

WaTech
Washington Technology Solutions



Welcome!

Washington State
IT INDUSTRY FORUM

Modernization Summit '24

WASHINGTON STATE IT INDUSTRY FORUM & MODERNIZATION SUMMIT

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September 25, 2024

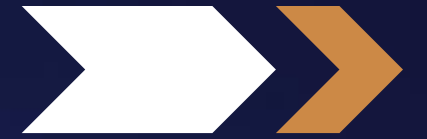
Bill Kehoe, State CIO & WaTech Director



MODERNIZATION IS

The integration and utilization of digital technologies that involves **reimagining processes, services, and customer experiences.**





Modernization Principles

Modernization ... Drives Strategic Progress



Enterprise IT Strategic Plan 2023-2025

Connected Government, Stronger Communities, Better Washington

Goal #1 Create a Government Experience that Leaves No Community Behind

Goal Statement: Through a connected government that emphasizes service delivery and the experience of those we serve, we can achieve equitable outcomes across our communities.



Goal #3 Innovative Technology Solutions Create a Better Washington

Goal Statement: Prioritize solutions emphasizing access, technology, and innovation to address systemic societal challenges and align our decision-making for those we serve.



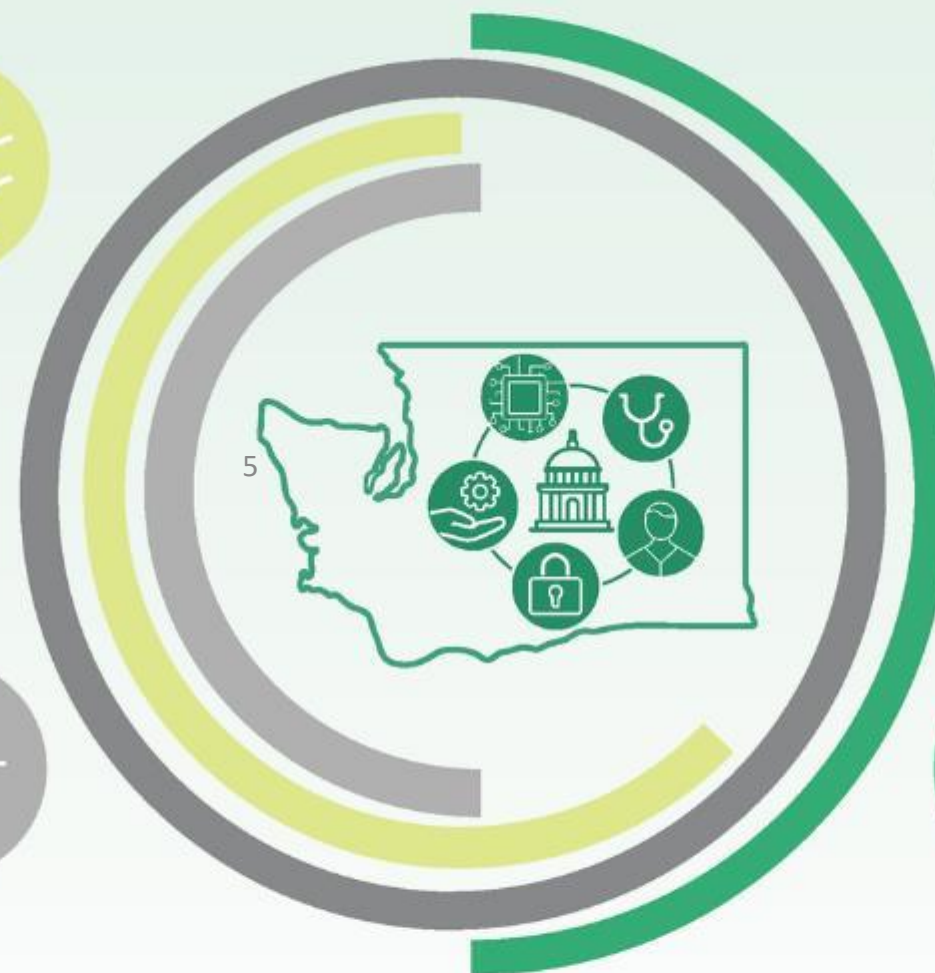
Goal #2 Better Data, Better Decisions, Better Government, Better Washington

Goal Statement: Use data and insights to improve the experience of those we serve, prioritize service improvements, drive strategic decisions, and improve transparency.



