Technology Services Board Portfolio and Policy Subcommittee Meeting

August 11, 2016

10:00 a.m. – 12:00 p.m.

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AGENDA

TOPIC	LEAD	PURPOSE	TIME
Welcome and opening remarks	Michael Cockrill	Information	10:00
Policy Review • **Policy 151 – Disaster Recovery** • **Policy 181 – Accessibility** • **Policy 184 – Data Center Investments**	Sue Langen Ryan Leisinger Cammy Webster	Discussion/Recommendation	10:05

Enterprise Project Review – FAST Technologies
 	
• **Dept. of Licensing**
    o **Prorate & Fuel Tax System Replacement**
    o **DRIVES – Business & Tech Modernization**
 	
• **Dept. of Revenue**
    o **Tax and Licensing Systems Replacement**
 	
• **Dept. of Employment Security**
    o **Unemployment Tax and Benefit (UTAB) System**
	Rob St. John
	Jim Hammond
	
	Kathleen Drew
	Pamela Davis-Taggart
	Josh Johnston
	Peter Barlow
	Marcus Glasper
	Kit Bail
	
	Matt Buelow
	Abhi Kuzhikat
		Discussion/Feedback	10:30

Improving Project Outcomes • **Oversight Process**	Rob St. John Jim Hammond Kathy Pickens-Rucker	Discussion/Feedback	11:40
Public Comment			11:55
ADJOURN – 12:00 noon			

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Current TSB Portfolio & Policy Subcommitee Members

Industry Members	Legislative Members
Kris Kutchera – Alaska Airlines*	Sen. Mark Miloscia - Senate R
Butch Leonardson – BECU*	
Paul Moulton - Costco	
Executive Branch (Agency Directors)	**Other Government**
Michael Cockrill – CIO & Chair	Bill Kehoe – CIO King County
Marcie Frost - DRS	Jeff Paulsen – Labor Rep

Blue – members present
Black – members absent

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Policy Review

Information / Discussion

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Where Are We?

Work Group Drafts

CIOs Review

TSB Sub Committee Recommends

CIO Adopts

Full TSB Approves

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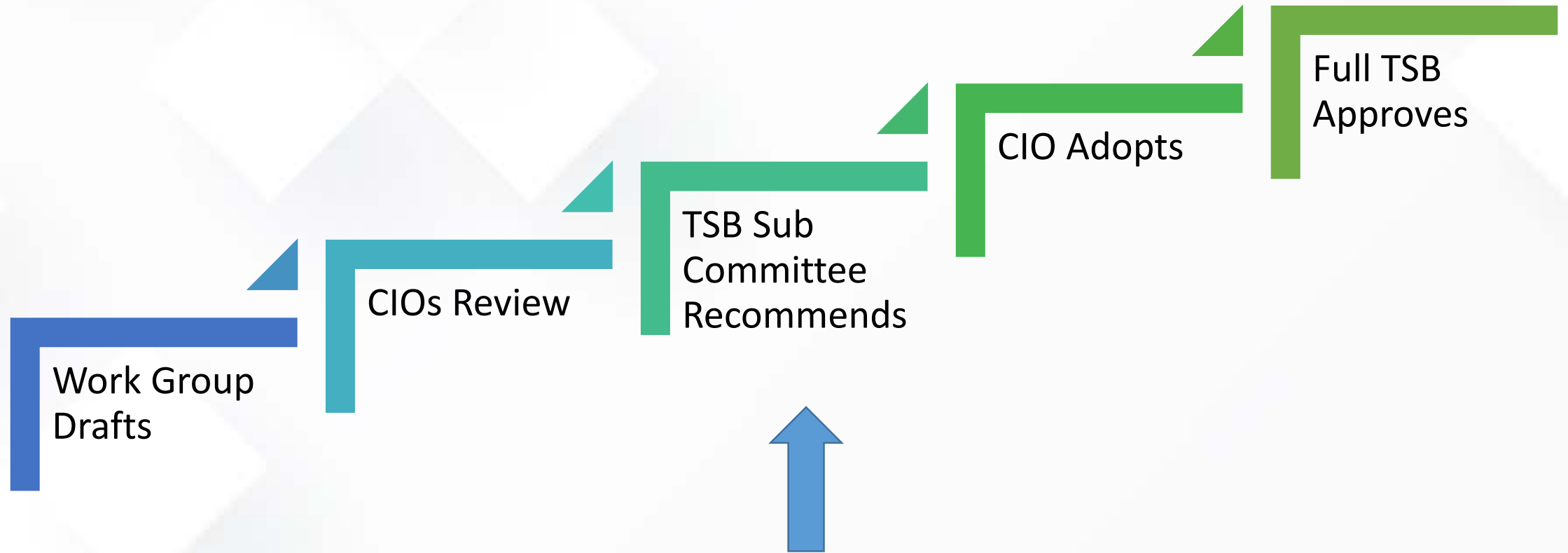
Policy 151 – IT Disaster Recovery Planning

