

IT Portfolio Management Education and Consultation

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Information Technology (IT) portfolio management provides a framework that supports the art and science of making decisions about technology investments. Portfolio management includes a mix of policy, asset allocation and resourcing that balances risk against performance. A mature portfolio management practice enables integration of business and technology planning in support of the organization's strategic plan, mission, goals and objectives.

The IT Portfolio Management program goal is to educate agencies on ways to advance and support their own IT Portfolio Management program. To support this effort the state of Washington adopted an [IT Portfolio Management Conceptual model](#) that is meant to be neutral with an ability to support a statewide view or an agency view.

Performance metrics:

- The IT Portfolio program is working with 22 of the 58 agencies in the Technology Business Management (TBM) program to advance their understanding of application total cost of ownership (TCO) and business capabilities.
- Of the 22 agencies, 55% are actively working on the application TCO and 10% are completing the business capabilities work.
- Have 100% of agencies at the application and business capabilities level by June 2024.
- Initiate an IT Portfolio Community of Practice by July 2023.

Intended customers

This service is available to all executive branch agencies as identified in statute. Agencies in the higher education, judicial and legislative branches of government are also encouraged to leverage this program to help mature their organization's IT Portfolio process.

Options available with this service

- Consult with state agencies on ways to advance their IT Portfolio Management practice.
- Educate agencies on the importance of tracking their inventories associated with the IT annual certification process.
- Agencies not required to be in the TBM Program are also able to use this service to identify their application TCO and business capabilities.

Customer engagement

- Monthly Technology Management Council (TMC), Business Management Council (BMC) and Technology Services Board (TSB) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- WaTech monthly status meetings with agency service representatives.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.

Helpful information

Service category

Enterprise Programs

Service availability

24/7/365

Planned maintenance

N/A

Related services

- Decision Package Ranking
- Process Education and Consultation
- IT Project Oversight Services.
- OCIO Statutory Reporting
- Project Management Partner Services
- State Strategic IT Plan
- Technology Business Management
- Washington State IT Project Dashboard

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Cammy Webster

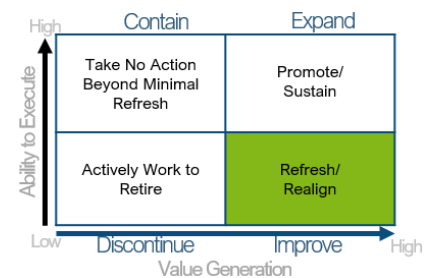
- Annual certification process and recurring TBM program meetings.
- Quarterly TBM program customer engagements to share and solicit feedback, provide updates and inform agencies on emerging initiatives, advancements and industry changes.
- Agencies contact the TBM Program at OCIO/TBMProgramOffice@watech.wa.gov to schedule consultations for the following:
 - Questions about their IT Portfolio submittal in support of the IT annual certification process.
 - Maturing and advancing their individual TBM program.
 - Assistance mapping their investments to the industry-approved TBM taxonomy.
 - Making updates to their IT expenditure categorization at any point in the fiscal year to meet changes in the business and understand TCO.

On an ad-hoc basis throughout the year, agencies collaborate with the program on ways to mature their program and gather better understanding on how to use their information.

Action plan

Current activity

- The program is currently working with 22 agencies that are advancing their TBM program to identify application and infrastructure total cost of ownership.
- The program is monitoring Cloud financial analysis (FinOps) reporting to be prepared to support the IT Portfolio elements for the Enterprise Cloud Computing (ECC) program.



One- to two-year goals

- Help advance and mature state agencies’ internal IT Portfolio Management practices. Implement an IT Portfolio Management Community of Practice.
- Work with the top 58 agencies in the TBM program to obtain 100% reporting on their application TCO and business capabilities.
- One hundred percent of agencies use their IT Portfolio Management practice to support decision making and prioritize technology investments.

Three- to five-year goals

- The IT Portfolio Management Community of Practice is self-sustaining with 100% of state agencies participating.

	2021 Dec	Jan	2022 Dec	Jan	2023 Dec
IT Portfolio Management Program		Advancement Activities	Establish Community of Practice	Develop communication campaign for annual certification (June 2022)	Hire vendor to support effort (July 2023)

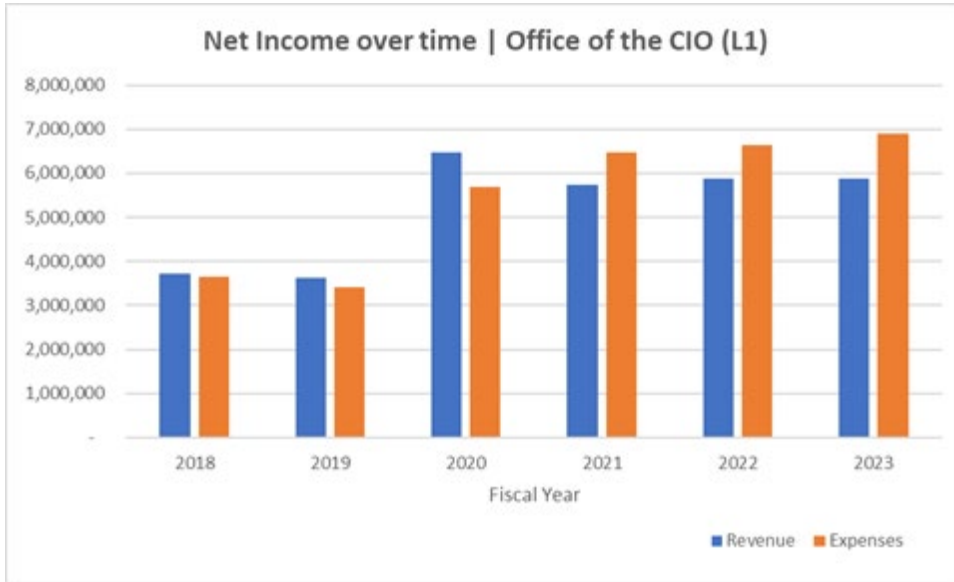
Service review and fully loaded service budget projection

Revenue source

The service is bundled and funded using revenue from the OCIO central service model.

Funding for the OCIO central service model is based on actual agency IT FTEs. OFM provides a count of actual IT FTEs. For higher education institutions (four-year institutions and the community and technical college system), only IT FTEs that support administrative functions of the institutions are counted. Instructional staff, hospital staff and other non-administrative portions of the agencies are exempted from the FTE counts. OFM maintains the source data for budgeted FTEs.

Net Income over time ¹



¹ Figures for FY 2018 through FY 2022 represent actuals. FY 2023 is based on projections.