

# Technology Services Board Meeting Minutes

March 12, 2024

9 – 10:30 a.m.

Member Attendees: Bill Kehoe, Dave Danner, Cami Feek, Viggo Forde, Tanya Kumar

Hybrid – 1500 Jefferson St SE, Olympia, WA; 1<sup>st</sup> Floor Conf. Rm 1213 and Virtual via Zoom

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[Link to Video](#)

[Link to Presentation Slides](#)

## **Welcome, Agenda Review, Nov. 28 Minutes Review – Bill Kehoe**

Bill Kehoe, State CIO and TSB Chair, welcomed everyone to the meeting and reviewed the agenda.

Bill quickly reviewed the Nov. 28 minutes, but without a quorum, there was no approval.

## **Legislative Session Update – Angela Kleis**

Angela Kleis, the new Director of Policy and External Affairs, introduced herself and provided a legislative update. During the legislative session, her team tracked around 70 technology-related bills, particularly in AI and cybersecurity, though notable bills on ethical AI and cybersecurity guidelines did not pass.

Two significant bills reached the Governor's desk: Substitute House Bill 1947, which officially changed the agency's name to WaTech and transferred the authority of the State Interoperability Executive Committee to the Military Department; and Second Substitute Senate Bill 5383, which established an AI Task Force with various subcommittees to address issues like education, labor, security, and consumer protections.

## **Program Status – One Washington – Eli Hayes & Cristie Fredrickson**

Eli Hayes, WaTech Oversight Consultant, provided an oversight perspective on the One Washington program, noting significant progress since the last presentation in November, particularly in the legacy system remediation activities. Despite these advances, he pointed out areas needing improvement, such as the testing and training materials, and the schedule. He mentioned ongoing efforts to enhance the schedule and address staff vacancies, as well as plans for end-to-end and user testing.

Cristie Fredrickson, the executive sponsor, thanked the Board for ongoing interest and support for the One Washington program. She introduced the executive leadership team and acknowledged contributions from various team members. Cristie emphasized the importance of discussing risks and challenges openly and invited input from the Board members. She highlighted the success of the 2024 legislative session, which

secured full funding for the program through June 2025, benefiting both the program and the agencies involved in legacy system remediation.

Christy Campbell, Executive Program Director, discussed four main risks for the project: agency readiness, legacy system remediation, testing, and staffing. The team made significant progress in organizational change management, with a new agency readiness director hired and a strategic consulting partner engaged. Efforts included developing a comprehensive readiness framework, increasing sponsorship engagement, and enhancing communication with agencies through various channels and knowledge exchange sessions.

Legacy system remediation was identified as a critical risk, with 157 systems needing testing by mid-June. Despite significant efforts, some agencies were expected to fall behind, and contingency plans were being developed. Christy emphasized the importance of a multidisciplinary team to support agencies and a regression testing period from July to January to mitigate risks. Additionally, staffing challenges were addressed by ramping up resources, resulting in the hiring of new staff and a reduction in vacancies.

Board members provided valuable feedback on the project, emphasizing the importance of effective communication and change management, engaging the broader community through informal events like brown bags and town halls, and ensuring agency leaders understand their risks and the available support, suggesting targeted communication with agency heads to ensure they are fully aware of their responsibilities and progress.

## **Innovation & Modernization Fund Status from the IT Investment Board – Nick Stowe**

Nick Stowe, the State Chief Technology Officer, shared updates on the Innovation and Modernization Program. He reviewed the current project portfolio, highlighting successful outcomes and lessons learned. The Office of the Secretary of State had returned funding for a project after identifying significant risks, which was praised as a demonstration of responsible project management.

Nick also discussed plans for an agency project showcase in April, where agencies would present their funded projects to inspire others and raise awareness about the program. He mentioned that the program's funding window would open slightly later than planned, aligning with the showcase. Nick highlighted positive feedback from senior leaders, emphasizing the program's success in solving important problems with relatively small funding in its first year.

## **Project Status - Healthcare Enforcement and Licensing Management System (HELMS) – Richelle Glascock**

Richelle Glascock, WaTech Oversight Consultant, explained that the HELMS project had faced significant challenges, particularly in vendor management. She noted that since the last update, new leadership and a revised implementation strategy with incremental releases had been introduced, and the team was diligently working on schedule and budget adjustments to ensure project success.

Callie Goldsby, the chief information officer for the Washington State Department of Health (DOH), presented the update on the Health Enforcement License Management System (HELMS) project. The project will replace an outdated system with a new Salesforce implementation, enhancing the efficiency and security of

healthcare licensing processes. Despite initial setbacks, including vendor issues and a complete project restart, significant progress had been made with a new project director and improved vendor relationships.

Ratna Craig, the new Project Director, highlighted the importance of the HELMS project for Washington's healthcare system, emphasizing its role in ensuring safe, accessible, and affordable healthcare. The project was set to launch its first phase in April, with subsequent major releases planned for December and the following September. She noted challenges such as managing dual systems during the transition and rebuilding stakeholder trust, but she expressed confidence in the team's ability to meet these challenges.

Bill and other Board members praised the DOH team's efforts, particularly their strategic shift to phased releases and improved project sponsorship under Lacy Fehrenbach, Chief of Prevention, Safety, and Health at DOH. The board acknowledged the positive changes and progress made since the previous update, emphasizing the importance of continued collaboration and support.

## **Public Comment**

A vendor audience member expressed appreciation for the transparency of the Board.