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Complete COOP  →  Create DR Plan(s)  →  Train Staff
                                              ↓
Update DR Plan  ←  Act on Test Results  ←  Test Annually
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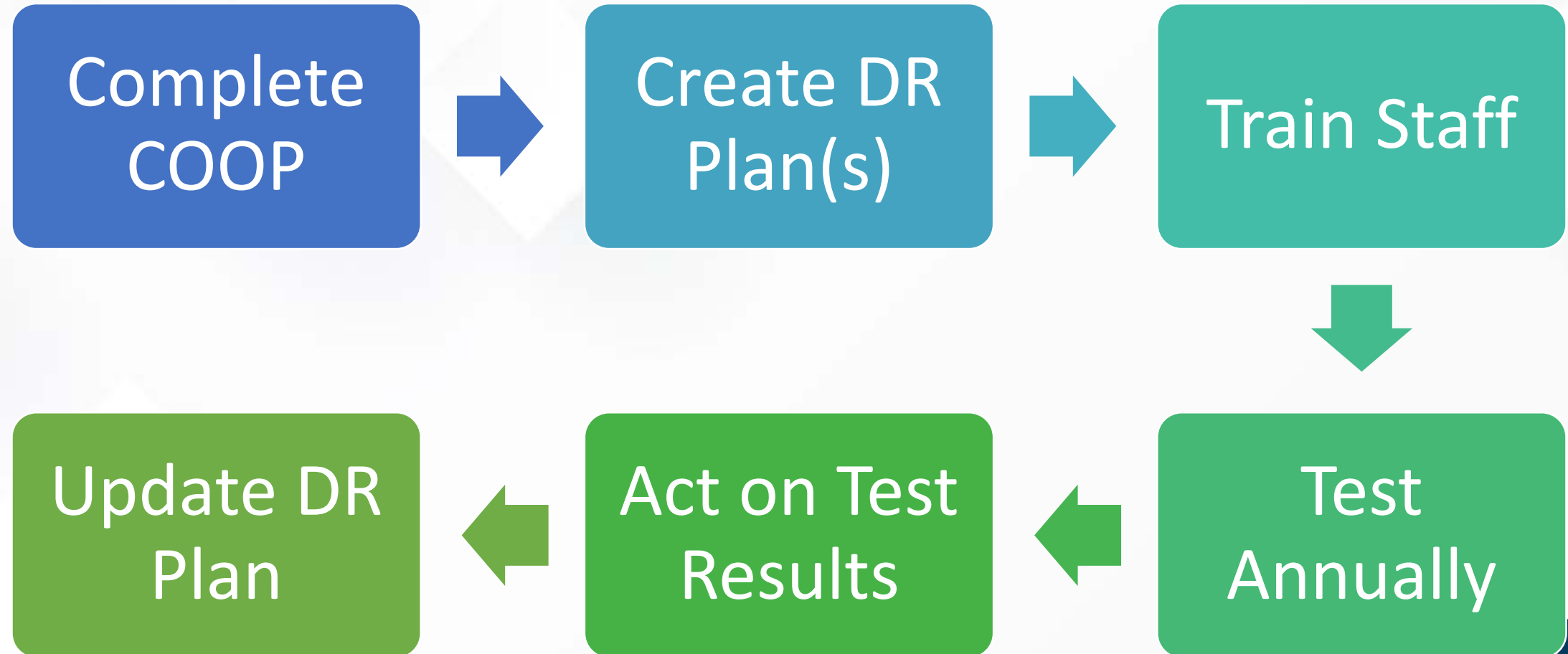
Policy 184 – Data Center Investments

