

Office of the Chief Information Officer

# Technology Services Board

**June 5, 2013, 9:00 – 12:00**

---

---

# Welcome the TSB's newest members



Chad Magendanz  
State Representative



Kevin Quigley  
Secretary,  
Social and Health  
Services



Bernie Warner  
Secretary,  
Corrections

- ❖ Refining the role of the TSB
  - Strategic – Full committee
  - Tactical – Subcommittees
  
- ❖ Setting a new course for the OCIO
  - Creating Enterprise Technology Policy
  - Improving Transparency and Accountability
  - Creating a Culture of Innovation
  
- ❖ Key OCIO Initiatives

Network Management  
Core services  
Telecomm  
Data Center

Portfolio Management  
Technology Strategy  
Policy / Standards



Enterprise Service

- ❖ Portfolio Management

- Oversight

- Harmonization

- ❖ Policy and Standards

- ❖ Special Projects

- Security

- GIS

- TSB

- ❖ Culture

## Strategy

Portfolio  
Management

Policy /  
Standards

Security

## TSB

Portfolio  
Management  
(Committee)

Policy /  
Standards  
(Committee)

Security  
(Committee)

- Strategic Vision
- Roadmap
- Review of OCIO initiatives
  
- Review and Approve

Project Oversight  
LOB Strategy

Suggest areas for policy  
Review and Recommend

Advice  
Industry contacts  
Outlet for information

- ❖ Purpose of Subcommittees
  - Monitor key activities
  - Bring expertise and insights to shape work
  - Recommend action to full committee
- ❖ TSB members select (at least) one subcommittee
- ❖ Staffed by OCIO
- ❖ Monthly meetings up to 2 hours, IF NEEDED



## Vision Website

- ❖ Where we are going
- ❖ Website
  - Topics defined by TSB
  - Crowd-sourced comments
- ❖ Collection of vision topics
- ❖ Values based framework for decisions

