Technology Services Board Portfolio/Policy Subcommittee Meeting

February 11, 2021

9:00 a.m. – 11:00 a.m.

WA - Office of the
Chief Information Officer

Agenda

TOPIC	LEAD	PURPOSE	TIME
Welcome and Introductions	**Jim Weaver**	**Introductions**	**9:00**
Approve Minutes from Jan. 14 Subcommittee Meeting	**Jim Weaver**	**Approval**	**9:04**
Project Status – Office of Financial Management – One Washington Program • **Pat Lashway, Deputy Director and Executive Sponsor** • **Vann Smiley, Executive Director** • **Ann Bruner, Chief Technology Officer** • **Lizzy Drown, PMO Manager** • **Emily Poyner, OCM Director** • **Kathy Karich, Deloitte** • **Jennifer Rocks, Deloitte** • **Steve O'Donnell, Workday** • **Allen Mills, QA, *bluecrane*™**	**Sue Langen** **Amy Pearson**	**Program Status**	**9:05**
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**	**Project Status**	**9:50**
Decision Package Prioritization	**Sue Langen**	**Information**	**10:20**
Public Comment			**10:40**

Welcome New Board Member

Senator Nguyen represents the 34th Legislative District.

Assistant Floor Leader:
Washington State Senate Democratic Caucus

Vice Chair:
Senate Human Services, Reentry & Rehabilitation Committee

Also serves on:
Senate Environment, Energy & Technology Committee
Senate Rules Committee
Senate Transportation Committee

Joe Nguyen
Senate Democrat

Current TSB Members

Industry Members

Butch Leonardson – Retired CIO

Paul Moulton – Costco

Legislative Members

Rep. Matt Boehnke – House R

Sen. Joe Nguyen – Senate D

Sen. Ann Rivers – Senate R

Executive Branch (Agency Directors)

Jim Weaver – State CIO & Chair

David Danner – UTC

Tracy Guerin – DRS

Vikki Smith – DOR

Other Government

Viggo Forde – Snohomish County

Members present
Members absent

Approve 01/14/2021 Minutes

Office of Financial Management
One Washington

Technology Services Board Subcommittee Meeting

February 11, 2021

Agenda

- Welcome and introductions
- Three key messages
- Quality assurance
- Program readiness
- Agency readiness – people, processes and technology
- Phase 1 funding
- Key takeaways, wrap-up, and questions

Kathy Karich, Deloitte

Engagement Leader

Steve O'Donnell, Workday

Principal Managing Partner

Accomplishments

Winter 2020

We were:

- ✓ Designing an OCM plan based on Baseline Readiness Survey results
- ✓ Securing an EO from the governor's office
- ✓ Starting due diligence demos
- ✓ Validating data for agency interfaces & inventories
- ✓ Selecting a special AAG
- ✓ Preparing SI RFP

Winter 2021

We have:

- ✓ Completed 18 months of OCM preparation
- ✓ Delivered on OCM Baseline Readiness Assessment with complete agency scorecards and deep dives in play
- ✓ Promulgated the tenets of EO 19-04 across the enterprise
- ✓ Selected Workday ERP
- ✓ Developed methodology and rigor on the funding pool requests and decision package – resulting in $95.3M in the governor's proposed budget
- ✓ On-boarded Deloitte as the system integrator

3 KEY MESSAGES

The 3 Key Messages

The Program Is Ready

- On-time, on-schedule, on-budget, expertise is on-board and we're ready to begin implementation.
- We have the leadership, the team and the expertise to get this done.

The Program Is Preparing Agencies

- We continue to support agencies through the people, process and technology changes.
- We are targeting high impact agencies to ensure they have support to be ready.

Phase 1 Funding Is Critical

Funding for both Phase 1a & 1b will:

- Optimize the state's investment
- Address systems at risk
- Ensure agency support via IT and OCM funding pools

QUALITY ASSURANCE

Readiness Assessment Results: Project Management and Sponsorship

- ✓ As required by OCIO Policy 132, *bluecrane* completed a Readiness Assessment in January for One Washington's transition from Phase 0 to Phase 1A

- ✓ Areas within **Project Management and Sponsorship** that need attention include:

  - ➤ **Developing details for the non-Workday-centric work** in order to provide agencies with the information they need to determine scope, develop schedules, and assign resources to legacy remediation and other One Washington work

  - ➤ **Improving governance** at both the enterprise and Program levels to facilitate the **rapid decision-making** that will be required to keep the Program's aggressive timeline on-track

  - ➤ Developing **agency-specific** project planning review and validation processes within the Program's PMO

Project Management and Sponsorship		
Assessment Area	**Readiness Assessment**	**Risk Assessment**
Budget: Funding	High (for Start of Phase 1A)	Risk
Budget: Management	High	No Risk Identified
Scope: Workday Activities	High	No Risk Identified
Scope: Non-Workday Activities	Medium – Details of Non-Workday Scope are Lagging	Risk
Schedule: Workday Activities	High	No Risk Identified
Schedule: Non-Workday Activities	Medium – Details of the Timing for Non-Workday Activities are Lagging	Risk
Governance: Enterprise Level	Medium	Risk
Governance: Program Level	Medium	Risk
Procurements/ Contracts/ Deliverables Management	High	No Risk Identified
Program Staffing	High	Risk
PMO Processes	Medium	Risk
OCM Pool Management	High	No Risk Identified
Technology Pool Management	High	No Risk Identified

Readiness Assessment Results: People

✓ Areas within **People** that need attention include:

➢ Prior to the approval of the OCM Pool, development of innovative **ways** (contractors, Program "tiger teams," "advances" against pool funding, other ???) **to support agencies** that are concerned about what their "boots-on-the-ground" subject matter experts (SMEs) will do to hand-off their "day jobs"

➢ Review of the Program's **communications strategy and operational tactics** to ensure better coordination of messages and agency satisfaction with the level of detail being shared

People		
Assessment Area	**Readiness Assessment**	**Risk Assessment**
Stakeholder Engagement	High	No Risk Identified
OCM: Program	High	No Risk Identified
OCM: Agencies	Medium	Risk
Communications	Medium	Risk
Training	Not Assessed	Not Started

Readiness Assessment Results: Solution

✓ Areas within **Solution** that need attention include:

➢ **Support to agencies** in business processes; requirements, design, and configuration; and integrations

➢ Planning – *now* – for **testing and eventual deployment** of the new enterprise solution

Solution		
Assessment Area	**Readiness Assessment**	**Risk Assessment**
Business Process: Program	High	Risk Being Addressed
Business Process: Agencies	Medium	Risk
Requirements, Design, and Configuration: Program	High	No Risk Identified
Requirements, Design, and Configuration: Agencies	Medium	Risk
Integrations: Program	High	No Risk Identified
Integrations: Agencies	Medium	Risk
Systems Remediation: Agencies	Medium	Risk *(risk increasing)*
Reports: Program	Not Assessed	Not Started
Reports: Agencies	Not Assessed	Not Started
Testing	Medium	Risk
Deployment	Medium	Risk

Readiness Assessment Results: Data and Infrastructure

✓ In the category of **Data**, the area that needs immediate attention is **support of agencies** in their data preparation efforts

✓ In the category of **Infrastructure**, readiness is high; however, work is needed very soon on:

➤ Planning for the **multiple environments** that will be required (e.g., are there plans for a training environment?)

