

Technology Services Board Portfolio and Policy Subcommittee Meeting

August 10, 2017

10:00 a.m. - 12:00 p.m.



WA • Office of the

Chief Information Officer

AGENDA

TOPIC	LEAD	PURPOSE	TIME
Welcome and opening remarks	Michael Cockrill	Information	10:00
IT Pool Walkthrough	Rob St. John Whitney Dickinson Regan Hesse	Information	10:05
Strategy Conversation	Rob St. John Sue Langen	Information / Discussion	10:15
Project Briefings <ul style="list-style-type: none"> • SBCTC – ctLink <ul style="list-style-type: none"> ○ Mike Scroggins, Dep. Exec. Dir. for IT and CIO ○ Christy Campbell, Project Director ○ Luke Robins, President, Peninsula College ○ Paul Giebel, Moran Technology Consulting, QA • DSHS – Electronic Health Record <ul style="list-style-type: none"> ○ Sara Tripp, BHA CIO ○ Carla Reyes, Executive Sponsor ○ Wayne Hall, CIO ○ Paul Anderson, Project Director ○ Jill Helmberger, Quality Assurance (QA) 	Rob St. John Kathy Pickens-Rucker Kathy Pickens-Rucker	Discussion / Updates	10:45
Policy/Standards Review <ul style="list-style-type: none"> • Policy 121 – IT Investments – Approval & Oversight <i>Interim Changes</i> • Standard 121.10 - Project Go Live Readiness Governance <i>NEW</i> • Standard 141.10 – Securing Information Technology Assets <i>UPDATE</i> • Policy 186 - Commonly Used Software Retirement Policy <i>UPDATE</i> • Policy 186.10 – Commonly Used Software Product Standard <i>UPDATE</i> • Policy 142 – Windows XP End of Life <i>RESCIND</i> • Policy 300 – IPv6 <i>NEW</i> 	Rob St. John Sue Langen Scott Bream	Information / Discussion	11:25
FirstNet State Plan Update	Rob St. John Shelley Westall	Information	11:45
Public Comment			11:55



Current TSB Portfolio & Policy Subcommittee Members

Industry Members

Kris Kutchera – Alaska Airlines
Paul Moulton - Costco

Legislative Members

Rep. Zack Hudgins - House D
Sen. Mark Miloscia - Senate R

Executive Branch (Agency Directors)

