WEBVTT

1
00:10:16.110 --> 00:10:16.200
Yeah.

2
00:10:34.855 --> 00:10:36.144
Anybody anybody there.

3
00:10:42.144 --> 00:10:49.105
I can hear you this is this is Tyler I loaded this as we go, so we can
hear each other, but we can't hear them. It sounds like.

4
00:10:50.065 --> 00:10:58.855
Yeah, yeah, those represent Vicky I got you guys loud and clear, but I
can't hear them either. Is is Vicky Smith. I can't hear him as well.

5
00:11:01.585 --> 00:11:15.264
Happened Angela had is hang up and then re call so I don't know. I can
send her an email. Yeah, I think of what I'm gonna try hanging up using
the phone number to dial in. So we can get the audio that way. I can see
it. Can you guys see the screen.

6
00:11:16.585 --> 00:11:27.240
Yes, so it's like an audio issue. So, let me hang up here and see if I
can and that way I'll be back here. Okay.

7
00:11:42.445 --> 00:11:57.115
Okay, can everyone hear us? I'm going to actually loud and clear this
represented banking. Okay I apologize. Oh, no problem. It happens. Okay.

8
00:11:57.174 --> 00:12:09.445
So I'm gonna thinking about our focused on healthy starts to life and
access to services and disparity something really important about this
project phase.

9
00:12:09.445 --> 00:12:23.784
Which is taking us from our former, our legacy client information system
to a new information management system as electronic benefit, something
really important from the user end of the handling.

10
00:12:25.345 --> 00:12:39.144
A better shopping experience, easier access to use the program and I
really I know our focus here is on technology, but I think there's a
human element out there. That's really important to call out.

11
00:12:39.384 --> 00:12:48.475
What's the rush size and the client space? That's a perfect question. The next time you read it and I don't know, turn the page. I want to bother you.

12
00:12:49.434 --> 00:13:02.034
There it is so I'm gonna turn it over to our director Paul throne, and he's gonna tell you all about what Thank you. So much Lacey. I'm privileged to be here with you thank you for inviting us to talk about this project.

13
00:13:02.424 --> 00:13:12.534
It's an honored that maybe it happened and it worked in it for years. This was mentioned by him adjoining completely to this site for about twenty months.

14
00:13:13.080 --> 00:13:22.825
When I came in this project was testing the hill and it has been on its downhill slope since then but I've got to watch these amazing people. They're very basic.

15
00:13:25.945 --> 00:13:29.725
So, with, he has a supplemental nutrition program for women children.

16
00:13:29.754 --> 00:13:41.514
It's been around for over forty years in United States, and it started because it was observed that there were a large number of children who are under developed under developing families, deprived having low birth weight.

17
00:13:41.934 --> 00:13:53.784
Not being carried to term a lot of problems early in life. Show up bigger problems later and it was realized that nutrition has worked to play and making sure kids get the best part in life.

18
00:13:54.389 --> 00:14:05.875
Yeah, starting before they already, but certainly while they're and then in the earliest part of their life, the food that is consumed has a lot of has a big part to play.

19
00:14:05.875 --> 00:14:15.684
Can help the week began supplemental nutrition program, but it's just so much more to it than just the famous food packets that people get when they're participating.

20
00:14:16.014 --> 00:14:26.245
We also provide a tremendous amount of breastfeeding moms through peers
who have been there done that we provide critical referrals.

21
00:14:26.304 --> 00:14:31.284
Folks who are at high risk to all kinds of services and we believe last
year.

22
00:14:37.105 --> 00:14:37.945
Hello anybody there.

23
00:14:38.879 --> 00:14:51.384
Yes, can you hear us? Yes, this is Vigo Fort from so, homeless county. Hi
Vigo Welcome back. Welcome back. Yep. Sorry about the the challenge
there.

24
00:14:51.414 --> 00:15:05.184
I'm a Skype guy when you put me in WebEx you know what happens right?
Well, yeah, we'll get discussed eventually. We're in the middle of the,
the whip briefing buyer to colleagues from department of health, so we're
on slide eight of the handout.

25
00:15:06.090 --> 00:15:19.945
Okay great. Go on mute Kim. This is Becky. I was having the same
difficulty. I Angela. A message that we're having to call in and then re
dial. Yeah.

26
00:15:19.975 --> 00:15:32.245
So when we were connected, it seemed like everybody was able to to, to
hear again. Okay. Okay. Thank you. Glad to have everybody on with us in a
year.

27
00:15:32.245 --> 00:15:33.294
We serve about two hundred,

28
00:15:33.294 --> 00:15:45.654
seventy five thousand unique participants that includes pregnant moms
about thousand pregnant moms here about twelve thousand moms who post
partum get continued support seventy thousand,

29
00:15:45.684 --> 00:15:47.370
insensitive kiddos pages,

30
00:15:47.424 --> 00:15:47.725
zero,

31
00:15:47.784 --> 00:15:48.325
two one,

32
00:15:48.654 --> 00:15:54.715
or being supported by a program and older kids up to each five hundred
and thirty five thousand children.

33
00:15:55.620 --> 00:16:01.764
Any given month we start without a hundred and thirty thousand people,
the, our programs that.

34
00:16:03.565 --> 00:16:11.184
It is primarily a medical program, so this is not a medical program,
which is why in places the health department.

35
00:16:13.230 --> 00:16:19.644
It's designed to tailor specific package to the nutritional needs of the
mom and the children.

36
00:16:23.184 --> 00:16:27.715
Cards which I'm gonna share with you all today because I'm proud of our
beautiful cards.

37
00:16:30.654 --> 00:16:42.625
The folks on the phone, we'd love to be able to get one of these cards
are intended to be or assistant secretary that they are really neat.

38
00:16:42.865 --> 00:16:53.754
The end result of all the work done is to give the shopping experience
that is normal for people, every purchase that we've offered to them in a
way. That is typical of purchasing things for everybody.

39
00:16:54.240 --> 00:16:55.375
They look,

40
00:16:55.585 --> 00:16:58.705
it looks and feels just like every other kind of transactions,

41
00:16:59.995 --> 00:17:10.224

but it also allows people to purchase exactly the food they need and they need it rather than having to purchase a whole package all at once as the key checks.

42
00:17:11.190 --> 00:17:19.555
So, if they just they just get, no, they don't have to waste any it also allows higher families benefit.

43
00:17:20.845 --> 00:17:28.825
We are juggling checks and they, we have, it's not part of today's presentation, but we have been able to complete.

44
00:17:30.210 --> 00:17:42.325
So, they can actually see their benefits balance shopping for so they can check on the, by the time they come to the test here to checkout. It should be a seamless project process.

45
00:17:43.105 --> 00:17:47.035
And it has actually been overwhelmingly.

46
00:17:54.329 --> 00:18:08.154
This project specifically had a very clear governance structure, and I want to give thanks to and through our department provided us a tremendous amount of perspective on the right staffing and having the right people in the right project.

47
00:18:08.579 --> 00:18:10.224
And also to our project director,

48
00:18:10.224 --> 00:18:10.944
who unfortunately,

49
00:18:10.974 --> 00:18:11.694
features team,

50
00:18:11.694 --> 00:18:13.434
continue to market clearly,

51
00:18:14.424 --> 00:18:17.724
who looks very carefully at the structure of this project,

52
00:18:17.724 --> 00:18:25.285

and make sure that this has been a demonstrated mixture of leadership and effectiveness,

53
00:18:26.244 --> 00:18:27.355
internal and external.

54
00:18:27.984 --> 00:18:40.555
It was designed to have every significant portion of the projects led by somebody for it and then we will break into small teams. So some of them, depending on.

55
00:18:41.819 --> 00:18:51.414
But the project structure as well as the meeting structure and decision, making structure was set up low and what's not show here's the decision making structure, which I think is actually.

56
00:18:52.079 --> 00:19:06.865
More here a way in which problems arrive for address and manage and then retired and that structure with we have had

57
00:19:06.865 --> 00:19:07.494
issues come up.

58
00:19:09.809 --> 00:19:24.444
But because the structure display all the so it's written, right? This is a great point. Because decisioning is often projects to slow down. Yeah.

59
00:19:24.750 --> 00:19:30.384
Were most of your decisioning kind of real time, or did it take every two weeks to watching together?

60
00:19:32.214 --> 00:19:42.265
So, fundamental decisions, like the project schedule, budget and and a change request happened along the way the level on, which was the meeting that happened monthly.

61
00:19:43.259 --> 00:19:54.384
But we had it as a project that we began having multiple right it's the frequency of and then the last. Sure.

62
00:19:54.805 --> 00:19:58.734
When we had some pilot today.

63

00:20:01.944 --> 00:20:02.244
Okay,

64
00:20:04.434 --> 00:20:17.785
right onto the he wait for our senior project manager anyway.

65
00:20:24.144 --> 00:20:32.755
Got it that's what I was afraid of. So we all wanted to know, like, how much how much and with benefits that we're collecting right now. That's hard.

66
00:20:32.755 --> 00:20:47.664
Or we don't want to share with laughs is very important organized.

67
00:20:47.785 --> 00:20:57.265
So, a little bit about the profile of the, the project, first of all, which is a hundred percent, federally funding and so with this project.

68
00:20:57.835 --> 00:21:08.694
And so we went through that complete approval process with USTA nutritional services, doing feasibility studies for both and.

69
00:21:11.244 --> 00:21:19.105
And the had three what they called Sam systems state agency models,

70
00:21:19.615 --> 00:21:28.704
and we were at the time period there to get full funding for the project.

71
00:21:28.944 --> 00:21:42.535
We needed to select one of those three systems. So, this, the short story of that is that we selected a system called crossroads and then it's already been implemented in force States.

72
00:21:42.779 --> 00:21:51.444
So we brought it in as is and hosted it a contractor on government cloud.

73
00:21:52.015 --> 00:22:03.775
The only qualification, where are the two interfaces that we're watching specific? So secure access, Washington and the Medicaid providers.

74
00:22:03.805 --> 00:22:17.785

You don't have to do any modifications to the functionality of correct? Correct alright. So the cascade system is not the only application at play here.

75
00:22:17.785 --> 00:22:19.045
We also have a.

76
00:22:19.319 --> 00:22:33.954
System that processes benefits and so there, it there is an integration point where the speaks to the system, and this allows real time transactions in the grocery stores.

77
00:22:33.954 --> 00:22:48.775
This allows Paul just mentioned Ben of our participants using the app to test their benefit query. So, immediately after someone purchases, bananas or Cheerios or other food, they're able to log in and see their, their updated benefits.

78
00:22:48.775 --> 00:22:54.535
And that was only possible with the integration interface built between the two system.

79
00:22:55.704 --> 00:23:06.565
As a point of clarification, from an consumer as well, I'm still I'm having two different benefit cards between there's no right okay.

80
00:23:06.595 --> 00:23:14.575
There was no, like, correlation that it would noted charge against, with versus charge against correct vice my snapping. But you guys did evaluate that.

81
00:23:14.575 --> 00:23:27.325
I mean, there was quite a bit of work electronic benefits transfer the issues that we covered with, for example, the cash then it's a dollar that was pretty.

82
00:23:28.589 --> 00:23:39.174
So the easiest way to get this done the time, the federal deadline. Well, it's just loaded with food or dollars with no voter with almost entirely with the addition of a fruit and vegetable donor.

83
00:23:39.174 --> 00:23:48.835
So, it controls what you can buy and nothing else, but not even the things. Yeah, right. Yeah. Applicable to the width program. Sure. That's awesome.

84
00:23:50.970 --> 00:23:52.134
Yeah, great question.

85
00:23:52.164 --> 00:23:57.234
And and to that point so when our families go into the stores with those cards,

86
00:23:58.255 --> 00:23:59.214
we have,

87
00:23:59.275 --> 00:24:08.154
we needed to go through and collect for every wick food in order for that to actually happen.

88
00:24:08.154 --> 00:24:20.454
So, if it scans in the lane, and it's and it's approved, they can purchase it. If it's not approved, they cannot purchase it using their with benefit. They might be able to use another benefits to purchase that food.

89
00:24:20.454 --> 00:24:33.775
But that's how that works in lane in Washington. We have about seven hundred stores that are authorized to accept with benefits about two thirds of those are national chains.

90
00:24:35.184 --> 00:24:42.355
The rest of, em, are a mixture of smaller regional chains and then our small what we call mom and pop I store.

91
00:24:42.355 --> 00:24:56.305
So, up on the screen, you see store enablement activities what this basically means is we had staff go into about three hundred of those stores across the state to do in lane testing.

92
00:24:56.845 --> 00:25:09.984
It also provided us an opportunity to train the stores and how to handle these. Very complicated transactions. These are because they're food on the card and not just monetary dollar benefits.

93
00:25:09.984 --> 00:25:18.085
It is a more complicated transaction than snap or your debit credit tendered. So.

94
00:25:18.420 --> 00:25:29.275
There was both activities and then also wanted to touch on our cascades
user training. So, in a previous slide, you saw there's seven hundred
users in our state.

95
00:25:30.115 --> 00:25:35.244
We had a combination of face to face training for our eleven rollout
groups.

96
00:25:35.605 --> 00:25:45.865
Class sizes were about twenty five and then also there was some required
computer based training modules that are vendor developed for us that
they were to watch ahead of time.

