

Technology Services Board Portfolio and Policy Subcommittee Meeting

April 18, 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
Project Briefings <ul style="list-style-type: none"> • ECY – eTime Successes and Demo <ul style="list-style-type: none"> ○ Polly Zehm, Executive Sponsor ○ Lisa Darnell, Business Sponsor • WSP/DOT/DOC – Shared Radio Resources • SBCTC – ctLink <ul style="list-style-type: none"> ○ Mike Scroggins, Dep. Exec. Dir. for IT and CIO ○ Luke Robbins, President, Peninsula College ○ Bob Adams, Moran Consulting Quality Assurance 	Rob St. John David Walddon David Walddon Kathy Pickens-Rucker	Discussion	10:10
Technology Business Management (TBM) Implementation Update	Rob St. John Cammy Webster Derek Puckett	Information	11:00
Policies & Standards Review <ul style="list-style-type: none"> • 113 – Technology Business Management (TBM) Policy - Revised • 113.10 – TBM IT Expenditure Data Provision Standard - Revised • 113.20 – TBM IT Labor Data Provision Standard - Rescind • 113.30 – TBM Taxonomy – Revised • 113.40 – TBM Reporting Solution Standard - NEW • 188 – Accessibility - Update 	Rob St. John Sue Langen Cammy Webster Ryan Leisinger	Discussion/Feedback	11:15
Public Comment			11:55
ADJOURN – 12:00 noon			

Current TSB Portfolio & Policy Subcommittee Members

Industry Members

Kris Kutchera – Alaska Airlines*

Paul Moulton - Costco

Legislative Members

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

April 18, 2017

Project Briefings

Discussion

April 18, 2017

ECY – Time & Leave (eTime)

