

# Technology Services Board Meeting Minutes

September 14, 2023

9:00 a.m. – 11:30 a.m.

Member Attendees: Bill Kehoe, Dave Danner, Cami Feek, Viggo Forde, Tracy Guerin, Rep. Chipalo Street, Butch Leonardson, Sen. Joe Nguyen, Paul Moulton

Hybrid – 1500 Jefferson St SE, Olympia, WA; Presentation Room and Virtual via Zoom

---

[Link to Video](#)

[Link to Presentation Slides](#)

## **Welcome, Agenda Review, 6/8/23 Minutes Review – Bill Kehoe**

Bill Kehoe welcomed everyone and reviewed the agenda for the day and confirmed the quorum. Representative Chipalo Street was introduced to the board as a new member. The June 8 meeting minutes were reviewed and approved by the Board.

## **Policy & Standard Approvals – Bill Kehoe (Approval Required)**

Bill provided a refresher on IT policy process review. All policies listed have been vetted through the TSB Subcommittees. Bill asked if there is any discussion on any of the policies. With no discussion brought forth, there was a motion, a second and all in favor for the Board to approve the following policies in one motion: Establishing an Enterprise Service Policy; Enterprise Service Standard: Cloud Highway; Naming Convention Standard; Policy on Policies; Waiver Request Policy; IT Investments Approval and Oversight Policy, Procedures and Appendices; Project Quality Assurance Policy; Acceptable Use Policy; Configuration Management Policy; Change Management Policy; International Travel Policy; and Vulnerability Management Standard.

Bill stated that we are making great headway on our policies, and he appreciates the engagement by the board.

## **Innovation & Modernization (IM) Fund Recommendation from IT Investment Board – Derek Puckett & Nick Stowe (Approval Required)**

Derek presented the funding request for TSB approval of four additional projects. If all projects are approved today, there will be approximately \$100,000 of the funding remaining.

Derek reviewed the scoring process for each project submission.

Derek and Nick presented each submission to the Board. Derek shared that this funding would provide the one-time costs and the ongoing costs will be on the agency. A question arose on ongoing costs. Derek

advised that the IM Program will take an Action Item on following up on the process to ensure each agency identifies ongoing costs and the agency strategy for supporting the ongoing work.

- Department of Fish and Wildlife AMANDA Permitting Application
  - \$380,000 one-time costs, \$140,000 ongoing costs
  - This project was Approved by the Board.
  
- ArtsWA Art Collection Database Modernization
  - \$80,670 one-time costs, \$6,000 ongoing costs
  - Discussion followed on the Category of Data (2) and the hosting architecture.
  - This project was Approved by the Board.
  
- Office of Financial Management Candidate Relationship Tool
  - \$6,000 one-time cost, \$23,919 ongoing costs
  - Discussion followed on the benefits of this program in reaching IT candidates.
  - This project was Approved by the Board.
  
- WSDOT Qualtrics Experience Platform Modernization
  - \$25,000 one-time costs, \$174,000 ongoing costs
  - WSDOT noted their funding sources in their proposal. A question was raised regarding the high ongoing costs compared to the initial funding. WSDOT shared that the cost is due to the large workforce at the agency. This has been part of their strategic plan for many years and will be part of their DEI efforts as well.
  - Discussion followed on OFM's interest in this process and the possibility of using what WSDOT learns using Qualtrics and leveraging it across the state.
  - This project was Approved by the Board.

The question was raised on projects that were submitted and not approved. Derek shared they have received 25 proposals, 22 of which met the submission requirements and recommended approval for 9. The ITIB worked to fund as many projects as possible, making tough decisions and trying to find low cost/high return projects. A few projects were sent back to the agencies due to readiness issues. The ITIB provided feedback to agencies whose projects were not approved so they can reapply during the next funding cycle.

## **Enterprise Electronic Health Records Plan – Bill Kehoe & Amy Pearson**

Amy reviewed the budget proviso overview and objective. The Enterprise EHR Program is governed and supported by the Health and Human Services Coalition. There will be one Enterprise platform (a foundational system) that will be used by DOC, HCA, & DSHS with DCYF and DOH anticipating future implementation. Common functions were identified across the key three agencies and those will make up the foundational systems. Costs were estimated across 10 years and a decision package (DP) will be submitted that represents the Enterprise Program.

Amy reviewed the program management and governance structure. The DP will request funding for procurement and functional working team. Each agency will need to provide support for their unique needs when using the program.