97
00:25:47.460 --> 00:25:50.875
The Facebook defined user Todd.

98
00:25:51.325 --> 00:26:03.924
So, our users are local staff in the local agency clinics who determine
eligibility who prescribe the benefits to the families.

99
00:26:04.950 --> 00:26:09.865
In some state staff, there's some functionality at the state level as
well.

100
00:26:10.855 --> 00:26:21.204
We included cascade training on this a slide intentionally, because it
was our largest line item budget line item.

101
00:26:21.894 --> 00:26:28.914
We didn't wanna miss about that yet before we leave this fight.

102
00:26:28.914 --> 00:26:42.505
I think this is a question for Becky, but it may not be so kind of a
blessing and the curse of the federal funding is you have to pick one of
these three system and I know you guys ended up with crossroad. Right?
But it wasn't there. So, even though they didn't have to procure, they
went on a journey.

103
00:26:42.625 --> 00:26:54.775
We had a lunch or collection. Yes. So we at the time we started there
were only two sample systems to select from.

104

00:26:54.954 --> 00:27:05.244
And so we selected the most robust funds and went out to bid and pay
visitors.

105
00:27:05.964 --> 00:27:17.065
The amount they fed was higher than what we felt we could afford. So we
went back to and said, what do you want us to do? Sure.

106
00:27:17.095 --> 00:27:31.404
Because they needed to fund it and they said, well, we have this
crossroad system that the Cadillac links system and we're going to
release it shortly in a few months. Well, a few months went a little bit
longer.

107
00:27:31.825 --> 00:27:37.015
And so anyway, we did a second procurement at that point.

108
00:27:37.585 --> 00:27:47.634
So we, we lost some time and having to do a second procurement selected
crossroads that we now call cascades.

109
00:27:49.555 --> 00:27:54.505
Is the sarcasm for I can't help, but we can improve the nutrition of the
whole country if we want somehow.

110
00:27:55.974 --> 00:28:07.134
And, you know, it's just by good food, I guess it wasn't the sarcastic
laughs. Say, thank you. Yeah.

111
00:28:08.545 --> 00:28:18.565
Knowing that joy like that laughs laughs Yes my cookie dough ice cream
I'm pretty sure.

112
00:28:18.565 --> 00:28:31.644
Is probably no laughs laughs so keep those books. Okay. Laughs Gary. Oh,
this slide Thank you.

113
00:28:32.575 --> 00:28:44.694
So, as you, as you heard earlier, the size of this project is fairly
large between the number of clinics around statewide, a number of staff
that had to be trained, and the number of authorized quick retailers.

114
00:28:45.029 --> 00:28:49.194
So we took an approach where he had a kind of a phased approach,

115
00:28:49.914 --> 00:28:54.535
we had different regions and the different regions or groups we had ten
of those,

116
00:28:54.535 --> 00:28:55.315
plus a pilot,

117
00:28:56.095 --> 00:29:05.035
and they had provided some really good a detailed and allow us to do a
very successful implementation approach implementation for rollout,

118
00:29:05.035 --> 00:29:05.964
started late,

119
00:29:05.964 --> 00:29:11.724
July and finished early November training was done at the regional areas
for those regional staff.

120
00:29:12.505 --> 00:29:22.974
And we also have state staff travel to each of the authorized with
retailers to ensure that the point of sale device or the standalone
device. Was.

121
00:29:23.549 --> 00:29:38.035
Functioning to provide a wick services, and all of those had to be
certified in most cases other stars able to use their their existing
point of sale device. Todd I think in most cases that was true.

122
00:29:38.125 --> 00:29:41.065
Then how does the grocery retail get reimbursed?

123
00:29:43.375 --> 00:29:51.535
Well, well, it's, they usually get reimbursed the very next day. I'll
text part of the team to Scott. Mary. Oh, okay.

124
00:29:53.309 --> 00:30:01.585
Thank you back analytics reconciliation? Yes. Following our pilot as
pilot is is good.

125
00:30:01.585 --> 00:30:14.184

We always learned lessons learned, make some modifications to our
training curriculum as well as the customer support for telephonic
support. So we adjusted the first region to roll out.

126
00:30:14.184 --> 00:30:27.714
We adjusted that, and they to smaller segments for rollout allowed us to
ramp up more on the customer support group and a smoother transition into
a final roll out as we rolled out the week after week.

127
00:30:29.845 --> 00:30:41.515
And so, I think overall approach mitigating risk, that was a great way to
do that and then had a lot of risk and also very, very, very successful.
They really did.

128
00:30:41.515 --> 00:30:56.484
This is one of the, you know, for any project that has the ability to
roll out like that. So they just did a great model activity and the, the
learning that happened. I think it's so far from what I've heard
something. I really love your customer experience.

129
00:30:56.994 --> 00:31:02.365
Is radically improved and that's a with that is the gold standard of a
good project.

130
00:31:03.654 --> 00:31:17.994
That is really cool. And our partners, the grocery store them too. Yeah,
that's that's really cool. Yeah, we realized that there's a risk at the
store level that the cashier making human error to employee action.

131
00:31:18.474 --> 00:31:25.075
We knew that some stores were pretty tough on their cashiers. This takes
almost all of that. Okay, great.

132
00:31:29.095 --> 00:31:31.375
So this slide is just to show,

133
00:31:31.884 --> 00:31:34.555
just kinda overall where we,

134
00:31:34.585 --> 00:31:35.815
where we are today,

135
00:31:35.875 --> 00:31:48.954

or at least the day that the slide was made to change a little bit where project risk we had logged two hundred and five project risks were down to

136
00:31:50.785 --> 00:31:55.494
we had no scope change we have a few outstanding system issues.

137
00:31:55.974 --> 00:32:09.565
That's critical. We have work around for those and transition to the program. We have thirty seven activities tract.

138
00:32:10.105 --> 00:32:20.184
Nineteen of those are already completed our budget today or expenditures today compared to our budget of twenty two million.

139
00:32:22.404 --> 00:32:32.484
And the customer support team, we've included here because this is one of our huge lessons learned and todd's gonna talk about that in the future slide.

140
00:32:32.484 --> 00:32:37.825
Gary mentioned and any questions on this slide.

141
00:32:43.134 --> 00:32:57.924
So, business culture yeah. And the next one is gonna be communications shouldn't be a big surprise that those would be two challenges in a large project. Like this.

142
00:32:59.424 --> 00:33:12.174
I was thinking this morning, Jennifer, about the very first meeting our steering committee, had with the staff to set the expectations that we would follow.

143
00:33:13.440 --> 00:33:18.865
Project management principle number I do remember laughs. Yes.

144
00:33:19.194 --> 00:33:29.065
And so that was a constant challenge with the business being a more casual culture,

145
00:33:29.125 --> 00:33:35.694
and not used to timelines and schedules and documented decision making.

146

00:33:36.990 --> 00:33:49.045
Yeah. And so looking back on it, I think what I would recommend to new new projects in the Department of health is to do, like, a project management one on one.

147
00:33:49.194 --> 00:33:53.845
So that they fully understand the principles, and in in more depth.

148
00:33:53.845 --> 00:33:59.575
And then we provided and give them some examples about why,

149
00:34:00.144 --> 00:34:00.384
and,

150
00:34:00.414 --> 00:34:00.595
you know,

151
00:34:00.595 --> 00:34:09.684
maybe some project examples to where project management system save something or a project fails.

152
00:34:10.465 --> 00:34:16.945
Because, and another lesson learned is communication.

153
00:34:17.335 --> 00:34:30.264
And when our kind of we knew that we were kinda installed with the business working on communication.

154
00:34:30.925 --> 00:34:39.085
And when Paul joined us was right at that time, where it was, this is a critical point as being sure.

155
00:34:39.114 --> 00:34:49.434
That our communication was very proactive with all our users and providers partners.

156
00:34:50.244 --> 00:34:51.775
And so he did two things,

157
00:34:51.925 --> 00:34:59.784
he's brought into the communications team and expert in process improvement,

158
00:35:00.835 --> 00:35:08.125
and help get it tracked and set up the structure to keep things moving
and,

159
00:35:08.485 --> 00:35:08.635
you know,

160
00:35:08.635 --> 00:35:09.715
having some outcome.

161
00:35:10.885 --> 00:35:22.855
And the other was to bring in experts in communication from department of
health so the opportunity for another project,

162
00:35:22.855 --> 00:35:25.554
we'd be to bring those people in on day one,

163
00:35:27.355 --> 00:35:29.784
it would've saved the project management team,

164
00:35:29.905 --> 00:35:30.565
some stress.

165
00:35:35.905 --> 00:35:48.204
So this Becky just mentioned cascade support. So, this lesson learned is
about cascade support. So, during our pilot back in March, we originally
had.

166
00:35:49.500 --> 00:35:52.855
Business staff assigned to caskets,

167
00:35:52.855 --> 00:35:53.394
important,

168
00:35:53.755 --> 00:36:08.545
take phone calls for the application from our users out in the clinic and
what we quickly saw that we were ill equipped for that the staff that we
had on continue to have their other job duties

169
00:36:09.054 --> 00:36:21.144
and felt a lot of stress and pressure when you pile on the number of
calls that we had so we quickly pull together hired some projects staff.

170
00:36:21.505 --> 00:36:26.724
We hired five additional staff to act as tier one support.

171
00:36:27.480 --> 00:36:39.625
So, how we have it set up is those five staff are the first in the call queue, we continue to have program staff assigned on a daily basis, but they're just they act as overflow.

172
00:36:39.625 --> 00:36:50.034
So, any, when tier when the tier one team is fully engaged with calls any additional calls coming in, would fall onto the second team.

173
00:36:50.034 --> 00:36:59.965
So, since our pilots dart excuse me since our rollout started to Ly, we've taken over five thousand calls.

174
00:37:00.985 --> 00:37:05.574
Eighty percent of those calls have handled by the the project staff,

175
00:37:05.574 --> 00:37:17.965
so clearly this method this has been working successfully when you say eighty percent of by projects they're talking about the first level three tier one tier one,

176
00:37:18.565 --> 00:37:20.184
eighty percent first call resolution.

177
00:37:20.184 --> 00:37:30.804
Yeah. Yeah. That's pretty good. Yep. Are this permanent empties or contract? These are project employees, project positions.

178
00:37:30.804 --> 00:37:45.385
So, the, the lessons learned really is to staff adequately. And then also it was a real benefit from my perspective, as the manager of the team to hire people who want to do this work.

179
00:37:45.655 --> 00:37:57.744
Because sitting at the working the phones, eight hours a day, you you gotta want it to that. They've done it wonderfully with great enthusiasm helps. Great.

180
00:37:58.344 --> 00:38:13.284

So I'm assuming you're seeing a declining patterns of calls. Yeah, we, I believe we crusted last week at a hundred eighty five calls, and one day this week we've been slightly down from that, and I would expect that to continue.

181
00:38:13.405 --> 00:38:13.824
Okay.

182
00:38:14.905 --> 00:38:22.795
The vast majority of the calls coming from wick users versus retailers yes, this call line is for with you. Okay.

183
00:38:23.094 --> 00:38:36.264
The in the field, both determining eligibility, so we're not receiving calls from retailers or participate in a different location in our office. Had very few of those calls very few coming.

184
00:38:36.385 --> 00:38:39.235
And then, mostly when you do come to the store.

185
00:38:40.885 --> 00:38:51.264
Sure, and mapping, we had a one disappointment we've been dealing with the last month or so.

186
00:38:51.264 --> 00:38:51.625
So,

187
00:38:51.985 --> 00:38:52.405
November,

188
00:38:52.405 --> 00:38:52.704
fourth,

189
00:38:52.704 --> 00:38:54.594
our final a regional statement,

190
00:38:55.554 --> 00:38:59.605
and we were excited to call ourselves a success at that point,

191
00:38:59.994 --> 00:39:01.284
just shortly before that date,

192

```
00:39:01.554 --> 00:39:08.005
our friends at USTA services raised the profile of in the store.

193
00:39:08.994 --> 00:39:15.655
We have six hundred, eighty one week stores in Washington and ninety
eight and we're ready online on time.

194
00:39:16.344 --> 00:39:24.114
We had almost no parts of the state in stores, but we did have twelve
stores still working on on it.

195
00:39:25.135 --> 00:39:35.605
So, they, they raised the profile so that we defined the definition of
complete stores must also be ready to go. So we're continuing to work on
that chip away on a daily.

196
00:39:36.264 --> 00:39:49.255
What we learned from this is that clarity did not exist for us between
ourselves and our, our local friends and Francisco, Western regional on
this issue. It really came from the national level, which means.

197
00:39:51.295 --> 00:39:51.534
So,

198
00:39:51.534 --> 00:39:53.695
I think the lesson we learned from this,

199
00:39:54.414 --> 00:39:55.885
a respond very quickly,

200
00:39:55.885 --> 00:39:58.224
which we are doing with daily updates to our friends,

201
00:40:00.324 --> 00:40:03.385
but also to have complete clarity start for what the,

202
00:40:05.514 --> 00:40:07.614
and for when we're ready to close our project.

203
00:40:14.005 --> 00:40:14.244
Oh,

204
```

00:40:14.244 --> 00:40:17.425
when they independent QA assessment area,

205
00:40:18.054 --> 00:40:26.695
I feel that this project was I've done quite yet very well executed
talked about,

206
00:40:26.695 --> 00:40:28.735
before governance structure,

207
00:40:28.735 --> 00:40:41.005
put in place organizational structure that was put in place by the folks
that are around this table have come and gone at one point or another,

208
00:40:41.005 --> 00:40:48.414
during the life of this project has needed tremendously project at this
point in time.

