

Technology Services Board

Quarterly Full Board Meeting
March 12, 2024
9 – 10:30 a.m.

Current TSB Members

Industry Members

Tanya Kumar – Oracle

Legislative Members

Sen. Matt Boehnke – Senate R

Sen. Joe Nguyen – Senate D

Rep. Travis Couture – House R

Rep. Chipalo Street – Senate D

Executive Branch (Agency Directors)

Bill Kehoe – State CIO & Chair

David Danner – UTC

Cami Feek - ESD

Tracy Guerin – DRS

Other Government

Viggo Forde – Snohomish County

TOPIC	LEAD	PURPOSE	TIME
Welcome Agenda review	Bill Kehoe	Introductory remarks	9:00
Review Nov. 28 meeting minutes	Bill Kehoe	Review	9:05
Legislative session update	Angela Kleis	Information	9:10
One Washington	Eli Hayes	Program status, Board feedback	9:20
Innovation & modernization fund status from IT Investment Board	Nick Stowe	Status	9:50
Healthcare Enforcement and Licensing Management System (HELMS)	Richelle Glascock	Project status, Board feedback	9:55
Public comment			10:25
Adjournment			10:30

Review Nov. 28 Minutes

Legislative Session Update



- Introduction: WaTech's New Director of Policy and External Affairs.
- Legislature adjourned Sine Die on March 7.
- WaTech tracked approximately 70 technology-related bills.
 - Examples include artificial intelligence, cybersecurity, digital equity, and privacy.
- Two bills to highlight
 - SHB 1947 Technology governance in state government. (Sponsor: Rep. Chipalo Street. WaTech request.)
 - E2SSB 5838 Artificial intelligence task force. (Sponsor: Sen. Joe Nguyễn. Attorney General request.)

One Washington Program

Welcome and Program Updates

Schedule continues to progress as planned for July 2025 Phase 1a Go Live

- Baselined all tasks that did not have an initial baseline and continue the schedule elaboration.
- Continue to update and align schedule based upon Schedule Audit (WaTech/QA).

What has changed/key accomplishments since November TSB presentation

- Completed Legacy System Remediation Testing Plan.
- Completed End2End Testing Plan.
- Developed the LSR Multi-Discipline Team (MDT) Strategy and Internal kickoff.
- Held Agencies Legacy System Remediation Testing kickoff.
- Completed Iteration 1 & 2 of the Legacy System Remediation Testing.
- End2End Testing Tenant Build.
- Onboarded Kainos for automated testing services.

Upcoming for SFY Q4

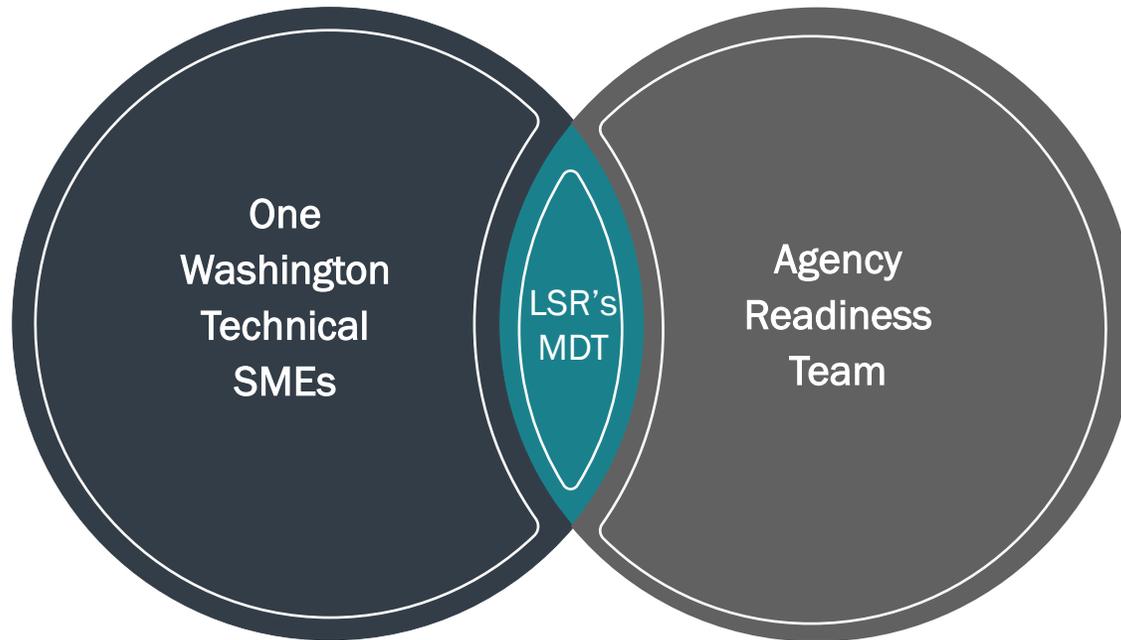
- LSR Agency Testing Iterations 3-6 start.
- End2End tenant build completed and ready for testing.
- End2End Sprint 1 testing.
- End2End Sprint 2 Agency kickoff and begin testing.
- Activities for End user training plan, curriculum and training schedule.

