WaTech
Washington Technology Solutions

Projects funded to date – 4/30/24

The program focused for April was conducting project check-ins with all projects. The program has project check-ins scheduled every two weeks through the end of June to ensure projects are on track and receiving support from WaTech. The Program is actively meeting with the agencies to finalize performance metrics and program close requirements. The program will provide a consistent method for agencies to report metrics. The data collected will be synthesized for the project close reports and the Legislative Report due in September. The program is closely monitoring all tech budgets to ensure IM funds are fully utilized and reimbursements are processed in FY2024.

Current count of active projects = 11 projects representing 9 agencies.

Agency	Project Name	Project Description	Amount Awarded	TSB Approval	Program Status	Status Trend	Project Status
Eastern Washington State Historical Society	Replace Legacy Museum Collections Management System	Replace collection management system with new software to support the museum's objects and archive/special collections. The project automates manual processes and expands access to its collection database. *The IM fund portion of this project is the digitizing of archival collection which will allow researchers and the public to access EWSHS collections.*	$108,000	July-23	• The overall project schedule continued to slip; however, this was based on business reasons, not system implementation. • The new goal-live date will be determined June 7th. The delay is due to a business decision. •	APR ↑ MAR ↑ FEB ↑	The project continues to show forward progress and the status trend remains positive. However, the project required additional data migration plan workshops, which extended the Post Implementation Report and QA Close Out report deliverables into July. • The first iteration of Phase 2 UAT was completed, which includes the first round of user test cases. The second iteration has begun. • Configuration changes by SKINsoft were made based on user feedback and test cases. • SKINsoft delivered an initial draft of the Web Portal PDF. •
Ecology	Online Water Resource Application	Water resources online customer portal to authenticate users, view applications, review requirements for online application submission, and submit applications online.	$152,700	July-23	• The program met with the agency for their regular bi-weekly check in and the PM shared the agency is assessing options to address the programmatic issues with their	APR →	• The project has two critical tasks which drive a May 2024 implementation window. ePay integration and water rights tracking system integration. It will be important for the project to closely monitor these tasks and ensure they do not impact the

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					ePay system and their back-end water rights tracking system. • The program will follow up with the agency after their June 10 steering committee/leadership meeting to select one of several options to address the integration challenges.	MAR ⬆ (green) FEB ➚ (yellow)	project's ability to implement the online water rights application by June 30, 2024. Work continues to progress for the Environment Configuration, Business Process Flow, and Power Automate Workflows.
Healthcare Authority	Electronic Consent Management	Deploy an electronic consent management solution that facilitates patient-authorized exchange of sensitive data and is scalable, secure, sustainable, and meets provider needs. • The IM Fund is a smaller portion of the larger ECM project which is under WaTech project oversight. • Richelle Glascock is the oversight consultant for the larger ECM project.	$159,687	July-23	• The program has requested an updated projected spend for this project due to the latest delays by the vendor to the code completion and several vendor deliverables that the IM fund has a portion of the costs. • Jennifer Alvisurez is working with the agency finance team to identify which deliverables will be delayed past June 30.	APR ➡ (yellow) MAR ⬆ (yellow) FEB ⬆ (yellow)	Despite continued delays by the vendor HCA remains very invested and excited for this project and the resulting solution that will be implemented. This solution is one of a kind that will significantly improve the ability of providers treating HCA clients to coordinate services and provide services sooner and in a more holistic approach. • Sprint 10 commenced. • Training materials delivered by the vendor are under HCA review. • HCA refining onboarding diagram, documentation, and go/no go checklist. • SIT testing continues, but code complete has been moved out again due to vendor delays.