209
00:40:48.414 --> 00:40:58.795
My my snapshot that are in scope schedule and budget we are or or green
looking. Good.

210
00:40:58.824 --> 00:41:04.675
I have no current risks that are open our current observations and find
right.

211
00:41:04.675 --> 00:41:14.275
Now, that you mentioned our process of closing down, the project
transition is is being performed has been a little bit.

212
00:41:15.264 --> 00:41:23.215
So I'm watching them to make sure that those items are completed that the
success criteria that was identified early on is completed.

213
00:41:23.514 --> 00:41:33.385
You'll have an opportunity here in December to look at the success
criteria and of the reports that she's getting,

214
00:41:33.385 --> 00:41:38.994
what she bargained for what she so Lacey when do you anticipate us that
this is done?

215
00:41:41.184 --> 00:41:43.135

Somebody number three here. Okay.

216
00:41:44.159 --> 00:41:50.815
Maybe, and that includes also the store enablement. There is this
template here.

217
00:41:53.065 --> 00:42:00.835
Come out of the, or no, that's mine. That's yours. That's right. Got it.
That's a snapshot from my monthly report.

218
00:42:00.925 --> 00:42:09.025
Okay and I'm asking him again for us to go out and do some national
awards as well because has to usually be done in the calendar year.

219
00:42:09.655 --> 00:42:19.434
And then, as well as use this, as an example, when we talk to some of the
legislative bodies are gonna wanna discuss project oversight. Here's
another example of.

220
00:42:20.454 --> 00:42:33.085
A well run project, I need to hear that as much as possible laughs, but
anything from sitting in my chairs at one point, I think had more
projects under oversight than any other agency.

221
00:42:33.085 --> 00:42:41.635
And so part of it during this project was with your project, it's a very,
very start journey and all that.

222
00:42:42.264 --> 00:42:55.974
But along with the other major projects that undertook is there, the
water raised on their boat. I mean, the practice within the department
improve. The Jennifer started a lot of initiatives around.

223
00:42:55.974 --> 00:43:09.295
How do we select the projects we're gonna understand, and did a great job
of engaging executive management in that. And so I think what we've seen
is just overall for, although it's sometimes picking up. Some of those
lessons learned that you had around project management everything.

224
00:43:09.534 --> 00:43:15.264
I think the the agency benefited from that and that's probably being
reflected in projects are undertaking. Now.

225
00:43:17.094 --> 00:43:27.594

During the course of this project I transitioned from being the executive sponsor in a leadership role for the prevention community health division, I was a sponsor of the projects into the role.

226
00:43:27.989 --> 00:43:38.184
So, a lot of what we learned, there was immediately cloud into our project methodology entire practices are templates all of it.

227
00:43:40.795 --> 00:43:52.344
This is a project and Laura could probably speak to this that did, you know, resiliency and critical success factors and books something near and dear to your heart. The sponsorship. It had a couple of different sponsors and and it.

228
00:43:53.574 --> 00:43:58.735
The continuity was important to maintain continuity,

229
00:43:59.039 --> 00:44:00.594
so looking forward,

230
00:44:01.914 --> 00:44:11.005
we now have this great data coming in will be able to see some interesting data from those who are subscribing and utilizing the with program.

231
00:44:11.550 --> 00:44:21.295
Where are we starting to in the future? Look at how do we start looking at the integration? What's going on in the HS with the more traditional snap programs what's going on with?

232
00:44:21.324 --> 00:44:27.025
Or or is there any kind of cross agency activities under way to data? Mine.

233
00:44:27.809 --> 00:44:35.364
That's a really great question. We, we have any existing cooperation between snap and we, in terms of vendor integrity.

234
00:44:35.425 --> 00:44:47.574
So when a story found to be out of compliance with one program or the other, there's a already existing that issue. We share many parties.

235
00:44:49.074 --> 00:44:57.804

There are issues related to the order in which somebody swipes their cards at the register as an issue. We discovered this cause has to go first.

236
00:44:58.170 --> 00:45:07.315
It doesn't go first in the food that has gone through your charge to snap the card a chance to provide the benefit through which we're trying to do.

237
00:45:07.315 --> 00:45:12.085
So there is cooperation I took regularly stab the HS about now,

238
00:45:12.204 --> 00:45:13.344
and how,

239
00:45:14.784 --> 00:45:16.224
and when we have a crisis,

240
00:45:16.554 --> 00:45:20.394
we have an issue with the federal set down the impact of those programs,

241
00:45:20.394 --> 00:45:22.224
and that was very closely together,

242
00:45:22.224 --> 00:45:25.465
in terms of culture here,

243
00:45:25.494 --> 00:45:29.815
Washington to cooperate on priority setting and it sets the groundwork.

244
00:45:31.434 --> 00:45:34.554
Going forward we, this has brought us closer together.

245
00:45:37.110 --> 00:45:41.724
Common ground, and especially when.

246
00:45:43.735 --> 00:45:51.985
Other political concerns continue to be something that we share together of their policies with the federal level,

247
00:45:52.644 --> 00:46:05.034

or our shared clients to be in frequent contact with each other our
pediatricians your primary source of referrals to the programmer,

248
00:46:05.605 --> 00:46:09.474
a wide variety referral sources split announces number one.

249
00:46:09.505 --> 00:46:09.625
Oh,

250
00:46:09.625 --> 00:46:23.574
is it a family friends that we need to outreach to the medical community
and there is standing for help

251
00:46:25.885 --> 00:46:29.244
health care authority and help benefits exchange on integrated
eligibility?

252
00:46:30.235 --> 00:46:37.494
We're part of that as well. Yeah, the rubber really hits the road one or
two slides left here. Sure.

253
00:46:38.335 --> 00:46:46.764
Share with you some quotes from my card in our pilot areas quotes we got
during the pilot, which was an area that was bulky for us.

254
00:46:46.824 --> 00:46:57.355
And yet the clients did not see response cooperation we had our local
area really made sure.

255
00:46:57.355 --> 00:47:06.534
The clients only got a great they loved the car, and even when agencies
have told us, they're still trying to get used to the new system and they
need some help.

256
00:47:07.380 --> 00:47:21.655
They do all the page with the clients and one thing that we are excited
about coming year is learning to understand live data

257
00:47:22.675 --> 00:47:26.034
in terms of what people are thinking with chance.

258
00:47:26.034 --> 00:47:39.235

We were never able to know that people with the card detail. Precisely, what they bought, they bought it, which will allow us to really have a higher degree of integrity for our program. And also to track purchase habits.

259
00:47:39.655 --> 00:47:45.204
Our participants find out what kind of food, and we can work with our team.

260
00:47:47.275 --> 00:47:51.684
And I just wanted to end up super exciting to get this.

261
00:48:02.304 --> 00:48:09.144
Did you have any thoughts from us? This project just to share?

262
00:48:09.144 --> 00:48:18.534
Maybe with the board they've done a job periods, but they've done a great job of really assessing what's happening.

263
00:48:20.184 --> 00:48:26.994
Dealing with the issues in a timely manner taking but from those can provide input whoever those.

264
00:48:27.900 --> 00:48:35.994
Humans are, they can provide input on that particular situation adjust and do it in a way that actually benefit their ability to proceed.

265
00:48:37.045 --> 00:48:41.574
Another piece, I think has been really important that Todd help lead was getting metrics.

266
00:48:42.929 --> 00:48:57.235
So that when they began their role out, they actually had data against which to look at validate things were going the way we want them to go and having metrics and triggers about when, to make changes based on that data.

267
00:48:57.570 --> 00:49:10.614
That's a really important lesson for all projects. Not just, it feels like we should do something different. This is the data is showing you this time to do something different and having some planning and thoughts will work ahead of time to support that. So, they've done a great job.

268
00:49:10.614 --> 00:49:23.364

They're good at learning lessons and applying them. Not only at the
moment that I know that we'll do a good job as an organization, ensuring
that within the next couple of projects, and I'm glad because we get to
work on the next couple of projects to help. So, I think.

269
00:49:25.224 --> 00:49:27.445
It sounds like you didn't follow up a lot of technical data.

270
00:49:29.905 --> 00:49:36.804
You know, in the rush to implement a lot of times projects, pile up. A
lot of let's go back and clean up. That's that's really cool.

271
00:49:44.574 --> 00:49:53.965
Yeah, thank you very much with Vicky and representing Thank you on the
line.

272
00:49:54.474 --> 00:50:08.545
We're just gonna go quick, go back and we tried to approve the minutes
from October subcommittee meeting, but we didn't have enough people to
approve the motion. So, Bush, I had previously made a motion to approve.

273
00:50:08.545 --> 00:50:21.445
We need a second represent a bank here or Vicki could do that force.
Please second. Okay. Then done.

274
00:50:22.885 --> 00:50:29.275
Let's yeah, that's yeah. Okay. Are we gonna go with the noted policy
next?

275
00:50:33.925 --> 00:50:44.184
So, we only have the key on the phone that's my read about the policy
agency percent on whether, or not Vicky feels comfortable being
represented. Thank you.

276
00:50:44.784 --> 00:50:55.675
Well, I know, but in terms of policy, a lot of times the boards like to
hear from the agencies, the agency wraps around moving forward. So,
Vicki, are you comfortable being the sole voice or.

277
00:50:57.264 --> 00:50:59.875
I'm fine. I looked through them and they're fine.

278
00:51:02.155 --> 00:51:14.155

Okay, yep, it's okay. Okay. And then I know we can check in with Tracy
and have the formal approval meeting. So what we have in terms of content
I'd also like to call up Ryan.

279
00:51:14.155 --> 00:51:19.315
My singer who is a muscle behind this policy and also give a shout out to
Ryan.

280
00:51:19.315 --> 00:51:31.585
So he originally was in the, when this original policy was developed and
accessibility is a passion of his and he undertook building that passion
up in the state.

281
00:51:31.614 --> 00:51:34.885
And since the original policy was developed,

282
00:51:35.065 --> 00:51:41.514
has formed a pretty amazing community of accessibility coordinators
across the state,

283
00:51:41.934 --> 00:51:42.655
and built,

284
00:51:42.715 --> 00:51:43.375
I think,

285
00:51:43.375 --> 00:51:45.114
a lovely coalition across,

286
00:51:45.235 --> 00:51:48.565
across agencies we're willing to champion this,

287
00:51:48.659 --> 00:51:49.105
where they,

288
00:51:49.105 --> 00:51:49.704
cause,

289
00:51:50.364 --> 00:51:54.025
when I recognize ryan's leadership in this arena.

290
00:51:54.355 --> 00:51:55.014

Thank you very much.

291
00:51:55.405 --> 00:51:55.704
Yes,

292
00:51:55.795 --> 00:51:58.105
and he also them separated the,

293
00:51:58.885 --> 00:52:01.795
the sunset review of the accessibility policy,

294
00:52:01.795 --> 00:52:12.114
and the accompanying standard and the major changes in this policy are to
remove basically get it up up to speed with current process.

295
00:52:12.594 --> 00:52:26.364
Our current standards, and across the worldwide web community. And then
also to remove dates that have become obsolete. So when we originally
implemented the policy, there were a couple of things that projects had
to do. Initially.

296
00:52:27.175 --> 00:52:42.144
Which was to identify an accessibility coordinator and then develop some
processes for assessing their all their accessibility compliance and
making plans to improve compliance. Those dates have long since passed.
We want to remove those from the policy.

297
00:52:43.074 --> 00:52:53.695
And then in the standard is just basically just getting it up to we
originally have the minimum accessibility at a two point. Oh, there's now
a two point one. And so we wanna just get that updated.

298
00:52:54.324 --> 00:53:09.085
One of the comments we got from when we sent it out for agency review was
a suggestion that we move that reference to two point one to be more
generic because that so you

299
00:53:09.085 --> 00:53:13.014
tag standard gets updated periodically.

300
00:53:13.614 --> 00:53:25.974
And we want to take that under advisement not make the change. Now the
two point one is the current standard there is another two point two

that's under consideration. But that could take several years to move through the process.

301
00:53:25.974 --> 00:53:36.565
And so we want to make sure the community is okay I think my personal concern is, as those standards change, whether there's any implementation considerations as they upgrade.

302
00:53:36.804 --> 00:53:49.344
And then if we do sunset reviews around those things, then, you know, we can at least take into account any, anything that agencies might need to do differently or a substantive change. I suspected with stopping to point something and B, three if it was substantive.

303
00:53:50.155 --> 00:53:54.835
So that was the most meaningful change that we got, the other agency comments. We got.

304
00:53:55.764 --> 00:54:04.315
Longest one on the handout is one really more about ATA compliance and we'll handle that separately. That's really not this policies issue.

305
00:54:04.315 --> 00:54:09.835
There's other federal requirements and and then there was,

306
00:54:09.985 --> 00:54:22.105
I thought the University of Washington recommended a very plain talked statement about what accessibility is.

307
00:54:24.085 --> 00:54:36.925
I thought it was very plain talk, but it really, there's no places a policy where we define success. So I think there are other ways for us to take this run out through the community to make sure that non education state agencies.