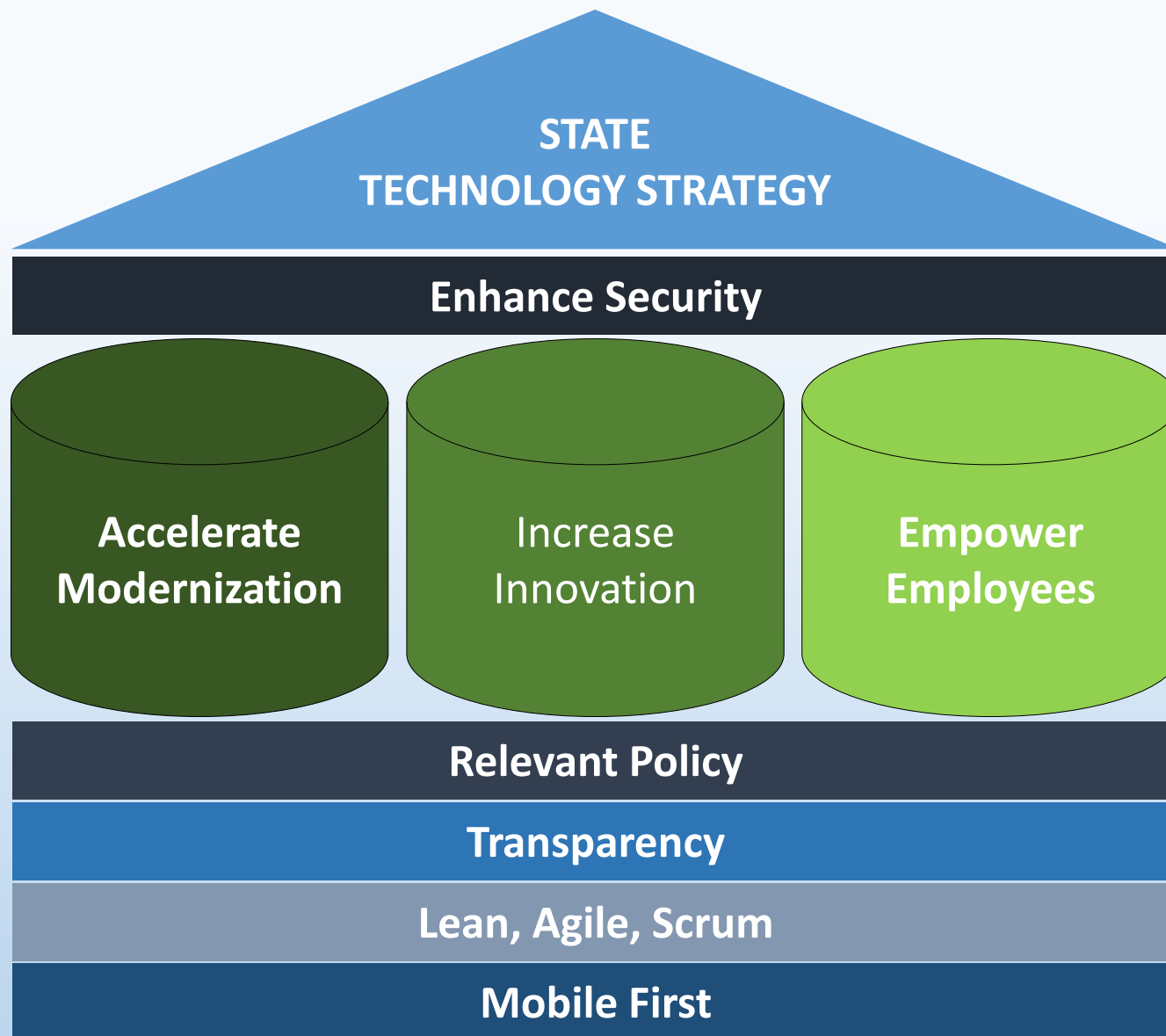
## Roadmap Website

- ❖ What do when
- ❖ Specifics of plan
- ❖ Major initiatives
  - Enterprise
  - Agencies

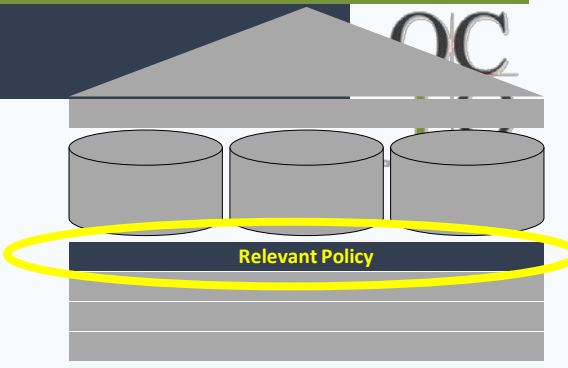
## Structure for each chapter    Example Guiding principles

- ❖ Market Overview
- ❖ Guiding principles
- ❖ Priority Assessment
- ❖ Technology Vision
- ❖ Policy to be defined