Migration Strategy	Timeline	Weigh Agency Impact
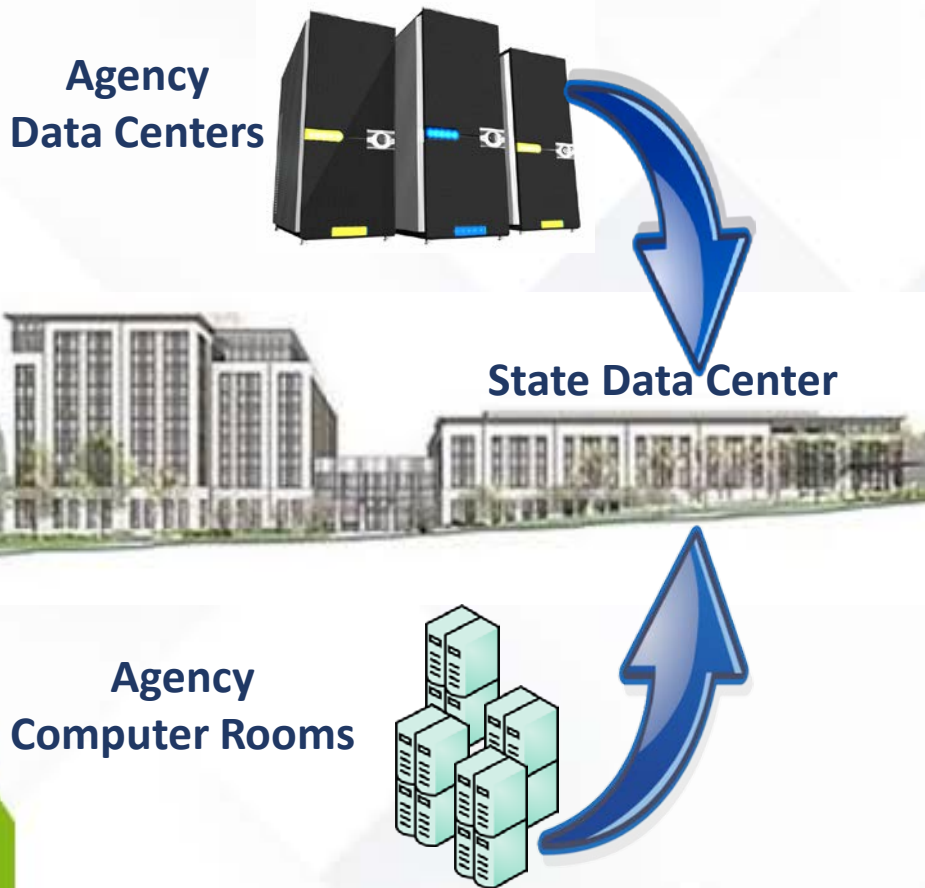
Agency Data Centers

State Data Center

Agency Computer Rooms

Policy Date

30 JUNE 2019

Business Value & Opportunity

BALANCE WAIVER PROCESS

Data Center Investment

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Policy 184 – Data Center Investments

Old Policy Limitations
- Ambiguous expectations
- Constrained waiver request process
- Limited future thought to compute strategy

Financial Goals
- Right size allocation of debt service to maximize federal participation
- Narrows data center facility investment to SDC

Technical Goals
- Provides path to put compute where it belongs
- Applies pressure to come up with a plan

Agency Voiced Concerns
- Timeline too aggressive
- Competing priorities for scarce resources
- Organizational change management impact

