

Technology Services Board – Project Update

Agency: Board of Accountancy

Project: CPA Licensing System Modernization

Description:

The Board of Accountancy received spending authority to replace the outdated certified public accountant (CPA) professional licensing system. The 10-year-old, on premise, in-house CPAOnline legacy professional licensing system no longer meets the current demand of the approximately 19,000 registered CPAs in Washington.

Replacement of the outdated legacy system will provide:

- Mobile access to 19,000 CPAs and 2,000 firms, worldwide citizens, and the workforce
- Flexibility to conduct hardware and interface upgrades that utilize a customizable off-the-shelf (COTS) Software as a Service (SaaS)
- Compliance with current technology security standards and best practices

Purpose of Attending June 11, 2019 TSB Meeting:

- Provide a brief overview of the CPA Licensing System modernization project
- Receive input from the TSB at this phase of the project
- Learn from other small agency project experiences

Approved Budget	
Implementation Cost	\$ 1,742,220

Project Schedule Baseline
Project end date: 06/30/21

Timeline	Key Event/Action
6/2019	ACB and the OCIO team to conduct the Gated Funding (IT Pool) Project Kickoff meeting
7/2019	Draft and submit the Technology Budget in order to request Planning stage funds. OCIO certifies and OFM approves the Technology Budget and allots the funds.
7/2019	Draft and submit Investment Plan for OCIO approval.
8/2019	Procurement for additional process flows, gap analysis, feasibility and options analysis.
9/2019	Final Feasibility and Options Analysis Report submitted by contractor
9/2019	Update Technology Budget and Planning stage funds document (subsequent gates) in preparation for system procurement and implementation
9/2019	Submit Supplemental Budget request if feasibility study and readiness assessment determine a higher cost solution is the most desirable option.

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Agency: Board for Volunteer Firefighters & Reserve Officers (BVFF)

Project: Pension and Benefit Tracking System Feasibility

Description: In September of 2018 BVFF completed a feasibility study that proposed a hybrid solution to replace the current obsolete database (Microsoft Access) used for pension and relief tracking. The proposed solution would leverage existing state systems along with a cloud based system. The new system will eliminate redundant data entry, increase productivity, better secure confidential information and allow constituents access to real-time information as well as meet the data center requirements in RCW 43.105.369. While the feasibility system provided an outline for a solution as well as cost estimates, additional research is need to determine if the proposed solution is scalable and cost effective for the host agency to meet BVFF business needs.

BVFF was approved for funding 2019-2021 biennium to contract with a firm that would provide additional resources to BVFF that will be in place for the duration of the project and provide project management, business analysis, technical analysis and organizational change management. Quality assurance will be brought on as well. These resources will assist staff in completing the additional research needed to then create a budget request for the solution.

Purpose of Attending June 11, 2018 TSB Meeting:

- BVFF will provide a brief overview of the need to modernize the Pension and Benefit Tracking System.
- BVFF would welcome input from the TSB at this feasibility phase of the project.

Approved Budget	
Implementation Cost	\$ 275,000

Project Schedule Baseline
Project end date 6/30/21

Timeline	Key Event/Action
7/2019	BVFF will work with the OCIO team to kick off the project that is subject to the IT Pool
8/2019	Technology Budget and Investment Plan approved by OCIO and OFM
9/2019	Procurement of contract for additional analysis
TBD	Final deliverables of analysis from the contract
TBD	Develop funding request for system procurement and implementation

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Agency: Washington State Gambling Commission

Project: Information Systems Modernization

Description: This project modernizes agency information systems. This project would replace the current Gambling Information Management System (GIMS), Case Information Management System (CIMS), and Agency Information Management System (AIMS) with a single centralized Information Management System.

Purpose of Attending June 11, 2019 TSB Meeting:

- GMB will provide a brief overview of the need to modernize its Information Systems.
- GMB would welcome input from the TSB at this phase of the project.

Approved Budget		Project Schedule Baseline	
Implementation Cost	\$1,517,000	Project end date: 06/30/2021	

Timeline	Key Event/Action
7/2019	GMB will work with the OCIO team to kick off the project that is subject to the IT Pool
7/2019	Technology Budget and Investment Plan approved by OCIO and OFM
9/2019	Procurement of contract for system development and implementation
11/2019	System procurement awarded – negotiations with contractor on final contract
1/2020	Work begins on system modernization

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Agency: Environmental & Land Use Hearings Office

Project: Case Management Replacement – Feasibility and Readiness Assessment Phase

Description:

The Environmental and Land Use Hearings Office (ELUHO) requested and received additional delegated authority to purchase services to conduct a Readiness and Feasibility Assessment (Assessment) for a new Case Management System (CMS). ELUHO is responsible to hear appeals for three separate Washington Boards:

- Pollution Control Hearings Board
- Shorelines Hearings Board
- Growth Management Hearings Board

In 2019, the Legislature signed SSB 5151 requiring ELUHO to create a searchable database capable of reporting and publishing Board decisions and orders. In the future, ELUHO's website must allow users to search decisions by topic, party, geographic area, or natural language.

ELUHO will need a modern CMS to comply with this request. The current CMS does not allow users to query the data and needs and is located on an outdated platform. The first step to modernize ELUHO's CMS is procurement of a vendor to conduct a Readiness and Feasibility Assessment. The Readiness and Feasibility Assessment will identify gaps and resources necessary to adequately manage the modernization effort as well as the technical options available for a viable system replacement.

The Legislature appropriated \$170,000 to fund the Assessment, which has been designated Phase I of the Project. Phase II, Design and Implementation, is anticipated to start in FY 2021 and complete by FY 2022.

Modernization of ELUHO's CMS will:

- Significantly improve the overall internal and external usability of the website and data on specific cases
- Enhance the ability to create and manage a variety of queries to respond to public and legislative inquiries
- Sync calendars and workflows across ELUHO's statewide resources
- Ensure compliance with OCIO security and maintenance requirements and policies
- Increase public access to ELUHO website and case-related information

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Purpose of Attending June 11, 2019 TSB Meeting:

- ELUHO will provide a brief overview and business case for the Case Management System modernization effort
- ELUHO welcomes input from the TSB at this phase of the project
- Learn from other small agency project experiences

Approved Budget	
Implementation Cost Phase I	\$170,000

Project Schedule Baseline
Project end date: 06/30/2020

Timeline	Key Event/Action
6/2019	ELUHO will work with the OCIO team to kick off the project that is subject to the IT Pool
7/2019	Technology Budget and Investment Plan approved by OCIO and OFM
8/2019	Procurement of contract for additional analysis
9/2019	Final deliverables of analysis from the contract
10/2019	Develop funding request for system procurement and implementation