RISK: Agency Readiness (OCM)

1

General Updates

- Hired Agency Readiness Director
- Engaged Strategic Consulting Partner
- Developing 6 Pillar Readiness Frame



LSR Multi-Disciplinary Team (MDT): The cross functional, technical and OCM team focus is on risk mitigation actions to provide agency support as need for their legacy Systems Remediation

2

Internal Multi-Discipline Team

Activities In Motion



Increased Sponsor Engagement Resources and Opportunities



Agency Centric Roadmap



6 Pillars of Agency Readiness



Integrations Community of Practice Engagements



Early Training Recommendations and Spotlights

RISK: Legacy System Remediation | LSR Testing (March 6, 2024)

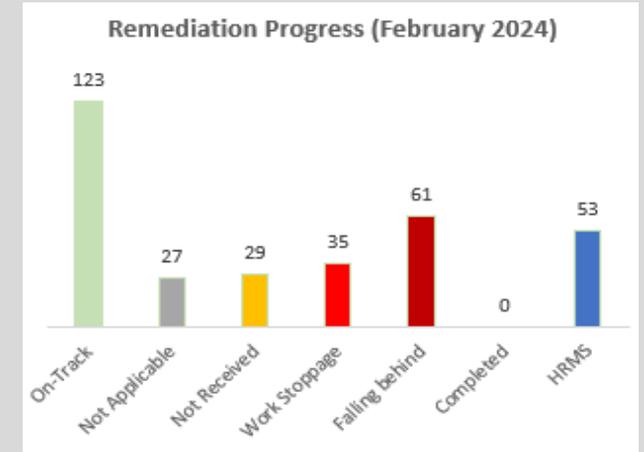
Scope: 276 impacted systems across 41 agencies.

*PRIMARY: 157 Systems (talk directly to Workday)

SUBSIDIARY: 94 Systems (talk to Workday through a primary system)

TO BE RETIRED: 25 Systems

Note: OFM IT Service Division compiled the remediation timelines for agency subsidiary systems to HRMS. The OneWa LSR Team is tracking these dates as well in our Month LSR Statue Report.



LSR Testing Timeline (Testing Execution Window)																								
Start of Business Week >>	Jan 15	Jan 22	Jan 29	Feb 5	Feb 12	Feb 19	Feb 26	Mar 4	Mar 11	Mar 18	Mar 25	Apr 1	Apr 8	Apr 15	Apr 22	Apr 29	May 6	May 13	May 20	May 27	Jun 3	Jun 10	Jun 17	
	👥	*	👥	Iteration 2			👥	Iteration 3			👥		Iteration 4			👥	Iteration 5			👥	Iteration 6			★
Agency Systems	Iteration 2			Iteration 3			Iteration 4			Iteration 5			Iteration 6											
Primary Systems Scheduled Testing Sessions	6			9			18			13			12											