308
00:54:37.344 --> 00:54:38.485
See themselves in this,

309
00:54:38.844 --> 00:54:53.724
and that's when we can handle that by providing a resource or doing other things that folks would like to see it published and assuming that are our legal counsel agrees that we should publish this kind of a dicey

310
00:54:53.724 --> 00:54:54.025

thing.

311
00:54:54.025 --> 00:55:05.065
Yeah. So, when I was at them, while you were off to the higher forum,
this conversation did come up. And the discussion was, could we get to
more.

312
00:55:06.085 --> 00:55:18.385
Referenceable national standards and have that, you know, everyone
understands like, when you say eight hundred, fifty three rep for for
enhanced everyone knows what that is right? As opposed to.

313
00:55:19.614 --> 00:55:32.849
A policy that's unique to the state of Washington, right? And that's why
the reference to the W, right? So, although even that, I don't know if
that is it directive some, you know, cause it's kinda generalize things.

314
00:55:33.175 --> 00:55:47.394
So, what I like is that this is this is a plane thing, because
accessibility is about access, it's about equal access. And I think that
makes it clear in a variety of ways. Like I said, for in terms of this
policy, it doesn't policy doesn't need it necessarily.

315
00:55:49.945 --> 00:55:58.675
So, that's that's kinda where I think Aaron, but Aaron, I think, speaking
on behalf of others from higher ed community. Yeah, yes, because that's
actually where active right?

316
00:55:58.675 --> 00:56:06.565
This was they have pain and suffering that the state agencies may not
know.

317
00:56:07.614 --> 00:56:18.445
So, what I my recommendation is that we take this back to the
accessibility working group, that, and the other recommendation to do it
two dot X reference.

318
00:56:18.894 --> 00:56:30.389
And then we could shorten the sunset review was asked to plug in the next
year or six months or something. We'll bring it back revised, but at
least these changes would get us current with W standards.

319
00:56:30.385 --> 00:56:41.304
Right now we're one version assigned our reference for the standard. It's
a standard that only applies with certain conditions.

320
00:56:42.204 --> 00:56:52.375
It's not actually putting an additional burden on things that it doesn't
apply to. And it does also the two point one covers everything into point
to point. No.

321
00:56:52.405 --> 00:56:58.764
Is completely covered by two point one with an additional set of
requirements when we did when I did stakeholder.

322
00:56:58.764 --> 00:57:13.284
And some meetings, most agencies did not find the right now that they
were building applications that met those one requirements because they
are some kind of forward thinking, modern application kind of things and
example is.

323
00:57:14.429 --> 00:57:28.585
Cellphone apps where you can move the phone to do various actions to it.
One of the new requirements is that movement alone. You have to have
another interface as well. When I had forty agency representatives in a
room.

324
00:57:28.855 --> 00:57:33.054
No, one was building applications that that out that that would apply to
them.

325
00:57:33.505 --> 00:57:47.215
So, I felt confident moving forward with the standard, simply because
while it will provide additional support for people with disabilities and
that space, it didn't seem to have an impact, a huge impact across the
applications for the people who are being represented.

326
00:57:51.565 --> 00:58:03.295
The other interesting points that somebody raise was, was it broadly
around third party applications, but was specifically about social media
and I think that's interesting again.

327
00:58:03.295 --> 00:58:14.875
I don't know that it changes the policy because the accessibility and
accessibility of this is how you're deploying information and somebody
can't get to it. What are you gonna do right? What's your alternative?
But I think it's an, it's an interesting discussion point.

328
00:58:14.875 --> 00:58:28.014

And I don't know what Facebook and Twitter and and those things what their level of accessibility is but as we, you know, as a society more towards, towards those forms of communications, are we leaving anybody behind?

329
00:58:28.014 --> 00:58:42.715
And I think it'd be kind of an interesting thing. So most of the major social networking platforms have the ability to make your content more accessible, you can put alternative text on your images on Twitter.

330
00:58:42.925 --> 00:58:56.155
And I always recommend agencies are doing that. The application itself. Yes. There's a certain amount of liability, and a certain feeling of of losing that level of control. When you don't control the navigation when you don't control the interface.

331
00:58:56.335 --> 00:58:58.644
But the content itself that can be loaded on there,

332
00:58:59.519 --> 00:59:03.954
high contrast for provision for people with visual impairments,

333
00:59:04.889 --> 00:59:06.804
putting alternative text on your images,

334
00:59:06.835 --> 00:59:13.105
not putting the message only in the image also reflecting it in the text below those kinds of things can be done on on all the,

335
00:59:13.284 --> 00:59:15.144
the big wherever the social network is,

336
00:59:15.144 --> 00:59:16.224
this communication.

337
00:59:20.034 --> 00:59:32.545
Day to day, operational communication to clients, or is this high alert go live kind of stuff for all the above all of the above to.

338
00:59:32.934 --> 00:59:42.114
So the aim is to remove discrimination for people with disabilities in our communication and legal space.

339

00:59:42.114 --> 00:59:55.614
That's kind of built around that is always expanding so any time that we
can be making any content we make, whether it's, you know, in his letters
and and all the different levels that we communicate digitally.

340
00:59:55.914 --> 01:00:03.264
If if we can be employing these practices meeting these standards,
following these best practices, we're serving more of our, our residents.

341
01:00:07.675 --> 01:00:08.215
What's the asked?

342
01:00:08.905 --> 01:00:09.295
So,

343
01:00:09.324 --> 01:00:10.855
in keeping with our process,

344
01:00:10.855 --> 01:00:11.844
what we do is we go,

345
01:00:11.875 --> 01:00:14.364
we have a stair step diagram and and the,

346
01:00:15.445 --> 01:00:21.355
and the handout is that we first work group if their input and that was
accessibility coordinators,

347
01:00:21.355 --> 01:00:30.175
then we move it to the agents giving them a chance to make comments and
reconcile anything that are into the revised policy,

348
01:00:30.175 --> 01:00:32.425
anything that we need to.

349
01:00:32.425 --> 01:00:44.065
In this case, we're not proposing any changes but they ask you guys is if
you're comfortable, recommending these policies to the board for formal
approval.

350
01:00:44.875 --> 01:00:55.434

And if you're, you're comfortable with that as a next step would be for me as a follow up item to go. Hey, Jeremy, can we put these out there on the website? Put them in pending that for approval this year?

351
01:00:57.750 --> 01:01:01.045
So, for the folks on the phone and you're comfortable, moving them forward.

352
01:01:03.025 --> 01:01:16.074
This is sticky. I'm comfortable with sue. I had a quick question on the policy. It has undue burden. Are you guys defining that? Are you leaving it up to the agencies to figure out what that means?

353
01:01:16.105 --> 01:01:29.065
But they look at all the different applications and I believe it does have a definition. It's underlined. I mean, it's hyperlink, so it does have a definition. Okay. Okay. I underlined. Okay. Thanks, Vicki.

354
01:01:29.065 --> 01:01:29.724
Before,

355
01:01:34.704 --> 01:01:37.230
and maybe what we can do is bring that to the well,

356
01:01:38.005 --> 01:01:39.625
we would post the policy,

357
01:01:39.625 --> 01:01:42.085
so if that's something that you wanna take under advisement,

358
01:01:42.085 --> 01:01:43.494
before you recommend approval with,

359
01:01:43.494 --> 01:01:45.835
then we would just give it to you as a follow up.

360
01:01:46.764 --> 01:01:55.195
Okay. That'd be great. Okay, and then, would you, like, hold off on the recommendation that's not it by the way that's in the existing, correct? Yeah.

361
01:01:55.974 --> 01:02:05.965

Now, after this accessibility, these are the, our policies is it every couple of years we need to refresh it? It's a moving target says target all of them.

362
01:02:07.585 --> 01:02:22.585
So, the tech, the, the technology, the standards international standard is been updated, it was about eight years before the previous one we're expecting, and another one in the next two or three as things kind of spin up their cycle.

363
01:02:23.875 --> 01:02:27.655
And there is a single international standard. That's that's held.

364
01:02:28.349 --> 01:02:34.824
That's been going to the federal court as the industry standard and that's the one that we reference.

365
01:02:37.074 --> 01:02:42.625
Any time that we're following that standard we're making this is better, even if we're a little bit behind.

366
01:02:43.014 --> 01:02:53.574
So it's it's really it's about compliance and being as accessible as possible following the standard gets you get to that one other question as we move forward.

367
01:02:53.784 --> 01:02:59.425
Are we able to eliminate printed matter? Or is that always gonna be that?

368
01:03:00.625 --> 01:03:09.474
I'm printed matter would not be covered by this policy. Okay if it's in the digital space, got it is we're looking to eliminate.

369
01:03:11.335 --> 01:03:23.635
This guy on the flight. Yeah. So so why don't we just dissipate that in the future? Because the policy is largely this pieces of policy and adjusting policy, the federal regulations right?

370
01:03:23.635 --> 01:03:32.994
And then for and we have a couple of requirements that we're making, which is identify the coordinator and get some plans in place. Yeah.

371
01:03:33.355 --> 01:03:45.715

So, what I would anticipate is, is that unless there's some major change on the federal or state level, the effects, all kinds of activities, the policy isn't gonna change much. The standard will be periodically update it.

372
01:03:47.065 --> 01:03:50.574
That's what I went to anticipate, but who would still do the sunset reviews?

373
01:03:50.730 --> 01:04:04.195
Yeah, it's on three the three additional requirements or have that accessibility of coordinator have a way to address your backlog of application and and have internal process in place to be moving forward.

374
01:04:05.130 --> 01:04:13.284
Those have been effective when I did my stakeholder meetings with with agencies and and, and some of the higher ed folks, those seemed to be working on.

375
01:04:13.590 --> 01:04:24.894
So those stay there there was something that was brought up that that's the stakeholder software help that cause even more. We would consider, but as it set now, three years in that one's appear to be working.

376
01:04:28.855 --> 01:04:34.795
Is represented, thank you yes. Recommend revisions that we can move forward with those comments that were made.

377
01:04:34.795 --> 01:04:47.514
I agree that we got to implement and align with the policies of the industry standards to keep it clear concise as directive as we can and those standards, because they will change coming from a federal government aspect.

378
01:04:48.114 --> 01:05:00.715
You gotta be flexible within that thing, but give that reign to ensure that people in the industry kind of know this vision, and the guidance that were given out as directive and ensure that we're following those. So, I think it's a good document. We can move forward.

379
01:05:04.824 --> 01:05:17.545
So, Vicky, I just want to check back in and get our you, okay with us moving forward now. Or would you like to talk more about that undue burden definition? I'm fine too. Okay. To move forward. So we will move forward with this.

380
01:05:17.545 --> 01:05:27.715
And then you'll see it again, probably next one full board meetings for
formal approval. Thank you. Thank you Ryan.

381
01:05:30.235 --> 01:05:44.184
Okay, so next on our agenda, I'm very pleased to introduce at least
telephonically for those you on the phone. But no from a pure the note is
our new state Cisco, as of October twelve th, as to what works better.
Yes.

382
01:05:45.780 --> 01:05:57.835
So we invited the note to come here today and start talking about some of
the things. He's looking to do within our state as far as improving our
overall security posture to the note. Thank you, Jim. Good morning.

383
01:05:57.835 --> 01:06:09.355
Everybody, thank you for the opportunity to be part of this session here.
I certainly I'm pretty excited to be in Washington again, as you heard,
Jim introduce me.

384
01:06:09.445 --> 01:06:23.695
My name is not from, from I've been in the public sector space now for
close to twenty years, and certainly cyber security has been space that
I've been living and breathing for a while for a long time now.

385
01:06:23.695 --> 01:06:30.655
And this is a, an area that I would also like to make a lot of
contribution to help solve, get better in the space. So.

386
01:06:35.005 --> 01:06:43.014
Interesting that I came in when I started my cyber security career. In
fact, I don't know if it is a coincidence.

387
01:06:43.014 --> 01:06:54.534
The very, very first investigation that I did was a breach of the system
not to throw any wrench in the discussion. But what that really?

388
01:06:54.744 --> 01:07:07.704
And then, at the end of that presentation, from the folks in the room,
when they shared a quote from the chief security officer at department of
health Tracy, who said, this is a program that's very fantastic.

389
01:07:07.704 --> 01:07:22.465

And have all the essential things to really protect information that also indication about how far information security has come along as well because what we did in this phase twenty years ago,

390
01:07:22.465 --> 01:07:29.994
versus what we do now is something that also I have here in my very first slide for a while,

391
01:07:30.054 --> 01:07:31.675
or we still continue to do.

392
01:07:31.675 --> 01:07:42.804
Some of the things that we continue to do is look at things in the wrong side and folks are looking at my slide. I think the picture that I like to use many times in my presentation.

393
01:07:43.409 --> 01:07:55.614
We have to know really, really what our threats are and and ensure that that is where the focuses. So to take that context to what certainly, how I see things in the state of Washington.

394
01:07:56.304 --> 01:08:08.485
A good framework for me to take into consideration are the two state laws, the forty three one no five to fifteen, and the forty three one or five, eight or one that certainly sets the stage.

395
01:08:08.965 --> 01:08:22.585
That really provides some of the objectives that the office of cyber security has to focus. So I went and to really extract some of the worms that so the objectives that are laid out, what is it that we need to do?