➤ Planning for an **Integrated Service Center** type of support post-deployment

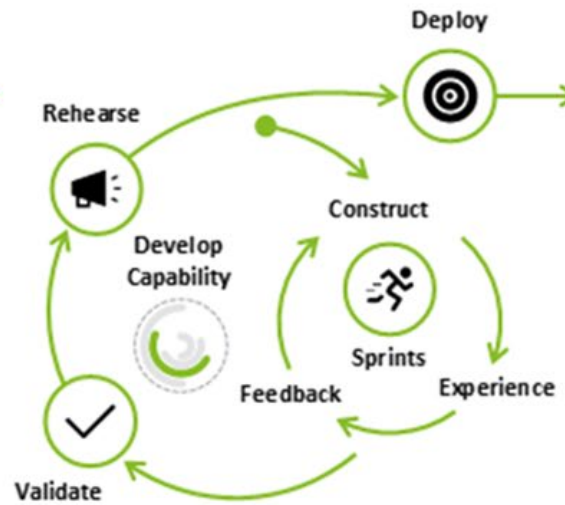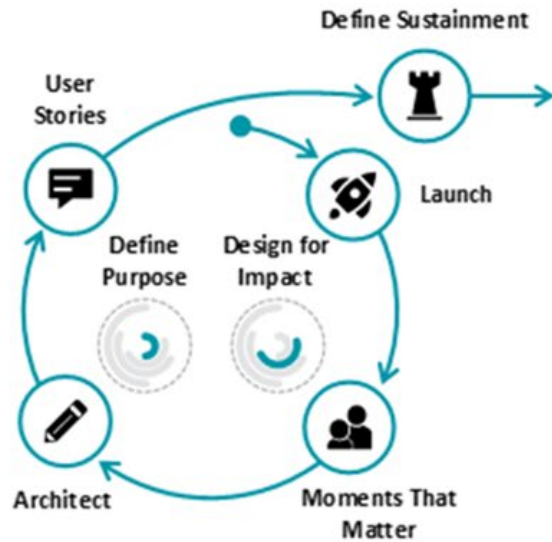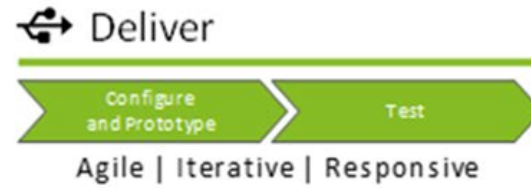| Data		
Assessment Area	**Readiness Assessment**	**Risk Assessment**
Data Preparation: Program	High	No Risk Identified
Data Preparation: Agencies	Medium	Risk
Data Conversion: Program	Not Assessed	Not Started
Data Conversion: Agencies	Not Assessed	Not Started
Data Security	Not Assessed	Not Started

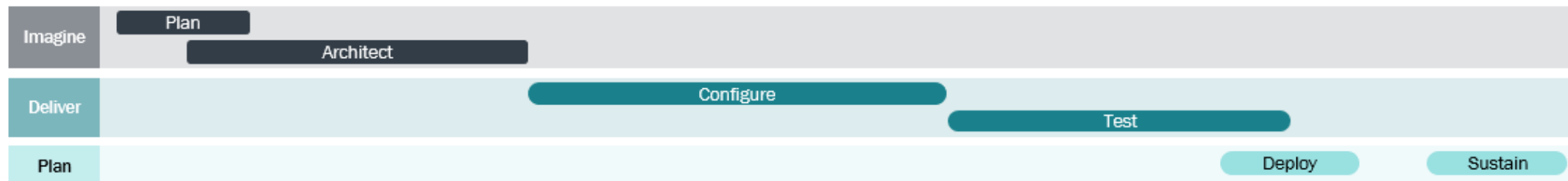| Infrastructure		
Assessment Area	**Readiness Assessment**	**Risk Assessment**
WaTech Infra-structure for Remote Work	High	Risk Being Addressed
Security Functionality	High	No Risk Identified
Access	High	Risk Being Addressed
Environments	Not Assessed	Not Started
Integrated Service Center	Not Assessed	Not Started

PROGRAM UPDATE (READINESS & IMPLEMENTATION)

One Washington

A Business Transformation Program

Design Mapping/Timeline

Imagine
Personalized | Insightful | Meaningful

Plan → Design

- User Stories
- Define Purpose
- Architect
- Define Sustainment
- Launch
- Design for Impact
- Moments That Matter

Deliver
Agile | Iterative | Responsive

Configure and Prototype → Test

- Rehearse
- Develop Capability
- Validate
- Deploy
- Construct
- Sprints
- Feedback
- Experience

Run
Innovative | Efficient | Productive

Deploy → Post-Deployment

- Optimize
- Drive Through Performance
- Sustain
- Support

Launch Wave 1A
1/2021

Go Live 1A
6/2022

2021 — Jan | Apr | Jul | Oct
2022 — Jan | Apr | Jul

Imagine	Plan / Architect
Deliver	Configure / Test
Plan	Deploy / Sustain

WaTech One Washington Project Coordination

Network

- OFM/One Washington Network Changes
  - *Connectivity for Agencies outside the SGN*
- Cloud Highway Integrations
  - *OFM Corporate Azure Connection*
  - *One Washington Amazon Web Services (AWS) Connection*

Authentication

- Secure Access Washington (SAW) / Active Directory Federation Services (ADFS) Integrations
  - *Planning and design efforts underway*
- DNS Updates
  - *New One Washington Domain/Entries*
  - ✓ *Demo environment set up complete 1/21/21*

WA - Office of the
Chief Information Officer

Phase 0 Agency Readiness

✓ Agencies complete transition to AFRS standard interfaces 12/31/2020

- ✓ AFRS Outbound Interface
- ✓ AFRS Outbound Transaction Interfaces
- ✓ AFRS Inbound Transaction Interface

- Integrations team is providing additional time for agencies to continue validation testing with their systems

Agency Interfaces Summary

Agency AFRS Standardized Interfaces Status

Last Updated
1/20/2021

Legend	
Not Applicable	
Not started (NS)	
Scheduled (S)	
In-progress (P)	
Complete (C)	

The focus of this agency summary is on the work outlined by the integration plan for phase 0: ERP readiness, specifically to standardize AFRS interfaces in preparation for OneWa implementation for phase 1a: core financials. *Only agencies identified as requiring a standard AFRS interface are listed below.*

Please note **complex interfaces** may begin during phase 0 but recognize that work will continue into Phase 1a.

*ADDS agencies ** Agency Testing Into Q1 2021	Phase 0					Phase 1A
Agency/Entity	**AFRS Outbound Interface Server**	**AFRS Outbound Transaction Interfaces**	**AFRS Inbound Transaction Interfaces**	**Decommission Legacy Interfaces**	**Complex Interfaces**	**Future ERP implementation**
*Administrative Office of the Courts**		C				NS
Attorney General, Office of the*	P	C				
Department of Children, Youth and Families		C	C		NS	
*Department of Commerce**	C	C				
Department of Corrections	P	C**				
*Department of Ecology**	P	C		NS		NS
Department of Enterprise Services	P	C**				
Department of Fish and Wildlife	C	C				
*Department of Health**	C	C**				
*Department of Labor and Industries**	C	C	C		NS	
Department of Licensing	C	C**	C			
*Department of Natural Resources**	P	C	P (12/21-1/8) pt 1 S (2/16-3/31) pt 2**			NS
*Department of Revenue**		C**	P			
Department of Social and Health Services	C	C	C	NS	NS	
Department of Transportation		P**				NS
Employment Security Division	C	C**	C			
*Health Care Authority**	C	C	C		NS	
Legislative Evaluation and Accountability Program	C					NS
*Lottery Commission, State**	C	C				
Office of Financial Management					NS	P
State Auditor's Office	C	C				
Student Achievement Council		C				
*Superintendent of Public Instruction**		C**				NS
Treasurer, Office of the State	P					NS
Utilities and Transportation Commission		C	C			

AGENCY READINESS – PEOPLE, PROCESSES AND TECHNOLOGY

Agency Deep Dive Meeting Update

Since August, the One Washington program team has completed deep dive meetings with 35 agencies; 1 Deep Dive meeting remains.

