WaTech
Washington Technology Solutions

Welcome!

Washington State
IT INDUSTRY FORUM
Modernization Summit ‘24

WASHINGTON STATE IT INDUSTRY FORUM & MODERNIZATION SUMMIT

September 25, 2024

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MODERNIZATION IS

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

Modernization Principles

Modernization … Drives Strategic Progress

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

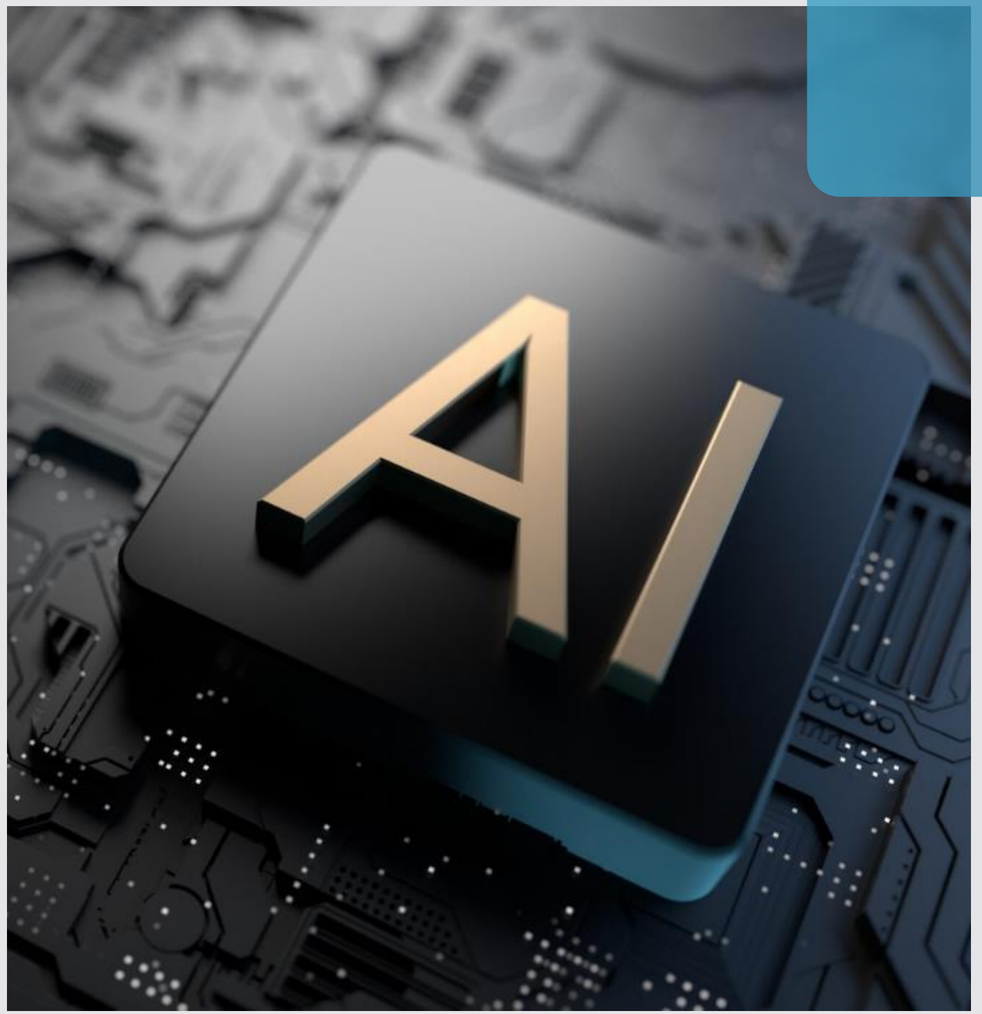
8 IDENTITY AND ACCESS MANAGEMENT

9 CLOUD SERVICES

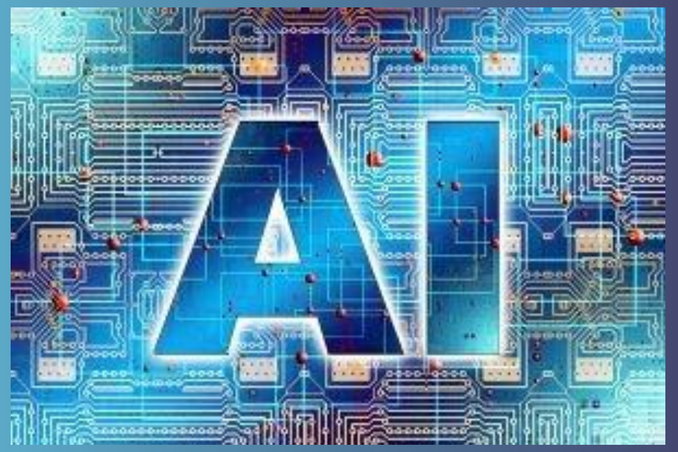
10 CIO AS BROKER / NEW OPERATING MODEL

Modernization … The Intense Focus on the Customer Experience

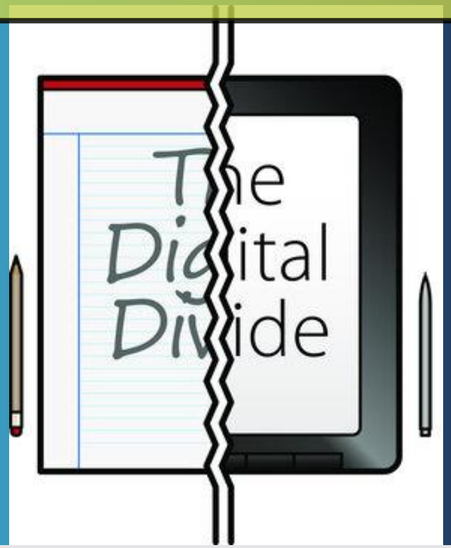
Modernization … Drives Innovation



Modernization … Phased Legacy System Decommissioning



