Minutes

TSB Portfolio/Policy Subcommittee

Washington State · Office of the
Chief Information Officer

Thursday, October 15, 2020
WebEx Only – See below
10:00 a.m. – Noon

Members Present: Jim Weaver, Chair Sue Langen, Staff
Viggo Forde Angela Knight, Staff
Butch Leonardson
Tracy Guerin
Sen. Ann Rivers

TOPIC	LEAD	NOTES
Welcome and Introductions	Jim Weaver	Roll call. Agenda review. Jim announced Employment Security Department's Paid Family & Medical Leave project recently received NASCIO's State CIO Office Special Recognition Award. Jim announced Washington State received an A- grade for the biennial Digital States Survey 2020 conducted by the Center for Digital Government. He aspires to improve to an A grade for the next survey.
Approve Minutes from August 13 Subcommittee Meeting	Jim Weaver	August 13 meeting minutes approved.
Project Status – Labor & Industries Provider Credentialing • **Randi Warick, Deputy Director and Executive Sponsor** • **Karen Jost, Business Sponsor** • **Debbie Spaulding, Project Manager** • **Gena Cruciani, ISG, QA** • **Jeff Closson, ISG, QA**	Sue Langen Amy Pearson	This project partners with the Health Care Authority (HCA) to establish a single Provider Credentialing platform for the state, which will be within HCA's ProviderOne system. This will be the single entry for the application and credentialing for Medicaid providers in this state.

| | | The project was placed in a modified suspension status in July 2020 to further refine their scope, schedule and budget through project planning and management activities.

The project team provided an overview of the provider credentialing program, status of the project to replace the current credentialing system, project lessons learned and course corrections, and assessment of the project reset.

The quality assurance provider assessed the project with an overall moderate risk level, with higher risk in resource availability as a result of the project suspension. With all the re-planning that has taken place, the project is positioned to succeed once it can restart. |
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| **Project Status – WSDOT Tolling Back Office System Replacement Project (BOS)**
● **Patty Rubstello, Asst. Secretary and Executive Sponsor**
● **Jennifer Charlebois, Project Manager**
● **Steve Levine, CEO, ETAN**
● **Albert Yi, COO, ETAN**
● **Dana McLean, QA, Public Consulting Group** | **Sue Langen
Rich Tomsinski** | The external Back Office System (BOS) is a core element of WSDOT's Toll program. The BOS manages the customer relationship and financial management aspects of WSDOT's Tolling program and its *Good To Go!* Toll payment program.

The project team has been reporting monthly status to the Board since May.

As schedule delays continue, the WSDOT project team paused the final phase of operations testing to lay out specific expectations and benchmarks for the vendor. The project expects resolution to these prior to restarting testing, which is planned to resume in early November, which would delay go-live to late January. |

		Vendor executives provided more insight into the challenges with hiring and managing resources, creating an unrealistic schedule and unexpected key resource loss. Board members engaged with the vendor to ask questions about resources, schedule delays and risks. Board members expressed concern regarding third party execution on both projects reviewed today.
Enterprise Architecture Program	**Sue Langen** **Dan Mercer**	**Time constraint so moved to a future meeting.**
Public Comment		**No public comments.**

Link to meeting recording.