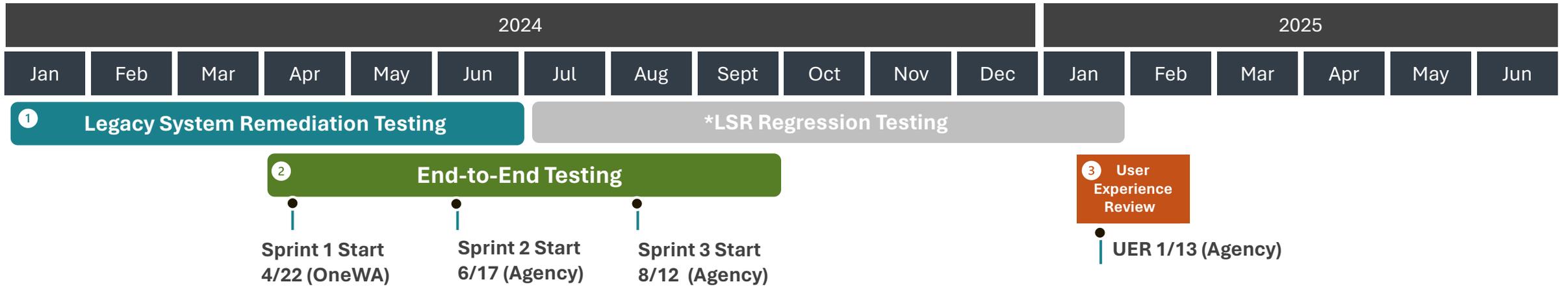
Legend	
👥	LSR Testing Information Session
■	LSR Testing Iterations
★	Agency E2E Testing begins

FOCUS:
Preparing and scheduling remediating agencies for LSR Testing.

Current Risks:

- Critical agency system remediation timelines do not align with the One Washington test plans.
- Increased scope of LSR agencies due to the inclusion of the HRMS remediation and alignment with One Washington testing.
- Tracking agencies progress and risks to ensure LSR & HRMS remediation efforts are on schedule.
- Agency Decommissioning Planning and Contingency Planning.

RISK: One Washington Testing Timeline



1 Legacy System Remediation Testing

- Testing of Primary and Mandatory systems with Workday Ecosystem
- Opportunity for agencies to test subsidiary systems.
- LSR Testing completion is required as an entry into E2E testing.
- Timeline : Jan-Jun 2024

2 End-to-End Testing

- Testing of Workday Business Processes, Integrations and Reports
- Sprint 2 Agency tester planning & Training during March – June
- Timeline : **Sprint 1 (April-May 2024)**
Sprint 2 (June-Aug 2024)
Sprint 3 (Aug-Sept 2024)

3 User Experience Review

- Day in a life review
- Validate security
- Feedback on training materials
- Timeline : Jan-Feb 2025

As of 2/21/2024

*OneWA is working on an adaptable plan to respond to emerging needs out of testing cycles that address regression testing opportunities for remediating agency needs.

