
Washington State Information Technology (IT) Project Dashboard Frequently Asked Questions

General Questions

Q1: Why does the state have an IT Project Dashboard?

A1: The State of Washington is committed to providing transparency into its information technology (IT) investments. The dashboard provides a centralized, publicly available, web-based tool to support this transparency into IT projects under OCIO oversight.

Additionally, agencies with IT projects under OCIO oversight must report planned and actual spend data, project start and end dates, annual maintenance and operations data as well as provide critical planning documents, status reports and monthly assessments and key project deliverables. The dashboard provides agencies an easy to use tool to meet these requirements.

Q2: Will my existing logon and password carry over and work with the new dashboard?

A2: Yes, existing accounts and passwords will work with the new dashboard. If you do experience any difficulty, contact the OCIO Consultants Pool at OCIOConsultants@ocio.wa.gov.

Q3: Who is the Salesforce administrator for the IT Project Dashboard?

A3: The OCIO is the Salesforce administrator for the dashboard. To contact someone for administrator related assistance, please email the OCIO Consultants Pool at ocioconsultants@ocio.wa.gov.

Features and functions

Q4: What is the flexibility of the search capability of the backend data entry screens?

A4: The search feature searches across projects, agencies, contacts and files.

Q5: Are the contacts listed in the dashboard linked to Outlook or the enterprise email address list?

A5: No. Contacts are created within the dashboard as needed to be associated with a project or projects.

Q6: Does the new dashboard allow for multiple people to be listed in the same project role (e.g., steering committee member)?

A6: Yes. The OCIO will initially add this information, based on data provided by the project. Registered agency users can update this information.

Q7: Can the person who creates an agency, project or contact be replaced if they depart their position?

A7: Note that only the OCIO creates agencies, projects and contacts in the dashboard. Registered agency users may update project contacts, and yes, agencies may change their registered user by submitting a request to the OCIO Consultants Pool at OCIOConsultants@ocio.wa.gov. Agencies should also notify the OCIO Consultants Pool at OCIOConsultants@ocio.wa.gov if a registered user departs from the project and needs to be deactivated.

Q8: Can you link the dashboard's calendar feature to other calendars like Outlook?

A8: No. This feature is not currently available. The OCIO will consider this as a potential enhancement for a future dashboard release.

Q9: Can projects determine their own phases or are the project phases listed on the dashboard not able to be modified?

A9: The project phases on the dashboard, including Planning, Procurement, Pending, Implementation and Closeout, are pre-defined and not able to be modified. However, agencies can determine which of these phases are most relevant to their projects. The assigned OCIO oversight consultant will update the dashboard accordingly.

Q10: Does the dashboard include or recognize the Health and Human Services (HHS) Coalition?

A10: No, the dashboard does not specifically identify HHS Coalition projects. It does include HHS coalition projects that are under OCIO oversight by agency. The OCIO will be exploring this functionality as an enhancement for a future release.

Project data and information

A11: Is or was there a blackout period for updating information on the dashboard?

A11: No. There is no blackout period. You can continue to update information up to the go live date; all data will be migrated automatically. The only change at go live will be the look and feel of the data entry screens.

Q12: Will we need to migrate current or historical project information or documents to the new dashboard?

A12: No. The OCIO has migrated all data, information and documents to the new 2020 version of dashboard in preparation for go live. If you do discover an error or missing data, please notify the OCIO Consultants Pool at OCIOConsultants@ocio.wa.gov. The [legacy dashboard](#) will also still be available, although without the enhancements included in the new 2020 version.

Q13: What is the minimum amount of data required to add an agency, project or contact?

A13: The OCIO creates new agencies and projects and ensures all required information is entered. All minimum required information is indicated with a red “*.”

The OCIO also creates new contacts. However, the OCIO will ask for first name, last name, organization (agency or vendor), project role, email and business phone.

Q14: What spend data will be included in the dashboard?

A14: The reporting of planned and actual spend data will remain the same and will not change from the process today. The OCIO will enter the total project planned spend (formerly called budget) based on the project technology budget and investment plan. Actual spend data is reported utilizing the budget account codes in the technology budget and actual Agency Financial Reporting System (AFRS) data.

Q15: Why is the annual Maintenance & Operations (M&O) cost and start date input on the dashboard?