396
01:08:22.854 --> 01:08:30.595
And I wanna share with everyone today on what are some things that we are doing? What are things that we wanted to more of.

397
01:08:31.284 --> 01:08:43.975
So some of the key objectives as you can see here, the office of cyber security in the state of Washington is really required to evaluate and I'll go as we go into our next slides.

398
01:08:43.975 --> 01:08:58.104
I'll talk more in depth about what that means we are required to evaluate we are here in this business to educate ourselves as soon as the community that it says, hi requirement to engage different stakeholder groups.

399
01:08:58.135 --> 01:09:04.045
And we'll talk up talk about that. And this certainly a strong need for
us to advance.

400
01:09:04.074 --> 01:09:17.484
It was very, very encouraging for me to look at one of five, not eight
one, the policy one by one that really expects the office of cyber
security to be a leader in the nation that get. That is fantastic.

401
01:09:18.715 --> 01:09:22.675
We are gonna try to it. And I'll share some of the ideas on that front as
well.

402
01:09:23.635 --> 01:09:34.435
And it is so important we have to consistently measure where are we how
are we doing against industry standards. How are we doing in relationship
to customer expectations.

403
01:09:35.604 --> 01:09:43.045
Just as I heard during the discussion, the customer experience, when we
deliver high on a customer experience.

404
01:09:43.045 --> 01:09:54.805
I heard how it's the gold standard that is a great indication on why we
have to measure how are activities map against a customer's expectations
and last, but not the least.

405
01:09:55.109 --> 01:10:09.805
It is highly essential from the transparency perspective as what is it
that we are doing. What is what are some of the challenges that we
continue to see and be able to report that way? We all take those data
points and make the right make informed decisions.

406
01:10:10.555 --> 01:10:17.274
So, this really sets the stage for the objectives that I'm gonna use for
conducting work in the office of cyber security.

407
01:10:18.805 --> 01:10:22.585
To go step to go to the next slide on slide twenty seven.

408
01:10:23.725 --> 01:10:31.585
What I wanted to focus on is we all know the challenges, but those
challenges certainly what it means our opportunities.

409
01:10:31.944 --> 01:10:44.725
So really what I wanted to describe and discuss here is what are the
opportunities that we already have in place and what are the
opportunities that we have to do more of for each of those objectives so,

410
01:10:44.904 --> 01:10:46.074
the very first one,

411
01:10:46.645 --> 01:10:47.335
it is very,

412
01:10:47.335 --> 01:10:49.734
very important for us to evaluate,

413
01:10:50.005 --> 01:10:52.225
because we need to have a year.

414
01:10:52.255 --> 01:11:06.625
We need to have the right level of visibility as where we are today. What
are the things that we need to take into account with all things that we
see ourselves being surrounded by the new threats? What is coming our
way? And what does this mean?

415
01:11:06.625 --> 01:11:20.784
How do we take that and start focusing our energy time and investment in
the right direction? And how do we evaluate what I see across the country
in the public sector space? We talked a lot about.

416
01:11:22.045 --> 01:11:36.984
The risks, but we don't target in a week. We are still not there yet
completely to got to take that to the next level where we are able to
truly quantify. What does a certain impact looks like what does damage?

417
01:11:36.984 --> 01:11:51.534
Look like, how do we get out of it? So, a lot of factors that can go in,
it is really important for leadership to be able to have at the executive
level. A certain level of quantitative measure that I believe is very
important.

418
01:11:51.925 --> 01:11:59.395
There's quite a, there's quite a lot of study going on around the
importance of quantitative risk management. And that is an area.

419
01:11:59.395 --> 01:12:14.034
We certainly want to focus a lot more time and resources as well, because we believe that will give leadership some great indication on taking that quantitative approach and taking that back the business and saying, how do I now make investments in the right place?

420
01:12:15.475 --> 01:12:25.435
Second thing. This is a very critical component as well. The count, the textual risk analysis people that we again, we fall short.

421
01:12:25.585 --> 01:12:33.114
And when I say we, I'm talking about overall every, this is a global this is the global challenge. Not just within the public sector either.

422
01:12:34.435 --> 01:12:46.314
If you look at a risk, people look at a certain threat, or when we read the news, we see something has happened. And then we may just panic. Does that what does this mean to your environment?

423
01:12:46.345 --> 01:13:00.954
It is so important to take a certain threat. Look at our environment and ensure that the analysis we do is always within the context of the business. We do not take we do not inject the aspect of business.

424
01:13:01.524 --> 01:13:11.095
We may be spending more spending less and either of those are not for something important. Sir, I wanna get somewhere in here. Yep. At the board level. Yep.

425
01:13:11.244 --> 01:13:25.555
Well, private and public, the number one thing that boards or in this case, legislatures or agents executives here is an embarrassing delay and awareness.

426
01:13:26.244 --> 01:13:39.055
Like, if you look at the or the other ones that we've all read about over the last few years, what was shocking, wasn't that there was a penetration, but got it was nine months before we know it. That's what's not acceptable. Very true.

427
01:13:39.324 --> 01:13:53.784
So, anytime I'm gonna be a big supporter, anytime we can be testing with a friendly tester, our time door. Yes. Because we're gonna get here. Yes. So that's perfect. Thank you.

428
01:13:53.784 --> 01:14:01.675
In fact, what you exactly said is coming up in one of my upcoming slides
and it talks more yes. Laughs. So.

429
01:14:03.000 --> 01:14:14.755
That's a very, that's a very important point and we will talk about it as
well in one of the following slides, because I do have methods that we
want to put in place to exactly reduce that number that you just
described.

430
01:14:15.534 --> 01:14:29.095
So, going back to my second bullet point, it is very, very relevant on
how we focus our investments to ensure that it is within the context of
the business. We have to see things from a business perspective, and make
sure that it aligns.

431
01:14:29.095 --> 01:14:39.234
So, we are not trying to over engineer at the same time fall short as
well. So that's an important criteria that we want to again. Spend expand
as well. And do more of.

432
01:14:40.555 --> 01:14:53.335
Right now, in the state of Washington, this is a great activity that is
happening. Right now, all state agencies are evaluating their security
posture against what is called the nationwide cyber security as a view.

433
01:14:53.694 --> 01:15:03.984
It is a self assessment when you go through the process it is it's very
well crafted. This is something that again helps us look at things from a
nationwide perspective.

434
01:15:04.015 --> 01:15:17.755
And that's the way when you take it, you get a good indication of where
you are from a security posture and there are some areas that you have
gaps. So you can put an efforts to address those gaps. So that's that's
an effort that's happening.

435
01:15:18.055 --> 01:15:23.574
And I believe if I remember correctly until about three days ago,

436
01:15:24.149 --> 01:15:28.704
I think eighteen or nineteen agencies have already completed that and we,

437
01:15:29.484 --> 01:15:31.885

we set an expectation that,

438
01:15:31.885 --> 01:15:36.204
for all agents is to complete this survey this evaluation by end of
December.

439
01:15:36.654 --> 01:15:37.404
And certainly,

440
01:15:37.404 --> 01:15:52.345
we are going to learn lots of data points based on their based on what
they have input as part of the it's great to know that the state auditors
auditors office have they have very good processes

441
01:15:52.375 --> 01:15:55.675
and tools in place for conducting audits again.

442
01:15:55.914 --> 01:16:04.194
It is very important because when we take an approach for, from an audit
perspective, you'll go a more deep. You do a deep dive. So there's a
good.

443
01:16:04.529 --> 01:16:15.774
Separation as you can see between self assessing versus a third party,
assessing you, that's also a requirement from the W, forty three one or
five dot eighty six.

444
01:16:15.805 --> 01:16:26.814
If I'm correct, there is a requirement for agencies to conduct a third
party compliance audit and what is currently happening through these
state auditors office. I think that is very good value.

445
01:16:27.119 --> 01:16:41.875
A value that we can also collaborate from the office of cyber security to
see where agencies might need more help that we can provide the help. So,
we are certainly collaborating with state auditors office on that one. So
represent banking here. This is Jim.

446
01:16:41.875 --> 01:16:56.034
Sir. So, when we think we start taking look at how we're in the state of
Washington investing in cyber security, we wanna make sure that the money
if five dollars I'm just using a dollar amounts. Five dollars is given
for cyber security.

447

01:16:56.694 --> 01:17:10.015
We want to make sure that that five dollars is effectively placed to the areas of critical need as opposed to a dollar comes a wide tech dollar goes a dollar goes to of secretary of state. A dollar goes out to you.

448
01:17:10.045 --> 01:17:23.364
And then what we see is, we're not getting the depth in defense. We're getting a lot of firewall talks. So firewall, it talks to firewall and we know that that that has done improve security. All that's done is increase their optics times three.

449
01:17:24.385 --> 01:17:38.635
So one of the things we wanna start taking a look at is how effectively is the investments being made in the cyber security overall from a state security posture being done and are we getting the best value for the dollar that the,

450
01:17:38.664 --> 01:17:39.385
the legislature,

451
01:17:39.385 --> 01:17:42.324
and the governor is providing us to go,

452
01:17:42.324 --> 01:17:51.385
do some great things and that's one of the areas that we were really we would like to get you involved in as well and I'm sure we'll get you on during assembly day.

453
01:17:51.385 --> 01:18:01.975
So, you can meet the note as well to start having those types of conversations. I know. I'm, on the Senate side, those types of things are being discussed as well.

454
01:18:02.279 --> 01:18:12.984
So we want to kinda do some more in depth security analysis and talk about the posture risks, threat factors and do that more in a closed door smaller gathering session.

455
01:18:14.069 --> 01:18:24.564
Perfect and, yeah, I'd love to meet you as soon as possible you're talking my line of work right there P and CSO and be in that security. But, Jim, to your point I agree.

456
01:18:24.564 --> 01:18:36.534

We need to get more clarity on the data and I think having these band aid approaches is the wrong answer. We gotta do the holistic approach from that top level view, especially with the challenges.

457
01:18:36.534 --> 01:18:50.484
You have there are the office, but you need to have that one over the world. Look to where you can come back and showcase to us. Is this the right area? Can we focus to the right threats in the environment where we can use those upgrades and the best possible way? We can't put our money.

458
01:18:51.625 --> 01:18:56.215
I agree. Great. Thank you. Sir. I look forward to meeting you soon as well. Thank you.

459
01:18:58.739 --> 01:18:59.220
So,

460
01:18:59.994 --> 01:19:02.005
to go to the next one again,

461
01:19:02.845 --> 01:19:04.375
in cyber security,

462
01:19:04.404 --> 01:19:11.454
one of the most critical things is education we have to continue to learn because what we see,

463
01:19:11.784 --> 01:19:14.395
we are always finding something new and different.

464
01:19:14.395 --> 01:19:17.215
Tomorrow. We know we're going to find something different tomorrow.

465
01:19:17.670 --> 01:19:30.505
Education is very key and this is something that's very close to my heart as well because I'm I'm steadily focusing on how to learn or what to how to learn one of the things I have to focus and I always share that with the team.

466
01:19:30.654 --> 01:19:38.425
I encourage everybody to learn and as part of this effort, it's also important that we come together and learn asset group as well.

467

01:19:38.760 --> 01:19:49.015
Certainly the great opportunity opportunities that the state of
Washington has that we want to again, capitalize and expand on is the
Cisco Council. Certainly.

468
01:19:49.015 --> 01:20:02.664
The goal is to have a lot more education opportunities when the council
meets every month, we already have a plan in place and again by ensuring
that we bring industry experts to come in to educate us on a topic.

469
01:20:02.664 --> 01:20:08.335
That we all can then take and see how exactly can we take that knowledge
and apply it to our business environment.

470
01:20:09.805 --> 01:20:19.494
We have made excellent progress in the had tober that we do every year,
the level of participation and engagement has been the highest this year.

471
01:20:20.215 --> 01:20:33.000
There has been again, some very, very good commendations that came from
the Washington state police as well for when they participated in the
escape room and their experience with that was fantastic to hear that.

472
01:20:32.994 --> 01:20:47.935
It's been very, very useful that again. I can't emphasize enough October
being the cyber security awareness month, every any state that does a lot
of activity in that during that time. Really? A propagate send message.

473
01:20:47.935 --> 01:21:01.194
That this is a serious topic that that we look at statewide. So that was
a good activity to have, and we're gonna make again and again, we have
members of the governor's office that are actually coming coming at us if
they are coming in late this month. Yes. Yes. Alright. Thank you.

474
01:21:01.194 --> 01:21:10.704
Jim, for my knowledge on this is getting David, but social engineering is
still a big part of our testing. Absolutely. That's still an issue out
there. That is the biggest issue right now.

475
01:21:13.104 --> 01:21:25.465
My knowledge isn't getting that it should be, and it should be one of the
top priorities, frankly, because that's where the fishing emails the
fishing emails are so very prominent and sophisticated.

476
01:21:27.564 --> 01:21:40.045

We can we do a lot of purpose built presentations. We're gonna do a lot more across again across as well. So that's the key area for us all to receive education. So I want to highlight that aspect.

477
01:21:40.435 --> 01:21:46.885
Everybody knows that state of Washington. So, certainly has made quite a good amount of investment in the sense training that is available.

478
01:21:47.250 --> 01:21:56.125
And we are also looking at different type of approaches for training folks, where we can really, really tailor that training to different audience groups as well.