- Project review
- Lessons learned
- Demo


Time & Leave Project Review

01




Key Objectives

03



Project Results

05



Demo

02



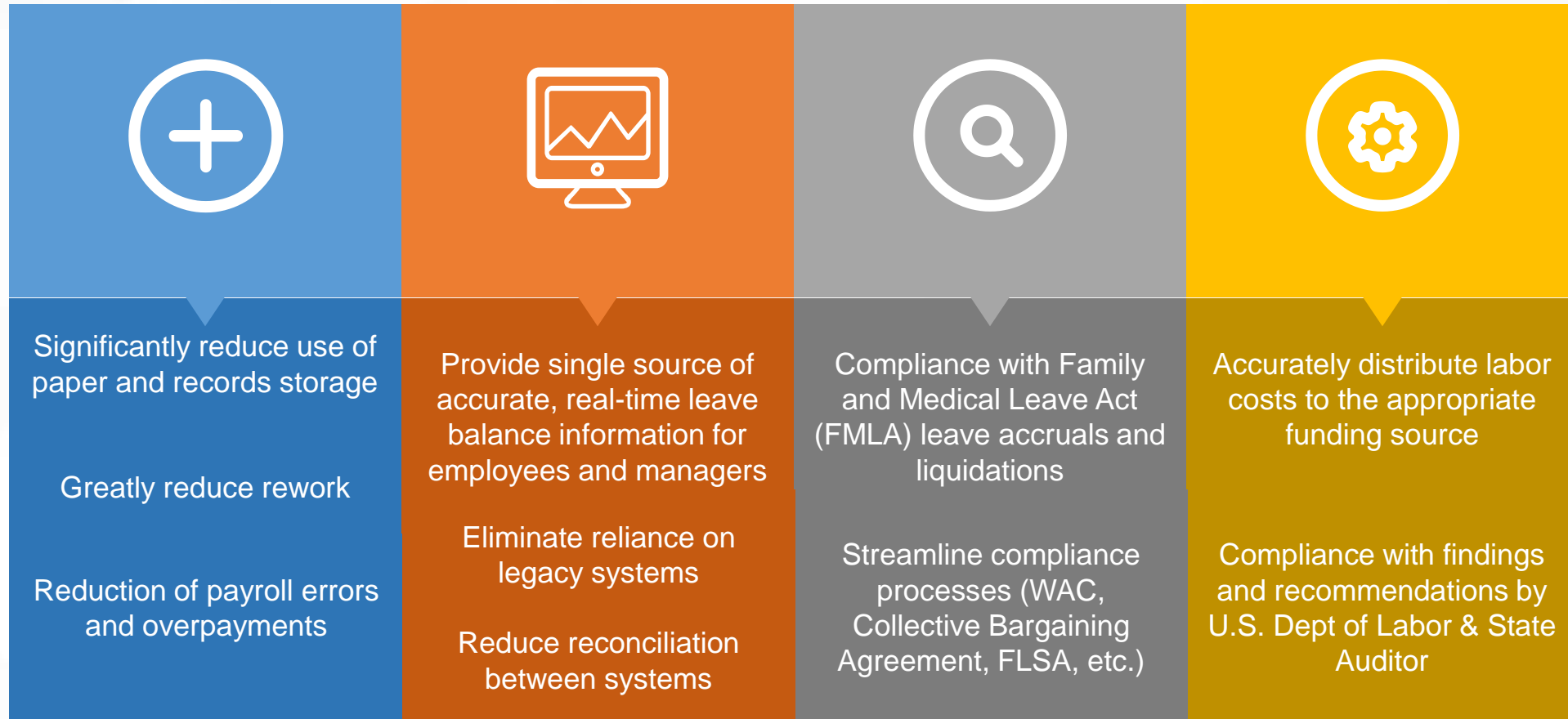
Time and Leave Project

04



Lessons Learned

Key Objectives



Time & Leave Project

History

- 1988** TMS Implemented.
- 2009** Time Acct Voted highest priority for IT Investment
- 2011** Selected as TLA Pilot agency
- 2015** TLA unfunded

Project Execution

2016/2017 Design, configuration, testing, training, support, and transition.