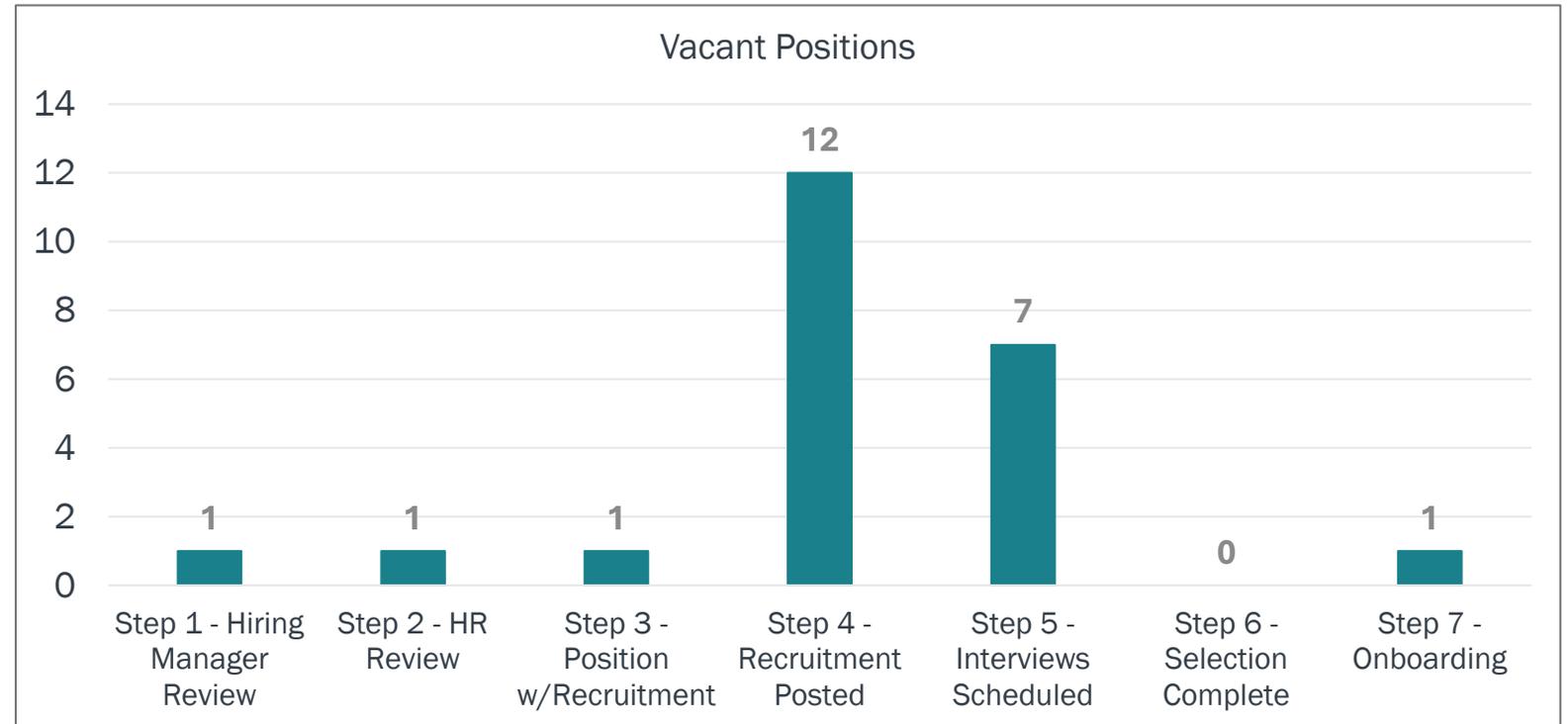
RISK: Staffing and Recruitment Approach (March 1, 2024)

42 vacancies / 129 Positions
(33% vacancy rate)

- 23 positions actively worked and recruited (18% vacancy rate)
 - 1 person starting on March 16
- 19 positions on hold until completed agency readiness assessment (15% vacancy rate)
 - Roles identified below

Hiring in Spring/Summer:

- 5 – Trainers
- 1 – Administrative Assistant
- 1 – Internal Auditor
- 5 – Business Relationship Specialists
- 6 – OCM Pool Specialists
- 1 – OCM Resource Specialist Supervisor



One Washington Attrition Rate is 2% or an average loss of 2 people per month.

Questions?

Innovation & Modernization Fund Program

ABOUT THE PROGRAM

Created to provide agencies with a funding mechanism for innovative technology projects and modernization projects.

Projects shorter duration and smaller dollar value. Must be completed in the same fiscal year the funds are awarded.

Funded through the 2023 – 2025 budget process. \$1.5 million per fiscal year.

THE PROCESS

Agency submittal

IM Program screening

ITIB review

Agency pitch meeting

ITIB Scoring

TSB Recommendations

WHERE WE ARE TODAY

Awarded \$1,350,000 to date.

\$150,000 remaining fund balance.

Ongoing project oversight of 11 approved projects.