Goal #4 Transform how we work. Best Workforce Ever.

Goal Statement: Attract and retain technology talent, advance our agencies' skill sets, instill an innovation culture, and establish new and agile processes and practices to achieve our future vision.



Our Pillars Digital trust | Shared governance | Equitable outcomes | Service excellence

Our Values Human-centered | Inclusive ideas | Courageous innovation | Accessibility | Nimble | Community + connectivity



2024 STATE CIO TOP 10 PRIORITIES

Priority Strategies, Management Processes and Solutions

1 CYBERSECURITY AND RISK MANAGEMENT



1 DIGITAL GOVERNMENT / DIGITAL SERVICES



3 ARTIFICIAL INTELLIGENCE / MACHINE LEARNING /
ROBOTIC PROCESS AUTOMATION



4 LEGACY MODERNIZATION



5 WORKFORCE



6 DATA MANAGEMENT / DATA ANALYTICS



7 BROADBAND / WIRELESS CONNECTIVITY



8 IDENTITY AND ACCESS MANAGEMENT



9 CLOUD SERVICES



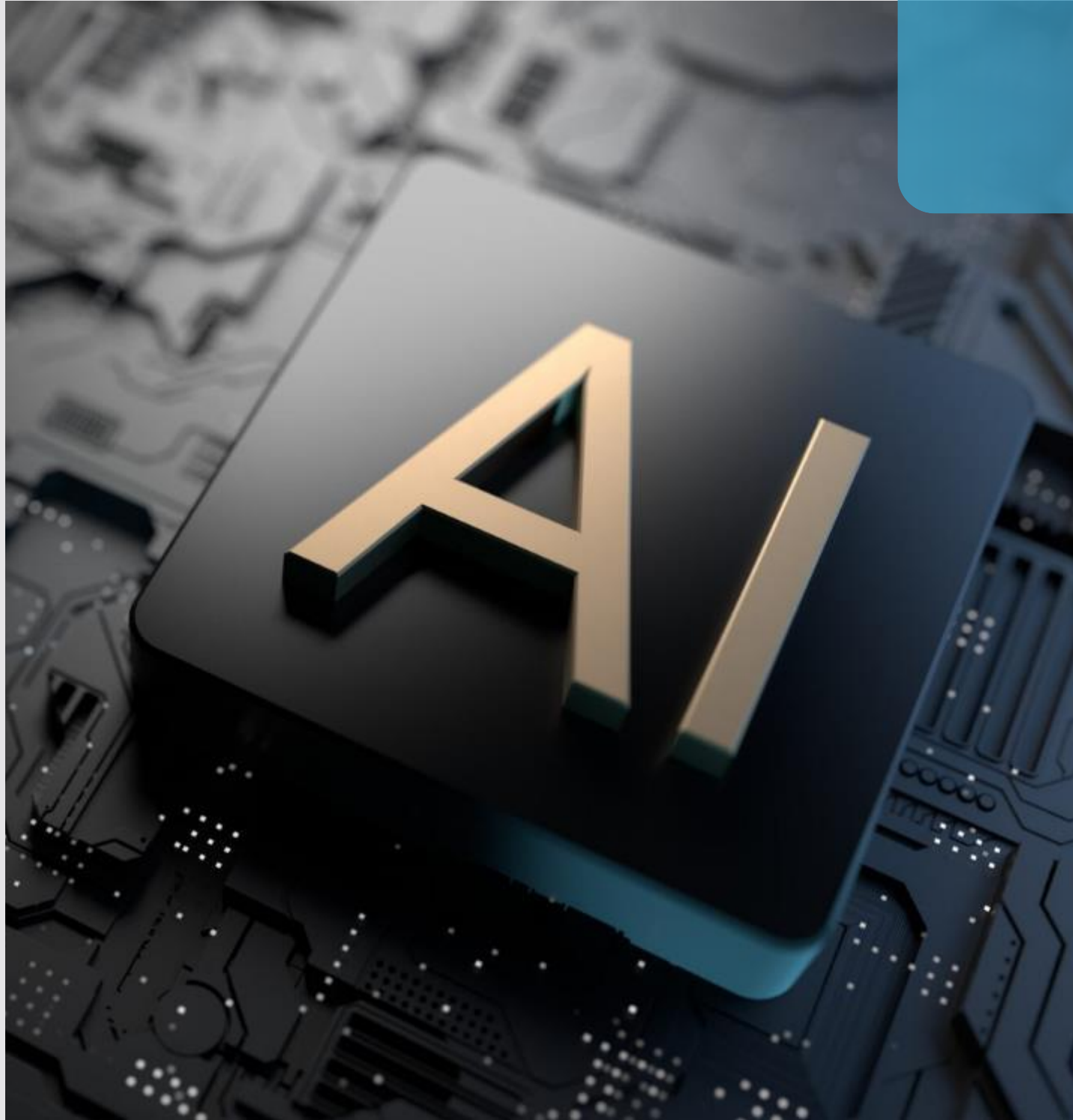
10 CIO AS BROKER / NEW OPERATING MODEL



Modernization ... The Intense Focus on the Customer Experience



Modernization ... Drives Innovation

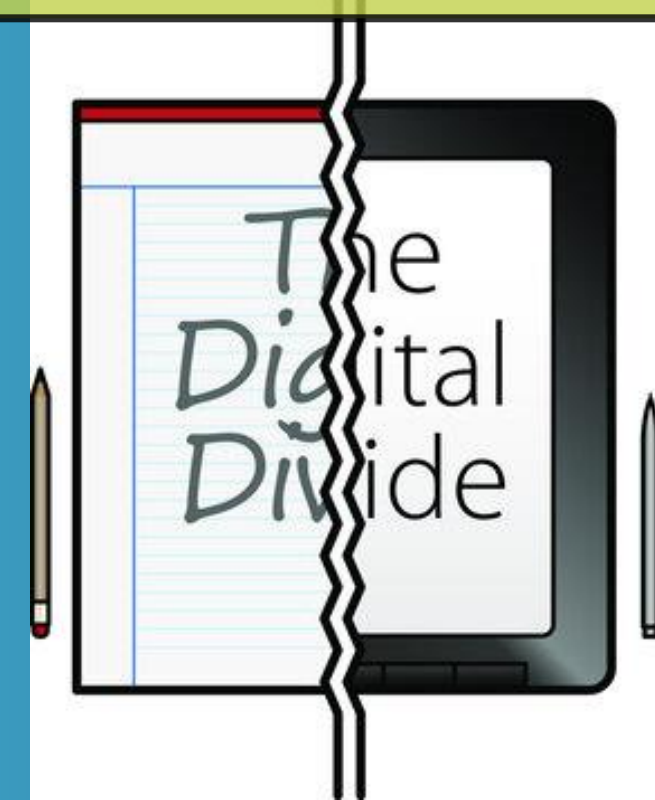


Modernization ... Phased Legacy System Decommissioning

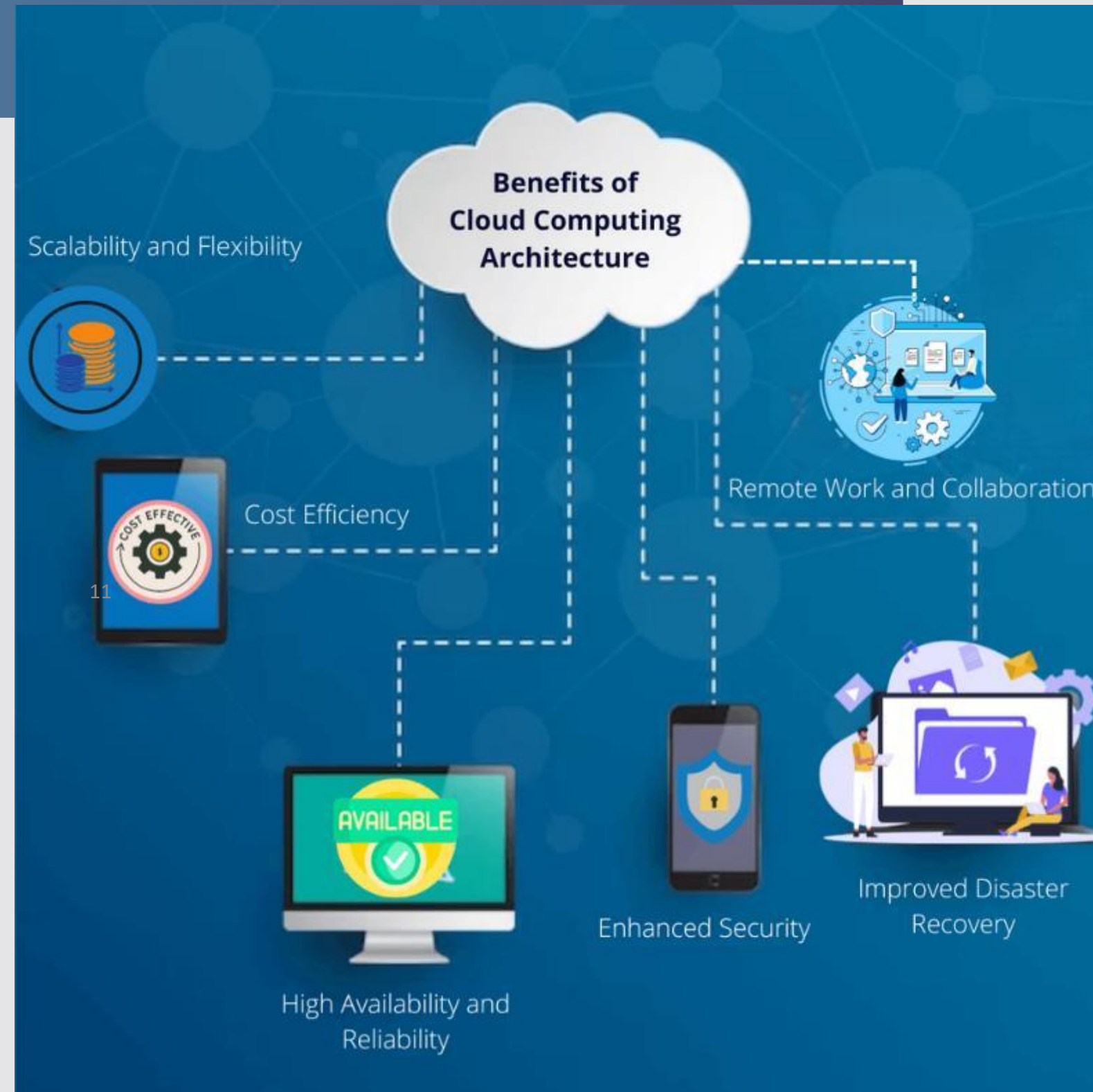


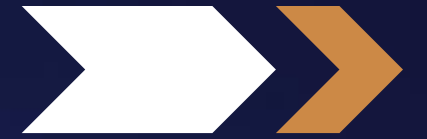


Modernization ... Change for a Better Future