Key Deep Dive Topic Areas include:

Technology Readiness – Review of systems and interfaces, connections to integration layer, and upcoming data conversion requirements.

Finance Process Readiness – Discussion of initial draft Chart of Accounts model, AFRS index code cleanup, and current state finance process maturity.

People Readiness – Discussion on Agency Support Team (AST) structure, and challenges or concerns with preparing staff

Total # Deep Dives Needed	Total # Scheduled	Total Remaining to be Scheduled
36 agencies	35	1

These meetings have continued important agency engagement

The table below identifies the **12** agencies we have completed Deep Dives with since 12/17. The team conducted a total of 35 deep dives as of January 25.

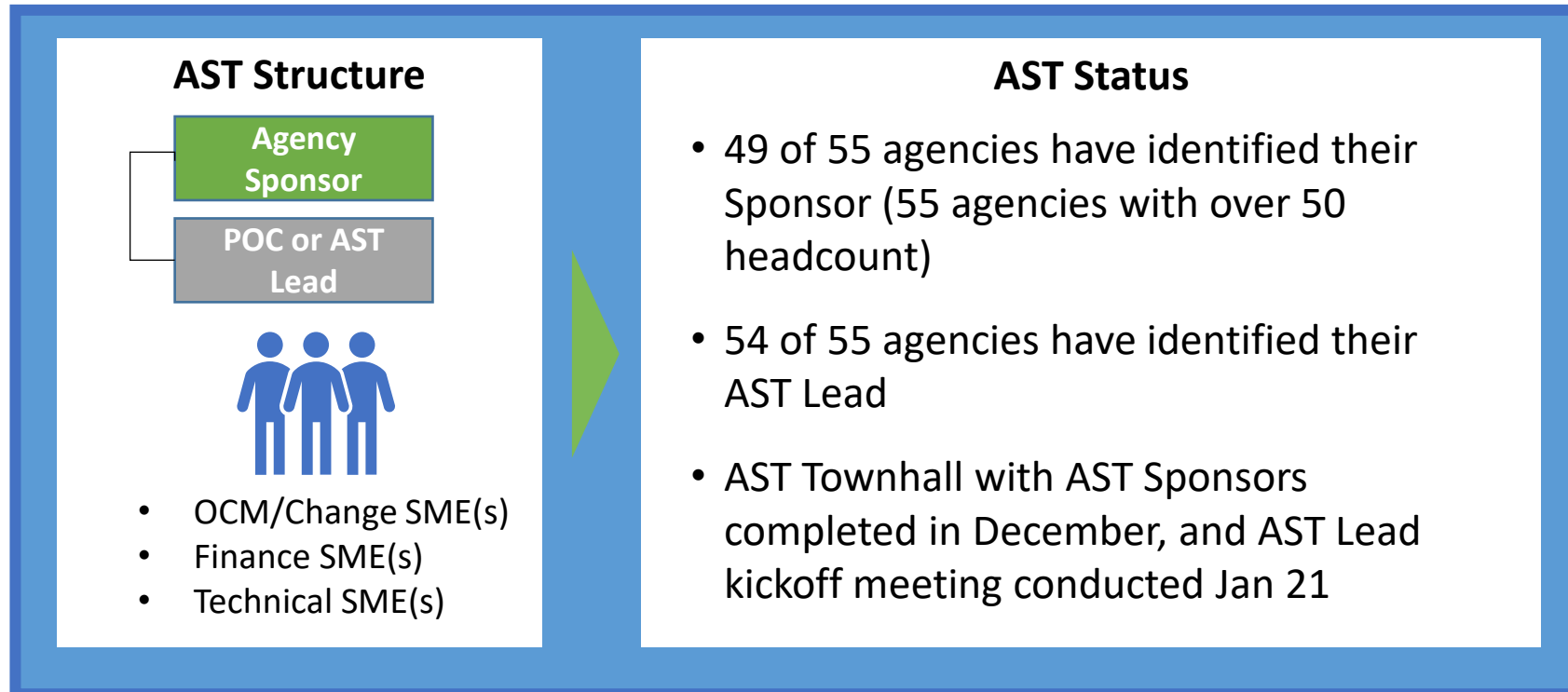| Agency	Date
OST	12/17
Ecology	12/17
DCYF	1/4
WSDOT (1 of 3)	1/4
LCB & Courts	1/5
Military Dept.	1/6
AGR	1/7
OSPI & DFI	1/13
DOH	1/25
ESD	1/26
SAO	TBD

35 completed
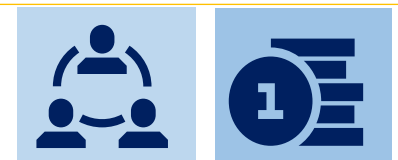
High Impact Agency Approach

Upon completion of the Agency Deep Dive meetings, the One Washington program will continue the engagement with these "High Impact" agencies. Our High Impact Agency approach focuses on the continued partnership, business ownership, and discussion of finance system impacts needed with these agencies.

- We have identified 26 agencies that fit different levels of engagement needed for "High Impact" agencies throughout phase 1 implementation.

- The goal is to help keep "High Impact" agencies informed and engaged on program updates, readiness activities, and impacts beyond the level of information and engagement of all other agencies through the Agency Support Team.

- These routine meetings will allow High Impact agencies to discuss risks, issues, and concerns with One Washington, and understand level of readiness for people, process, and technology.

Agency Support Team (AST) Update

▶ **Purpose**: To strengthen leadership sponsorship and engagement for the program while formalizing finance and technical subject matter expertise for all agencies.

▶ **Overview**: Streamline communications and planning within agencies, including with agency leaders, by organizing and supporting agency resources to complete agency readiness (people, process, and technology) activities

AST Structure

| Agency Sponsor |
| POC or AST Lead |

- OCM/Change SME(s)
- Finance SME(s)
- Technical SME(s)

AST Status

- 49 of 55 agencies have identified their Sponsor (55 agencies with over 50 headcount)

- 54 of 55 agencies have identified their AST Lead

- AST Townhall with AST Sponsors completed in December, and AST Lead kickoff meeting conducted Jan 21

Agency Readiness Checklist

The Agency Readiness Checklist (ARC) tracks agency completion of people, process, and technology readiness activities.

Each agency will have their own "curated" checklist of activities that apply to them.

Consolidated "Master File"

Monthly reporting will be conducted with each agency, and an overall agency readiness report summary for One Washington governance bodies.