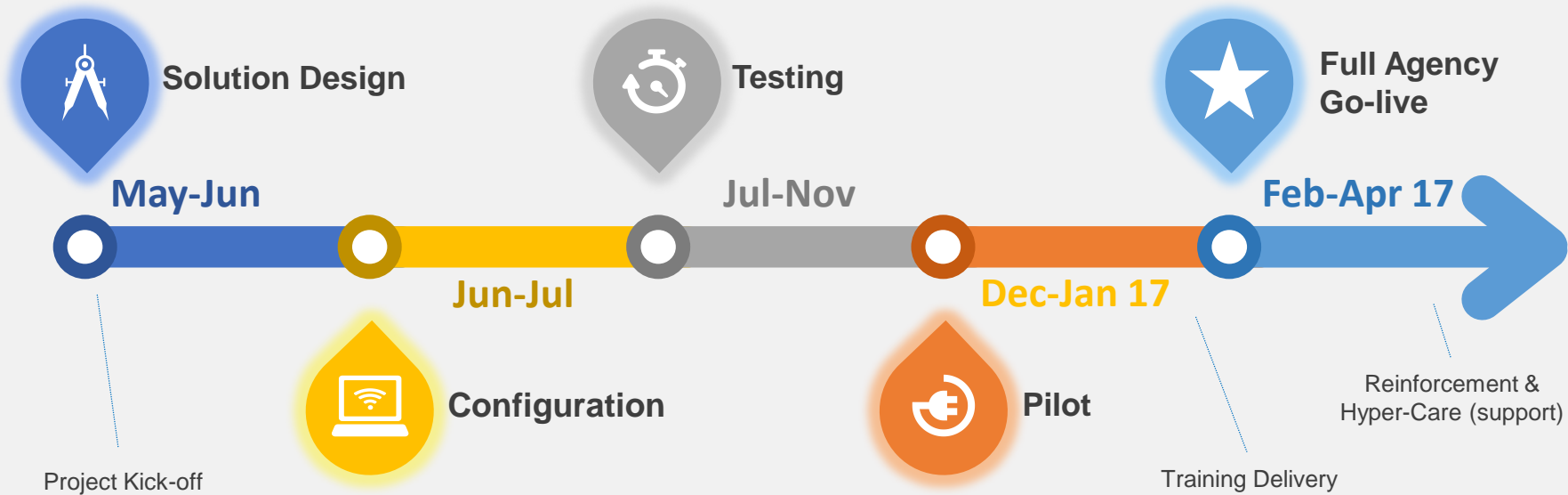
Project Restart

- 2016** Funded through supplemental budget
- 2016** Project kickoff in May

Today

1,891 employees in production. Project will be complete on 4/30/17.

Time & Leave Schedule

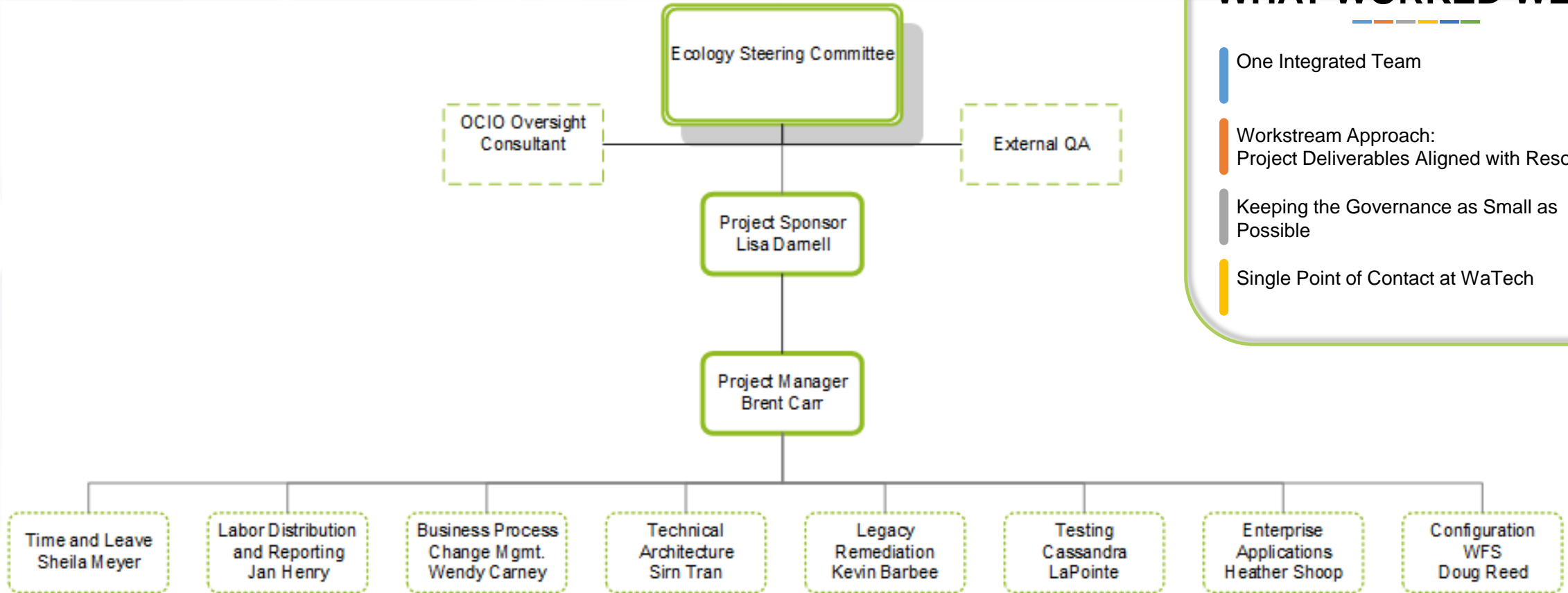


OCM – Execute the OCM plan throughout entire project

Scope of the Solution



Project Team Structure



WHAT WORKED WELL

- One Integrated Team
- Workstream Approach: Project Deliverables Aligned with Resources
- Keeping the Governance as Small as Possible
- Single Point of Contact at WaTech

