board

Special Full Board Meeting
July 13, 2023
9:00 am – 9:40 am

Current TSB Members

Industry Members
Butch Leonardson – Retired CIO
Paul Moulton – Retired CIO
Tanya Kumar – Oracle

Legislative Members
Sen. Matt Boehnke – Senate R
Rep. Travis Couture – House R
Sen. Joe Nguyen – Senate D
Rep. Chipalo Street – House D

Executive Branch (Agency Directors)
Bill Kehoe – State CIO & TSB Chair
David Danner – UTC
Cami Feek - ESD
Tracy Guerin – DRS

Other Government
Viggo Forde – Snohomish County

Vacancies:
Labor Union Representative
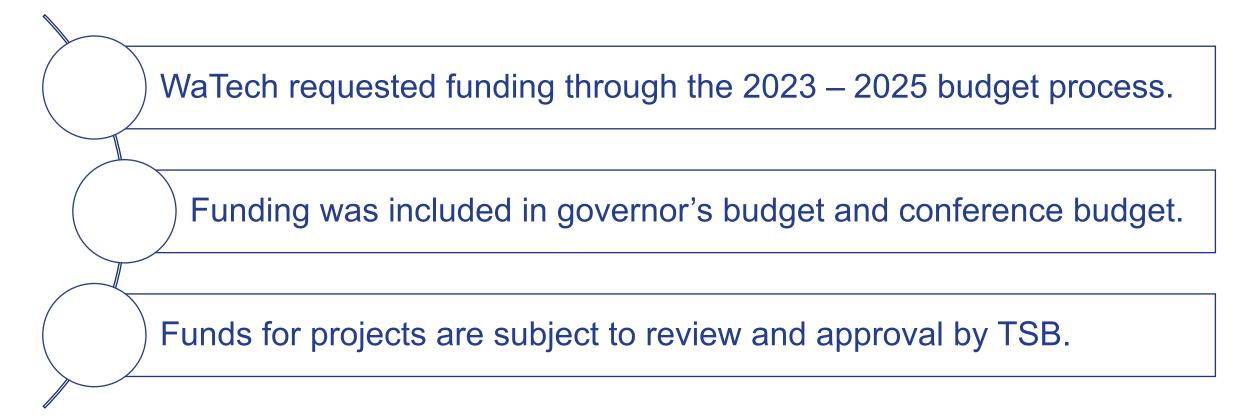
Members present
Members absent

WaTech
Washington Technology Solutions

TOPIC	LEAD	PURPOSE	TIME
Welcome, New Board Members, Agenda review	Bill Kehoe	Introductory remarks	9:00 a.m.
Innovation & Modernization Program Fund Overview	Derek Puckett	Program Overview	9:05 a.m.
Innovation & Modernization Fund Recommendations from the IT Investment Board	Derek Puckett	**Approval** required	9:10 a.m.
Public comment			9:35 a.m.

Innovation & Modernization Program Fund Overview

Innovation & Legacy Modernization Fund Overview

WaTech requested funding through the 2023 – 2025 budget process.

Funding was included in governor's budget and conference budget.

Funds for projects are subject to review and approval by TSB.

Innovation & Modernization (IM) Program

Deployment and Processes

Program focused on successful deployment.

Partner with IT Investment Board (ITIB).

Support operations and fund administration.

Oversight & Transparency

Provides oversight of projects and administers project reporting.

Reports project progress via IT project dashboard.

Leadership & Governance

Program led by state Chief Technology Officer.

ITIB membership comprised of WaTech disciplines and Technology Management Council and Business Management Council agency leaders.

IT Investment Board Members

Nick Stowe (Co-chair)   State Chief Technology Officer (WaTech)

Derek Puckett (Co-chair)   Director of Policy and Government Affairs (WaTech)

Scott West (ECY)   Technology Management Council (TMC) Representative

Lou McDermott (HCA)   Business Management Council (BMC) Representative

Chris Winans   Chief Financial Officer (WaTech)

Mark Quimby   Deputy Director of Technology and Operations (WaTech)

Deanna Brocker   Deputy Director of Strategy and Management (WaTech)

Rob Allred   State Chief Enterprise Architect (WaTech)

Ralph Johnson   State Chief Information Security Officer (WaTech)

Irene Vidyanti   State Chief Data Officer (WaTech)

Cindy Palko   Project Management Office Manager (WaTech)

Project Review and Scoring Process

| Agency submittal | IM Program screening | ITIB review | Agency pitch meeting | **ITIB Scoring & TSB Recommendations** |

Screened for completeness and accuracy.
Scored on strategic and business alignment, and agency readiness.