Agency X

Task	Status
Task A (Due Date)	Complete
Task B (Due Date)	In Progress – At Risk
Task C (Due Date)	Not Started

Agency Y

Task	Status
Task A (Due Date)	Complete
Task C (Due Date)	In Progress – On Track
Task D (Due Date)	In Progress – Off Track

PHASE 1 FUNDING

Dependencies between Phase 1A and 1B

The solution	Today through July 2023	What the solution provides

Phase 1

Phase 1a: Core Financials

Implement Workday ERP functions. A critical summary of what will be implemented:

- General ledger / chart of accounts
- Accounts payable
- Fixed assets
- Budget control
- Vendor/customer management
- Accounts receivable

Phase 1b: Expanded Financials & Procurement

Implement Workday ERP functions: A critical summary of what will be implemented:

- Full cost allocation
- Travel
- Project/grants
- Procurement
- Purchase to pay
- P-cards
- Contract management

Workday Software-as-a-Service

Today thru July 2022

Phase 1a will:
- Replace AFRS and implement Workday technology as foundation for enterprise administrative processes
- Redesign OFM and agency chart of accounts to create a new, consistent, and transparent financial language for the state
- Establish a new cost allocation and Medicaid reimbursement system
- Replace accounts receivable system of records

January 2022 thru July 2023

Phase 1b will:
- Implement expanded financials and procurement functions not available today
- Implement complete functionality to replace WSDOT TRAINS
- Implement the state's first procurement system
- Implement full cost allocation
- Replace 128 agency financial and administrative systems

Phase 1 will:
- Improve the state's financial system's security position
- Enhance business continuity & disaster recovery
- Leverage Workday's investment in compliance demonstration, monitoring, and maintenance protocols

What the solution provides

Improved functionality.
Allows the state to leverage cloud-based technology. New functionality will allow for informed business decisions based on access to real-time data and analytics. For example, this new functionality could allow the ability to quickly identify dollars spent on COVID-19.

Best practices and innovation.
Allows the state to adopt a technology platform that is designed to evolve and provide innovations through twice-per-year releases.

Alignment with state IT strategy.
Aligns with the Office of the Chief Information Officer's emerging strategy to do business in the cloud and reduce investments in state-owned hardware and software assets.

Better remote access.
Allows for finance and procurement business operations to take place virtually – one of the key lessons learned from the COVID-19 pandemic is the need to operate in a virtual environment.

Enhanced security posture.
Shifts technology infrastructure responsibility to the software provider. Provides semi-annual and annual 3rd party attestations of data security compliance and 3rd party vulnerability assessments. Provides audits of every change to data and encrypts all customer data for data privacy.

Getting the Most out of Workday

Workday financials spans across both 1A and 1B. The state is paying for the full financial capabilities of Workday, yet all functions will not all be enabled until 1B is deployed.

WSDOT Requires to move from TRAINS

Record to Report	Contract to Cash	Procure to Pay	Stock to Replenish	Expense to Reimburse	Staff to Deliver	Grants Management
General Ledger	Contract	Requisitions and POs	Put-Away Inventory	Expense Reports	Project Management	Awards w/ Amendments
Budgetary Control	Billing	Receiving / Payables	Stock Management	Mobile Expenses	Resource Management	Award Tasks & Checklists
Commitment Accounting	Revenue Recognitions	Internal Services	Fulfillment	Spend Authorizations	Project Financials	Indirect Costs
Fund Accounting	Receivables	Supplier Management	Replenishment	Budgetary Control (for Expenses)	Project Billing	Revenue Recognition
Financial Statements	Collections	Supplier Classifications	Issue	Settlements	Labor Costing	Billing & Letter of Credit
Cash Management		Budgetary Control (for Purchasing)				Unallowed Costs Cntls
Asset Management		Procurement Cards				Mult. Funding Sources

Phase 1A	Phase 1B

Data adapted from Workday Financials for Government
See Business Process Mapping for Details

One Washington Decision Package

OFM requested **$95 million** to implement **Workday®**, a SaaS cloud-based ERP software application to replace:

- **AFRS**, the state's accounting, payment and cost allocation system (Phase 1a).
- **TRAINS**, the WSDOT's Transportation Reporting and Accounting Information System (Cannot be retired until Phase 1b implementation is complete).
- 28 agency administrative and finance systems

1. AGENCY REQUESTS

- **One Washington Technology Pool** – Funding for IT resources to support to update interfaces and replace existing systems.
- **OCM Agency Readiness Pool** – Funding for OCM resources to manage agency readiness activities.

3. CONTRACT REQUESTS

- **Enterprise Resource Planning (ERP) Expert**
- **Organizational Change Management (OCM)**
- **Quality Assurance (QA)**

2. PROGRAM REQUESTS

- **OCIO Resources**
- **Program Staff plus State HR & OFM IT FTEs**
- **Facilities**

4. TECHNICAL REQUESTS

- **Workday Software**
- **System Integrator**
- **Interface Development**
- **Network / Informatica** – Use of the WaTech Cloud Highway network and middleware to connect agency systems and interfaces with the new ERP solution

Decision Package Details

Numbers shown in $ Thousands

FY 2021-23 Phase 1 Expenditures	FY22	FY23	FY21-23 Total
ERP Software Subscription-Workday	$4,575	$6,343	$10,918
System Integrator-TBD	$23,712	$23,705	$47,417
Informatica Subscription/Cloud Highway	$792	$897	$1,689
Quality Assurance-bluecrane™	$432	$432	$864
ERP Advisor-ISG-ONE	$892	$892	$1,784
OCM-Deloitte	$3,738	$2,721	$6,459
Interface Development Resources	$969	$1,620	$2,589
State Employee Staffing Costs (current/requested)	$12,838	$16,753	$29,591
OCIO Resources	$663	$663	$1,326
Facility Costs	$106	$0	$106
For agencies ⟩ OCM Agency Readiness Pool	$7,756	$7,756	$15,512
For agencies ⟩ OneWa Technology Pool	$21,542	$457	$21,999
TOTALS	**$78,015**	**$62,239**	**$140,254**
OneWa 2021-23 Base Funding	-$22,456	-$22,456	-$44,912
Total 2021-23 Biennium Budget Request	**$55,559**	**$39,783**	**$95,342**

System integrator and interface developer amounts are estimates; the final amounts will depend on formal contract negotiations.
Amounts have been rounded to summarize $ in thousands.

Two Distinct Agency Pools

One Washington Technology Pool

- Will provide funding to **assist agencies with technical support** and skills to modify their systems (not replaced by the ERP) to interface to the ERP.

- **Administered by the OneWa program**, in collaboration with OCIO and OFM Budget.

- Focus: To ensure the funds are only used by agencies for the work needed to **effectively connect agency systems to the new ERP**.
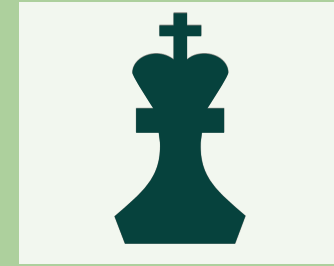
Agency OCM Pool

- Will provide agencies with OCM resources to **prepare and support leaders and staff for changes resulting from the Workday ERP** – before, during and after implementation.

- Consists of OCM subject matter experts who will **provide support at the agency level.**

KEY TAKEAWAYS, WRAP UP AND QUESTIONS

1. **The program is ready and has transitioned to the Implementation Phase.**

    - The program is currently within scope, schedule and budget.

    - All contracts are signed, our partners are here and implementation has begun.