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Policy 188 - Accessibility

All covered technology must meet established and testable worldwide standard – WCAG 2.0 AA
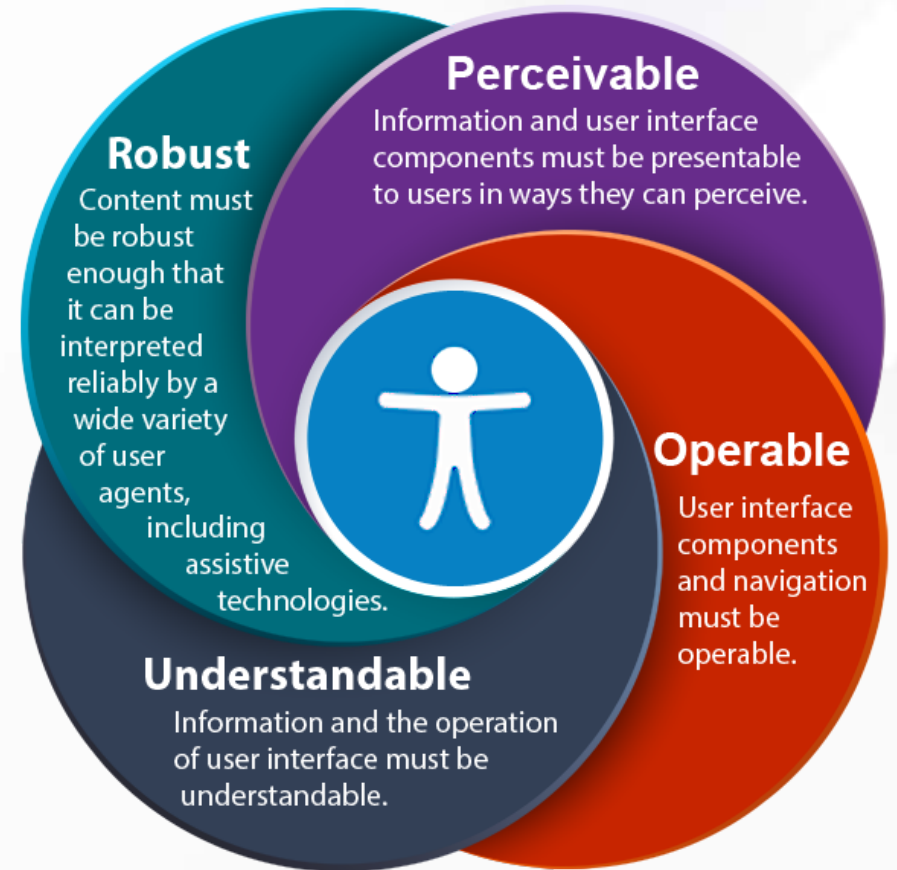
New

OCIO waiver required for non compliance

In Development or Procurement

OCIO waiver required for non compliance

Existing
Prioritized list and a plan to correct

:: Agencies Must ::
o Identify IT Accessibility Coordinator
o Develop Internal Policy and Process
o Publish Plan to Address Existing Technology

Robust
Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Perceivable
Information and user interface components must be presentable to users in ways they can perceive.

Operable
User interface components and navigation must be operable.

Understandable
Information and the operation of user interface must be understandable.

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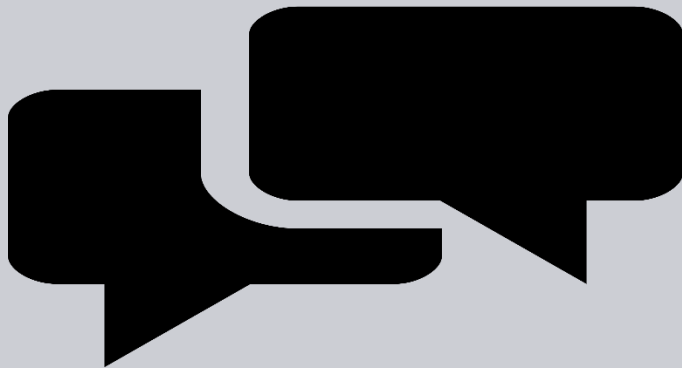**Chief Information Officer**

Policy 188 - Accessibility

Department of Justice

Americans with Disability Act (ADA)

:: Settlements ::

Edx.org | PeaPod | WA State Board of Education

H&R Block $90,000 plaintiffs – $55,000 civic

Agency Responses

Plan due by end of year too aggressive

Impact beyond IT

Questions about Section 508 and ADA

For Decision

- Do you recommend Policy 151 for approval & that Standard 151.10 can be rescinded?