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Washington State Patrol	ServiceNow Mentored Application Development	Adopt ServiceNow, a Low Code platform, using cooperative development and knowledge transfer to support future development and migration of legacy applications to ServiceNow. This will be used to replace an inventory of legacy applications that need to be modernized.	$250,000	July-23	• Program participating in sprint demonstrations with the project team. • Received first reimbursement request from WSP for December 2023 in the amount of $15,120. •	April ➡️ MAR ➡️ FEB ➡️	The status trend is stable for the program with demonstrated progress at the bi-weekly sprint product demonstrations. • April status report submitted to program. • Data migration in progress, liquor tracking, the workflow model, Commercial Vehicle (new, compliance, tow/wrecking, and school bus) and backlog review/ development have begun. • Project is conducting sprint demonstrations at the end of each sprint. Project is inviting IM Program staff to the demonstrations, as optional attendees.
Fish and Wildlife	Amanda Permitting Application	Deploy a digital workflow automation solution that will modernize outdated systems, eliminate manual paper processes, and improve the efficiency and effectiveness of their permitting processes.	$380,000	Sept-23	• Found workable solution to have attachments on permits • Go live date set for WC permits 4/25 • Program met with agency on Jan 31 to complete a project check in and product demonstration. • The agency has made significant progress in the first	APR ➡️ MAR ➡️	The status trend for April remains green with continued forward progress on the scope and schedule. • Began Sprint 3 Depredation (Production) • Sprint 3 (Production) Go live prep, migration to production, and Go-live have been completed. • Post-production support has commenced. • Sprint 4 (Postproduction) User guide and Agency/Business Unit training were finished.

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					of three permits included in this project and the platform is meeting the agency business requirements. • The vendor resource for this product has been very responsive and meets agency expectations.	FEB (green arrow →)	• Falconry permit conversion will be resolved without an increase to the budget. • Falconry Sprint 1's (initiation) mock-up for Public Portal was finished. • The Falconry Sprint 2 (Execution) Permittee data for import has been completed. • Falconry Sprint 3 (production) Go Live prep started and finished. •
Office of Financial Management	Candidate Relationship Management	Implement a candidate relationship management tool to integrate and supplement Washington's current Application Tracking System. This solution will contribute to the state's ability to better attract and source job seekers for IT-related positions.	$6,000	Sept-23	• Capacity challenges for the IM Program continue to affect timely engagement with the agency project. • Meeting on March 29 with agency to re-engage again. • IAA has been submitted to WaTech Contracts for signatures. • The program will follow up in March with OFM to evaluate the user experience to date. The pilot needs to generate a few months of data before OFM will be able to see trends and assess the effectiveness of the solution.	APR (red arrow ↓) MAR (red arrow ↓) FEB (yellow arrow ↓)	The status trend shows downward movement due to the communication issues with vendor and the Program may end up not allocating funds toward this project. • The program reviewed and finalized the IAA and submitted to the program for signature. • The program will begin submitting status reports for February and forward. • The agency has been actively working with 10 selected agencies to participate in the pilot of GovQA Candidate Relationship Management solution. • 10 agencies were selected for the pilot based on the number of employees in an IT classification. The pilot is evaluating whether the candidate relationship module in GovQA results in better candidate pools and hires across the 10 agencies who are participating. • The 10 agencies have access and are currently using the features of the candidate relationship management module.