Michael Cockrill – CIO & Chair
Tracy Guerin - DRS

Other Government

Bill Kehoe – CIO King County
Jeff Paulsen – Labor Rep

Blue – members present
Black – members absent

August 10, 2017

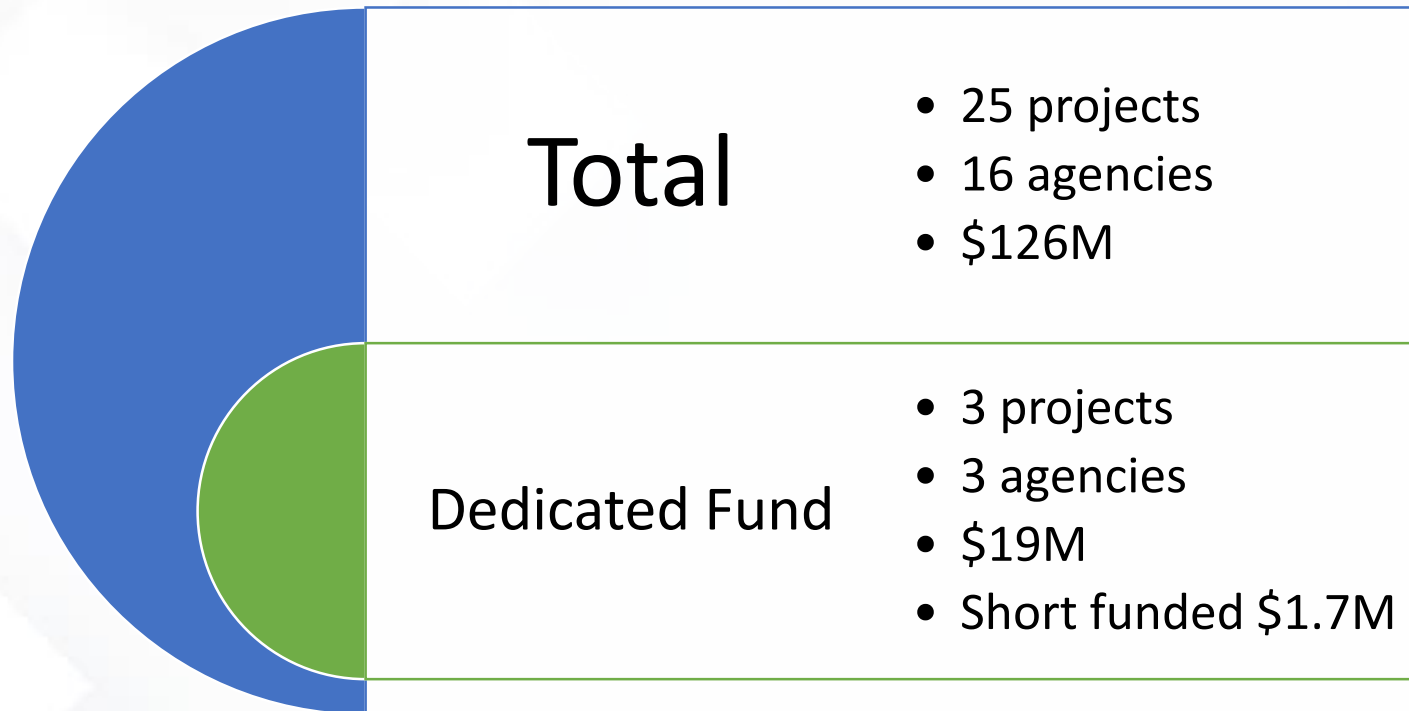
IT Pool Walkthrough

Information

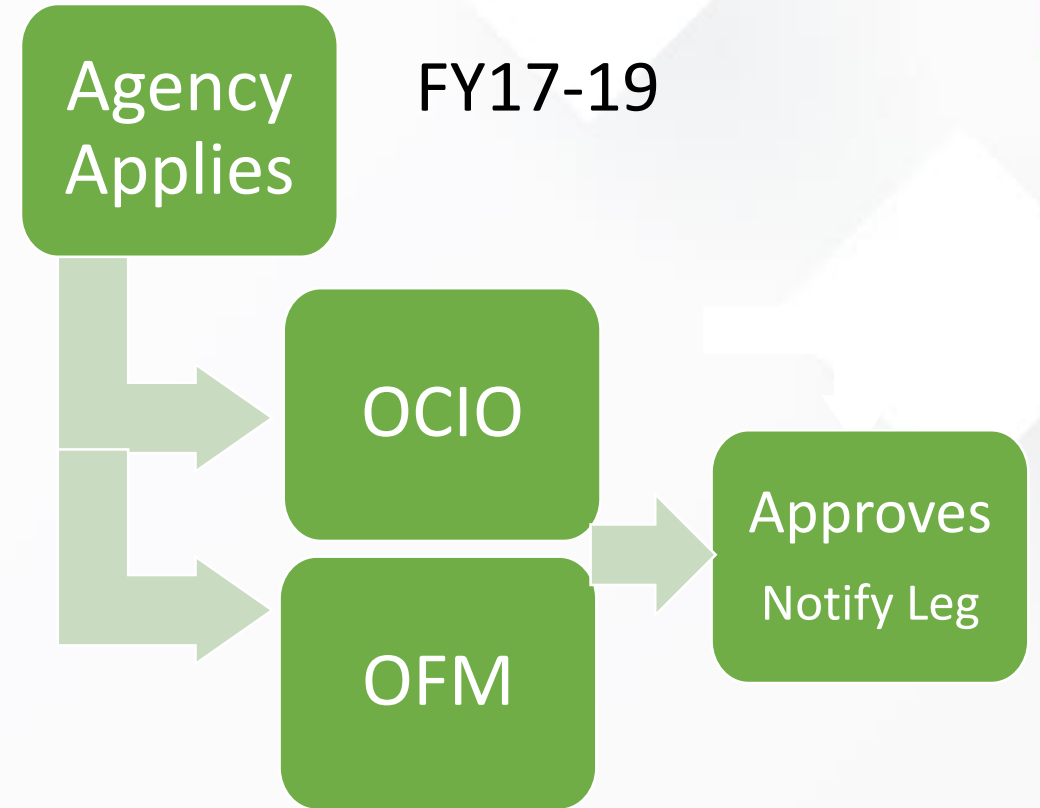
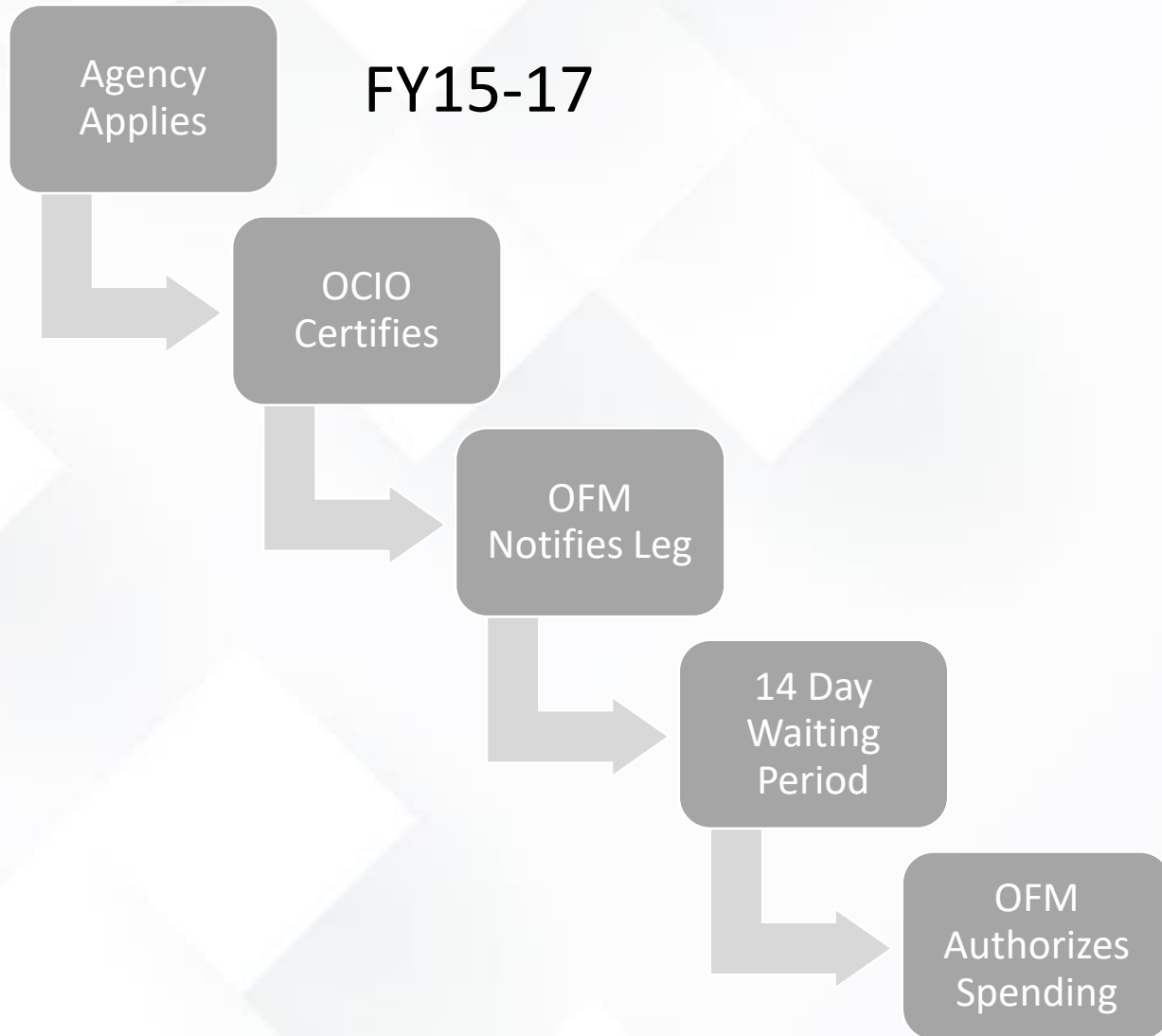
August 10, 2017

4

IT Pool Projects



IT Pool Process Comparison



Strategy Conversation

Discussion

August 10, 2017

7

2017 – 2021 Technology Strategic Plan

- New [Enterprise Technology Strategic Plan](#)
 - 1 page summary level (handout)
 - Interactive site (To be published in August)
 - Will contain key initiatives such as IT Pool Projects

Are the old priorities the right ones?

