

Technology Services Board – Project Synopsis

12-13-2022

Washington Technology Solutions (WaTech)

Oversight Transformation Project

Project overview

The Oversight Transformation (OT) Project aims to improve WaTech’s project oversight program and unlock the value, engagement and expertise of Oversight Consultants (OCs), so agencies can maximize their project’s success and address project risks in the state’s IT portfolio.

This project improves the experience of the project oversight process to enable scalability, higher-value oversight for more complex, higher-risk projects. We anticipate these refinements also will lead to reduced time and cost for lower-risk projects, and more effective resource allocation to gain the best value and maximize efficiency.

Project goals

WaTech’s goals for this initiative include:

- Improve the IT project oversight model to focus on minimizing, mitigating, and managing project risk to deliver successful project outcomes.
- Humanize the oversight process for state agencies while making it more consistent and predictable, and ensuring transparency and fiscal accountability.
- Enable higher-value oversight for larger, more complex, higher-risk projects while reducing agency project costs related to oversight and independent quality assurance for smaller, lower-risk projects.
- Reduce the time and simplify the process to register IT investments, especially for recurring maintenance and operations.
- Allocate state agency and WaTech resources to achieve the highest value and maximize efficiency.

Status and next steps

Key Project Milestones	Planned Date
<p>Completed discovery and service design phase:</p> <ul style="list-style-type: none"> • Held work sessions with oversight consultants, agency leaders and representatives (IT, business and budget), OFM, external quality assurance. • Reviewed existing processes, tools, and templates; identified and documented personas and pain points; documented the current state (current-state blueprint); developed and documented a future-state journey map and blueprint; identified and prioritized improvement opportunities. 	<p>End of November 2022</p>

Key Project Milestones	Planned Date
<p>Preparing to initiate implementation activities:</p> <ul style="list-style-type: none"> • Plan to implement improvements to the oversight model, processes, tools and templates by June 30, 2023, and committed to ongoing continuous improvements. • Our four focus areas for future improvements will be our “north star”: <ul style="list-style-type: none"> - Customer-focused, scaled oversight - Deliver a customer-centric approach that meets our oversight mandate but tailors its methods to drive the needs of the business. - Efficient processes - Utilize more effective tools and workflow to drive efficiency, reduce duplicative work, and creates time for OCs to deliver additional high-value services. - Role clarity - Promote accountability and reduce overlapping responsibilities by ensuring roles within and across teams are understood and agreed upon. - Value add service - Provide opportunity for OC to advise and consult, facilitating greater agency-wide execution capability, leading to more successful project outcomes. • Implementation workstreams include: <ul style="list-style-type: none"> - Define team operating model and vision - Define and align on scope of services and key capabilities needed, and define future vision for the collective team. - Operationalize service delivery model - Build detailed approach and procedures needed to support operational execution of future-state blueprint design. - Enhance systems and tooling - Leverage/deploy enhanced tooling to build workflow capabilities. Investigate/partner on approach to utilizing common project budget application. - Build awareness of OC team value proposition - Develop awareness-building program targeted at customers and users to facilitate insights to OC role and contribution. - Build process governance and oversight - Deploy process oversight capability to manage ongoing process improvements/updates and measure process performance. - Advance organization and team - Assess team skillsets, resources and structures needed to support oversight function consistent with operating model and vision for the future. - Deploy OCM program - Develop and deploy comprehensive change management plan to support full-scale deployment and adoption of future-state service design. 	<p>June 30, 2023</p>

Latest information and FAQs – see [Oversight Transformation Website](#)

Questions:

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