



WA - Office of the

Chief Information Officer



WaTech

Washington Technology Solutions

"the consolidated technology services agency -RCW 43.105.006"

Improving Project Outcomes – Identifying Major Projects

CIO Forum
May 10, 2016



Context

Description of Activity Scope:

- Review current state: definitions, methods, criteria and timing for evaluating major projects
- Obtain TSB Subcommittee input and insight on major project characteristics
- Review research from industry and other states
- Evaluate lifecycle of projects/project risk

Deliverables Expected:

- Updated definition of a major project
- Updated draft criteria for determining major project
- Updated process for major project identification over life of project
- Draft of related content for updated Policy 121 and related procedures
- Metrics / Measurement recommendations

OCIO Priorities FY16+

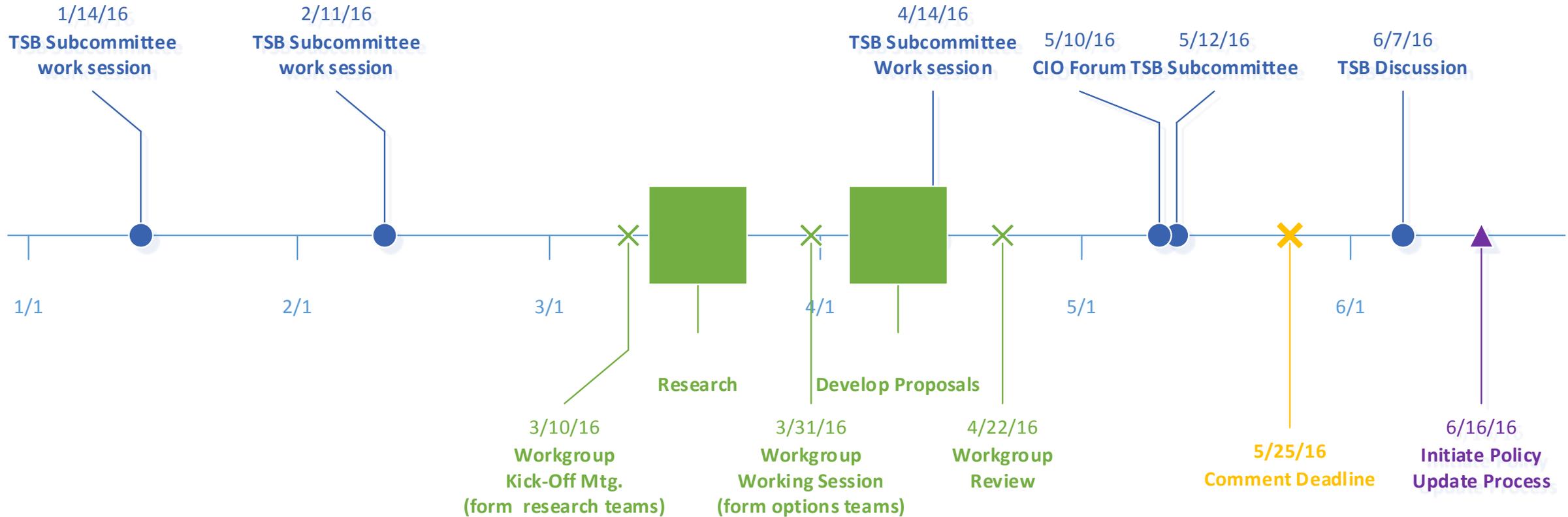
Top 5

1. Project Outcomes
2. Enterprise Architecture
3. Investment Consultation
4. IT Strategy
5. Policies & Standards

Other Priorities

Technology Business Mgmt
Open Data
GIS
SIEC/FirstNet

Schedule



Current Method/Criteria

Risk and Severity are each rated using four categories of criteria using the [Risk/Severity Calculator](#).

Severity			
Impact on Clients	Visibility	Impact on State Operations	Failure or nil consequences
Risk - Probability			
Functional Impact on Business Processes or Rules	Development Effort & Resources	Technology	Capability & Management

Risk/Severity Calculator

[Home](#) » Risk/Severity Calculator

Severity – Impact on Clients (Step 1 / 9)

High
 Medium
 Low

Direct contact with citizens, political subdivisions, and service providers – including systems that process benefits, payments, and similar transactions.

Indirect impacts on citizens, political subdivisions, and service providers through management systems that support decisions that are viewed as important by the public.

Agency operations only.

Direct use by citizens, political subdivisions, and service providers (e.g. Medicaid payment systems, online driver's license renewals, reservation systems such as parks and ferries).

Access by citizens for information and research purposes.

Proposed Method/Criteria

- 20 questions (compared to the previous 50+)
- 2 questions require just a yes/no answer
- All others are multiple choice; offering a scaled set of 4 choices

Question		Choose the best answer from the options below			
5	Does the project change a system that impacts citizens, other state or local organizations, or service providers?	The impact is to internal agency business processes / operations only.	The system is accessed by citizens only for information and research purposes.	The system indirectly impacts citizens, other state or local organizations, or service providers through management systems that support important public services.	The system is directly used by citizens, other state or local organizations, or service providers (e.g. Medicaid payment systems, online driver's license renewals, reservation systems such as parks and ferries).
6	What is the degree of impact to agency operations or business rules/processes?	There is no change to business rules/processes. The project only impacts low complexity business processes.	There is moderate impact to business rules/processes in one program within a single agency.	There is significant impact to business rules/processes to multiple programs within one agency.	There are technical or business rule/process impacts to more than one agency.

Next Steps

- CIOs and TSB Sub-Committee members thoroughly review draft and provide feedback to OCIO by May 25th
- OCIO incorporates changes
- Review final set of questions with full TSB on June 7th

Please send questions and feedback to OCIOdlConsultants@OCIO.wa.gov