

Establishing an Enterprise Service Policy Background

New, Update or Sunset Review? Sunset Review.

What due diligence was conducted to determine the content of this policy/standard? If this is an update or sunset review, provide information as to what changes were made, if any, as well as reasons behind the policy/standard content.

We met with a workgroup of interested parties from the Enterprise Architecture Committee (EAC). We updated the policy to add criteria for consideration when establishing an enterprise service.

What is the business case for the policy/standard?

WaTech is directed to create a roadmap for Enterprise Architecture by RCW 43.105.265 - Enterprise-based strategy for information technology -- Use of ongoing enterprise architecture program.

Enterprise services deliver economies of scale and reduce technical debt through shared services

What are the key objectives of the policy/standard?

- Reduce overall technology spending by consolidating services centrally.
- Expand enterprise service designations to services offered by other pillar agencies, such as DES and OFM.
- Clear criteria for designating an enterprise service.

How does policy/standard promote or support alignment with strategies?

Designating Enterprise Services aligns with the state IT strategic plan goals 2, Accountable IT Management, 4 - Enterprise Architecture, and 5 - Privacy and Security. The policy creates economies of scale to reduce technical debt, promotes reuse, promotes portfolio alignment with statewide architecture, advances adoption of modern, cloud-based technologies, supports use of common, shared technologies, and supports security and privacy through shared proactive cybersecurity solutions.

What are the implementation considerations?

WaTech will need to communicate changes to the policy to all agencies.

Moving services to standards falling under this policy organizes them differently and this will need to be communicated, especially as new services are designated.

How will we know if the policy is successful?

- More services will be designated as enterprise services.
- Agencies of all sizes are utilizing the state enterprise services as a resource.
- Enterprise services are identified, codified, and certified across the state.
- IT community is better informed of expectations and designated Enterprise services.
- Qualitative feedback from the IT community confirming their understanding of the Enterprise portfolio
- The number and type of waivers we receive are good measures for understanding the success of the policy.
- Redundant/duplicative services are reduced