2. **The program is preparing agencies through:**

    - Deep Dive Meetings

    - Agency Support Teams

    - High Impact Agency Approach

3. **Full Phase 1 funding is critical and will:**

    - Optimize the state's investment

    - Address systems at risk

    - Ensure agencies have appropriate support via Technology and Agency OCM pools

FOR MORE INFORMATION:

Website: one.wa.gov

Email: onewa@ofm.wa.gov

TO PROVIDE FEEDBACK:

onewa@ofm.wa.gov

APPENDIX

Agency Support Team Timeline of Activities

WA - Office of the Chief Information Officer

AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR-JUN

AST STAND UP

Finalize AST Plan & Implementation activities

Identify Agency Sponsors

Agency Sponsors fill AST Lead Role

Agencies fill Change Agents and SME roles

COMMUNICATIONS

Conduct Monthly Meeting with POC Network

Disseminate Communications (Newsletters, FAQs, etc.) to AST Network about Upcoming Readiness Activities

AST OPERATIONS

We are here

Onboard Change Agents and Finance SMEs

Check-in Meeting with AST Sponsors

Conduct AST Kick-off Meeting ⭐

Conduct series of AST Monthly Meetings with AST Leads

Until Jun 2021 and beyond

Agenda

1. Project overview

2. Implementation status

3. Issue statement and WSDOT Management strategy

4. Questions and Discussion

Project Overview

- 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.

- New features for *Good To Go!* customers:
  - New payment options and new ways to manage accounts
  - More self-service features
  - Improved notifications
  - Improved MyGoodToGo.com website

Implementation Status

- The final phase of testing (The Operations Test) was successfully restarted in December once ETAN met all benchmarks for resumption of testing. We are now nearing the end of the test, with exit criteria expected to be met this week.
  - WSDOT worked with ETAN to set expectations for system benchmarks that were met before resuming the Operations test.
  - This expectation setting continued through testing ensuring that ETAN understands that the Operations test is intended to demonstrate to WSDOT that the system is "customer ready". WSDOT has increased efforts to assist ETAN with prioritization of defects and issues which has improved velocity of remediation.
  - WSDOT has worked collaboratively with both ETAN and Shimmick to improve active coordination during the Operations test, despite having to conduct all testing remotely.
- Once the test is successfully completed, our focus will shift to final defect remediation and Go-Live readiness activities.

- System Transition and Go-Live will occur in Spring of this year.

Implementation Status

ETAN Perspectives:

- Successfully Shifted from Onsite to Remote Support of Operations Testing
  - An intensive collaborative effort across the WSDOT Accounting, Operations and CSC teams to manage testing support, defect triage and training
  - Implemented tools and processes to support at-home testers
- Implemented over 50 user experience improvements and optimizations across the customer web portal, IVR and operations workflows
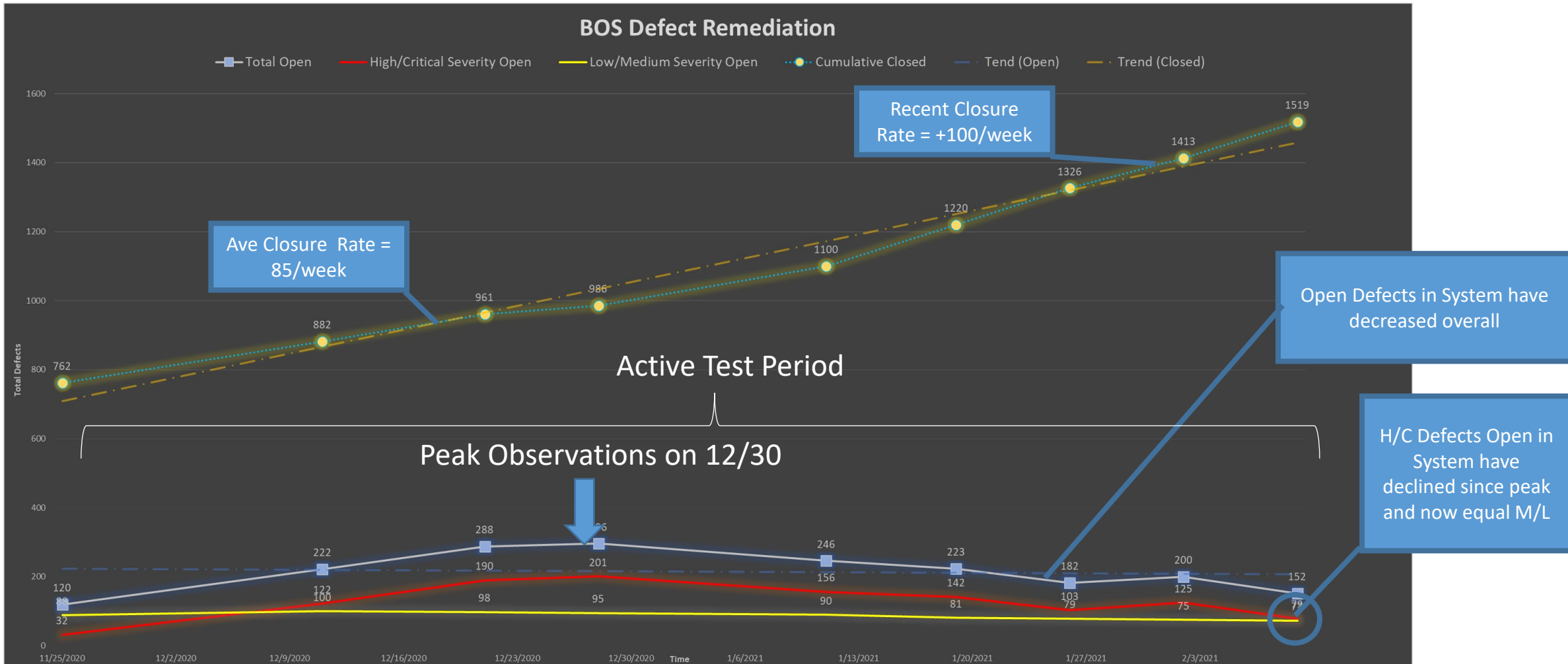
Implementation Status