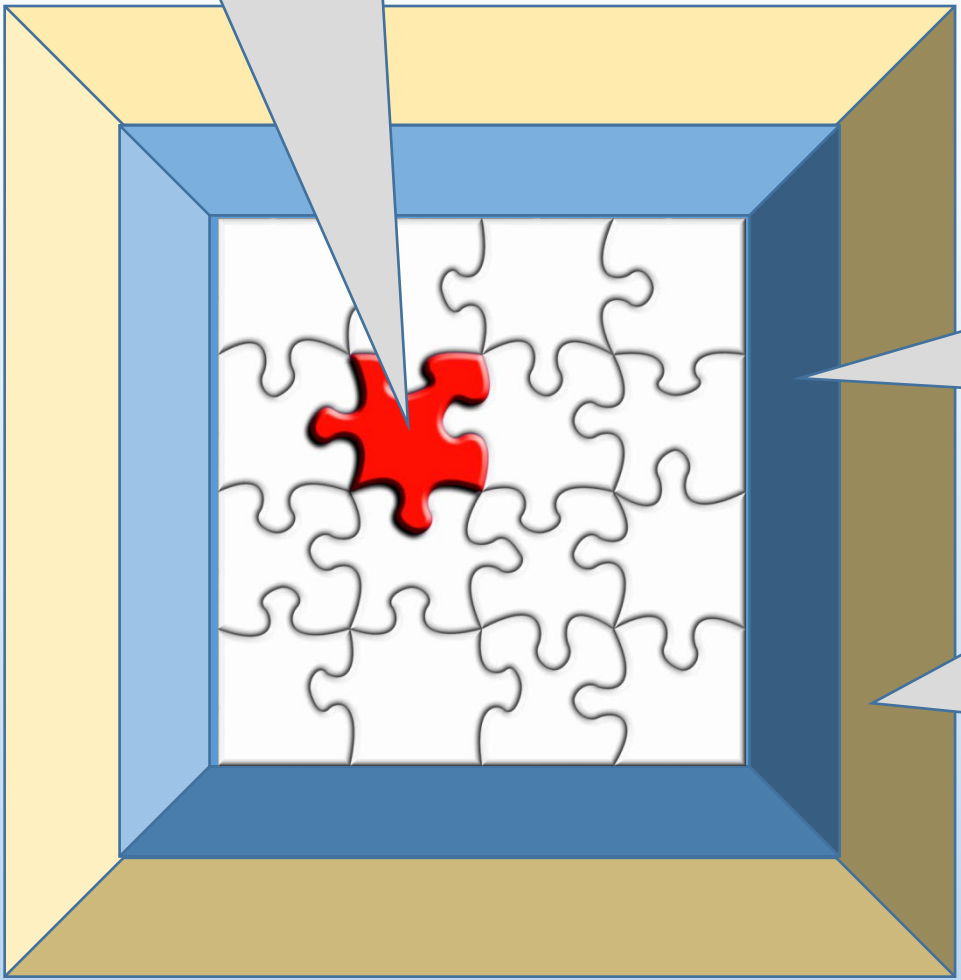
- ❖ KISS but
  - Security trumps simplicity
- ❖ Cloud first strategy
- ❖ Moves towards mobility
  - **Mobile First????**