Modernization ... A Modern Flexible Cloud Architecture

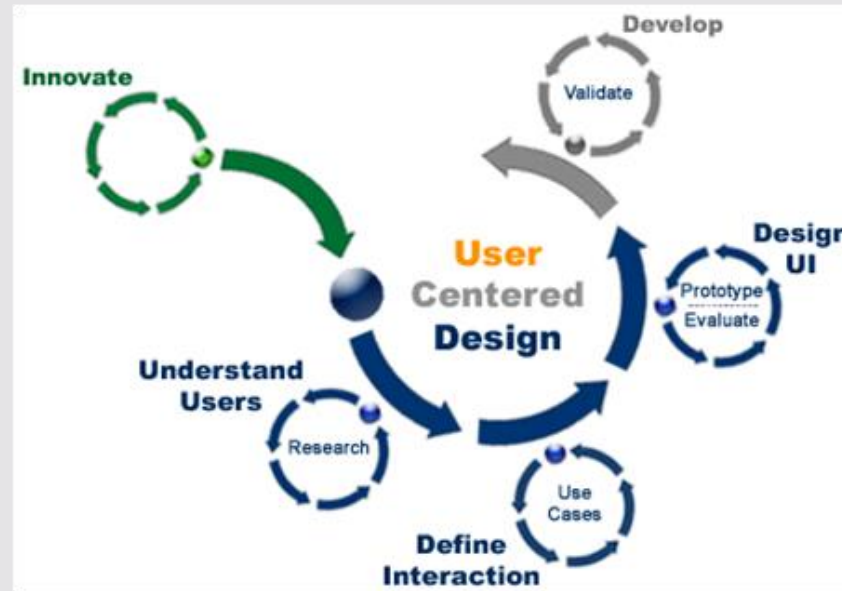




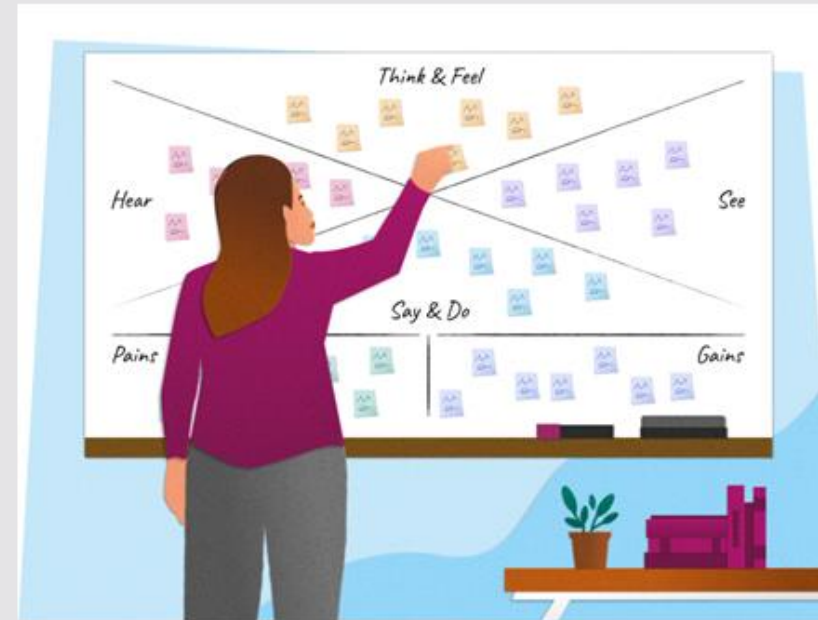
Modernization Components

Modernization Projects Deliver Incremental Value of Business Capabilities

User-centered design



Journey mapping



Integrated architecture

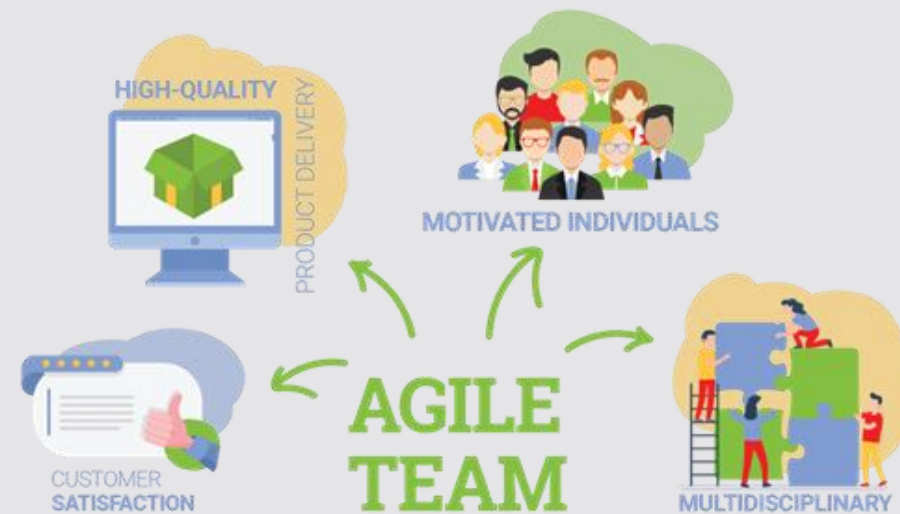
- Master Person Index
- Platform services
- Identity
- Security
- API management
- Data services