BOS & Operations Implementation Timeline
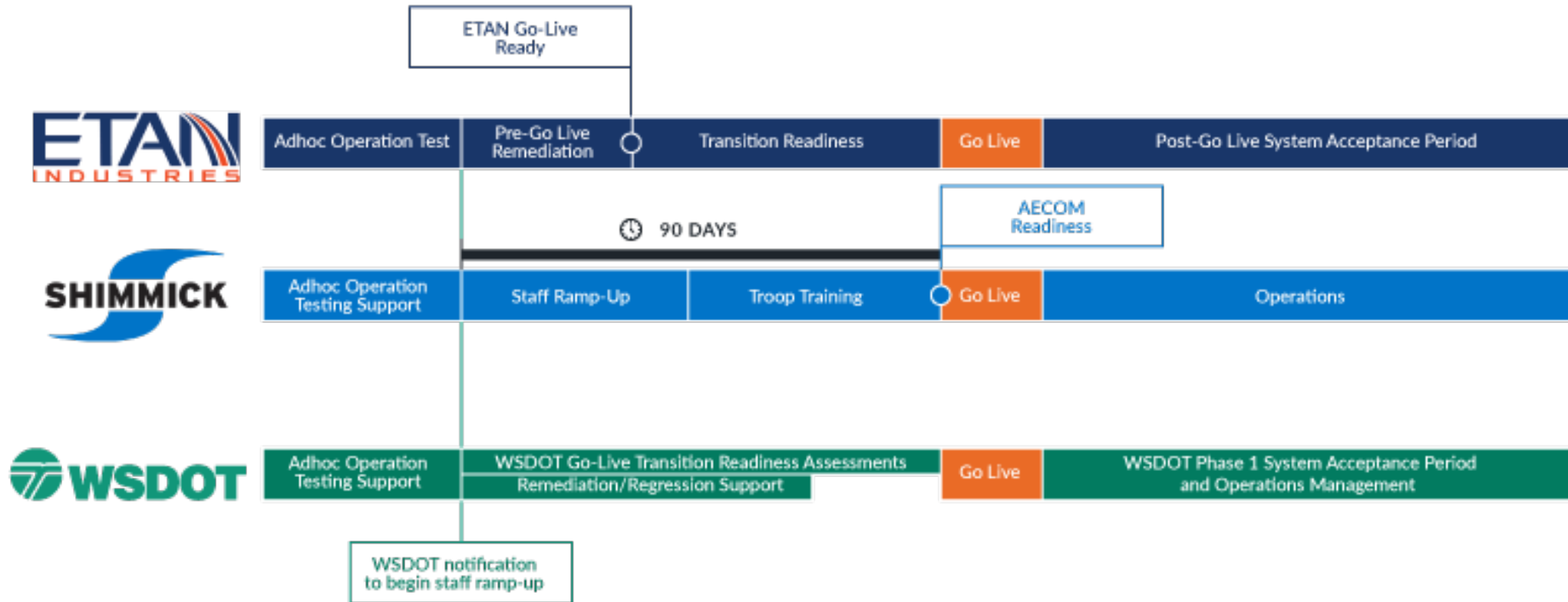
Implementation Status

Defect Management:

Issue Discussion and Management Strategy

Issue Statement and Management Strategy

WSDOT is employing the following strategies:

- Maintaining weekly Executive-level Oversight

- Increasing BOS and Ops Team collaboration activities including daily direct testing feedback, virtual "over the shoulder" demonstrations and weekly independent readiness assessments by both teams to further focus remediation in areas of the system where the teams see the largest gaps.

- Updating defect management processes to include additional defect prioritization by WSDOT to assist ETAN in understanding WSDOT's priorities and better focus the development team on items necessary to meet exit criteria.

- Maintaining increased Transparency through WSDOT Schedule Maintenance & Defect Management

- Maintaining National Industry Perspective through our Expert Review Panel

- Increasing level of coordination with OCIO

- Increasing coordination with independent Quality Assurance and Independent Validation & Verification

WSDOT's team is working hard to balance system quality and the timeline for implementation. While delays are not desirable, implementing the system before we can confirm it is fully ready for operations would risk mistakes that could impact our over 1 million *Good To Go!* account holders or that could impact revenue collection.
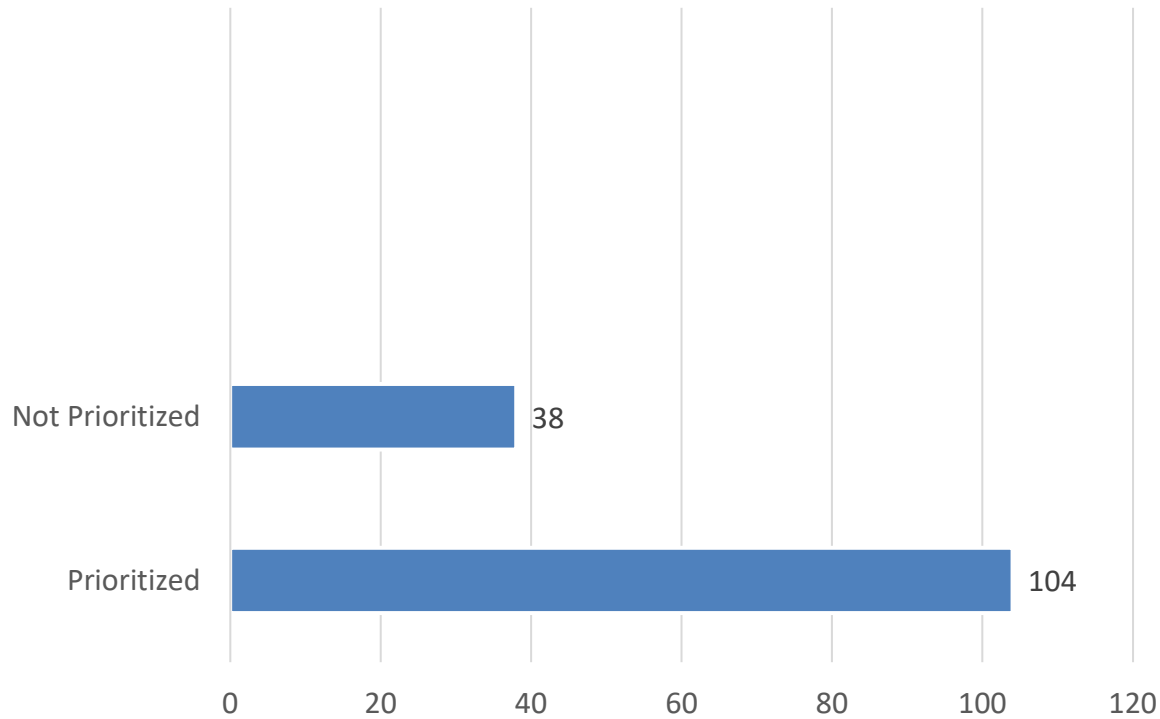
Tolling Back Office System Replacement
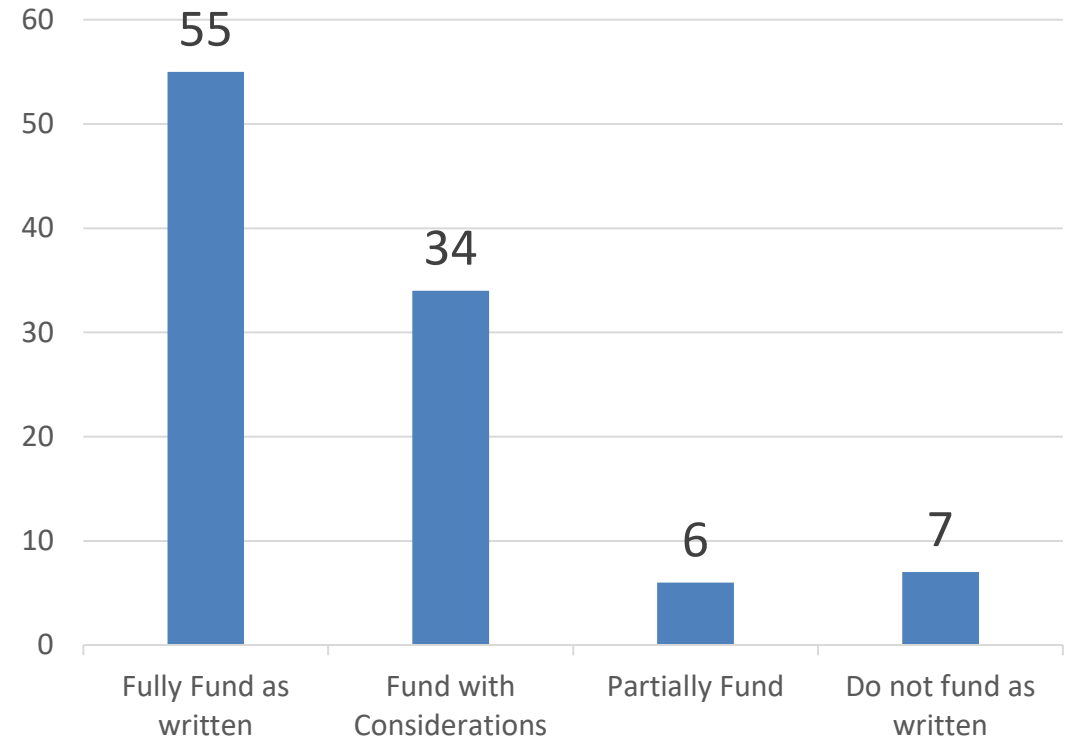
- Questions?

