



## CIO Forum

May 19, 2020

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### **Welcome & Introductions**

Advisory Council member Matt Modarelli, Department of Transportation, opened the meeting and stated he had been the Acting Advisory Council Chair for the last several months and turned the meeting over to the new Advisory Council Chair Matt Oram, Department of Fish & Wildlife. Matt Oram welcomed the group.

### **State of IT - Jim Weaver, WaTech**

Jim thanked everyone for all they are doing through these times and stated the current situation has opened doors of opportunity for IT. It has highlighted business transformation activities and business cannot be conducted without all of you to enable the activities. We are serving Washingtonians that are in dire need and the work you are doing is critical to the people of the state.

Teleworking is here to stay and 'business as usual' will never again be without the level of telework in some fashion, that we are experiencing. WaTech conducted an internal survey on remote working which received positive feedback. Teleworking now has a larger presence than ever before and can allow us to attract talent we may not been able to have before. If we can support a remote work force, it could increase the talent pool for a lot of the jobs we currently have available.

The pandemic has shown we need to accelerate our plans to get to the cloud. Hoping as we get to the backend of pandemic to focus on what the cloud first strategy is going to look like, and we can all be receptive to doing new ways of business.

### **Governor's Directive - Jim Weaver, WaTech**

We are entering an economic recession that is projected to be worse than we experienced in 2008. The Governor has taken steps in his recent directive related to hiring freeze, curtail of spending (including IT spend) and personal contracts. We have an opportunity to look at creative ideas on how to do things differently to generate those savings in the hope that we don't impact the workforce with furloughs and staff reductions. WaTech is looking at areas that we can assist in generating savings and cost avoidance. This is an opportunity to start doing things differently, while we still need to invest in IT, it is a good time to do things differently, and work together as an enterprise.

### **Future for Quincy Data Center – Jim Weaver, WaTech**

We should be going to the cloud and not continually investing in more square footage at Quincy. We also need to look at consolidating everything into one data hall in the SDC. As we start doing migrations to the cloud the footage in SDC should shrink and we should be able to contain the current footage in

Quincy. Realizing that not everything can go in the cloud, there will be some needs for data center activity but don't want to invest into additional square footage when we can utilize the cloud. WaTech is going to look to fully populate all enclosures existing in Quincy and maximize the square footage for those who need it, but for others we will work with them to migrate to the cloud. The Pandemic has shown the value of the cloud and we need to get there for the right reasons, and we ask for your help and support.

#### **Update on Suspended WaTech COVID Billing – Mark Quimby, WaTech**

WaTech has had a rate freeze in place since the end of February for both VPN and soft phones. In working with the WaTech Advisory Council and trying to determine the best option for resuming billing that provides agencies time to plan, August 1<sup>st</sup> was selected. This is contingent on the Governor's proclamation for re-opening the state and could be extended. CIOs were very supportive of the August 1<sup>st</sup> date. Mark gave a short presentation which provided current counts, costs, and rate holiday savings of VPN tokens and soft phones by month and noted that these numbers have significantly increased. Tim Gallivan, WaTech CFO, gave a brief demonstration on the APPTIO tool and sent the following information via email to the CIOs on May 21:

#### **What can you expect?**

- End of June 2020 - WaTech will be sending out reports to the agency IT points of contact advising them of the inventory counts we have on file.
- July 31, 2020 - Agency deadline to assess and submit change requests to WaTech.
- September 01, 2020 - Agencies will be billed as normal for remaining VPN tokens and Softphones.

**Resources:** *(The following information can be found on the [WaTech Billing page](#))*

- [CIO Forum Presentation](#)
- [VPN Savings \(by agency\)](#)
- [Soft Phones Savings \(by agency\)](#)
- [Researching VPN Usage via Apptio](#)

WaTech is looking at opportunities for savings for the State by expediting migrations and further leveraging/expanding the M365 environment. For example, moving away from our legacy on premises services such as shared service email, Skype, MDM, Vault storage and moving into the new Enterprise Shared Tenant and leveraging more M365 services will result in a significant cost savings. We are also exploring the MS Teams telephony solution to realize cost savings. There are additional opportunities and cost savings that WaTech will continue to look at as we move into the M365 environment and all that it offers. We are also exploring potential savings to our VPN and Mainframe customers.

An update on vault migration capabilities; through the M365 Release 2 project we looked at tool sets to move data out of the vault. Ultimately, WaTech selected, funded, and executed an agreement with Quadrotech to perform vault migrations to M365 online archive. This environment has been stood up but was delayed slightly due to COVID. Currently we are in the testing phase and then plan to migrate WaTech's vault data. Once complete we can proceed with offering the service to the agencies.

#### **Unemployment Claims Update – Jim Weaver, WaTech - Nicholas Stowe, ESD**

Jim stated as a state, we have no indication we have breached, hacked, or that anything has been compromised. The Department of Treasury Secret Service released an alert that there was a Nigerian

fraud ring trying to access ESD claims/funds and other states were experiencing this scenario as well. Everyone is working hard on this issue.