479
01:21:56.364 --> 01:22:08.604
And that's high on our list for from cyber security training and I think Here's an area where, and I only stumbled into this because Vigo was kind to host me last month up in the whole mission.

480
01:22:09.595 --> 01:22:11.574
Western university has a cyber range.

481
01:22:13.404 --> 01:22:21.895
Renew that, so there's an opportunity for us to start getting our security personnel within the state of Washington get them dirty.

482
01:22:23.154 --> 01:22:37.975
Go up to the range, and actually I start I'm in different areas, so laughs but this is an area where I've actually, no doubt are working on because yeah, we can start getting some hands on as soon as the theoretical. Yeah, yeah, right. It's like friendly fire right?

483
01:22:38.215 --> 01:22:44.515
And then the beauty of this would be to work with students who could be potential recruit groups that's coming up to a gym.

484
01:22:47.005 --> 01:22:56.515
Sorry, it's kinda hard to jumping on the phone sometimes, but this slide in particular resonates with me and I'm sitting up here and this is we go from. So who's coming by the way?

485
01:22:56.935 --> 01:22:59.305
I'm and I'm sitting where we are,

486
01:23:00.114 --> 01:23:00.774

I think,

487
01:23:01.465 --> 01:23:02.395
as a county,

488
01:23:02.395 --> 01:23:11.515
we have a few more resources and a little bit stronger presence and the
security space and then we work a lot with the cities and we work a
little bit with some of the smaller counties like,

489
01:23:11.515 --> 01:23:13.614
scheduled and work on an island and so on.

490
01:23:14.005 --> 01:23:18.024
And one thing that I'm that I'm discovering is that the.

491
01:23:19.314 --> 01:23:25.284
Because many of these organizations are very small, they do not have the
resources to actually do this type of work.

492
01:23:25.284 --> 01:23:34.795
Well, so the ability to think about regional approaches to some of these
problems and standardizing some of the environments that we, we have to
the largest degree possible.

493
01:23:34.795 --> 01:23:40.494
So that we can be better at sort of extending our expertise into the
smaller organizations.

494
01:23:40.494 --> 01:23:43.404
That really are hurting for expertise and knowledge and the space,

495
01:23:43.734 --> 01:23:47.845
and the slide around education and opportunities in the education space,

496
01:23:47.845 --> 01:23:56.545
whether it be the purpose built presentations or specific programs to
help them get better is something I'm a really big supporter of and I,

497
01:23:56.545 --> 01:23:59.364
and I know that there's a need out there in the smaller agencies.

498

01:24:00.114 --> 01:24:01.555
Absolutely. So thank you.

499
01:24:01.555 --> 01:24:15.835
Yes, one thing that that's the thing, even on larger counties, like King
County, Tonya with also like to jump on the bandwagon and then be able to
do the same thing within her county to, and which leads me to the next
slide about engagement.

500
01:24:15.835 --> 01:24:26.335
So laughs. So, certainly, just do not want to forget about the other
bullets. What I have as well professional development is very critical
key on.

501
01:24:26.335 --> 01:24:35.244
How we develop all the resources within in the stage space, and also take
it a, certainly into the local government and the community space as well
and the county space rather.

502
01:24:35.550 --> 01:24:48.984
And so, I talk about that as we progress along certainly through our
budget. I'm also evaluating the possibility of sponsoring certifications
for security officers and other agencies as well.

503
01:24:48.984 --> 01:25:03.414
Because again, this is all of us coming together to combat the problem
together and that's an area. Certainly, we wanna take a look as well. So
so, as I said, this is the most important slide I feel that I'm on slide
twenty nine.

504
01:25:03.414 --> 01:25:17.454
Now, where I already felt a lot of you really, really would like to see
us more, which is engagement. And I fully fully agree there are things
that we currently have in place and there are things that we want to do
more of in certain spaces.

505
01:25:17.484 --> 01:25:30.354
And I'm gonna talk about that in the slide we have what is called the
Washington side of the Washington cyber information exchange platform
that folks can sign on subscribe where we share that information.

506
01:25:30.354 --> 01:25:39.564
Because we are also acting as a conduit between and understate
information that we get, we shared that with the community.

507

01:25:39.564 --> 01:25:51.444
So folks are informed and we also share specifically if there is some,
there are things that we are aware, might impact their environment. We
work with the local with even the smaller entities as well.

508
01:25:51.779 --> 01:25:55.015
So that's a great platform that we have in place and we.

509
01:25:55.409 --> 01:26:05.574
Totally benefit from our partnership with them, as I said, that I want to
highlight as well where we can take the knowledge and distribute to folks
that may not be able to, for some of the subscriptions.

510
01:26:07.255 --> 01:26:08.515
As part of the engagement,

511
01:26:08.845 --> 01:26:12.114
something that we we started at the Mini level,

512
01:26:12.145 --> 01:26:13.284
we do quite a bit,

513
01:26:13.314 --> 01:26:23.454
but we again have to do a lot more of the tabletops because the table
tops when we bring in folks use some scenarios based on what we see is
happening across the nation,

514
01:26:23.454 --> 01:26:24.595
or even across the world.

515
01:26:24.930 --> 01:26:39.024
It really, really gives us an eye opening experience on what does that we
can do when something similar happens in our environment. That's a
critical area. We want to certainly spend my team is ready and ready to
go.

516
01:26:39.055 --> 01:26:46.015
They already do this quite a bit, but we again want to expand on how we
do table talks with agencies, and also other entities in the state as
well.

517
01:26:48.354 --> 01:27:01.734
We are certainly a, we team the cyber security folks within the team.
They do a lot of speaking engagements to again, go back to the same

aspect of educating folks on what it is that we see and really to spurn engagement.

518
01:27:01.734 --> 01:27:15.354
Because it's this isn't about just one person saying what it is that we have to do, but really how people engaged and be part of the big picture and these are some of the methods that we are using for creating that engagement.

519
01:27:16.345 --> 01:27:27.744
We also benefit from our participation in that is a Cisco community completely dedicated, strictly for discussions around cyber security. We take that knowledge and I can share it with the state agencies as well.

520
01:27:30.475 --> 01:27:42.744
This is an area. It does exist. The Cyber Patriot is very, very, it's an important topic to go back for what Jim said and I think I heard a couple of other folks here on the phone as well. If folks not.

521
01:27:42.744 --> 01:27:56.454
Everybody knows that is that fantastic program by the Air Force Association. That is really, really good to develop cyber talent from all the way from K through twelve and I know that it's doing things for the next generation.

522
01:27:56.454 --> 01:28:11.125
I fully understand that's a very high priority for governor as well. What it is that we can do today to get the next generation ready. So that is a program. We really, really want to expand as well currently exist at the Spokane, high school.

523
01:28:11.604 --> 01:28:22.914
And I think that has a high level of support from the US congressional delegation in the state of Washington. And we want to see a lot more expansion in the cyber in the cyber Patriot program across the state of Washington.

524
01:28:24.595 --> 01:28:37.765
You can, and as well as a couple others and support from PNL and our local, they host us also with a cyber force competition and a couple others from the high schools and the colleges.

525
01:28:39.265 --> 01:28:52.104
That's that's where going back to what Jim said as well. This is a tremendous thing for us to invest time and resources, because the

challenge that we can recognize through the cyber defense competition,
that is done from a nationwide perspective.

526
01:28:52.284 --> 01:29:02.814
That is a challenge again for us to be able to tap in as well, because
we're always needing resources as well. So, and, you know, I mean, maybe
you might want to talk a little about the state of Georgia for the state
of Georgia.

527
01:29:02.845 --> 01:29:17.755
Actually, through their cyber range activities has now introduce,
required curriculum and high school education. I think it's to our block
on Cyber hygiene to start teaching kids about.

528
01:29:18.685 --> 01:29:33.145
There are bad things that do happen. When you talk to Alexa and other
devices. That's not while. It's great. For the expediency, and a lot of
the benefits that those devices offer, you also have to be aware of the
other aspects of it as well.

529
01:29:34.854 --> 01:29:43.885
So, it's just an interesting that just that kind of curriculum is not
being introduced I think, in George, and I think Louisiana and other
places that are starting to get more robust cyber teams in place. Yeah.

530
01:29:45.564 --> 01:29:51.954
You have to add to that. We have a statewide National center of
excellence.

531
01:29:52.734 --> 01:29:56.875
Columbia basin college is going along with the University of Washington
as a,

532
01:29:56.935 --> 01:29:59.154
a lead University of Washington,

533
01:29:59.154 --> 01:30:00.085
kind of supporting,

534
01:30:00.864 --> 01:30:02.604
and I think welcome county Highline,

535
01:30:02.604 --> 01:30:09.715

community and several others that are kind of that network across the nation that are building that infrastructure here in the the state of Washington,

536
01:30:09.984 --> 01:30:12.715
so we can definitely look at at least we can leverage that as well.

537
01:30:13.435 --> 01:30:16.465
Excellent. Great love to know more about that. Yes, thank you for saying that.

538
01:30:17.784 --> 01:30:30.234
So, I think that is another great avenue for people to come together, be state and especially to stay on top of some of the burning topics. I think a summit is a great thing.

539
01:30:30.265 --> 01:30:41.244
I just one of the things when I came on board, the first thing I asked is there cyber security summit I believe the last that was done was two thousand and sixteen. It was a combination of cyber security and privacy.

540
01:30:41.484 --> 01:30:50.965
I would like to bring that back on the radar for us to be able to do a cyber security summit in October of twenty twenty the last one again,

541
01:30:51.024 --> 01:30:58.404
I feel quite a few organizations that are taking this route just as much as when we deal with natural disasters,

542
01:30:58.435 --> 01:31:00.805
we are not always going to be able to have.

543
01:31:01.824 --> 01:31:11.064
All the capacity, because we, it's so tough to predict the type of damage that can occur from a natural disaster people tapping to neighboring states neighboring countries. Also.

544
01:31:11.064 --> 01:31:23.904
In some example, when I was in New Hampshire, when we had a very, very big snowstorm, we literally had to reach out to Canada for help for emergency folks to come and help the same thinking is very critical in instant response.

545
01:31:24.085 --> 01:31:35.305

And that is the one that Jim kind of mentioned about Tanya from King
County that we were talking about as well, which is so important to
establish a community of folks who can respond to incident.

546
01:31:35.755 --> 01:31:50.244
And this is something that I would like to establish partnership with our
enabling stage, like Oregon, Idaho, where we have a group of folks who
can be very, very highly trained, and who we can use to share resources.

547
01:31:50.244 --> 01:31:56.395
Because this is an area that we don't all have to things starting from
scratch. We are all struggle for budgets.

548
01:31:56.395 --> 01:32:10.555
So we may want to think about methods on how to really, really tap into
resource pulling and try to really beef up our resources to some critical
areas. Because, as you mentioned, as well, it's things are going to
happen.

549
01:32:10.854 --> 01:32:23.904
It is gonna happen. Now, how do you respond when it actually happens many
times? But that's the big difference. What people say when an incident
occurs what's the difference that we see when an incident happen in
Atlanta?

550
01:32:24.210 --> 01:32:26.994
What's this an incident that happened in the state of Montana?

551
01:32:27.270 --> 01:32:38.274
It's the difference on how you respond. So, did you panic debate you
completely completely unaware on how to react and respond. That's that's
an area. We, it is highly highly beneficial.

552
01:32:38.274 --> 01:32:49.375
If we number one put together a community that can be deployed when there
is an incident, especially, especially if it is a very high profile
incident, it's great to tap into some community help.

553
01:32:49.765 --> 01:33:00.175
And that's an area that I believe the King County is also very interested
there if we can put in some resources together, train people in very high
skills. That's very beneficial.

554
01:33:00.204 --> 01:33:07.614

So, if you're gonna look at that aspect as well, and my counterpart in Wisconsin, actually, has it all fall? And I would hate to say all volunteer force but that's kind of.

555
01:33:07.614 --> 01:33:21.595
So, as an incident occurs and local government is volunteer force mobilize is and will our shoot in and help out I think your analogy to a natural natural disaster is really applicable. Exactly.

556
01:33:21.744 --> 01:33:35.425
Because people drop everything and it's all hands on deck. Yes. And how can we help? Yeah, exactly. Right right. And we've had some instances in Washington where the local and schools have been penetrated brand somewhere malware. Sure.

557
01:33:35.814 --> 01:33:50.545
And exactly. So going, I'm gonna move a little bit fast. So this is where the very first concern that you talked about, comes in play, where are things we have to advance.

558
01:33:51.210 --> 01:33:54.295
Because as a representative,

559
01:33:54.295 --> 01:33:55.524
Linux and just described,

560
01:33:55.765 --> 01:34:07.944
one of the things is how do we reduce the time what would the trend that industry says right now there's a study by an organization called Panama every year after year they provide details of the study.

561
01:34:08.274 --> 01:34:21.265
And they say, what is the time between an incident actually happening and the time you discover and I know this is gonna be alarming for a lot of people currently that average time is close to seven months. The average is seven months.

562
01:34:21.984 --> 01:34:34.015
Not a good not a good timeline. Exactly. The time it takes forever for any into any malicious actor to come into an environment and complete the activity for what they came in. It's just a couple of hours.