- ❖ Single vendor strategy???



# Creating Enterprise Technology Policy



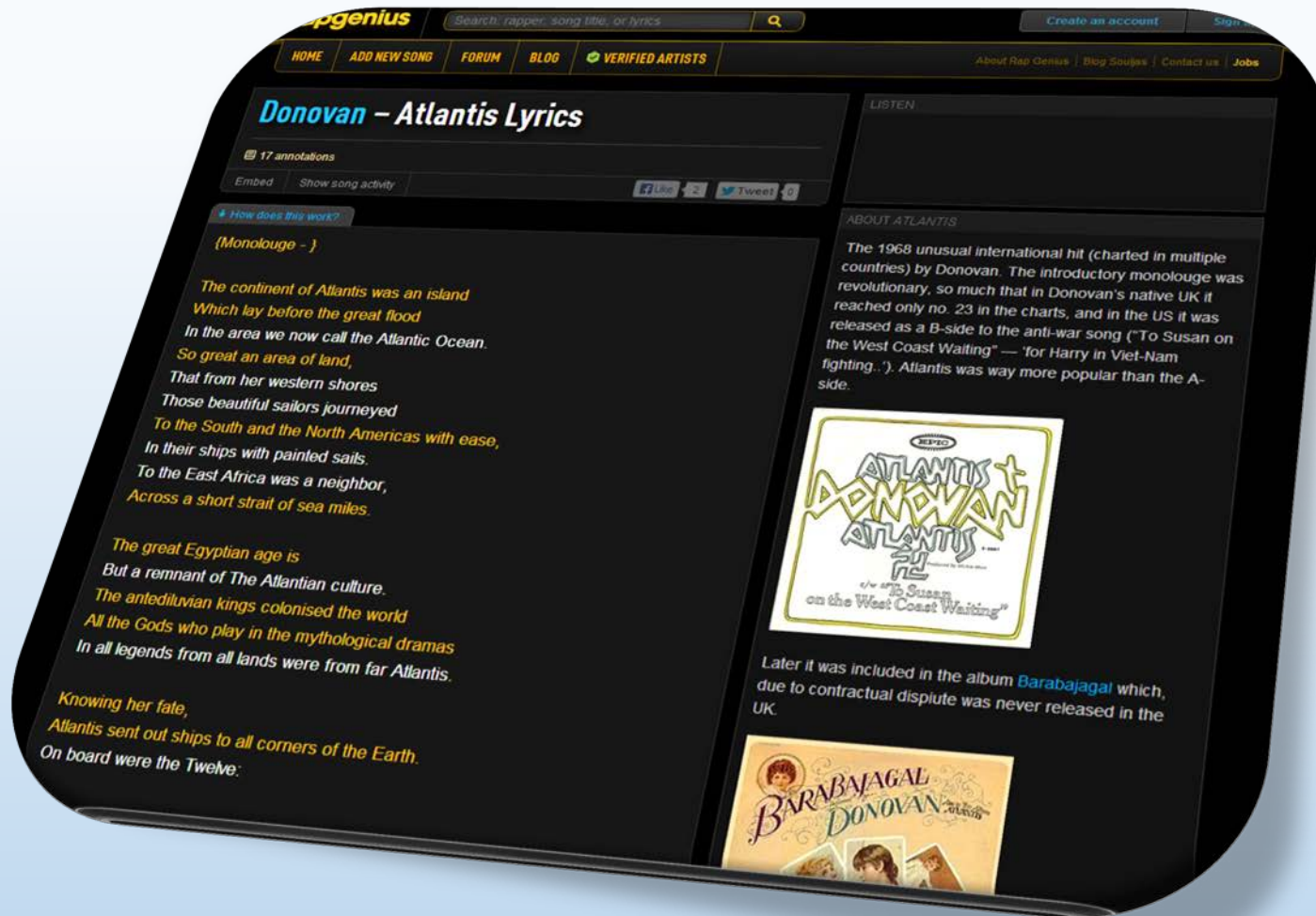
**AGENCY POLICIES**  
OCIO provides guidance,  
assistance, best practices