Amy shared that this program is an unprecedented opportunity for an enterprise approach to accessible and consistent data. Since passage of the proviso, the planning team has been meeting twice a week. They presented to TSB in June. The vendor submitted a final plan on August 30 and was submitted to OFM on

September 13. Once the plan is approved by OFM, it will be sent out to the TSB for review and may require a special full board session for members to approve. It will be formally submitted to the Legislature as soon as the board approves.

## **Enterprise IT Strategic Plan Update – Deanna Brocker**

Deanna reviewed the work that has been done thus far to complete the final plan. The team held 13 workshops with over 100 IT and business leaders across the state which generated over 2,000 themes. These were distilled down to 11 points which eventually became Four Goals.

Deanna shared the approach of Four Pillars incorporating the Four Goals and shared how the current governance committees and boards will lead in these areas. Each Goal has a Goal Sponsor and Leads. This will move us from strategic planning to strategic execution. The teams are currently writing objectives and will prioritize initiatives to accomplish them in September.

The Strategic Plan was distributed on August 29. They are encouraging agencies to align their decision package asks with these strategic goals.

## **Program Status – One Washington – Eli Hayes & Christie Frederickson**

Eli shared an update on the current circumstances facing the program. One Washington and WaTech held a whiteboarding session on July 2. As a result of that meeting and others, WaTech issued an advisory memo in August detailing five recommendations.

Christie shared the status of the program. There are opportunities to address various components and they appreciate the chance to partner with WaTech. They do have positive outcomes; their presentation today focuses on sharing areas of risk.

Christy Campbell, Executive Program Director for One Washington, shared what has been completed since their presentation to the TSB in July, what they expect to complete in SFY Q2, and the contracts they have in process. A report was provided on Legacy System Remediation (LSR).

Cami Feek asked if validation and verification on testing strategies were being asked of agencies. The One Washington team shared that yes, as part of the comprehensive strategy, they will be asking agencies for details on their testing plans and working to establish agency engagement. Kristy added that they will be receiving their final testing strategy from their vendor next week. Once they have that plan, they will be able to drill down to various types of testing within each agency.

A question was raised as to the timeline changes. One Washington is working with agencies on the timelines that they presented to bring them closer to the One Washington timelines. There was also a question on engagement from the agencies. One Washington shared that they are working with their vendor on evaluating this data. The One Washington team is currently driving the conversation and are working to understand the agencies roles and responsibilities within the project. Kristy shared that they are working to align the timelines and creating a mitigation plan for individual agencies if needed. Out of 250 systems, a substantial number are within the timeline testing window; One Washington is working with the agencies that are not within the window.

Bill shared that this data would allow us to go back to the agencies and work to get in alignment. The testing approach now is solid. We need to get agencies into the cycle to measure progress. A lot of great work on configuration and design has been completed and this phase is the current focus.

Alisa Weld, the One Washington Budget Manager, shared that the program is submitting two decision packages. They request funding for Phase 1A implementation. They will not request funding for Sustainment Organization in the 2024 Supplemental Request as they did not yet spend the money that was already allocated for this work. They currently have 29 agencies that have applied for remediation support from the funding pool. Christie shared that sustainment planning will be starting in the next several months with the goal to establish one year prior to the Go-Live date.

## **Program Status – Integrated Eligibility & Enrollment (IE&E) Modernization– Amy Pearson & Dan Renfroe**

Dan shared an overview of IE&E program. Amy provided a refresher of the history of this program and shared what has happened with the program to date.

Amy reviewed the program and Organization Structure. Dan shared technical details of how the program will be executed, the current Scope of Projects, and current budget asks.

Amy expressed her appreciation for the various agency workforces who are leaning into this project and driving this work.

Bill shared that this program will be returning the TSB with additional updates in the future.

## **Lightning Round Update**

- **Enterprise Cloud Computing – Nick Stowe**

- This strategy was published earlier this year with goals and outcomes shared.
- Workforce:
  - They have been working to create Cloud Personas to prepare people for what their careers might look like in a Cloud Computing arena. This will transition staff to these roles and provide training and readiness. Each persona will reflect current work and the needs of the agency.

- **Identity & Access Management – Nick Stowe**

- The goal is to make it easier for Washington residents to verify their identity and receive the services that they need.
- The focus is on community engagement and establishing a collaborate model for platform selection. They are currently working on platform selection with a decision date in late November/early December.

- **Enterprise Data Strategy – Irene Vidyanti**

- The goal is to meet the challenges of a changing landscape, recognize the need for data-driven insights, and keep up with the rapid pace of innovation.
- There are three pillars of the enterprise data strategy plan which will set the direction for this work—Strategy, Platform, and Governance.

## **Public Comment**

Mario Bolden from NetScout expressed his thanks for the clarity provided by the Board and these meetings.