

WA.gov (formerly Access.wa.gov)

Last updated 12-01-22

[WA.gov](https://wa.gov) is the Washington state government portal that provides a consolidated entry point to provide equitable access to government services and benefits to all Washingtonians. The portal was redesigned, upgraded, and rebranded as WA.gov in summer 2022. The goals of the initial release were to help guide users through complex interactions with government, such as processes in which they must work with multiple agencies and information about the end-to-end process, which is not available on one agency site.

The WA.gov website should be available 99.9% of the time, including scheduled maintenance windows. Website usage has increased by 10 times since the launch of the new website. Ongoing collection of suggestions for improvement, user engagement, analytics analysis and customer satisfaction metrics will be collected.

Intended customers

The WA.gov portal is intended to serve residents, businesses, and visitors of Washington state, and provide a front door to access all state agencies and services.

Customer engagement

- An Advisory Committee was created at the start of the Access Washington redesign project, which consists of representatives from 15 state agencies. The advisory committee meets quarterly to consult and advise on the project.
- Long-term governance of the site and the future vision/roadmap have been developed but will continue to iterate as we engage with agency partners.
- Semi-annual customer Town Hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Helpful information

Service category

[Communications & Collaboration](#)

Service availability

24/7/365

Planned maintenance

Performed as required during non-peak hours.

Related services

- [SecureAccess Washington \(SAW\)](#)
- [Web Services](#)
- [User Experience](#)
- [Web Accessibility](#)

How to request service

Use the contact form at <https://wa.gov/webform/contact-wagov-team> to request inclusion or changes to the Portal.

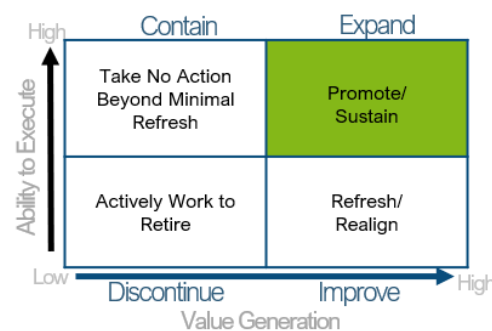
Service owner

Wendy Wickstrom

Action plan

Current activity

The new WA.gov website launched July 18, 2022. Iterative releases of new features, function and content are ongoing. Next releases will focus on content translations, how-to guide development, news feeds and soliciting imagery from agencies and residents. WaTech is also planning a fully integrated resident experience on the portal which will be known as the “Resident Portal”. The Resident Portal describes a resident’s ability to equitably access government information and services. Vision for the Resident Portal includes a simple service finder, an authenticated user experience and integration with agency systems while providing a simple-to-use and accessible interface. Governance development for WA.gov including the Resident Portal and visioning of the Resident Portal are currently in progress.

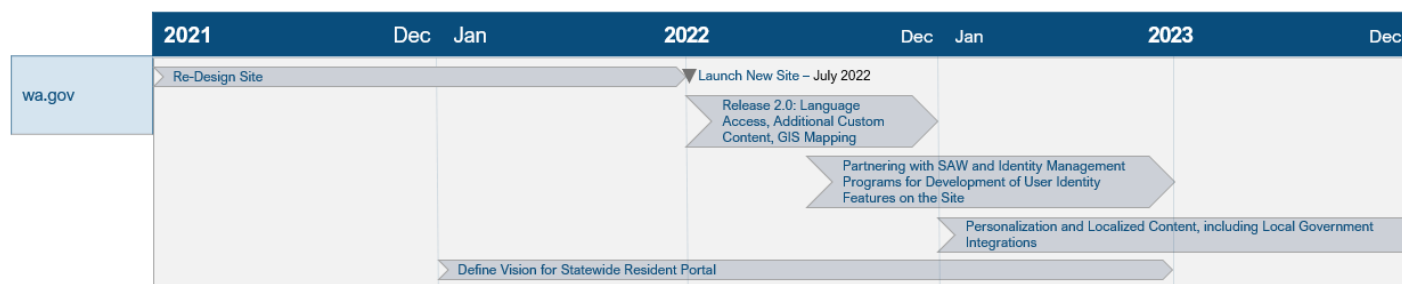


One- to two-year goals

Continue iterative releases on the portal, which include more robust content, improving search, integration with SecureAccess Washington and additional features and functions. Focus on services that will help residents of Washington engage with state government. Conduct a feasibility study for the Resident Portal.

Three- to five-year goals

Develop a robust resident portal that allows equitable, easy access to government services and information.



Service review and fully loaded service budget projection

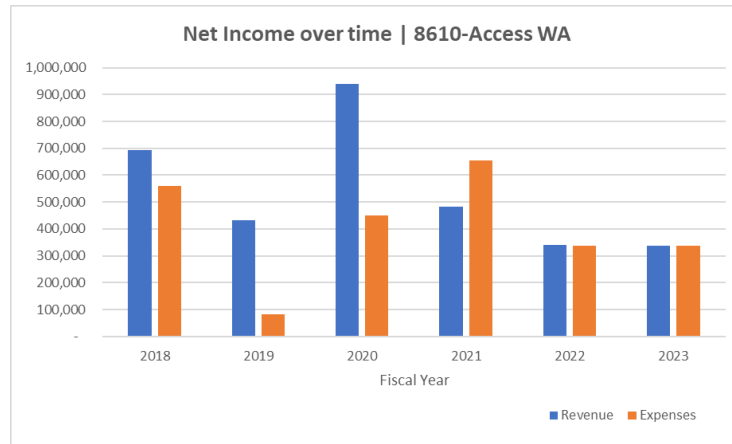
Revenue source:

The Access WA service is bundled and funded using revenue from the Enterprise Systems Rate central service model.

The goal for the Enterprise System Rates central service model is to simplify and consolidate charges for all enterprise systems used by agencies into a single charge.

Funding allocation for the Enterprise System Rates is based on the agency's number of budgeted FTEs. For institutions of higher education (for both four-year institutions and the community and technical college system), only FTEs that support administrative functions are counted. OFM maintains the source data for budgeted FTEs. Every year, WaTech works with OFM and the Legislature to adjust the Enterprise Systems Fee (ESF) revenue to accommodate the changing demands for application support.

Net income over time:



In 2020 the Enterprise System Rates central service model was reduced due to a lack of expenditures.

Decision packages

WaTech will be requesting funds to support additional FTEs + contracting resources to build out the Wa.gov service, including the Resident Portal, in the 23-25 biennial budget request.