A15: Section 701 of the 2020 supplemental operating budget and Section 701 of the 2020 supplemental transportation budget stipulate the requirement to post on the IT project dashboard the estimated annual maintenance and operations costs by fiscal year.

Q16: Who submits the information for the Technology Budget amendment summaries?

A17: In compliance with Section 701(4)(c) of the 2020 supplemental operating budget and Section 701 (2)(c) of the 2020 supplemental transportation budget, agencies will provide a rationale on what changed, why and how that change impacts scope, budget and schedule. The OCIO will post the approved technology budget amendment and provided summary to the dashboard.

Project assessments

Q18: What is new or different related to agency project team self- assessments?

A18: Agency project teams have always provided “traffic light” assessments for scope, schedule and budget. Visitors to the dashboard will now be able to view an additional project self-assessment for overall health.

To enable this, beginning in January 2021, agency project teams will be asked to input monthly assessments (green/yellow/red) for scope, schedule, budget and overall health, together with a short narrative for each. Scope, schedule and budget assessment narratives have a maximum character length of 255 characters.

Q19: What is new or different related to independent quality assurance assessments?

A19: While monthly independent quality assurance reports have always been posted to the dashboard, visitors to the dashboard will now be able to view summary “traffic light” assessments for scope, schedule, budget and overall health.

To enable this, beginning in January 2021, quality assurance providers will be asked to input monthly assessments (green/yellow/red) for scope, schedule, budget and overall health, together with a short narrative for each. Scope, schedule and budget assessment narratives have a maximum character length of 255 characters.

Q20: What is the difference between the information projects provide in their status reports and the project team self-assessments?

A20: Status reports and project assessments should align. Project status reports are more detailed documents providing updates on milestones, deliverables, risks and issues and decisions as well as scope, schedule and budget. The project team self-assessments are high level, visual monthly assessments with short narratives to provide the public and authorizing environment a quick summary of the project’s scope, schedule, budget and overall progress. Note that project team self-assessment was previously called Status on the legacy and 2019 versions of the dashboard.

Programs and program dashboard

Q21: What is a program?

A21: A program is a group of related projects managed in a coordinated way to obtain benefits and control not available from managing them individually. If an initiative’s successful delivery of its full scope is reliant on the success of a related project, that initiative is likely a program.

Q22: Why are programs now being introduced on the dashboard?

A22: In compliance with Section 701 of the 2020 supplemental operating budget, the dashboard must retain a roll up of the entire project cost, including all subprojects, that can also be displayed at the subproject detail level.

Q23: Who determines what is a program?

A23: Programs may be determined by the authorizing environment or by the OCIO in collaboration with agencies.

Q24: Do projects within a program have their own dashboard level view?

A24: Yes. Projects with programs can be viewed by selecting a project on the Project Dashboard or by selecting the project from the Program Dashboard.

Q25: What project data or information rolls up to the program level view?

A25: The following data is rolled up to the program level view:

- Program start date.
- Program end date.
- Planned spend.
- Actual spend.
- Total NGFO spend.
- Annual maintenance and operations (M&O).
- M&O start date.

Information and resources

Q26: Where can I find definitions for the project timeline and assessment color codes?

A26: The definitions for color codes as well as definitions for other key dashboard terms can be found within the **Resources and Instructions** link located near the top of each dashboard page. The **Resources and Instructions** page includes a downloadable [Glossary](#).

Q27: Is there a list of any terminology changes with this new dashboard version?

A27: Yes. A [Glossary](#) is available as a link on the new [Washington State IT Project Dashboard](#). A list of terminology that has changed is provided in Appendix A of the IT Dashboard [User Manual](#).

Q28: Where can I find more information?

A28: There are many ways to find more information and support resources. Dashboard [Navigation Instructions](#) and a downloadable [Glossary](#) are available as links on the new [Washington State IT Project Dashboard](#). The following additional resources are available on the OCIO [IT Project Dashboard Resources](#) webpage. webpage.

- [Dashboard demonstration recording.](#)
- [Recorded online dashboard training for agency project managers.](#)
- [Recorded online dashboard training for quality assurance providers.](#)
- ["What's Changed?" side-by-side comparison.](#)
- [New user tip sheet.](#)
- [User manual](#)

You may also submit specific questions to the OCIO using the Feedback Form on the dashboard.