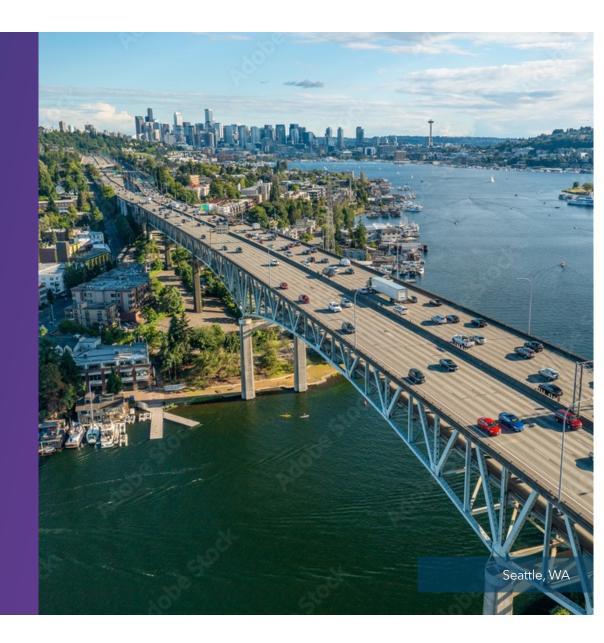
The Resident Portal Roadmap

October 14, 2024





Resident Portal Implementation Strategy

2

BUILD MOMENTUM

WaTech builds early momentum for the Resident Portal development via at least one technical Proof of Concept and the alignment of interconnected initiatives.

RESIDENT IAM

WaTech's IAM initiative depends on the migration of SAW capabilities (e.g., service finder) into a new solution. Prioritizing replacement of these capabilities enables and reduces the scope of the IAM initiative.

QUICK WINS

3

Demonstrating early success is crucial for continuing to build momentum and confidence in the Resident Portal initiative. Two possible "quick win" features can be developed and released in parallel with the Current State Replacement effort.

RESIDENT PORTAL MVP

With the current state capabilities migrated, Resident Portal can begin expanding its capabilities into a true MVP that creates an enticing value proposition to residents and agencies.

AGENCY CAPABILITY COHORT STRATEGY

5

Further development of the portal will focus on ongoing collaboration with agencies on defining and prioritizing features and enhancements that will provide the highest value.

*Please refer to the final Capabilities deliverable for additional detail about the capabilities included in each phase of the roadmap:



WARP Capabilities - Final draft-2024-09-27.xlsx

Resident Portal Roadmap: High-Level Sequencing

	2025		2026			2027			2028			2029								
		•	Funding Received	Begin Agency Cohorts	Unlock Migration from SAW	•	Cohort 0 Retro		•	Year 2 Retro				Year 3 Retro			•	Year 4 Retro		
RESIDENT PORTAL IMPLEMENTATION	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Go-Live Targets				SERVICE FINDER	RESIDENT IAM MVP	لم	RESIDENT PORTAL MVP PART 1, COHORT 0		RESIDENT PORTAL MVP PART 2, COHORT 1		APPLY, COHORT 2	۵	PAYMENT, COHORT 3		COHORT 4		COHORT 5		COHORT 6	
Pre-MVP Foundations		cal POC																		
Resident IAM MVP		Discovery & Design	Impler	mentation																
Quick Wins		Discovery & Design	Service Finder	Unified Navigation																
Z Resident Portal MVP				Discovery & Design	Implementa	tion (Part 1) 🛛 🤇	Implementa	tion (Part 2) 🛛 🤇												
Apply								Discovery & Design	Implem	entation		Continue			Book a Resou	rce / Book Time	Auto-Ap	ply Option	Docume	nt Storage
Payment										Discovery & Design	Implen	entation	Schedule	Payments	6 1 1 1					111 - 1
Profile Mgt									Househo Progress & Ac		A)					ary Profiles		gation c Task Lists	Recon	ciliation
Omni-Channel Comms									riogress a Ac	tions materials	Interactive Te	xt Msg & Voice 🏾 🔍				inner	Automati	C TUSK EISES		
Technical Support												upport Routing								
Service Finder													Eligibili	ity Check 🛛 🤇	P				Local & Comr	nunity Services
Personalized Recc's 🧶													Pre-qualificat	tion Indicators	2		Continuo	us Learning		
AGENCY CAPABILITY				Planning & Scoping	Coh	ort O	Rollout													
COHORTS						Planning & Scoping	Coho	ort 1	Rollout											
								Planning & Scoping	Coh	ort 2	Rollout									
										Planning & Scoping	Coł	iort 3	Rollout							
												Planning & Scoping	Coh	ort 4	Rollout					
														Planning & Scoping	Col	nort 5	Rollout			
																Planning & Scopin	Col	ort 6	Rollout	
																		Planning & Scoping	Cohort 7	
(EY																				11 2024