Data management



Incremental and phased approach

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Phased procurement

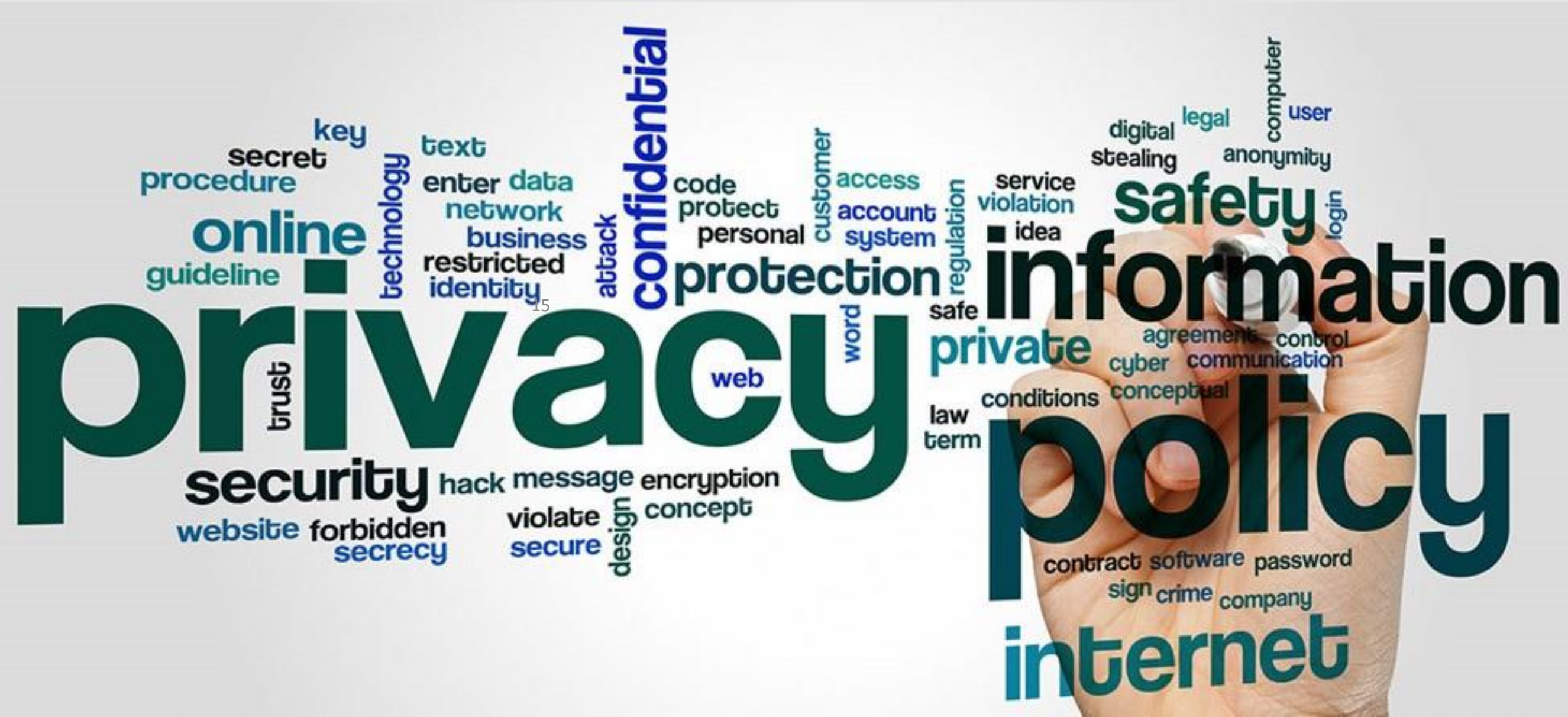