Organizational Change Management

Project Complexity

- Change impacts every employee – unlike most projects
- Significant business process changes
 - Paper to electronic, supervisor approval, site logs, in/out time entry
- High Risk Stakeholder groups

Comprehensive OCM Plan

- Internal resource teams trained for execution
 - Champions (advocates), trainers, power users
- Leadership trained on OCM
- Data driven approach
- Business Process Impacts identified “what's in it for me” (WIIFM)

Outcomes

- High level adoption (employee and supervisor)
- Training outcomes exceeded objectives
- Supervisor/employee desire for project success and buy-in high
- Resistors/distractors converted to advocates
- Extremely high sponsorship/executive leadership engagement

[External QA Report January 2017](#)

“The executive stakeholders of the project are involved, informed, actively participating in sponsor level management of issues, and are a key to the project’s current standing.”

12

April 18, 2017

Project Results

Project

2 months ahead of schedule
>\$300k under budget
Scope increased to achieve complex objectives

Business outcomes

All employees paid accurately
Objectives being validated
Pilot and full agency go-live KPI exceeded targets

> 90% of employee timesheets submitted on time
> 90% of employee timesheets approved on time
Payroll redlines and spool errors are 0



Technology

Solution integrated within the enterprise infrastructure
- HRMS, AFRS, integration layer, reporting
Support for single sign on
Legacy systems being decommissioned

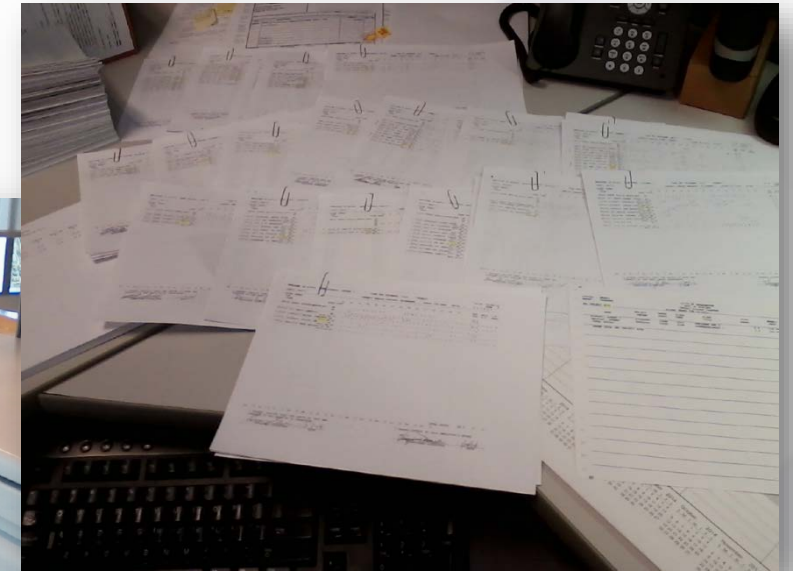
Applicability

Validated the solution will pay employees
Reusable project tools
Configured solution
Functional and technical design documents

External QA rating is Green – Best practices level

April 18, 2017

Examples



Paper and storage savings

Save 30,000 pieces of paper/month.
Cost recovery documents are stored offsite
for 20 years.