Nick said ESD was able to launch very quickly the new pieces of legislation for those who filed for unemployment due to COVID-19 and staff have been working round the clock. While this allowed them to quickly release the funds, ESD staff are extremely exhausted and are now trying to do some load balancing for a couple months to give staff some relief. Nick said he will be reaching out to Matt or Mark and look at areas they can get some assistance in resources in development and management.

### **Roundtable (Lessons Learned)**

Nicholas Stowe, ESD - Some process improvements were implemented sooner than planned for in order to move forward at faster rate. Ramped up focus on Tier 1 support. Completed an organizational change management assessment to increase teamwork and cross collaboration to solve issues.

Brandi Neumann, DOL - removed restrictions on driver's license renewals, medical certificates, and offered extensions. Installed chat bot to assist call center. Implemented appointment scheduling at offices. Were part of MFA and deployed 443 employees in week and a half to teleworking. Big equipment push to accomplish that.

Brian Thomas, OAH - put together teleworking tool kit for those who rarely teleworked before. Allowed personal use of cell phones to conduct hearings due to coverage issues. Launched public facing portal allowing case participants to interact with case data and documents electronically versus SAW account. A lot of onboarding onto services that didn't have a lot of interest previously (went electronic – very strong success story).

Jerry Britcher, HCA – in two days went from having 200 teleworkers to over 1200. Dispersed hardware out with staff instead of replacing current equipment. More gradual process with 1x communicator and 1x agent (soft phone and service desk). Were introducing with largest call center and accelerated the pace to get training out to staff. 97% of staff are teleworking. Not all staff have state issued phone for those who don't they are able to use the 1x product to send and receive calls from their laptop.

Bryce Carlen, OIC - switched to daily cadence of a cross functional team (comm, IT, facilities etc.,) to implement effort of getting people set up to telework using CITRIX and soft tokens. Transitioned people very quickly over to F5 VPN with good documentation. Ongoing communication with staff on what processes were occurring for their personal safety and psychological change management safety. Rolled with things we had in place but were underutilized such as virtual break rooms, support channels, etc. Rapidly scaled out conferencing licenses and had a virtual all staff meeting to show staff that we could continue to function successfully.

Matt Oram, DFW – cross communication between business and IT, M365 has been backbone of communications, had just rolled out MS Teams. Director was able to communicate weekly with all 1800 staff and are now implementing some of the MS Teams phone capabilities with huge savings to the agency. Supply line issues with laptops continues to be problem. Distribution of PPE across the state has been difficult.

Catherine Nicolai, WSIPP - under 20 staff, all but one was already set up to telework. Business as usual for them.

Debbie, OPD - under 20 staff, also on VPN, business as usual.

Danya Borowski, School for the Blind – had to send all students, teachers, and staff at home. Utilized Google classroom, they are on services the Services for the Blind SGN and collaborated with Vancouver school district to get students internet access in remote areas. Have been working in MS Teams.

David Sorrell, DOR – for the most part, DOR was in a good spot technically and was able to quickly pivot to having all employees telework. This was made doable because of investments made and work they have been doing over the past few years to equip employees with devices to support mobility. They were already using communication tools such as Cisco Jabber for video chat, phone software (soft phones), etc., using WebEx much more heavily for internal and external. WebEx is expensive and there are some usability concerns. Kicked off an initiative for MS Teams to replace WebEx and plan to get up and running in the next 2-4 weeks. Telework toolkit has been published has been very helpful for those who didn't telework on a regular basis. Close working relationships and communication with business and executive teams has been and continues to be critical. Appreciate the leadership, partnership and support from WaTech team.

Debbie Frost, DSHS – 16,000 employees and had to get people into a position to telework while identifying those who were essential on-site including hospitals, nursing home facilities and the special commitment centers. Had daily huddles three times a day including leadership, emergency management and IT agency leadership which was very helpful. Had CITRIX for personal devices and within a couple weeks got presence in the cloud. VPN increased to be able to support up to 10,000.

Mark Glenn, MIL – plug to WaTech, very happy and pleased with the shared tenant and the strength of the shared tenant. It has allowed them to be agile and dependable and reliable. Their Director stated the MIL IT has been so successful thus far because they were forward thinking about cloud technology. Encourages everyone to get in the shared tenant as quickly as possible. Highlight is staff working out of emergency operations center they had to lend accounts for those who not in the shared tenant. It would have been easier if everyone was in the shared tenant. Biggest accomplishment was after being told they had to shut down their youth academy they were able to successfully able to stand up another tenant that they were already familiar with in terms of M365 and used the classroom environment – has allowed them to be nimble and put in place relatively quickly. MIL IT resources are small and need to tell their story that they need the IT Shop to increase staffing levels.

Greg Tudor, RCO – were already set for VPN and laptop use. Appreciated WaTech's help quickly identifying those who were not users and getting them on boarded quickly. RCO quickly moved to MS Teams and PSP is next. The daily chats hosted by WaTech has been very helpful. Interagency CIOs and CISOs meetings coordinated by WaTech have been key for situational awareness, help with issues, and improving services.