563
01:34:34.375 --> 01:34:47.664
So, what does that Delta has to be looked at different? How do we do it different? That's where this is is very, very critical. It's very

important for us to know that we are fighting a problem. That is very advanced.

564
01:34:48.475 --> 01:34:57.265
We cannot go with the stick to a gunfight. Correct? So what do we do? How do we know that our environment environment is safe?

565
01:34:57.685 --> 01:35:11.664
There is a high level of requirement for us to look at tools that are in the space that operate in the space of artificial intelligence because there are things that it is humanly, not possible and to go back, it looks like some real world examples.

566
01:35:11.994 --> 01:35:20.425
You it looks like folks like it. Let's take an example of what how things were done. Maybe two hundred years ago. You don't want somebody to enter you build a.

567
01:35:21.444 --> 01:35:35.574
And you put more around it, and then you have a long big gate, and then you can say, if you come and I'm gonna throw some hard now, that was the past, right? The Ingress Ingress and egress points when it comes to information is very different.

568
01:35:35.814 --> 01:35:48.265
Do we know what are the entry points? Do we know what are the exit points? How do we know where data comes in and data leaves and if you don't know how can you put the sentinel? How can you put them out? Or what can you do to protect? Correct?

569
01:35:48.805 --> 01:36:01.585
That is why in the space of information security that's humanly not possible to do some activities by planning a person at your that's where we need artificial intelligence going back to another fund that you made as well.

570
01:36:01.914 --> 01:36:14.755
We are always trying to solve problems from yesterday using yesterday solutions. We need to be able to protect the threat coming in what type of threats we may have tomorrow. It's very, very essential to get into predictive analytics.

571
01:36:15.055 --> 01:36:28.255
And that is the space we have to make a lot of progress across. And this is again, not just the state of Washington, but everyone and there is a

lot of activity from that space. Certainly, as Jim mentioned, this is very close to his heart.

572
01:36:28.465 --> 01:36:40.585
The Cyber range, there is a place that we need to also know. How can I go things like the attacker and test off the same skills in a space without jeopardizing that production so that's the cyber range aspect as well.

573
01:36:42.024 --> 01:36:44.515
We cannot forget the need for talent building.

574
01:36:44.994 --> 01:36:58.465
We have to again make progress there, because we still think, let's let me try to get people to solve problems or who is knowledgeable to solve a problem, but we need to position the same stuff and look at how we build talent.

575
01:36:58.465 --> 01:37:12.564
So, we are solving tomorrow's problems. That's an area we talked to as well, last bullet. I again, went in touch pretty well with what the wig folks we're presenting as well and area that we tend to sometimes take away.

576
01:37:12.564 --> 01:37:27.505
Our focus is our third parties. How are they because we rely on a lot of third parties who hold our information but how exactly how strong are they how was their environment? What are the things they have in place? So that our information doesn't get compromised.

577
01:37:27.984 --> 01:37:36.295
There are, there is tons of work that all of us have to again, put in place for third party risk management where we have to make a lot of advancements as well.

578
01:37:37.770 --> 01:37:42.175
So these are some ideas so quickly come to my last slide.

579
01:37:43.885 --> 01:37:58.824
This is part of the requirements from the W as well how do we measure and how do we report we are required to measure compliance compliance against our own state standard as well as compliance against all different federal regulations that we to

580
01:37:58.824 --> 01:38:01.404
become a compliant with we all know,

581
01:38:01.404 --> 01:38:02.904
that when we are not compliant,

582
01:38:02.904 --> 01:38:04.135
we can also get fines.

583
01:38:04.614 --> 01:38:15.114
So it is very, very important to be compliant every single day. Not just
when an auditor walks. And so, how do you do that? These are areas that
we want to put make them into place as well what?

584
01:38:15.715 --> 01:38:21.715
This is to really make things almost impossible years ago. One of the
things that we did is we took our.

585
01:38:22.944 --> 01:38:37.494
Are vendors who had routine access through our firewall for good reason.
We look at who has, who had access to them because there was a big
incident many years ago.

586
01:38:37.494 --> 01:38:51.715
It was H, back the bad guys have gotten into an H Mac vendor. They
haven't gotten through to it. I don't remember the exact name of the
company, but as our, our targets yeah. Okay. Yes, sir. I guess. And that
was a bad one.

587
01:38:53.484 --> 01:38:58.074
Well, that's a lot of auditing. Certainly. Yeah. Yes.

588
01:38:59.994 --> 01:39:11.574
But again, it goes back to the leveraging and the AI and yeah those types
of things if we see all of a sudden traffic emanating from an H back
system, that's probably something to look at it. Yeah, right. Something
is a miss there.

589
01:39:14.814 --> 01:39:29.244
We absolutely want to start creating performance metrics for everything.
What, what the policy one of five or eight or one says that way we create
the metrics and the report off of that as well. That is required
something that is required that we do that by December.

590
01:39:29.244 --> 01:39:41.395

Twenty twenty, and we are absolutely going to do that as well. We currently have the cyber health report that is shared with the community of folks that is of high value. Again. We'll do more of those type of reporting.

591
01:39:42.234 --> 01:39:54.024
And there is going to be a shift in our cyber health report that you're going to notice that I've already started talking to the team and that ties in with the last bullet in cyber security. I'd say that we are going to reduce.

592
01:39:55.194 --> 01:40:08.364
And that always has a lot of people opening their eyes and say, should you not be increasing? My but the is completely different what we use it in the cyber security world. The auto AI is the risk of intrusion not to be confused with return on investment.

593
01:40:08.880 --> 01:40:19.494
We want to not say that I have blocked to a million attacks. What does that tell you? It is the five or ten that we were not able to blog where you now have an intrusion. It's very, very critical.

594
01:40:19.494 --> 01:40:33.055
That we say, we have seen zero intrusion, because I think they're such more better to know and help us all make informed decisions as against, taking a number that fits. I blog three million attacks.

595
01:40:33.534 --> 01:40:47.784
So it's very important. We can. Otherwise today we blocked eighty four percent of all inbound mail to the state of Washington gets blocked. Yes. Yet we have seen increased compromise from fishing attacks. Exactly. So you can sit there and throw a number on.

596
01:40:48.444 --> 01:40:49.435
Great. Right? But.

597
01:40:50.994 --> 01:41:04.045
I think it's very, very important to know what those numbers look like from an auto. Why is it to is it five? I think that really helps us channel our energy and resources to make sure that we have the right controls in place.

598
01:41:04.854 --> 01:41:16.914
So, that's that's the last point. Any questions from anyone on where we are headed. What does is that that's what we want to do this these are

some of the very, very important areas that we will we're gonna focus for
this next one year.

599
01:41:17.064 --> 01:41:23.034
I just want to be able to take a year at a time for this role report up
through the reports to me.

600
01:41:24.810 --> 01:41:39.595
Good luck. Thank you. Thank you. Very much laughs. President report.
Clear laughs. That's a very tough job. And and you don't get, you know,
you don't get headlines when you do.

601
01:41:39.595 --> 01:41:51.715
Well, the only good headlines when you do that. So it's tough end of the
day. What really gives us auditorium the spaces how did we serve the
citizens? The residents that's what it's about. So, how did we keep them
from? So yeah.

602
01:41:52.914 --> 01:42:07.675
Welcome to Washington, and I am very supportive of what you're doing
here. I think state leadership and setting standards that we can then
align to is gonna make it better for everyone. Thank you. So thank you
very much. That means a lot. Thank you. Very much. Okay.

603
01:42:07.824 --> 01:42:12.895
Any questions, just thank you, thank you very much. It's home here.

604
01:42:14.185 --> 01:42:22.854
We saved the best for last, so just as their as their status, everybody
the legislature gave us some money.

605
01:42:22.975 --> 01:42:34.614
Thank you legislator to make some really necessary improvements to our
dashboard and to report more financial data and what that they're yeah,

606
01:42:34.645 --> 01:42:35.034
so,

607
01:42:35.064 --> 01:42:37.614
I'm thinking is there a,

608
01:42:37.645 --> 01:42:38.604
okay staff?

609
01:42:38.725 --> 01:42:48.534
I'm gonna walk through a very brief timeline overview of our activities over the past six months and then we'll do a little bit of a live demo on the new dashboard.

610
01:42:48.534 --> 01:42:49.015
So,

611
01:42:49.015 --> 01:42:50.005
as you just mentioned,

612
01:42:50.755 --> 01:42:52.284
the conference budget was passed,

613
01:42:52.284 --> 01:42:59.965
some legislature included some additional requirements for not only the transparent project dashboard,

614
01:42:59.965 --> 01:43:04.494
but also increased requirements for oversight for projects,

615
01:43:04.885 --> 01:43:06.145
and the gated funding process.

616
01:43:06.659 --> 01:43:18.114
So, our activities in May and June were around, you know, developing what that process looks like, you know, we can build a dashboard, but if we had, we wouldn't have the actual data to populate it. Then it's, it's an empty dashboard. We have to ensure we.

617
01:43:18.534 --> 01:43:27.505
Could collect the data correctly, pump it through the pipeline and display it adequately. We also had an existing contract vehicle.

618
01:43:27.505 --> 01:43:34.225
We were able to do a very, very quick, basically, a baseline assessment feasibility study type thing of.

619
01:43:34.225 --> 01:43:43.375
What's it gonna take to get us to these requirements and then beginning in the new fiscal year that a contract we needed to go out for bid and do a re,

620
01:43:43.375 --> 01:43:54.475
procurement for a support vendor and so simultaneous to the contract
procurement and the requirements gathering for the the oversight we did
onboard sixty,

621
01:43:54.864 --> 01:43:55.164
five,

622
01:43:55.854 --> 01:43:56.215
sixty,

623
01:43:56.545 --> 01:43:56.845
sixty,

624
01:43:56.845 --> 01:43:59.095
six I always leave ones who are sixty six projects,

625
01:43:59.125 --> 01:44:02.125
a new new for the new oversight requirements.

626
01:44:02.125 --> 01:44:13.734
So working with those agencies on getting the how to get their product
started how to intersect with this process while we were also going out
to bid the contract and doing the request for quotes and qualifications.

627
01:44:14.574 --> 01:44:24.324
We signed with our support vendor in mid September, and they immediately
began an onboarding and discovery process to understand our current
dashboard.

628
01:44:24.630 --> 01:44:35.425
And we have been doing a breakneck Sprint development since then over the
past five or so weeks. And so we, in the last little phase that we're in
here.

629
01:44:35.935 --> 01:44:47.965
We've had almost daily daily refreshes of our visual so it's been
incredibly agile focused, constantly turning out new product. And so
that's kinda what I'm gonna go over here quickly.

630
01:44:48.835 --> 01:44:57.024
Our vendor is a cloud so it's a primarily Salesforce vendor. They've got
they intersect with some projects.

631
01:44:57.024 --> 01:45:11.904
We've kinda under oversight with some successful Salesforce implementation and they've provided both a Salesforce expert and Salesforce by trouble. Somebody bought. Yes, they did.

632
01:45:12.774 --> 01:45:22.524
It. It's still pending. Yeah, then it gets cleared all the pending U. K review at the check. So they're still separate entities.

633
01:45:22.585 --> 01:45:29.845
So and drama you kind of in the room here, make sure that everything's displaying. All right.

634
01:45:30.659 --> 01:45:35.725
Those folks are working the at this we're really focused on an MVP that gets us to scratch and Tory compliance,

635
01:45:35.725 --> 01:45:40.284
but we will continue to make improvements to that is this older now,

636
01:45:41.095 --> 01:45:42.265
this is the most current,

637
01:45:43.255 --> 01:45:48.984
new and improved version what you have on paper now that's just an Excel extract of the dashboard,

638
01:45:48.984 --> 01:45:53.635
but this is a different got it.

639
01:45:53.664 --> 01:46:00.954
Yeah, so go ahead. My folks are looking at this. There are things we're gonna do. Hey, this isn't gonna get us all the way home.

640
01:46:00.954 --> 01:46:15.925
We know that for just as it, and that's probably an occasional user of that or reports that you want to get you on your own keep those thoughts in mind because I primary customer of this dashboard, the legislature nother resistant a macro view or is it intended to be really more actionable.

641
01:46:18.295 --> 01:46:20.904

The attendants kinda serve both audiences.

642
01:46:20.935 --> 01:46:34.795
We want to be able to inform those broad brush budgetary decisions at the macro level as well as provide transparency, transparency, government and with government spending is a lot of things at the macro level. Don't really.

643
01:46:35.784 --> 01:46:50.604
Alright show you real, real work. So I'm actually expecting a, when I'm talking about the agile I'm gonna I'm actually expecting a new build to before noon so it's been very quick to say the least, but this is the most current one that we have.

644
01:46:51.324 --> 01:46:59.875
So one of the findings of our business one thing, though, when we're getting to users, this is my primary story, you know, I manage the schedule. This is how I get my data okay. Project. Okay.

645
01:46:59.875 --> 01:47:01.734
Let's see what I'm worried about,

646
01:47:01.734 --> 01:47:08.185
right and so one of the key findings of the feasibility study was based on the requirements on the legislation,

647
01:47:08.185 --> 01:47:09.234
and our own use cases,

648
01:47:09.234 --> 01:47:15.414
they recommended a hybrid dashboard with Salesforce handling the case management and then Tablo doing the heavy analytics piece,

649
01:47:15.810 --> 01:47:22.074
so what you're looking at here is a tableau visualization that's embedded into our Salesforce instance right now.