- Do you recommend Policy 184 for approval?

- Do you recommend Policy 188 for approval?

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Enterprise Project Review

Discussion

Washington State FAST Projects

- 3 Agencies and 4 Projects

- FAST Investment - $103.7M

- Total Project Spend – $202.6M

- OCIO Engagement

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FAST Enterprises, LLC

- Focus on Government Solutions

- Revenue / Licensing / Unemployment

- 35 state and local governments in US

- 7 countries

- Founded in 1997

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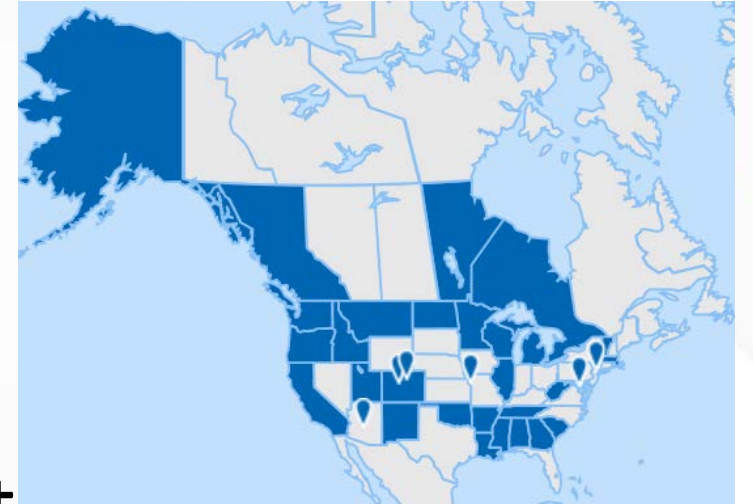
Washington State FAST Projects

DOL - Prorate Fuel Tax	DOL – Vehicles/Drivers
$4.5M	$43M
Oct 2014 to Oct 2016	Jul 2015 to Dec 2018

FAST Enterprises, LLC

DOR - Tax & Licensing	ESD – Unemployment
$36.6	$19.6
Jul 2015 to Dec 2018	Apr 2015 to Apr 2017