Modernization … Change for a Better Future

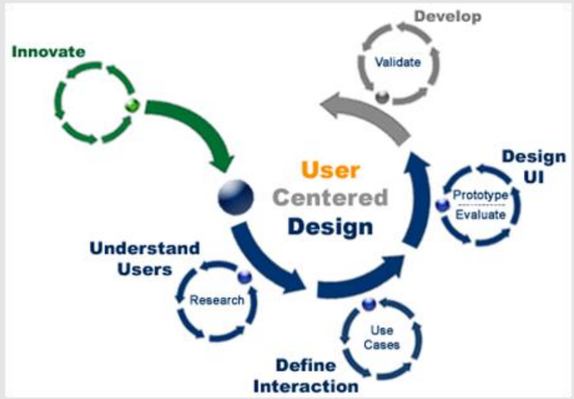


Modernization … A Modern Flexible Cloud Architecture

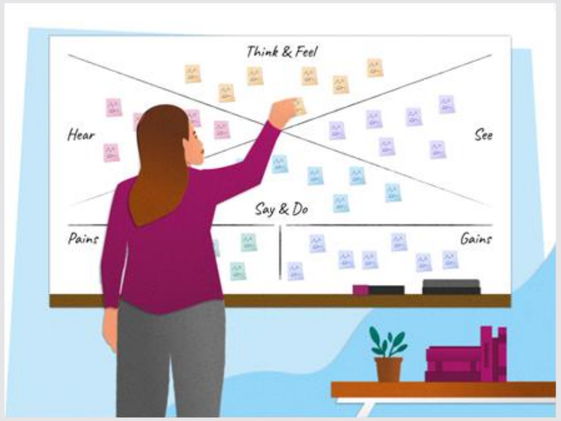
Modernization Components

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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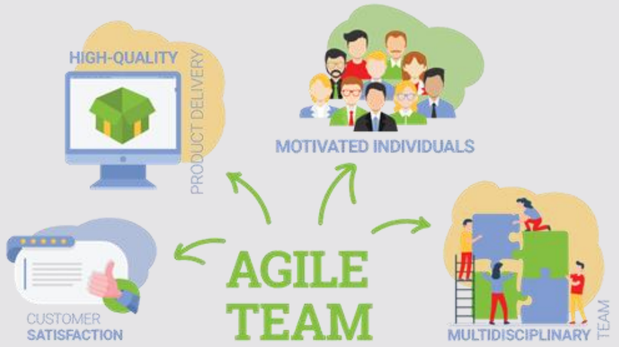
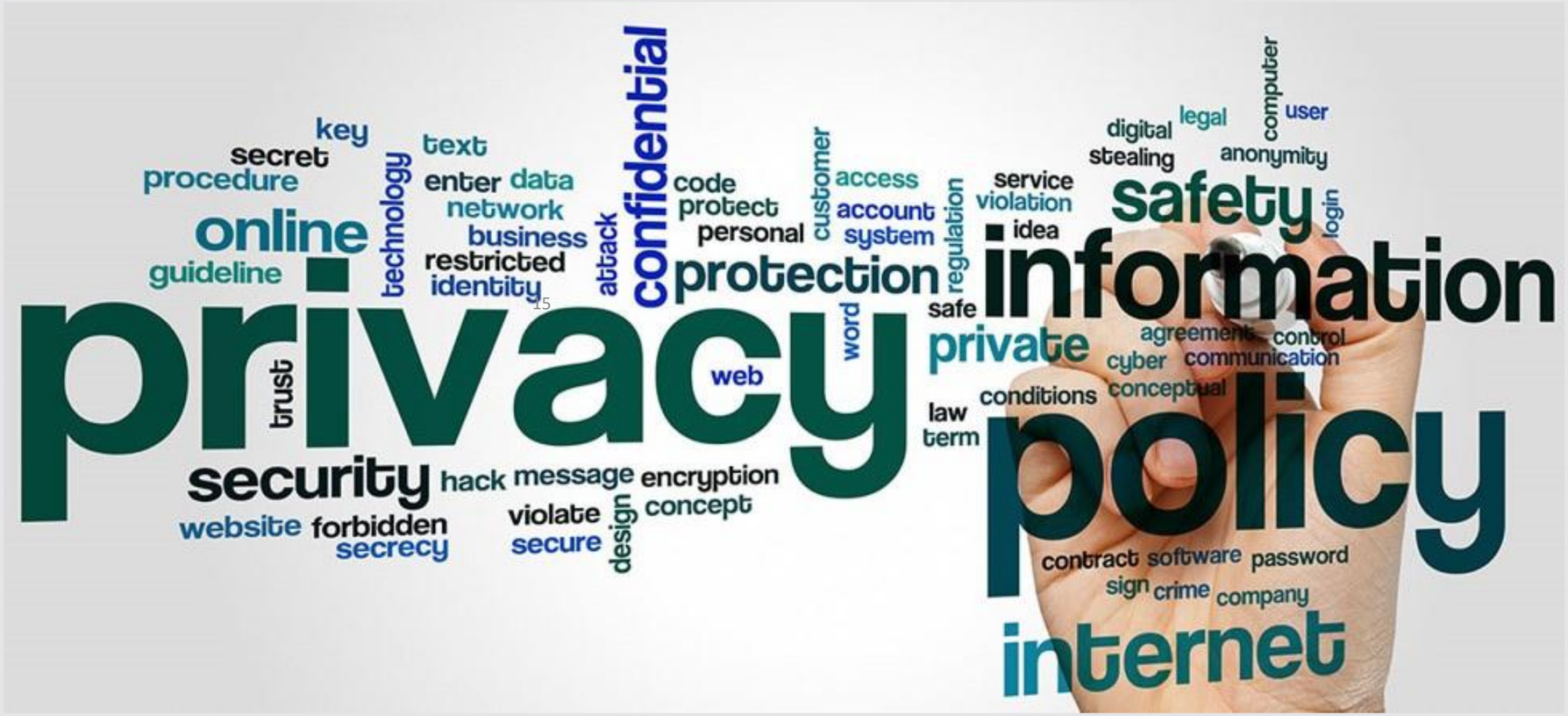