Decision Package Prioritization

Agency Requests Compared to Governor's Budget Request

142 Total IT DPs

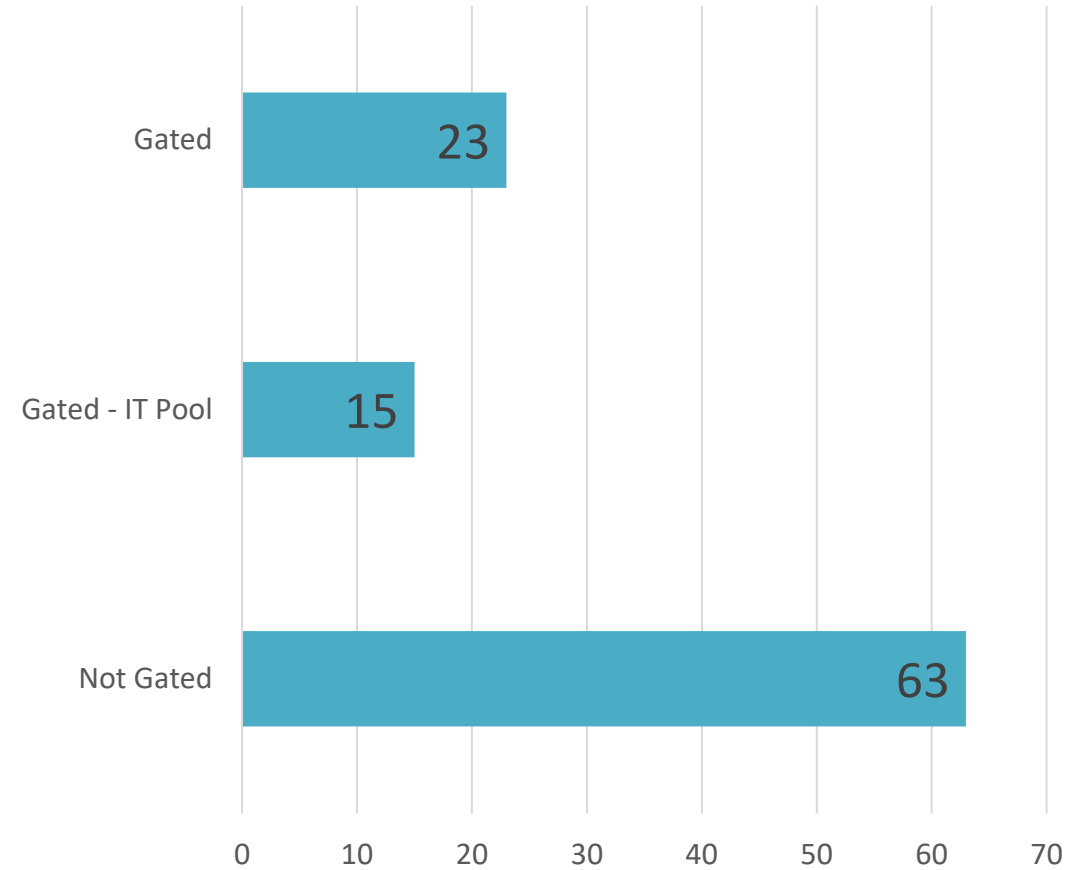## Recommendations on Prioritized DPs
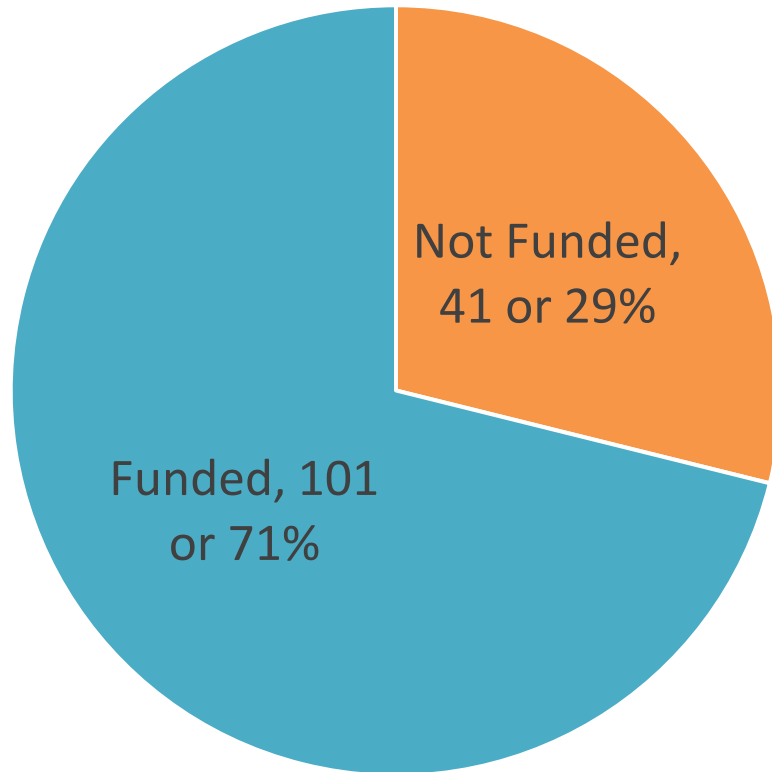
IT Decision Packages – Governor's Budget

Funded or Not?