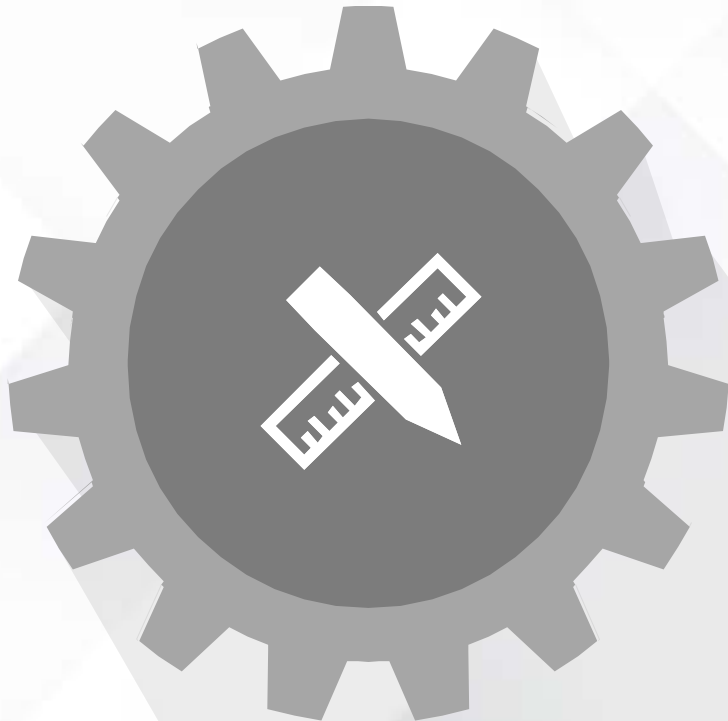
Error reduction

Error reduction greatly reduces the time
and rework. Adjustments, missing files, late
documentation, memos, etc.

Eliminating reconciliation

Significantly less time reconciling paper
with multiple systems.

Lessons Learned



- Comprehensive resource plan
 - Internal, external and vendor team members.
- Begin preparing now for eTime – design document review, identify decisions, etc.
- Pilot implementation – validates configuration, prepares trainers, early learning for full agency and operational transition
- Comprehensive support and transition plan
 - HyperCare, Business Help Desk, Utilizing agency champions
- Allow sufficient time for testing
 - Consider internal and external constraints
- Train agency resources to perform configuration

eTime Demo

Employee Dashboard

Login, leave balances,
calendar, reports



1



2



3



4

Time Entry

Timesheet entry, labor
distribution, site logs,
alerts, results

Supervisor Dashboard

Employee timesheets, group time
entry, time off request approvals,
timesheet approval, reports

Time Off Request

Requesting time off, leave
types, balances and
projections

Thank You!



April 18, 2017

17

Shared Radio Resources



SBCTC – ctcLink Progress Report

- Status of remediation work Gartner identified in November 2016
IV&V Assessment
- News on Ciber (systems integrator)
- Staffing updates
- Preparing amended Investment Plan for submittal to the OCIO

Technology Business Management (TBM) Update

April 18, 2017

20

Technology Business Management Changes

Standardization

Consolidated 19 separate cost mapping projects into 1

Moved to industry standard taxonomy

44 agencies – Using template process for agency cost mapping



Impacts of standardization

Increased agency adoption rate

Leverage “Out of the Box” reporting

Improved Benchmarking – Agency to Agency & Agency to Industry



Results

CIO now have insight into shadow IT in the agency

Quickly identify coding gaps related to IT spend

Improved view into new IT spend versus M&O IT spend

Technology Business Management Improvements

IT Spend

- \$1B - \$1.3B Increase identified in minutes vs. hours
- Trending +/- IT spend by government function
- DOL – IT spend per drivers license

Leadership

- Industry leader - Federated rollout to 44 agencies
- Processes support TVO to agency business
- Federal Government looking at us as a model

Program KPI

- Agencies with TCO to applications increased to 100%
- Identified IT spend coding errors is reduced to 0%
- Increase number of agencies with TVO to business