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Department of Transportation	Qualtrics Experience Platform	Implement a solution to measure and optimize employee engagement experiences in a more holistic approach that allows real-time data into employee satisfaction, retention and the ability to serve Washington citizens. Leverage survey capabilities to engage employees more frequently and act on feedback more often.	$25,000	Sept-23	• Review of April status report underway. • Tech budget is pending follow up with the agency on the unique AFRS Code.	APR ⬆ (green) MAR ⬆ (green) FEB ➡ (green)	The status trends for April is upward. • Testing completed and launched Survey • The Roles and Access permissions worksheet commenced and is in progress. • The survey build was confirmed, and the administration schedule was finalized.
Washington State Arts Commission	Art Collection Database Modernization	Migrate the museum's collection database from an existing legacy solution with limited business capabilities to a modern solution that provides new functionality expected with a modern-day solution. This will allow the museum to improve citizen and staff access to museum collections with secure, mobile-ready features.	$80,670	Sept-23	• Program has completed review of the April status report. • WaTech included in Steering Committee • The project is reporting the schedule as yellow because the configuration component of the project took longer than initially planned. However, the project will still implement before June 30, 2024, when the IM funds expire.	APR ➡ (yellow) MAR ⬆ (yellow) FEB ⬆ (yellow)	The project is reporting yellow status for the schedule. Due to a conflict to meet business needs for fiscal year close, the project will implement in July 2024. • In early April, Sprint 7 closed out with the installation of User Acceptance Testing (UAT) and production environment, • Sprint 8 closed out with the completion of the configuration of inventory-related fields. • Sprint 9 commenced with the creation of Priority A Reports.
Department of Social and Health Services	DDA-FS AI Chatbot Assistant	Use an AI chatbot assistant to support DDA field staff in finding answers to the many questions that currently require human assistance by program	$90,000	Nov-23	• The tech budget has been submitted. • The project selected Azure AI for their software solution which the agency already	APR ➡ (red)	Project working on an updated schedule, budget, and risks to align with the decision to move forward with Azure AI.

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		specialist. The AI chatbot will offer automated responses and connect staff to training materials, resources, contacts, and answers to typical questions.			procured. The program provided the project with recommendations on acceptable use of the IM funds and the March 28 meeting is for the project manager to provide an update on the recommendations. • Although several options have been investigated, expenditure of the entire budget is unlikely to occur by the end of June 2024.	MAR ➡️ FEB ➡️	• The Organizational Change plan has been drafted. • The project received approval from the DSHS ITPM group to move forward on the purchase of the 3-month review of Subroutine (POC 2). • A workshop was held to address issues found during smoke testing. The technical team was able to resolve the issues and make enhancements to increase accuracy and user experience. • Smoke Testing and user acceptance testing is underway. • The Security Design diagram was updated and resubmitted to the ALTSA Security Officer.
Department of Social and Health Services	Language Access Project	Implement AI-powered interpretation technology to complement and enhance the work of staff using Teams with language accessibility. This solution would improve DSHS staff ability to effectively converse, collaborate and serve residents with communication barriers.	$77,000	Nov-23	• The tech budget was received. • April status report shows the agency is at least 2 months behind original schedule and an implementation date has not yet been determined.	APR ➡️ MAR ⬇️ FEB ⬇️	The agency has submitted April Status Report. • Project was unable to submit the Security Review Design paperwork without information from KUDO. The information needed from KUDO is proprietary and would not be provided until the solution was procured. The Kudo Solution has been procured. • The Security Review Design is close to being submitted. • The project will be unable to implement until the Security Review Design has been completed.

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Department of Transportation	GovQA Litigation Holds and Discovery	This project will implement GovQA for use by WSDOT staff who manage their Litigation Holds and Discovery business process. The software will automate manual workflows, centralize case details, provide ability to notify staff on new requests, and move to cloud storage. The outcome will result in streamlined work, secure access to and improved storage of litigation related documentation.	$20,943	Nov-23	• IAA is fully executed.
					• Tech budget is still pending follow up with the agency on the unique AFRS Code. Working with DOT Finance Team to get answers to WaTech questions on the tech budget.
					• Program reviewed Dec, Jan, and February status reports this month.
					• DOT PMO Manager is engaged with the project and is providing a PM to ensure project successfully implements before June 30, 2024.
					• Program will schedule check in with the project to walkthrough remaining work in the schedule and receive a product demonstration.
						APR
						
						MAR
						
						FEB
							The status trend for April remains green with no upward trend. PM feels the project is ahead of schedule (status report confirms this)
							
							• Project has begun adaptation and fine tuning.
							• Known risks appear to be mitigated.
							• Data migration is complete.
							• Progress on functionality testing and configuration is demonstrated in status report.
							• Important milestones for march (reporting in progress not yet completed by march status report):
							  ○ Continue work to automate workflows.
							  ○ Configure external access and file sharing.
							  ○ Full implementation of software and processes.