Not Funded, 41 or 29%

Funded, 101 or 71%

Gated: 23
Gated - IT Pool: 15
Not Gated: 63

DPs for Projects Currently Under Oversight (39 Total)
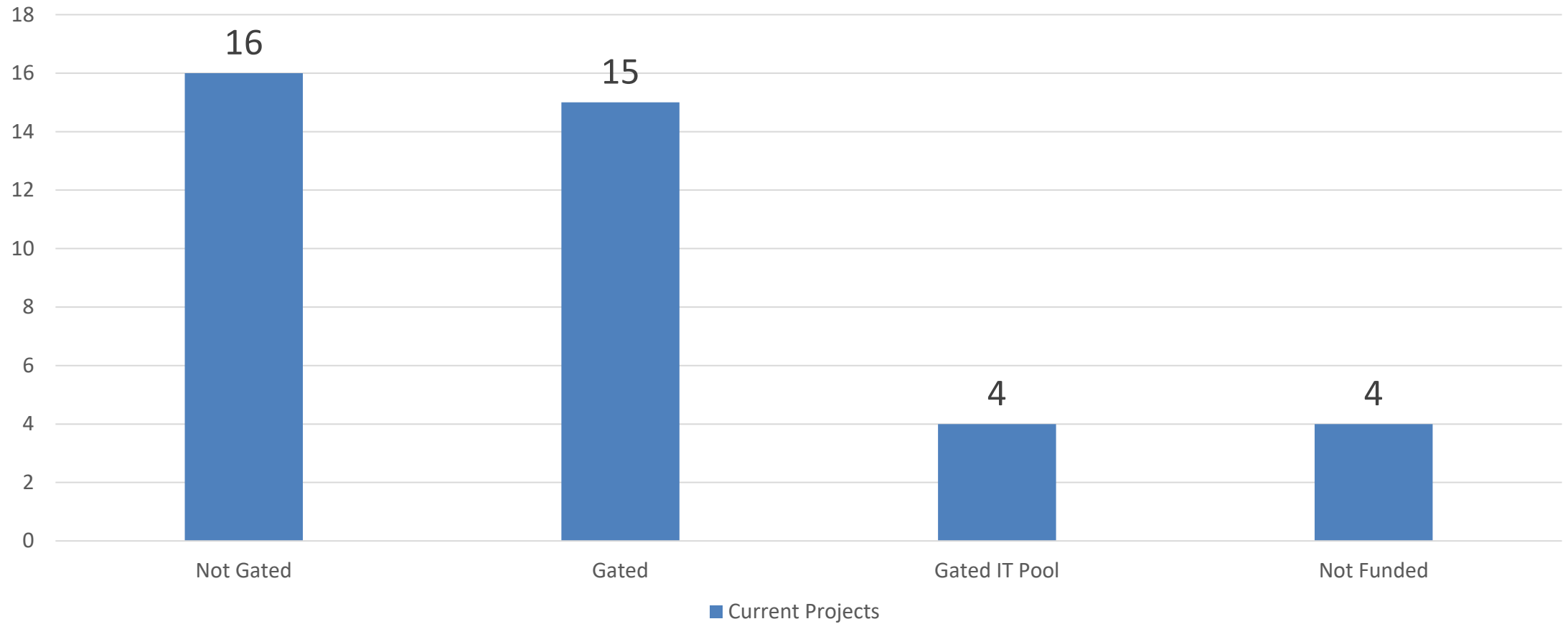
Projects Currently Under Oversight Included

- PDC – IT Position Continuation
- SOS – Digital Archives Modernization
- SOS – VoteWA Support
- OFM - One Washington
- HCA – PEBB My Account Ongoing Support
- HUM – Case Management Database Modernization
- DRS – CORE Pension Admin Modernization
- DOR – Unclaimed Property System Replacement
- OMWBE – Business Diversity Management System
- LCB - Modernization of Regulatory Systems
- BVFFRO – Benefits Management System
- WSP – LMR System Strategic Plan
- WSP – LMR Radio Standard Replacement

- LNI – Conveyance Management System
- LNI – Workers Comp System Modernization
- LNI – Provider Credentialing
- DOL – Equipment Maintenance & Software
- DSHS – LTSS Staff/Infrastructure
- DOH – Update HELMS funding
- DOH – Maintain Developmental Screening
- DOC – Electronic Health Record System
- DOT – Tolling Cust Service Center
- DOT – PROPEL
- CRG – ACCESS Database Replacement
- DFW – Police RMS Project Completion
- PSP - Puget Sound Info Hosting & M&O
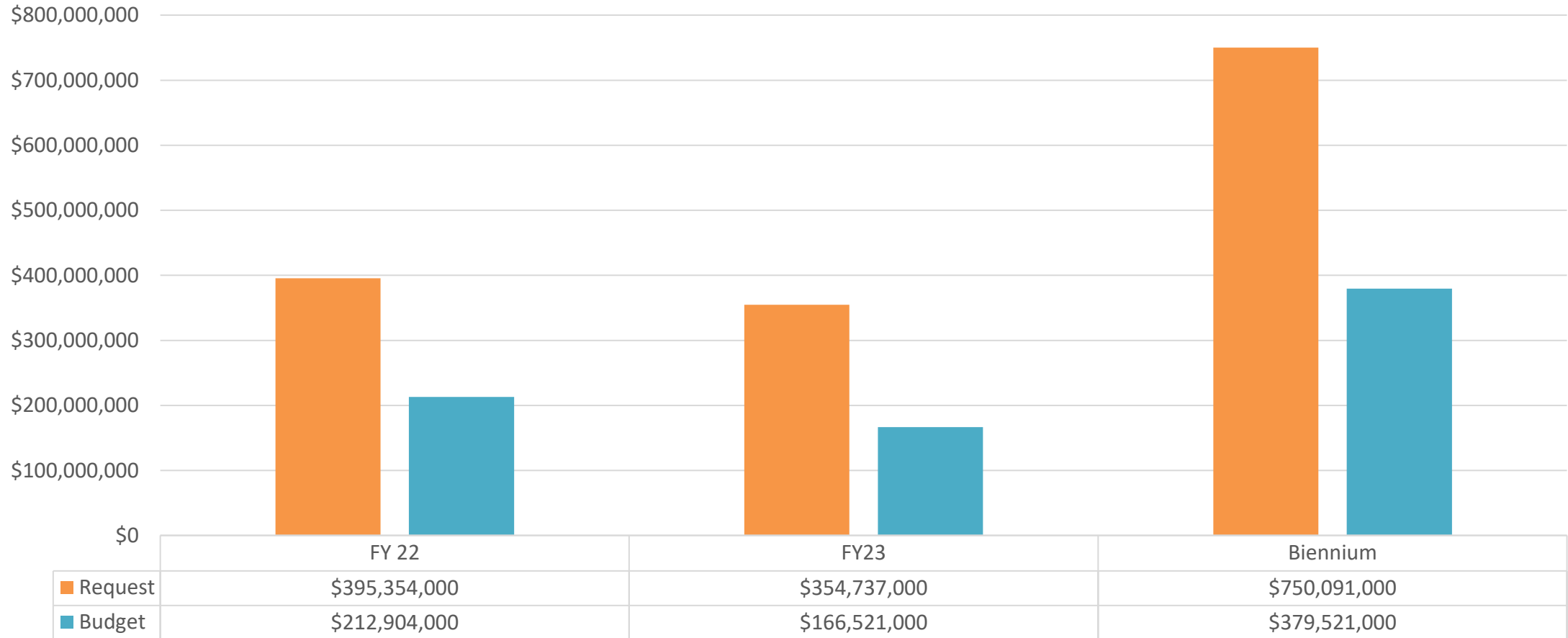- ESD - Disaster Recovery COOP
- ESD – Long Term Support Services

- ACB – Ongoing Licensing System Costs
- LCB – Ongoing Licensing System Costs
- WSP LMR System Upgrade Agreement
- WSP – Dedicated Data Network
- WSP – Criminal Investigation System
- WSHS – Cloud Maintenance
- ECY – eHub System Support & Licensing

Projects Under Oversight Not Funded

- LCB – SMP Maintenance & Operations
- LNI – Conveyance Management System
- DSHS – SILAS Leave, Attendance & Scheduling
- DOT – Capital System Replacement

Amounts Requested/Amounts Budgeted
(DP Amounts may include amounts other than IT)

WA - Office of the
Chief Information Officer

	FY 22	FY23	Biennium
Request	$395,354,000	$354,737,000	$750,091,000
Budget	$212,904,000	$166,521,000	$379,521,000

Public Comment