Innovation & Modernization Program Dashboard

[View Proposals](#)

Filters

Agency Name and Code

All

Sent to ITIB for Scoring

Yes

Pitch Date

All

Sent to TSB for Approval

All

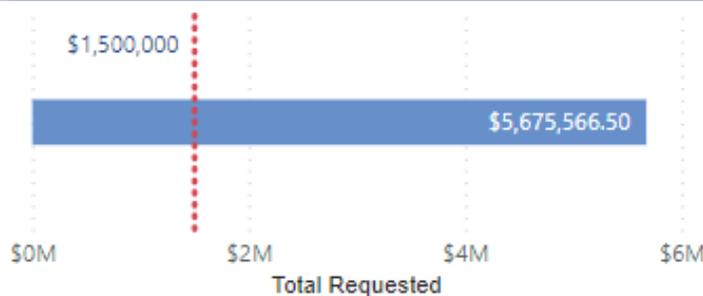
TSB Approved

All

Proposals Received

34

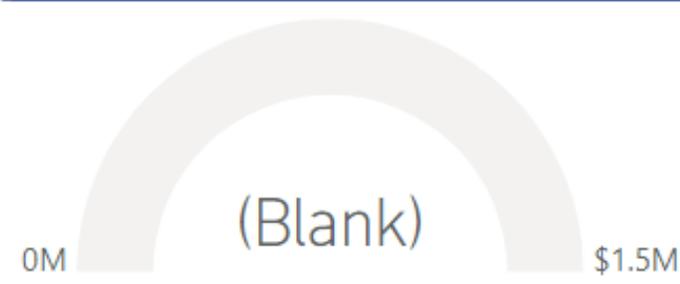
Funds Available vs. Amount Requested



Total Funds Allocated



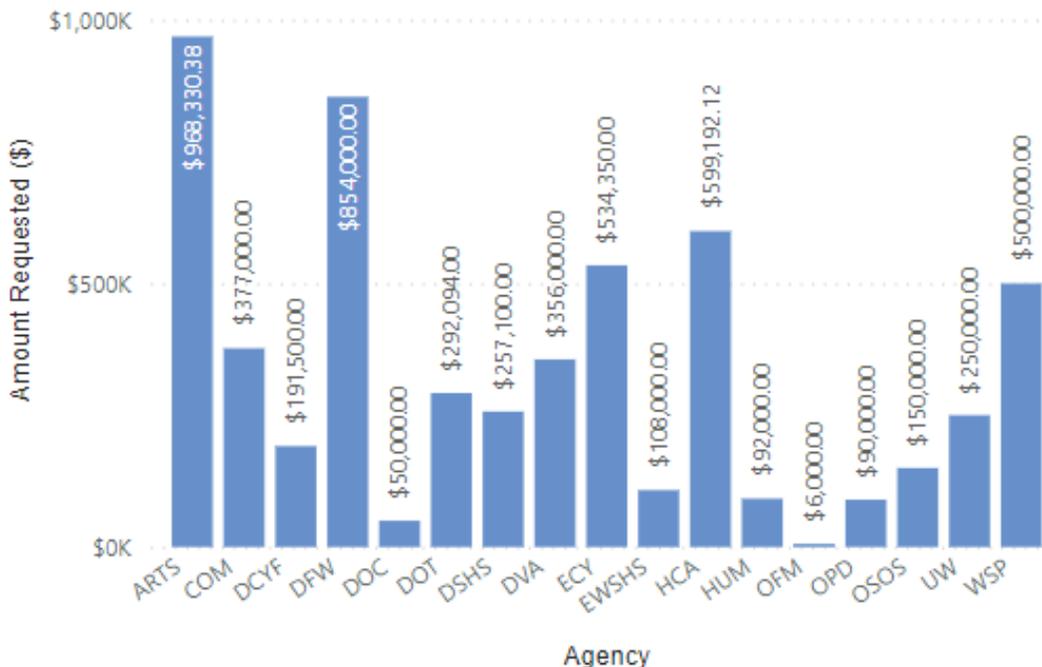
Amount Spent FYTD



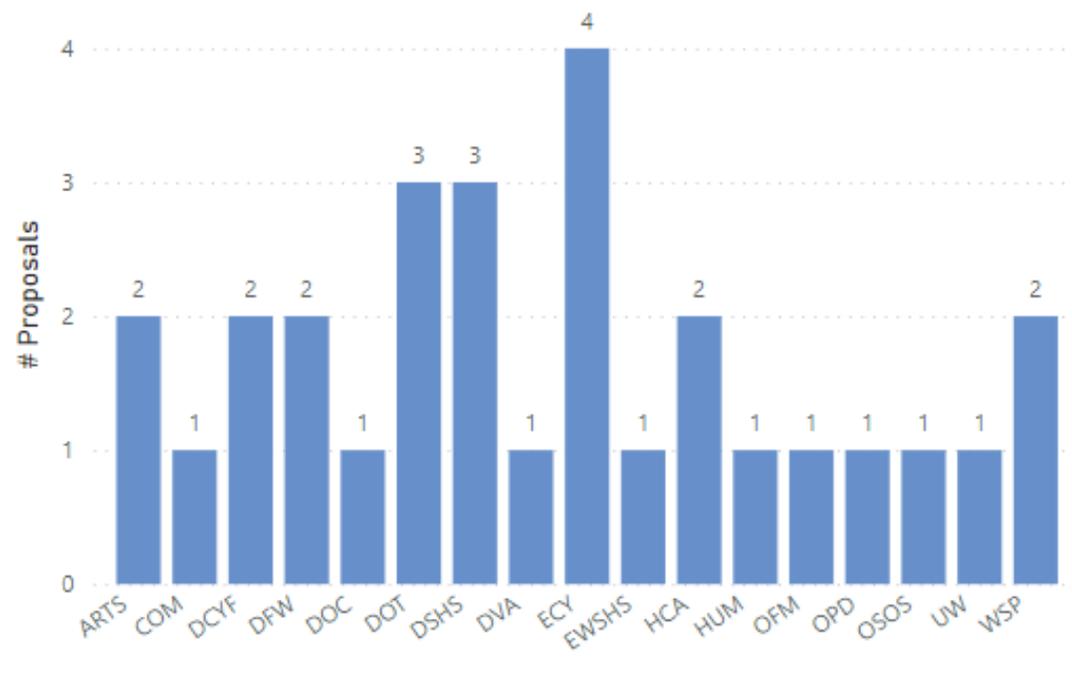
Proposals sent to ITIB for scoring

29

Amount Requested by Agency



Proposals Submitted by Agency



Proposals sent to TSB for approval

12

Proposals Approved

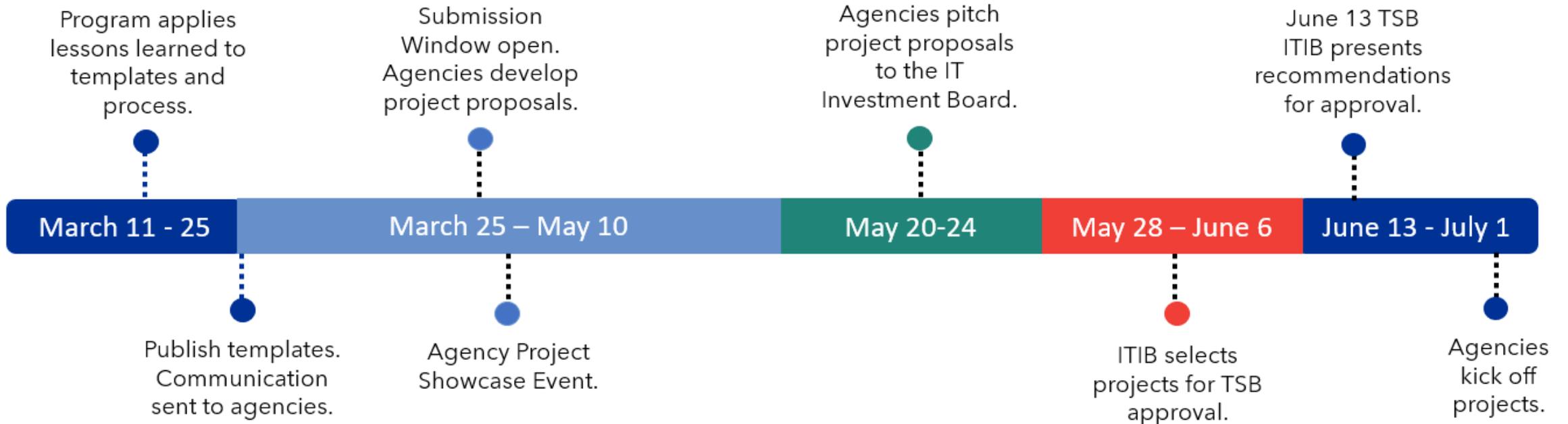
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- A complete list of approved projects is available on the Innovation and Modernization Program [webpage](#) or from the [IT Project Dashboard](#).
- Total of 11 projects under program oversight. WaTech is actively meeting with each of the projects for product demonstrations, status reports and risk mitigation, if needed.
 - Seven projects are trending upward and on target in January.
 - Four January project status reports are pending review by the program:
 - DOT-Qualtrics Employee Engagement Platform
 - DOT-GovQA
 - DSHS-DDA FS AI Chatbot
 - DSHS-Language Access Project (Interpretation Services)
- Agency project demonstrations are coming soon!!