Data Analytics and Insights

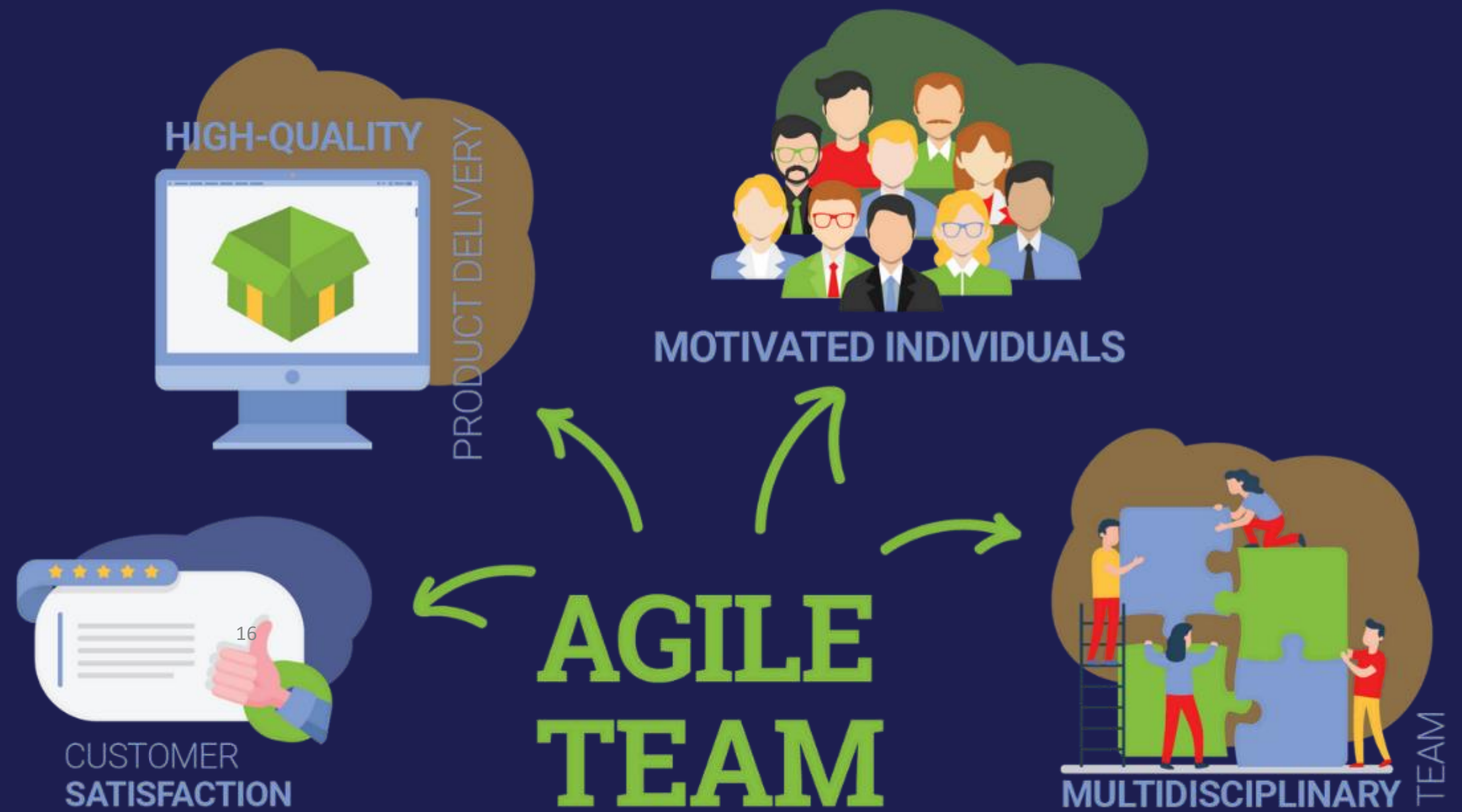
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Foundation of Enterprise Security and Privacy