**ENTERPRISE POLICIES**  
Also standards, guidelines, and  
general guidance  
\* \* \*  
**CIO Adopts**  
**TSB Approves**

**STATE AND FEDERAL STATUTES**  
Identify need for updating to  
keep pace with technology  
advancements  
\* \* \*  
**OCIO & TSB Monitor**  
**OCIO Advocates if needed**

# Crowdsourcing Policy to Get a Better Product



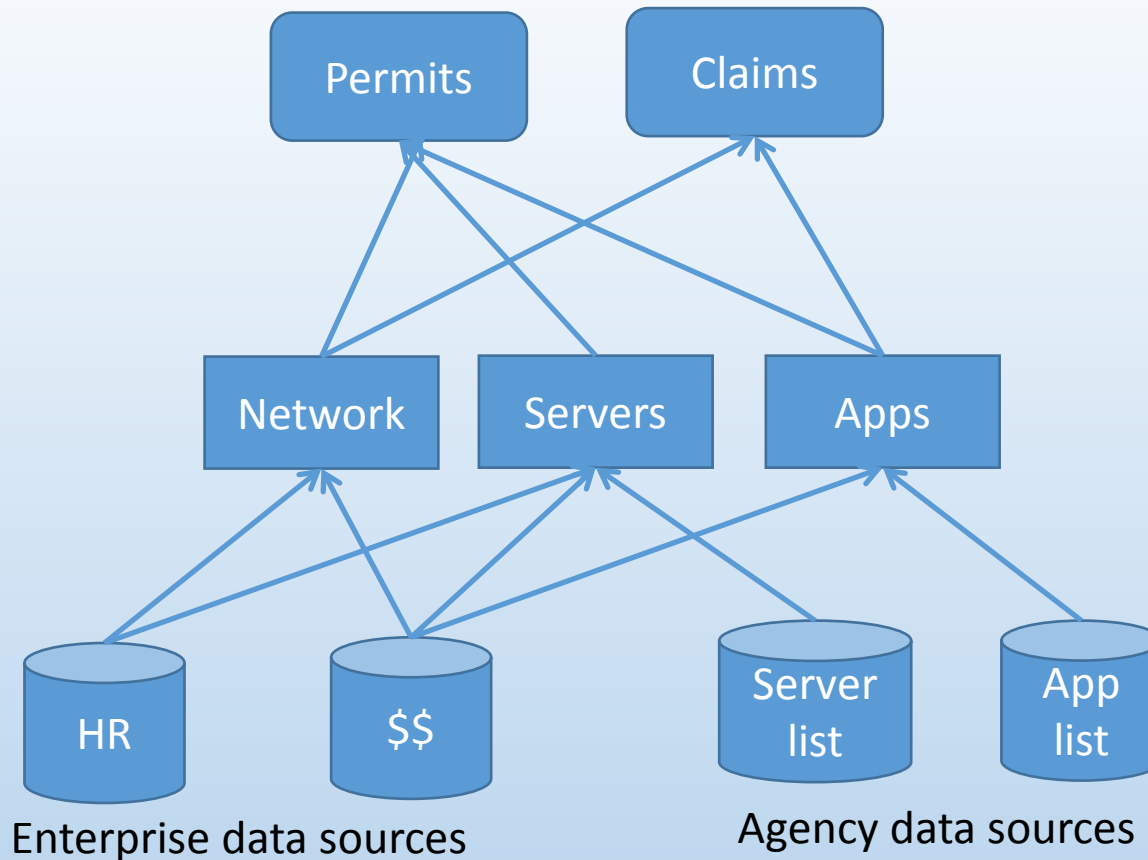
## IT Project Dashboard

- ❖ First internal experiment in MVP
- ❖ Iterate weekly
- ❖ Showing major projects (investments) across the State
- ❖ With project summary and status
- ❖ Includes project documents
- ❖ Publically accessible
- ❖ Feedback mechanism
- ❖ A component in our long-term goal of portfolio management

## Technology Business Mgmt (TBM)

- ❖ Set of best practices to run technical operations more like a business
- ❖ Core values around transparency and data-driven decision making
- ❖ Using Apptio to enable
- ❖ Journey still in progress

## State TBM Approach





## State TBM Journey

- ❖ First Leg: Configure and adopt
  - Deploying the technology
  - Define, standardize, and build base models and reports
  - Build corporate data feeds
- ❖ Second Leg: Optimization
  - Change operations TBM disciplines and use reports to ask questions and inform decisions
- ❖ Third Leg: Transformation
  - TBM operationalized within IT and is actively used for agency decision making and communication of IT costs

## TBM Status

- ❖ 14 agencies over \$10 M
- ❖ Represents 84% of general government spend
- ❖ 12 are actively engaging
- ❖ Currently in Leg 1
  - 12 have base model implemented
- ❖ Several have agency dashboards
- ❖ Have draft OCIO dashboard



## TBM Challenges

- ❖ TBM is forcing a new discipline
- ❖ The bigger the gap the bigger the lift
- ❖ Early transparency to data is concerning
- ❖ Creating cultural changes within organizations
- ❖ Effectively an unfunded mandate

**Innovation Labs** is a structured place to explore new ways to deliver business value using information technology.

Dedicated space to **experiment** with new technologies and partners

Center of gravity for **collaboration across agencies**

**Training** for employees in new technologies and business processes

Shine a **spotlight on innovation** in state government

**Graduate** solutions (and learning) to the enterprise

## Innovation Labs Project #1: Building a Master Address File

### Problem

Lack of consistent addressing approach for GIS leads to redundant, uncoordinated and error-prone work across agencies

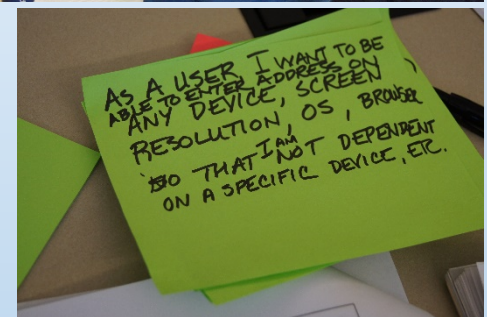
### Solution

Create one Master Address File and approach to:

- ❖ Save money
- ❖ Solve customer problem
- ❖ Emergency response

### Innovation Labs Role

- ❖ Bring 11+ agencies together
- ❖ Partial funding for cross-agency development
- ❖ Celebration of collaboration and innovation



- ❖ Build backlog
  - mobility!!!, e-discovery, online community service, vendor prototypes, etc.
- ❖ Lab space
- ❖ Stakeholder/partner/advisor engagement
- ❖ Vendor community engagement
- ❖ State employee engagement

## FirstNet

Washington Business One-Stop (WA-BOS)

- Future meeting dates
- Other issues, questions, concerns?

HAVE A GREAT WEEK!