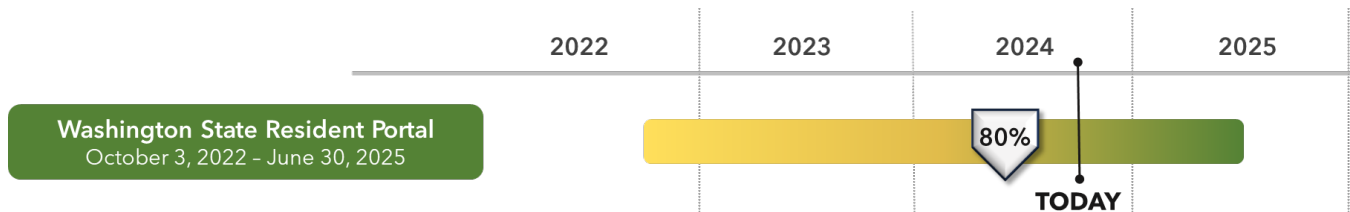


Project name: Washington State Resident Portal

Date: October 9, 2024

80% Complete



Progress Summary

The Resident Portal Roadmap project is progressing as planned, with all key deliverables and milestones on target. We've made significant strides in aligning our project goals and maintaining a steady pace, thanks to the collaborative efforts of our team and stakeholders. Recent highlights include the approval of the project vision by the Steering Committee, the submission of the Decision Package inputs, and continued refinement of our market scan analysis.

While we've encountered minor scheduling challenges, these have been effectively mitigated through proactive planning. Overall, the project is on track, and the team is well-positioned to transition from yellow to trending green status on our project schedule.

Progress since Sept. 1, 2024:

- **Vision approved:** The project vision was completed and received formal approval from the Steering Committee, marking a major milestone.
- **Decision Package Data submitted:** All necessary inputs for the Decision Package were compiled and submitted on schedule.
- **Platform Requirements draft completed:** The 3.0 Platform Requirements document, which prioritizes key capabilities, has been completed and reviewed by the core team.
- **Market Scan progress:** Version 3 of the market scan was provided by the Launch team, incorporating detailed capabilities and cost analysis.
- **Journey Mapping sessions held:** Several journey mapping sessions were successfully conducted, providing valuable insights into resident interactions and service pathways.
- **Interagency collaboration:** We met with representatives from South Dakota to discuss their ServiceNow implementation, gaining useful insights for our own technology roadmap.

Planned activities – October:

- **Finalize Decision Package Addendums:** The team will finalize the draft addendums to the Decision Package and prepare for submission.

- **Goals, Objectives, and Measures:** Continue work to refine and finalize project goals, objectives, and performance measures to ensure they align with our broader strategy.
- **Technology and Architecture requirements (4.0):** Begin development of the first draft of the Technology and Architecture Requirements document.
- **Market research expansion:** Continue gathering insights from additional market research, focusing on Ohio's Portal, ServiceNow, and NIC Tyler as potential benchmarks.