Multidisciplined Teams



Integration and Interoperability



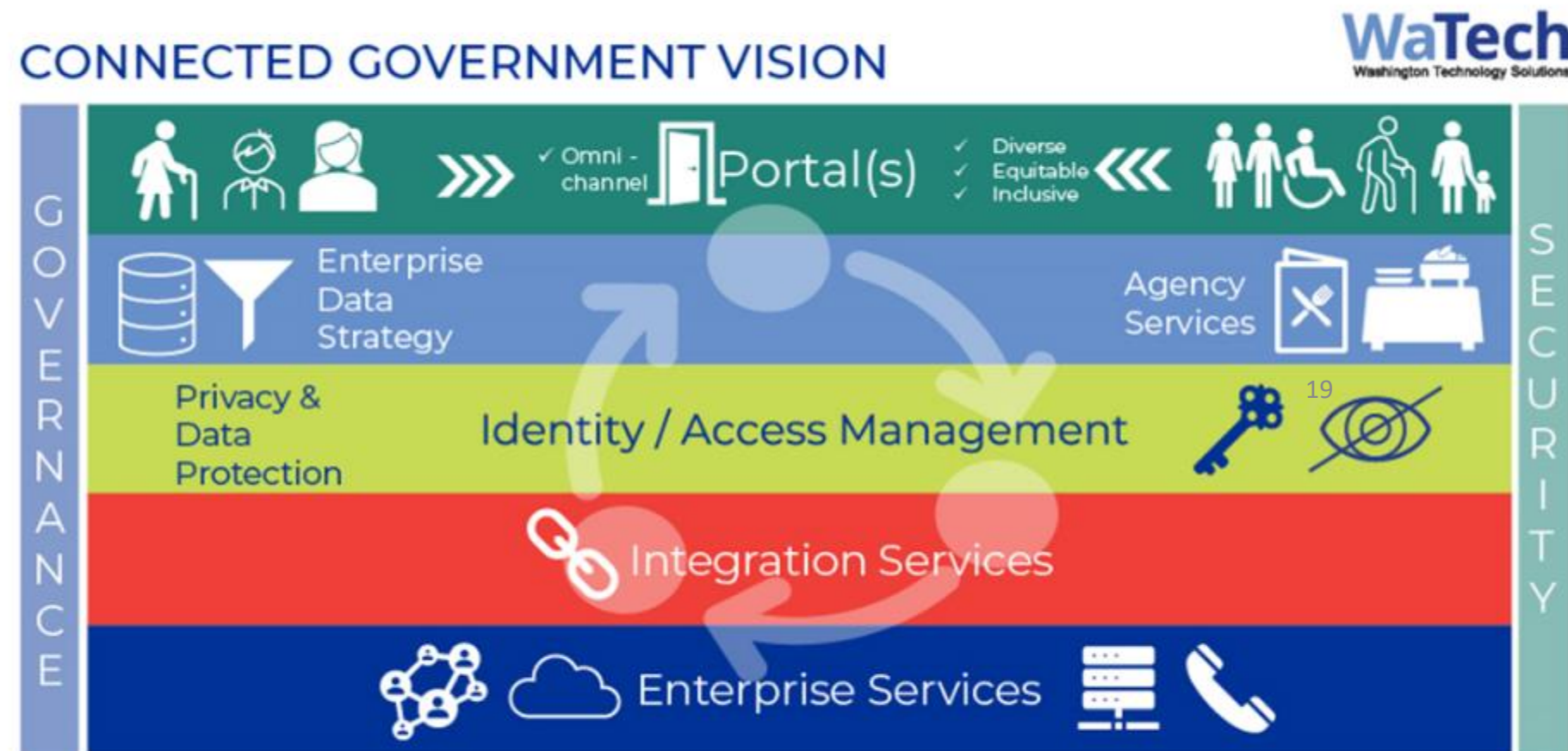
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Challenge Based and Brokered Procurements



One Front Door to Resident Engagement - A Sustainable Enterprise Foundation Aligned to Strategy





THANK YOU