OCIO Priorities FY13-15

Top 5

1. **IT Strategy**
2. Policies & Standards
3. **Project Outcomes**
4. Enterprise Architecture
5. Investment Consultation

Other Priorities

Security
BizHub/WaBOS
Technology Business Mgmt
Open Data
GIS
Privacy
SIEC/FirstNet

OCIO Priorities FY15 - 17

Top 5

1. **Project Outcomes**
2. Enterprise Architecture
3. Investment Consultation
4. **IT Strategy**
5. Policies & Standards

Other Priorities

Technology Business Mgmt
Open Data
GIS
SIEC/FirstNet
Security
Privacy

OCIO Priorities FY17-19

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What Feeds Priorities?



Priority Discussion

Are we striking a balance?

Are there new opportunities?

What has the authorizing environment been saying?

Should focus shift from current topics?

Where can thought leadership make a difference?

Moving from reactive to proactive?

Project Briefings

Discussion

August 10, 2017

12

ctcLink Update

A single, centralized system to provide students, faculty and staff 24/7 access to a modern, efficient system for all 34 community and technical colleges and the State Board. PeopleSoft software with Ciber as the system integrator. Three colleges began using new solution in August 2015. Still remediating issues reported by those colleges.

- Provided status of the remediation effort 04/18, 5/11, and 6/29/17 to TSB Subcommittee

Current status → Remediation Dashboard

TSB requires a new investment plan be submitted for approval before additional colleges go-live.

DSHS Electronic Health Record Update

Implement an ICD-10 compliant electronic health record system which integrates clinical and revenue cycle functions. System will replace legacy patient tracking and billing and payment systems used by Western and Eastern State Hospitals, Child Study and Treatment Center, 4 developmental disability facilities, and 12 juvenile justice and rehabilitation facilities.

- Project is behind schedule; requires updated investment plan
- Provided status update 5/11/17 to TSB Subcommittee

TODAY: Current status of investment plan amendment

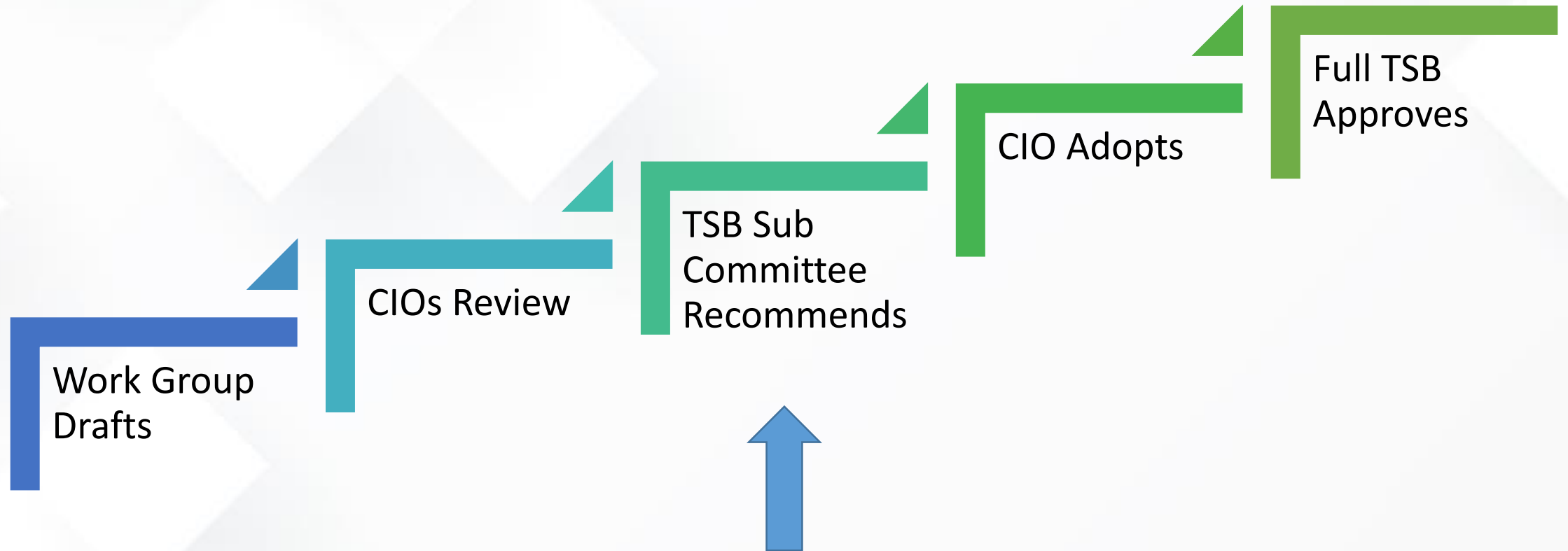
Policies/Standards Review

Information / Update

August 10, 2017

15

Where Are We?



