

Technology Services Board

Portfolio/Policy Subcommittee Meeting

July 14, 2022

10:00 a.m. – 12:00 p.m.

Hybrid – 1500 Jefferson St SE, Olympia WA, Room 1213 and Zoom

In Attendance

Bill Kehoe, Chair
David Danner
Viggo Forde
Tracy Guerin
Rep. David Hackney
Tanya Kumar
Butch Leonardson
Paul Moulton

[Presentation Slides](#)

[Meeting Video](#)

Welcome/Agenda Review – Bill Kehoe

Angela Knight started the meeting at 10:02 and welcomed everyone to this first hybrid meeting since March 2020. All future public Technology Services Board (TSB) meetings will be in a hybrid format.

Bill Kehoe, TSB Chair, welcomed everyone and reviewed the agenda.

Approve Minutes from May 15 Subcommittee Meeting – Bill Kehoe

Bill reviewed the minutes from the May meeting. Minutes were approved as written.

Policy Portfolio Update – Derek Puckett

Derek Puckett, Director of Policy and External Affairs, provided an overview of WaTech's enterprise technology policy portfolio and the intersection with the TSB. Bill recently made a realignment decision within WaTech formalize and establish the policy management function.

Approximately 75% of the existing policies are past sunset review dates or need review dates assigned. An important note about the policies is they don't expire in the sense that agencies are not required to comply with them, but they still need to be reassessed to ensure they are still relevant to agencies.

With the new governance structure, such as the technology management council and enterprise security governance group, policy update activities need to be reconciled and formalized to ensure that these groups are appropriately engaged before coming to the portfolio/policy subcommittee for review and then recommended to the full board for approval.

Each policy has an assigned owner/subject matter expert within WaTech, with the policy manager reviewing the portfolio collectively.

Derek reviewed the roles of the policy manager and policy owner.

Next steps include resourcing the policy team and finalizing recruitment for a dedicated policy manager, who will report to Derek. He is also assessing the scope of work to bring the portfolio up to date. Policies are being prioritized and reviewed by appropriate groups.

Bill mentioned it's his priority to have a good process in place to ensure all policies are well vetted prior to bring them to TSB review and approval.

Q: Viggo Forde: Viggo asked what system or solution is used to manage the policies and the retention dates and visibility to the policy owner.

A: Derek: We don't currently have technology in place. Salesforce is used for some content management functions around oversight and enterprise programs, especially with policy waivers, but the life cycle of the portfolio itself, most of those processes are ad hoc today.

Viggo may have a recommendation and he'll reach out offline at a later date.

September Exercise to Weight Decision Package Scoring Criteria – Cammy Webster

Cammy Webster, Technology Business Management Program Manager, briefly reviewed this exercise to occur during the September full Board meeting. She reminded the members that WaTech scores all IT related decision packages and rank them against identified criteria. This is an opportunity for TSB members to provide input on that criteria.

Members will need to use a computer, as the exercise is conducted using Decision Lens solution. Members will receive login credentials via email prior to the meeting and Angela will coordinate with each member to ensure they have access. Some members may need guest access to the secure network.

Q: Tracy Guerin: Asked for clarification on what is considered an IT decision package - is it for buying computers or a certain level of expenditure?

A: Cammy: The budget instructions state that anything with an IT component would be scored. There are two exceptions – desktop purchases/end user devices, and instances where the agency has had a business change that drives an incremental cost, such as a support desk.

Program Status – One Washington

Amy Pearson, One Washington Oversight Consultant, provided some introductory comments on the program's presentation and shared program observations from the oversight perspective.

The One Washington program continues to move forward and make steady progress.

Cristie Fredrickson, executive sponsor of One Washington, shared three program updates that affect the program overall. One Washington staff provided three technical updates including finance design, legacy system remediation and information on conversion and integration.

Program Updates:

1. Completed negotiations with Deloitte as the system integrator. Paige Bayless, OneWA Program Director for Deloitte, reaffirmed their commitment to the state and the program's success, and look forward to this collaborative partnership. This includes six months of warranty services post go-live and an additional six months optional extended warranty services.
2. Adjusted spending plan for 2021-23 biennial budget which included ending some contracts, not renewing others, reducing scope or hours and holding some staff vacancies.
3. Executive Steering Committee met the day prior to discuss the deployment strategy. After many discussions with a variety of stakeholders, they decided to have a single deployment of Workday for the first financial implementation.

Q: Bill: Can you tell the TSB, now that the negotiations are complete, what this new partnership looks like and how you think it's going to benefit us moving forward?

A: Paige Bayliss: Deloitte has agreed to support the program with an enterprise program management office, including herself and several others on that team, to provide more leadership looking ahead, in addition to the tactical work that's involved in the configuration, the testing, the design decision, but from an overall program perspective. Also, in partnership with Workday, providing the program team with an IT design review for an independent assessment on the impacts of some of the design decisions to bolster that confidence that the design decisions are the right ones and the impacts to those decisions are understood. Partnering and jointly commitment to make sure that we are all aligned and moving forward together

Q: Paul Moulton: He and Butch Leonardson expressed concerns about the big bang approach to implementation. What was the tipping point for the decision to go that way versus some type of staggered implementation?

A: Cristie: One of the primary factors discussed involved exiting off and retiring the Agency Financial Reporting System (AFRS). A waved approach could increase the amount of work required for systems to be able to navigate between either being on AFRS, doing a crosswalk sending other information back and other agencies and systems being on Wokday, so there's increased technical complexity.

Paige: Added Deloitte's perspective that they fully endorse OneWa's approach, as it's very consistent with what they see for a lot of other public sector organizations that tend to have a more centralized and unified core solution that's being replaced.

Comment: Butch: Offered a suggestion to make sure there is plenty of opportunity for all agencies to practice on their systems to get comfortable with it.

Scott Kibler, Transportation Lead, and on Brian Tinney's behalf, provided an update on the functional baseline design, which was completed June 30, and progress from the Apple team.

Technical Updates:

Manoj Verma, System Remediation Director, reviewed progress from the remediation and rationalization framework and the work being done with agencies to identify the appropriate dispositions for each of those systems impacted by the implementation of core financial modules.

Chris Lamb, Office of Financial Management CIO, discussed how his team is partnering with One Washington on the integration layer using the Informatica platform.

Ann Bruner, Office of Financial Management CTO, provided an update on the data conversion activity occurring with the agencies.

Comment: Dave Danner: Sees all of this as progress and congratulated the team for everything that they're doing and thought it was a very positive presentation.

Comment: Bill: Acknowledged the TSB member engagement and the great suggestions being made.

Comment: Tracy: Thanked everyone for the great work preparing this presentation and bringing back answers to questions from members and expressed appreciation for the engagement.

Comment: Viggo: Acknowledged this has been a very challenging project and appreciated the transparency.

Comment: Rep. David Hackney: This is all good information and he's learned a lot.

Portfolio Management / Legacy System Modernization

Bill discussed with members the need to overcome the legacy system constraints and risks imposed on state agencies, and find ways to accelerate and modernize systems so we can transform and improve the services we provide the public. He also talked about proposed process around legacy system modernization.

Members provided feedback on what this could look like from their experience.

Bill left the members with some takeaways:

1. Will use portfolio management to identify our legacy systems, both from an agency and an enterprise perspective.
2. Finding ways through the Legacy Systems Modernization request legislation to accelerate the modernization of our systems accelerate solving business problems through technology.
3. Use the proposed Innovation Fund to be an emphasis and we're really looking for your support and as we move forward with this process, so thank you.

Public Comment

No public comments. Meeting adjourned at 11:45 a.m.