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Fast, Inc. Projects Timelines
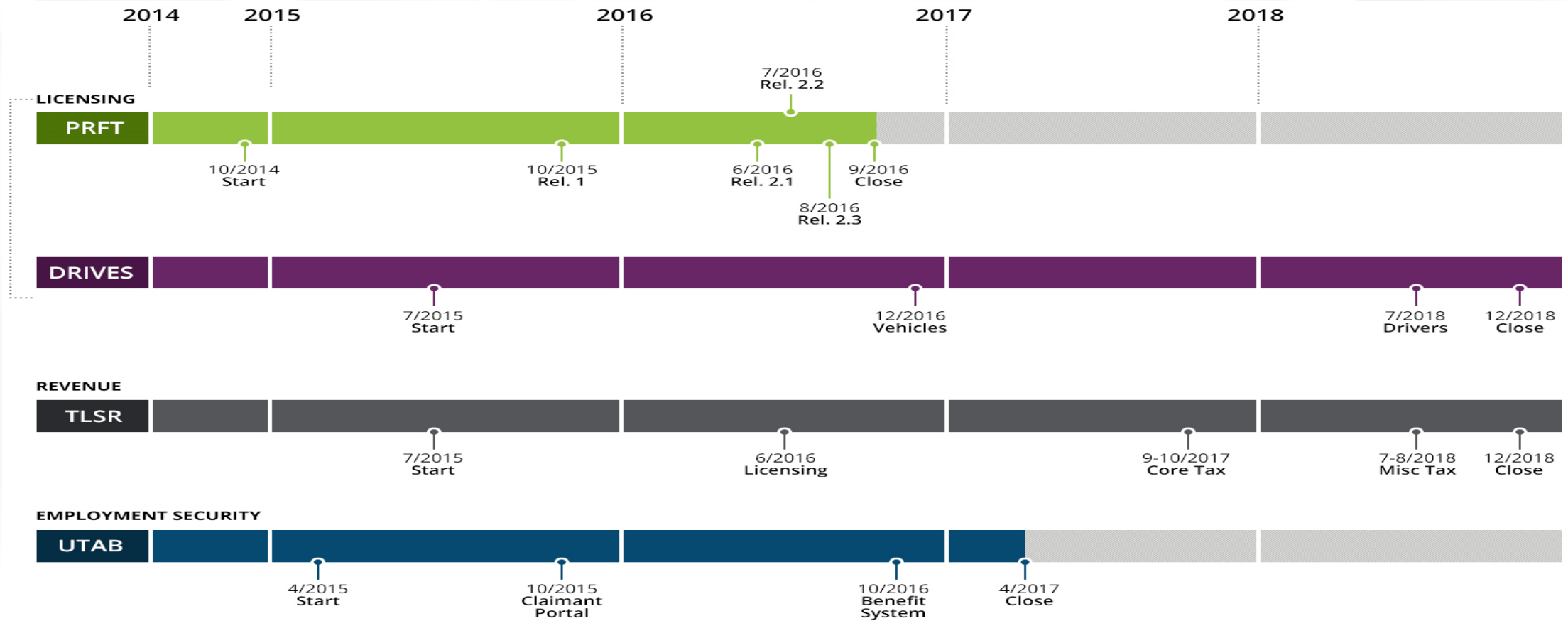
DOL-Prorate & Fuel Tax System Replacement (PRFT)

- Business problem to be solved; Progress to project goals

- Current status (e.g., Phase 1 rollout)

- Lessons learned - top 3 (e.g., What advice can you give to agencies coming next?)

- Questions for the TSB members?

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DOL-DRIVES - Business and Tech Modernization

- Business problem to be solved; Progress to project goals

- Current status (e.g., Phase 1 rollout)

- Lessons learned - top 3 (e.g., What advice can you give to agencies coming next?)

- Questions for the TSB members?

DOR-Tax and Licensing Systems Replacement (TLSR)

- Business problem to be solved; Progress to project goals

- Current status (e.g., Phase 1 rollout)

- Lessons learned - top 3 (e.g., What advice can you give to agencies coming next?)

- Questions for the TSB members?

ESD-Unemployment Tax and Benefit (UTAB) System

- Business problem to be solved; Progress to project goals

- Current status (e.g., Phase 1 rollout)

- Lessons learned - top 3 (e.g., What advice can you give to agencies coming next?)

- Questions for the TSB members?

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Questions / Discussion

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Project Oversight

Information / Discussion

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Improving Project Outcomes

Budget

Align technology strategy & public policy
IT strategy
4-6 year projection
Lessons learned
Capital budget model
IT budget pool

Portfolio

Invest in the right things
Enterprise strategies
Modern / Transform
Enterprise resource planning (ERP)
Unified business identifier (UBI)
Humans
eGov
Technology Business Management (TBM)

Delivery

Execute & deliver outcomes	
Quality Assurance	☑ Done
Risk / Severity	☑ Done
Triggers / major projects to TSB	☑ Done
Process	
People/skill	
Responsibility	
Governance	
Project / Program management (PMO)	
Taskforce	