August 10, 2017

16

Policy 121 – IT Investment Approval/Oversight



Purpose of action

- Approve policy change



Business case

- Process improvements resulted in new assessment tool & results



Key objectives

- Formalize use of new assessment tool
- Change terminology for assessment results



Strategic alignment

- Increased transparency to investments
- Support improved data capture and analysis



Implementation

- Tool and supporting processes implemented in May 2017



Success criteria

- Compliance (assessments performed)
- Analysis (assessment results and project outcomes)

Standard 121.10 - Go-Live Readiness Governance



Purpose of action

- Approve new standard



Business case\

- Go-Live decision is a critical one
- Minimum standards apply across all major projects, regardless of agency maturity



Key objectives

- Define decision making roles
- Promote best practice
- Encourage informed go/no go decisions



Strategic alignment

- Strengthen business governance
- Mature project management practice



Implementation

- Major projects will need to plan for go/no go criteria and dates



Success criteria

- Minimize end user complaints post implementation
- Minimize high severity problems after implementation

Standard 141.10 - Securing IT Assets



Purpose of action

- Approve updated standard
- Clarify where and when the IT Security Standards apply
- Require increased usage of data encryption
- Strengthen data disposal procedures



Business case

- Increase citizen confidence
- Reduce costs associated with breach notification and remediation
- Reduce business risk to agencies deploying mission-critical online services



Key objectives

- Ensure standards apply regardless of where state-owned data resides
- Reduce the likelihood of unauthorized access to sensitive data
- Improve the state's overall security posture



Strategic alignment

- Results Washington Goal #5: Accountability
- Alignment with federal standards and leading IT security best practices



Implementation

- Will require agencies to ensure encryption is implemented on any new system containing Category 3 or 4 data, regardless of location
- Requires encryption plan for currently non-encrypted Category 3+ systems on the SGN



Success criteria

- Increase in Cat 3+ encrypted systems deployed as measured by design review compliance
- Decrease in data disposal non-compliance as measured by annual attestation

Policy 186 – Commonly Used Software Retirement



Purpose of action

- Approve Updated Policy
- Ensure Agencies retire software before vendors stop support



Business case

The inability to obtain vendor application support for commonly used software increases technical debt, threatens security, and jeopardizes the ability to support



Key objectives

- Decrease the technical debt
- Mitigate the security risks associated with the use of unsupported software



Strategic alignment

- Statewide application modernization
- Improved security



Implementation

- Agencies will need to continue to build software retirement into their technology refresh cycles



Success criteria

- No instances of unsupported commonly used software use
 - # of instances

Standard 186.10 - Commonly Used Software



Purpose of action

- Approve updated standard
- Companion to Policy 186 Software Retirement



Business case

The inability to obtain vendor application support

- increases technical debt,
- threatens security, and
- jeopardizes the ability to support future business needs



Key objectives

- Refine the scope of what is considered commonly used software
- Identify software that is considered “commonly used”



Strategic alignment

- Statewide application modernization
- Security



Implementation

- Agencies will need to continue to build software retirement into their technology refresh cycles



Success criteria

- No instances of unsupported software use
 - # of instances

Policy 142 - Windows XP End Of Life



Purpose of action

- Sunset Policy 142



Implementation

This policy is no longer needed as it is covered by Policy 186 and Standard 186.10. There is no anticipated impact from its sunset.

Policy 300 - Statewide Migration to IPv6



Purpose of action

- Establish the requirement and timeline for the state to migrate from IPv4 to IPv6



Business case

- Modernize the state's infrastructure in support of emerging business needs such as mobility and IoT implementations
- Mitigate risk of running IPv4 once unsupported



Key objectives

- Statewide migration by 2025
- Migration plan completion by 2020
- Decommissioning of IPv4 by 2025



Strategic alignment

- Statewide infrastructure modernization



Implementation

- Agencies will need to build migration into application and infrastructure modernization efforts
- Agencies will need to acquire resources over the next 4 biennia



Success criteria

- Migration plans completed by 2020
 - # of migration plans complete
- Migration by 2025
 - % of migration completion

FirstNet State Plan Update

Information

August 10, 2017

24

Public Comment

August 10, 2017

25