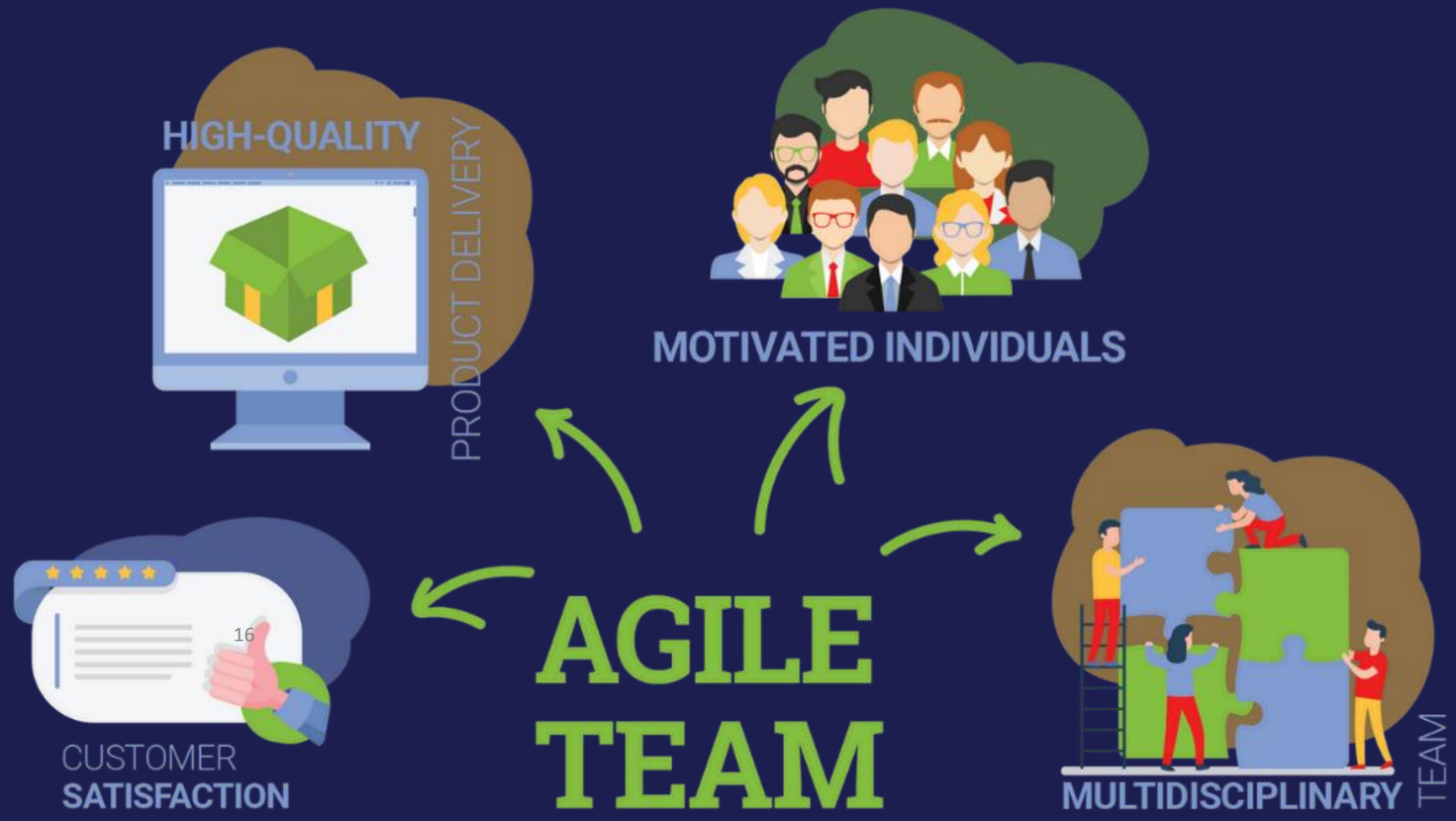
Phased procurement

Data Analytics and Insights

Foundation of Enterprise Security and Privacy



Multidisciplined Teams



Integration and Interoperability

Challenge Based and Brokered Procurements

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

THANK YOU