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Concept for Oversight Framework
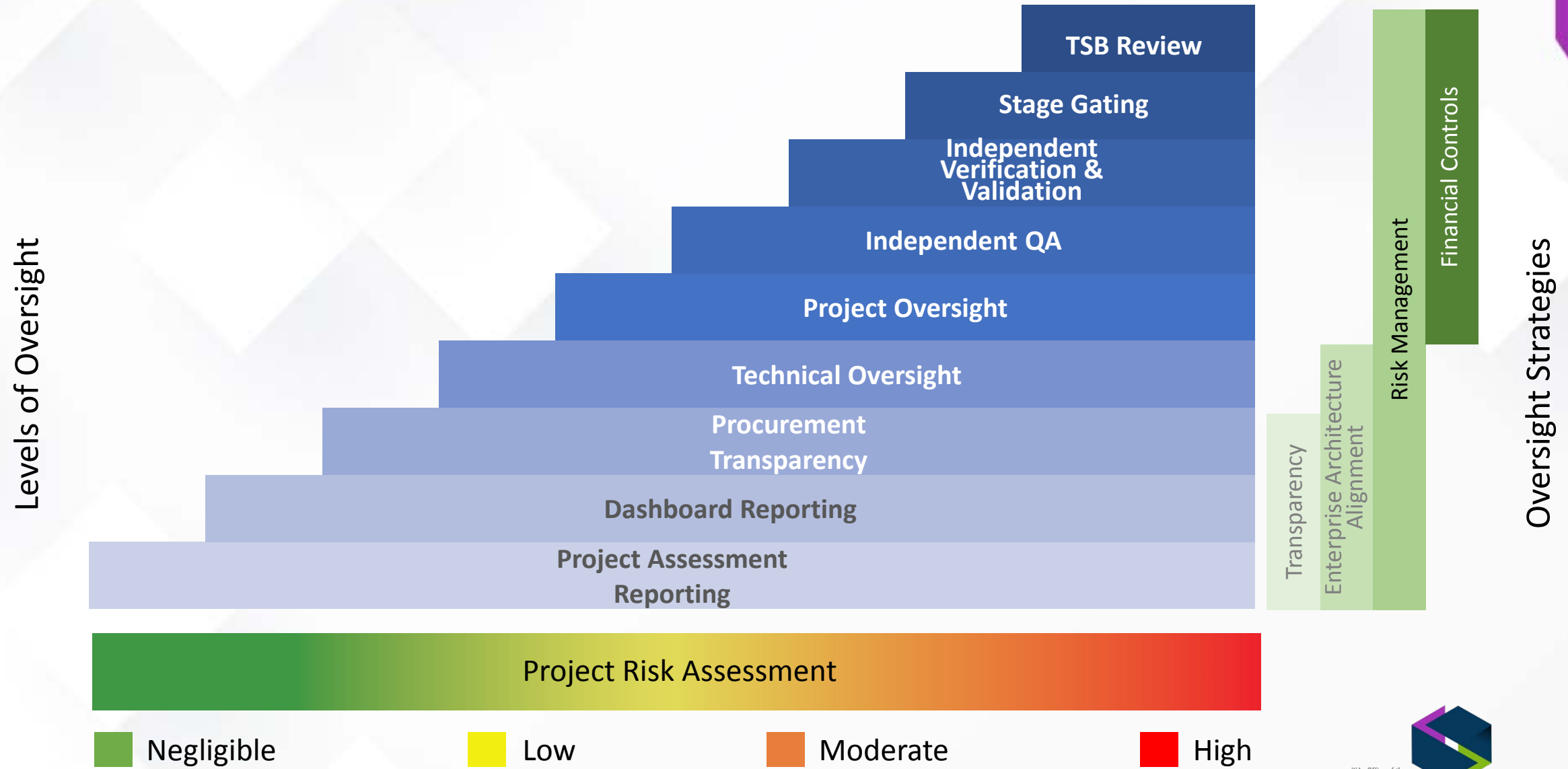
Oversight Process Initiative
To be launched in September

Scope

- Review current definitions, methods and procedures for 'project oversight',
- Obtain TSB Subcommittee input and insight
- Review research from industry and other states
- Evaluate oversight over the life of a project

Deliverables

- Finalized tool and data collection methods
- Updated oversight framework
- Updated Policy 121

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Public Comment

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