Proposed Timeline for 2025 Funding

Innovation and Modernization Fund - Fiscal Year 2025 Timeline



**Project –
Healthcare Enforcement and
Licensing Modernization Solution
(HELMS)
Department of Health**

What is HELMS?

Healthcare Enforcement and Licensing Management System (HELMS) is a **new electronic licensing system** that will replace the old and outdated legacy system, as well as sixteen current applications that are unable to match the growing requirements and expectations of customers.



500,000 healthcare professionals practicing in 86 professions across 359 credential types



2,500 educational and training programs



Nearly 12,000 facilities across 21 facility types

Key areas include:

- **Licensing & Credentials**
- **Education Programs**
- **Recognized Designations**
- **Enforcement & Inspections**



Modernize IT services, processes, and capabilities to support business solutions and are aligned with public health practices.



Integrate online transactions into a single system.



Increase our ability to share confidential and restricted data with healthcare providers with more robust security.



Expand the mobile capabilities for the professions and the public.



Provide tools to better analyze and mine data, find insights and patterns, and predict outcomes to improve healthcare analytics and support decision-making.



Key Activities

- Executing UAT for HELMS Lite.
- Continued Deployment and Business Readiness activities.
- Implementing operational changes to improve velocity as our teams shift to Rel. 2 work.
- Re-baselining our Budget.
- Continued focus on OCM Activities with Stakeholders, Boards and Associations.
- Renegotiating our Vendor Contract.

Risk	Mitigating Actions
Dual Systems between R2 and R3 impacts the Business & Data Integration complexity	<ul style="list-style-type: none">• Reduced time between R2 and R3 as much as possible.• Identified integration strategy and working through design w/ Tyler Technologies.• Assessing business impacts and creating OCM and training plans to minimize impacts.
Strengthen OCM Efforts	<ul style="list-style-type: none">• Extended duration and limited communications have created skepticism and fatigue.• Updating OCM plan and meeting with professions and key stakeholders.
Achieve Necessary Velocity	<ul style="list-style-type: none">• Identified pain points and efficiencies.• Need to realize and operationalize those.
Vendor Risk	<ul style="list-style-type: none">• Currently renegotiating our contract.• May impact budget and schedule delivery.
Potential Budget Shortfall	<ul style="list-style-type: none">• Budget reforecasting in process.• Awaiting finalized budget request following legislative systems.
Need for additional Architectural and Technical Support	<ul style="list-style-type: none">• Reviewing resource plan to determine capacity gaps; will action once budget is finalized.• DOH team is new to Salesforce; team would benefit from architectural support to upskill and validate design decisions.• DOH currently has a Salesforce Architect supporting the project and is planning to contract additional Architectural support if budget allows.

Questions?



Public Comment