ITIB Recommended Proposals to Fund

Agency proposals the

ITIB recommends to the

TSB for approval of funds

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Project Name: HCA Electronic Consent Management

Problem solved: Barriers exist for sharing health information related to clients who receive treatment.

One-Time Costs: $255,013
Ongoing Costs:

•Solution: To define and deploy an electronic consent management solution that:
•Facilitates patient-authorized exchange of sensitive data
•Is scalable, secure, sustainable, and meets provider needs

Value: Equitable, person-focused care. Technology updates will provide more access for more people.

Risks:
Reluctance/lack of perceived need by providers to adopt a standard consent.
Solution will be limited Medicaid only lives in the system.

Key Milestones:

- ECM Vendor Announced Q1 2023
- Deployment Kickoff with Vendor Q3 2023
- Go Live with Baseline Solution Q1 2024
- Expanded solution deployment Q2-Q4 2024

Success Factors:
•Clear project goals and objectives
•Effective project planning
•Strong project leadership
•Dedicated team
•Monitoring and control

Project Name: ECY Water Rights Permit

One-Time Costs: $152,700
Ongoing Costs:

Problem solved: ECY receives approximately 500 water right applications per year and rely on a paper-based system to process both applications and fees, resulting in inefficient processes, poor customer experience, and areas of non-compliance.

Solution: A water resources online customer portal to authenticate users, view our applications, review requirements for online application submission, and submit application online.

Risks:
Unknowns around user (applicant) authentication, online payment, and applicant signature.

Value: A user-friendly customer portal to explore our applications, apply and pay the fee(s) online, and check the status.
Time savings for our staff and customers.
More equitable government services.

Key Milestones:

- Sep 2023 – March 2024 Power Pages & Apps development
- Jan – March 2024 Knowledge transfer & project integration.
- Jan – June 2024 Testing & iterative design
- June 2024 Deployment

Success Factors:
- Experience project team with business and IT staff ready to provide support.
- Power Platform readiness with governance, training, and support from Ecology IT.
- Innovation culture within Water Resources Program.

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Project Name: OSOS Combined Fund Drive (CFD) Project

One-Time Costs: $150,000
Ongoing Costs:

Problem solved: Antiquated, legacy technology generating high volume of problem tickets and manual reconciliation work for the agency.

Solution: Purchase and implement solution identified in a previously completed feasibility study.

Risks: Lower CFD funds raised.
Legacy system failure.
Limited implementation window with busy CFD team.

Value: Redirection of .25 FTE time currently responding to help desk tickets to strategic CFD Administration.
Modernizes systems before potential failure & mitigates technical debt.
Improves equity & access with modern tools & language options.

Key Milestones:

- Oct 2023 Secure funding & procure system
- Implement solution 8 months, 16 sprints
- April 2024 Minimum Viable Product
- July 2024 Project Complete

Success Factors:
- Engaged implementation & leadership team
- Clarity on system requirements, thoughtful market research & due diligence.
- Successful track record with top three vendors.

Project Name: EWSHS Replace Legacy Museum Collection

Problem solved: Replaces collection management system with new software to support the museum's objects and archive/special collections. The project automates manual processes and expands access to its collection database.

One-Time Costs: $108,000
Ongoing Costs:

Solution: Procurement of a stable, cloud-based collection management system. Funding provided for the program allows for full scope of project initiative.

Risks: Imminent failure of current system prior to replacement.

Value: Digitize archival collection, allowing researchers and the public better access to museum collections.

Key Milestones:

- Sep 2023 Software configuration
- Dec 2023 User acceptance testing
- Feb 2024 System go live

Success Factors:
- Engaged support from EWSHS executives and Board of Trustees.
- Project oversight from OCIO & QA Vendor.
- Feasibility study has been completed and readiness report found project was ready to proceed.

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Project Name: WSP ServiceNow

One-Time Costs: $250,000
Ongoing Costs:

Problem solved: WSP supports 39 customer legacy applications with a six-year backlog on the BMC Remedy platform, scheduled for end of life on June 30, 2025.

Solution: Adopt ServiceNow ITSM and Low Code platform, using cooperative development and knowledge transfer to support ongoing development and migrate 2 Remedy applications to ServiceNow.

Risks: Failure of legacy applications requires priority, diverting attention of developers from new product.
Other emergent business priorities impede approach.

Value: Agency migrates to modern development platform prior to end of life and avoids interruptions to services.

Key Milestones:

• Sep 2023 Develop application governance & best practices.
• Oct 2023 Plan Integrations & Data Migrations.
• December 2023 Rewrite two identified applications.

Success Factors:
• WSP has identified project team and affiliate partner.
• WSP is prepared to begin project when funding is awarded.
• WSP successfully transitions to the new platform with no interruption in services.

Public Comment