650
01:47:22.074 --> 01:47:28.404
So, and as you mentioned, there were eleven kind of key requirements in the statute.

651
01:47:28.435 --> 01:47:42.715
And so this first build is get the framework in place, get the tools and the data pipeline setup and then I'm meeting those eleven statutory

requirements. So I'll go through the dashboard structure. Go ahead. V***
biannual a one point.

652
01:47:42.715 --> 01:47:47.335
Three million yeah, so I'll go through the kind of the, the the numbers
that we're looking at here.

653
01:47:47.335 --> 01:47:58.194
So, our, our previous dashboard had three real views, a statewide view
and agency viewing a project is what we're looking at right here is a
view of the statewide project portfolio.

654
01:47:59.185 --> 01:48:03.444
That one point three billion is the total estimated budget for.

655
01:48:03.779 --> 01:48:11.994
All of the active projects that are currently under oversight so that's
what, that number represents across the entire lifecycle of those
projects.

656
01:48:11.994 --> 01:48:19.164
So it's not just one by any there there are some dynamic time
functionality that's still being worked out.

657
01:48:19.164 --> 01:48:32.364
So, that you could say, I'm only interested in project that began, and
then the most recent by any, for example, and then all of these these
numbers would change, kind of, as a result of that. But this is again,
this is the intended view is very high level. Very macro.

658
01:48:32.395 --> 01:48:46.824
Here's how the state, you know, here's our products sorted by the total,
I anticipate a budget for the entire life cycle of the investments. So,
you can see what are the really high dollar investments who, which
agencies have those investments as I'm moving down the page here.

659
01:48:47.454 --> 01:48:59.484
This middle view is actually a really popular with the group that we've
had ten on the steering. It's a, it's just a timeline view that is color
coded based on the overall assessment of the projects.

660
01:48:59.484 --> 01:49:09.685
So you can see, you know, what's the what's ending of what time how are
these kind of things performing on a scheduled basis? And then, what's
their overall status hovering over this?

661
01:49:09.715 --> 01:49:20.515
We'll give you a very quick high level view of what's what's the status
as what is the baseline schedule timeline or revised timeline?

662
01:49:21.805 --> 01:49:35.185
The currently approved timeline is currently approved. Yeah. So it's a
future enhance. I personally would like to get us to try to get a picture
of how many amendments we've had what the basis of those are some of that
kind of stuff.

663
01:49:35.215 --> 01:49:50.034
Sometimes you want to show a job that shows this was our original
baseline, right? So, for reference the page that we were just looking at
there for this is the current kind of state wide view that's presented.

664
01:49:50.034 --> 01:49:59.574
It's just a just a list format. So trying to do a little bit more actual
analytics at the enterprise view, and we identify some areas where you
may want to dive in.

665
01:50:00.029 --> 01:50:02.215
So now moving back here,

666
01:50:03.145 --> 01:50:18.085
one of the other input to also eventually what what I would love to do a
backlog with is eventually we're gonna go to more phased approvals with
more projects is to actually have the phases be represented there because
phases could be different colors right

667
01:50:18.085 --> 01:50:18.744
when you exit,

668
01:50:19.500 --> 01:50:19.795
you know,

669
01:50:19.795 --> 01:50:21.234
maybe green there,

670
01:50:21.234 --> 01:50:23.425
but but whatever and to make sure that we're making,

671
01:50:23.515 --> 01:50:23.904

you know,

672
01:50:24.295 --> 01:50:26.574
able to keep that time work as project.

673
01:50:27.234 --> 01:50:41.545
But that would be. Yeah. One of the artifacts so far has been a pretty
extensive thirty items plus a backlog that we have, we need to go through
and determine some prioritization for and allocation of resources on.

674
01:50:41.545 --> 01:50:51.175
But we definitely have a lot of places that we want to take this
dashboard. That's that's for sure. So these are, this is again my view to
glance, I'm not gonna be tremendously.

675
01:50:53.095 --> 01:51:07.914
Dynamic oh, they just refresh the visual and I think it's right here I
don't now it'll minimize that figure.

676
01:51:10.020 --> 01:51:13.284
Try that. Okay. Zoom should work a little bit.

677
01:51:15.055 --> 01:51:29.305
So I'm gonna go down to the agency view, just just really quickly, and
they'll come back to that project deal. So this idea here, let me get to.
So, the idea here is, you've got an agency that's under oversight. This
is kind of an agency score card type of view.

678
01:51:29.305 --> 01:51:40.465
So how are the the various numbers of projects that that agency has
intersecting with the oversight process performing? What's their overall
all up budget? What's the current status of those?

679
01:51:41.064 --> 01:51:51.564
We're still refining a lot of these data elements, you know, what do we
want to display where? But the key, the key requirements, and the key
data has been, you know, captured today.

680
01:51:52.104 --> 01:52:04.585
This is where we first start to introduce the financial information, and
you'll also notice these are alpha sorted. So they're working on getting
the the fiscal years to display correctly but this would show you the
gray bar.

681

01:52:04.585 --> 01:52:18.295
There is the total expenditures today that have been identified through the financial system of record. The blue bar is the anticipated budget for all of the projects. Again, these are approved amounts. So if there's nothing approved this stuff is all gonna be blank.

682
01:52:18.324 --> 01:52:22.465
Because, theoretically, if you don't have approval, you shouldn't also have spent on the project.

683
01:52:23.640 --> 01:52:35.994
So you can any idea is, you can see, you know, is he has the agency performing holistically on their projects, and, you know, fiscal month over fiscal month, period performance will I be able to identify.

684
01:52:37.345 --> 01:52:49.795
Both fiscal month and fiscal year for those fiscal years. That are that are close again. We're, we're ensuring that the data's being pumped in correctly. So right now some of the visuals you have to kind of bear with us moving down.

685
01:52:49.795 --> 01:53:01.045
There's a, there's some analytics pieces for people that are more tabular or table view, you've got to some quick looks at the aggregate type of spending level. So cost for something we use.

686
01:53:01.435 --> 01:53:12.864
And a lot of our technology business management reporting, that's just some relatable groupings of expenditure type. So, I remember, I think that's not as responsive as it is on my workstation.

687
01:53:12.864 --> 01:53:27.024
So, you can hover over and see how much is the agency spend on a total outside services, for example, against all of their projects and that would be things like QA project management, that type of stuff. And so we, we have definitions and those will be incorporated into the final dashboard.

688
01:53:27.024 --> 01:53:41.725
So you'll know what you're looking at, but you can see, again, agency level how is this project, or how are the series of project detail level you get? We is currently for the agency.

689
01:53:41.725 --> 01:53:55.944
Yeah, that's the most detail level that we have. We can also show spending by the different fun sources and we can pump more granular data

and as needed there's other systems where we have that data stored a little more right away.

690
01:53:55.944 --> 01:54:05.574
But will the dashboard take you to specific projects? So that's the last few yeah, you're killing it on the weekend today, but.

691
01:54:07.284 --> 01:54:18.324
So, this is an individual project record and so this this drop down here is you'd have the ability to view this information for every single project under oversight.

692
01:54:19.104 --> 01:54:32.034
So, this little pile view is a very, it's a very quick look at the, at the information. That was in the budget provide, though, that the dashboard needs to include these elements. So it's just very quickly.

693
01:54:32.034 --> 01:54:44.305
How much of the general fund has been spent on this project? What's its total spend today? What? It's overall budget. How long is it gonna last and on the right side we've got overall status assessments of the project that are very quick to have.

694
01:54:44.935 --> 01:54:55.975
Sue knows what I'm looking for to qualitative pretty much at the project level for transparency quality of the team.

695
01:54:57.359 --> 01:54:59.005
What's the quality of the decision?

696
01:55:00.475 --> 01:55:13.975
Those are the two things and until your project, if you don't know about them are addressed and I learned fifteen years ago on the dashboard at the thing called team health and suddenly everyone.

697
01:55:15.444 --> 01:55:30.444
Shapes up because it's suddenly become visible. What you mean team health? What does that mean? Well, that means somebody's not showing up or someone's toxic, or right? No someone I would really recommend that. And then decision is is a qualitative one, because it's not.

698
01:55:32.875 --> 01:55:45.595
Decisions are gonna kicked down kicked down the road. We're not making it the right. You know, we're gonna be paneling with decisions of the and again, their qualitative, very hard to quantify.

699
01:55:48.385 --> 01:56:02.965
And we kind of, I bet that decision making no, that's your governance
making decisions, but sometimes it's so great. You don't really realize
you're talking about it. Yeah, I'd recommend both getting right after.

700
01:56:04.194 --> 01:56:14.635
And I'm thirty one thirty two for the background. See, that you can hover
over the project name to get the description that centered about the
project moving down.

701
01:56:14.635 --> 01:56:29.154
You've got that detailed, financial view that we saw very similar, but
this is for the project record specifically. What we were looking at
before was the agency's overall performance a table view with variance
over there on the right hand side maintained from our existing dashboard.

702
01:56:29.425 --> 01:56:42.354
You can get every single document that's been uploaded about this project
and you can select by, you know, a specific document type if you know
exactly what you're looking for, you can come in air filter. This list
will only show you the documents.

703
01:56:42.354 --> 01:56:56.784
So, if you wanted to go read the most recent QA report, you could click
that filter down to Q. A, and and have that information immediately
available continuing to move down. You've got the, the status, the
detailed status indicator entered by both the project and the.

704
01:56:57.930 --> 01:57:09.145
Hovering over this, we'll provide you with the explanation of why that
particular project is that cover in that given month laboratory magic to
go live on November.

705
01:57:09.145 --> 01:57:21.595
Fourth, the decision was made to go first and then we've got a, a really
a data, a pure data table here at the bottom, and then the contact. So I
wanna be sensitive to the time about four minutes.

706
01:57:21.595 --> 01:57:34.104
But that's our current dashboard we've got some additional opportunities
to engage with our stakeholders about this. Our speaking with the
legislature about it next a week from today.

707
01:57:35.484 --> 01:57:48.895

Yeah, there's a lot of potential predisposed to. Yeah, so, you know, for comparison the previous version of, with me, I'm just going to pick one. Well, just a supplier. Yeah, why not?

708
01:57:48.925 --> 01:58:03.145
Yeah, so the, you know, the current dashboard that's this is what we're we're looking at crawl. Scroll scroll. Yeah there's just lots and lots of documents file folder structure so you can't really tell.

709
01:58:04.439 --> 01:58:16.765
Yeah, so that's a month. Got the club. This is that. Can you send the the link out to the new dashboard or to your slides? Yeah. So.

710
01:58:18.055 --> 01:58:30.835
We've got a we've got a Sprint readout. We can actually get that to represent the. We've got a Sprint readout this afternoon and stabilization activities occurring so you can see this one, or if it gets a little more polished, we can wait a couple of days.

711
01:58:30.835 --> 01:58:42.895
It's entirely your call yeah, a couple of days I'm down in Austin for the TechNet conference, so I won't be able to look at it for a couple of days. Whatever, whatever you wanna show me. I just love to have it pushed out to me. Yeah, absolutely.

712
01:58:42.895 --> 01:58:57.295
We're anticipating a code freeze on Monday so, at that point is these things a lot more of the functionality will be kind of profficient so we'll get to something then. Okay. Thank you. By the way we all universally hate the header. So, comments on that.

713
01:58:57.295 --> 01:59:09.114
We know it, it won't be fixed by the when it go live that week. Nobody likes it when you see it. It's just like an way as heavy.

714
01:59:11.760 --> 01:59:26.064
The rest of the data lot of potential there, you know, so there's been a great job involved the team has convene to drive this forward. We've had great partnership with a legislative staff and oh, I'm I'm on this too.

715
01:59:26.064 --> 01:59:38.725
This has been, this has been really, you know, cuff, cross government effort. A real, I'm gonna beat this cause. It's so important but a real test of a dashboard is can a legislative or Jim or someone quickly realize.

716
01:59:40.795 --> 01:59:53.005
This thing has got tremendous Mojo, or this thing is gone. Right? You
know, isn't that easy response? Both kinds and sometimes I've seen dash
we've all days. Impossible to know.

717
01:59:53.819 --> 02:00:07.164
Qualitatively, what's going on now is Derek is known. I'm like, what's
the latest like this? The latest one I rarely glide toward the current
dashboard. He could pull that. Yep. All right.

718
02:00:07.164 --> 02:00:20.970
I I know you just said I said, I'm constantly on it. Let me, I wanna, I
mean, there compared to the current, I don't go out there at all. It's
more apt to be reading documents when I search, you know, searching for
everything. Yeah.

719
02:00:20.994 --> 02:00:35.545
Consultant Todd it's something we don't talk when I go. I go to read
something, but I just I hate that so many things about it and this just
immediately allowed. Yeah. Okay.

720
02:00:37.404 --> 02:00:47.274
I don't think we have anybody from the public. We do. They're all does
anybody in the any public comments. Okay.

721
02:00:48.354 --> 02:00:53.154
And we're going to adjourn as of new right? On time. Thank you. Everybody
adopting. Thank you.

722
02:00:59.154 --> 02:01:11.454
So, Angela had so, what's your what's your reaction? Oh, okay.

723
02:01:17.335 --> 02:01:17.635
A.