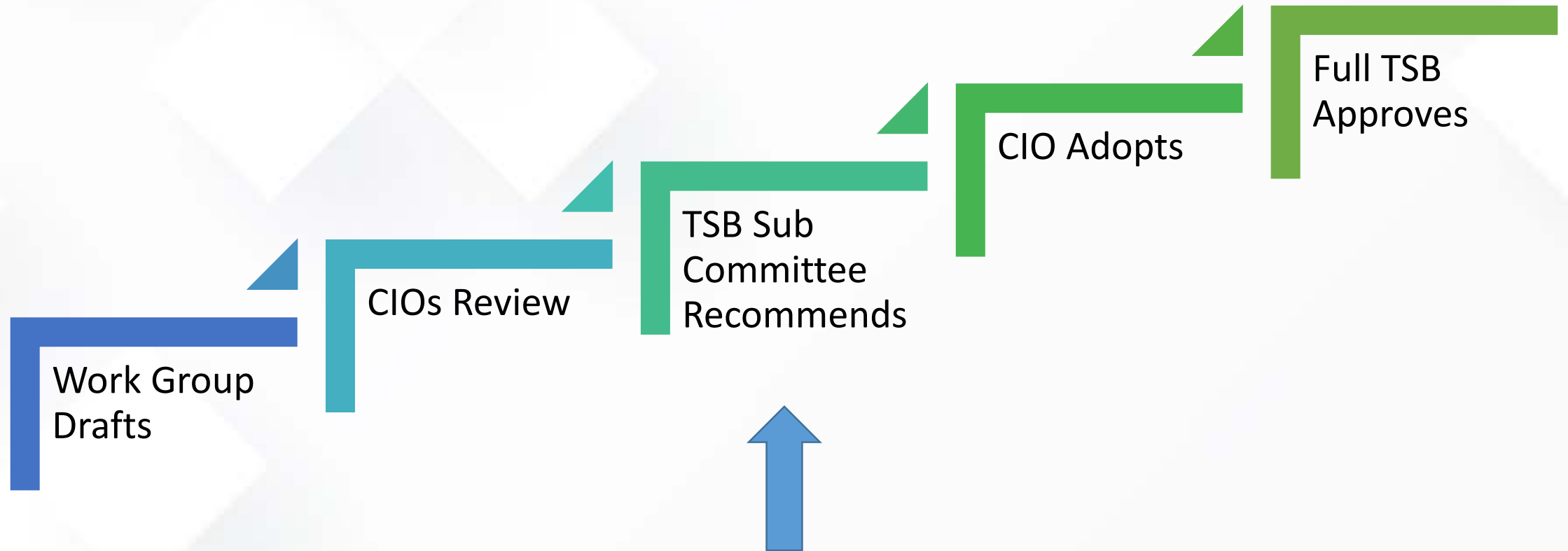
Policy Review

Information / Discussion

April 18, 2017

23

Where Are We?



Technology Business Management (TBM)



Purpose of action

- Request approval of sunset review update of an existing policy and standards
- Request recension of outdated standard
- Request approval of new standard



Business case

- [RCW 43.105.054 Section 2\(f\)](#) requirement for TBM Program
- From lessons learned - streamline program work efforts and processes



Key objectives

- Use data driven analytics to identify opportunities for efficiency and savings of IT spend
- Reduces complexity to program participants
- Link IT spend to business service value



Strategic alignment

- Supports efficient, effective and accountable government by using industry standard taxonomy and common terms
- Show what agencies get for IT spend



Implementation

- 44 agencies to use standardization to categorize IT spend for analysis and reporting
- Reduce time spent correcting foundational categorization elements
- One-on-One meetings with agencies



Success criteria

- Agency reporting is 100%
- Increased accuracy in coding IT spend
- More agencies can show value of IT to business service and monitor performance of investment

For Decision

- Do you recommend Policy 113, Standards 113.10 and 113.30 revisions for approval?
- Do you recommend that Standard 133.20 be rescinded?
- Do you recommend new Standard 113.40 for approval?

Policy #188 Accessibility Status

Exposing non-compliance and possibly opening the Agency up for civil legal action.	Verse	Being transparent in order to avert action from the Dept. of Justice or Office of Civil Rights.
--	-------	---



TIMELINE

- March 14th Proposed emergency change prompted discussion at TSB
- March 20th Memo to Agency CIOs moving date to June 30th
- April 27th Meeting to discuss risk associated with Section 6.1.1
- TBD Direction from meeting on the 27th to be incorporated into Policy update

Public Comment

April 18, 2017

28