Sayee Vaitheesvaran, Gambling Commission – if you have small agency not used to working at home, it was a big lift, staff only had desktops, so they were sent home every employee with some sort of a mobile device. Timing worked out for them as they were already getting ready to move to M365 and were able to roll it out remotely to every employee. Staff are using the new tools.

Victor, DNR - biggest challenge was to get everyone mobile and sent home with VPN connectivity and a mobile device to work from home. Had to ramp up some documentation and self-help guides for staff. Lot of focus on documentation and training.

Cristie Fredrickson, ECY – had started COOP planning end of February and having daily meetings. Looked at inventory of how many laptops, cell phones, etc. 90% of the staff had laptops but not were not using them in a telework capacity. Sent people home before the Governor’s Order, looking back should have considered the duration of the new telework approach and taken a little more time to identify what employees would need at home (monitors, docking stations, etc.). For IT equipment deployment used SharePoint to create a workflow to submit a request listing what they needed from their workstation which was routed through IT and supervisor who bundled it up for curbside pickup. The agency created specific workgroups to look at how to conduct field work safety, sanitation/hygiene, physical distancing, IT needs, HR supports, etc., at an agency level. Regular agency-wide all staff webinars occurring regularly; and using surveys to ask staff to provide questions to prepare for those meetings. Appreciate the weekly updates with WaTech, very helpful for information sharing and bringing together the IT community. Thanked WaTech.

Cristie Fredrickson, ECY –

Kevin Green, AGR – IT governance, one of the things they learned was they have an application that snuck in that they did not do IT governance on and should have. Kevin is retiring next month and AGR will recruit for the position.

Maribeth Sapinoso, LNI – prior to stay at home order L&I took the initiative to start preparing for the 600-700 employees that did not have laptops and were able to deploy those within a couple of weeks. By mid-April, L&I had the highest active VPN connections of approximately 3,000 successfully. CIO COVID daily huddles continue with IT leadership for discussion and transparency which is well received like the weekly WaTech calls. Thank you WaTech for your partnership in sharing information that is shared with our IT leadership. L&I started a COVID steering committee with agency leadership including IT at the table to provide firsthand information and contribute recommendations from a technology perspective. We were not prepared for an agency wide collaboration tool and still using skype. For the short term had to look at other tools such as Zoom but for the long-term tool - LNI is committed to moving to the shared tenant for M365 and are partnering with WaTech on that.

Michael Marty, SAO – had been planning for teleworking, were able to transition with the exception of three people, to working from home on a day’s notice. Struggling to work with clients who may not be as technically inclined. Each change has a level of maturity cycle and that cycle continues to spin. The agency collaboration over the last few months has been exciting to see and hope this is the new norm. This is his last CIO Forum meeting; he is moving to HCA.

Jed VanKrieken, Human Rights Commission – everyone is now installed on soft phone and lots of training on working remotely. They are currently using skype. Lessons learned were laptops and age of laptops. thank you to WaTech and telephony teams at WaTech, not sure what we would have done without them.

Karen Yandle, DOC – for majority of employees it was business as usual. Biggest change was how we go about... (lost connection with Karen).

Brian Thomas, UTC – want to echo the appreciation to WaTech for responding and helping the agencies during this crisis. We consume a lot of services from WaTech and really appreciate them and the communication.

George Williams, LCB – getting people out the door was a huge lift due to lack of mobile equipment. Ended up sending desktop towers home with staff. Currently environment is stable for all teleworkers. Ordering new computers has been a challenge, and as soon as those are received, they will swap out the towers and aging equipment. Event has also accelerated move to M365 and helped them plan for the future. Would like to see examples of agency telework toolkits.

Michelle Tuscher, ACB – had been working since last year to create mobility including ECM in the cloud. With WaTech were able to extend teleworking to all staff quickly (VPN, soft phone, skype/teams, MFA). Thanked WaTech for their assistance. Implemented minimal on-site work, are rotating two people in the office for reduced hours on-site. Were able to continue work without interruption. Building was locked to outside access. PDC, OPD, ARTS, and HUM have all partnered to share information on mail deliveries and power outages.

Jennifer McNamara, DOH – IT focus has been in supporting IMT response and enabling employee to telework. The IMT work was first for them and lessons learned include: rapidly ID new capabilities needed for response; reassign high performers to surge on solution delivery; partner strategically with trusted vendors to extend reach; engage early and often with WaTech and OCS. For telework deployed laptops and soft phones; have allowed employees to take monitors and chairs home, have standardized laptops for all moving forward.

Matt Modarelli, WSDOT – Agency experience was very similar to many others. Same challenges, a few unique ones.

Jim Weaver, WaTech -we appreciate the comments. I hope you all see what we are trying to accomplish with partnership, collaboration, etc. I have great people here at the agency, those behind the scenes are the ones that make it all successful. This is our time to come together and do things differently, it doesn't always have to be a WaTech service -- we have agencies doing great things we can leverage.

#### **June 14 CIO Forum**

Agenda item: What does the future of IT look like, how to use opportunities to collaborate more in the future.