Indicates initiatives and enhancements that leverage Al

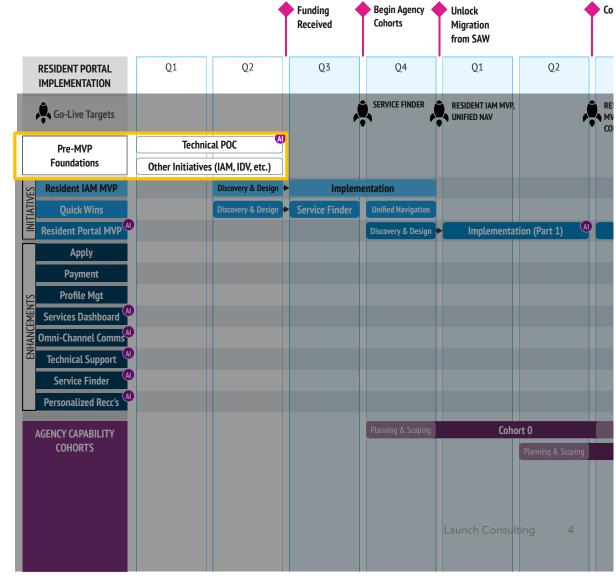
October 11, 2024 🚺



Launch Consulting 3

1 Build Momentum

WaTech builds early momentum for the Resident Portal development via at least one technical Proof of Concept and the alignment of interconnected supporting initiatives such as IAM and IDV.





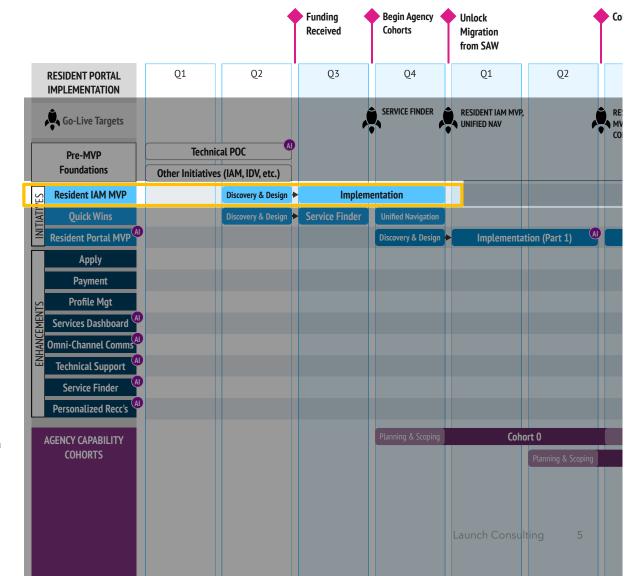


Starting with the disbursement of funds mid-2025, the Resident Portal will initially prioritize the replacement of the existing SAW capabilities that are outside of the IAM initiative's scope, such as Service Finder and profile management, with the goal of unlocking the ability for WaTech to begin migrating off of SAW in early 2026.

CAPABILITIES

- Create & Delete
 Resident Account
- Unique Resident Identifier
- Create & Manage a Personal Profile
- Browse, sort, and filter Services
- Find and contact an Agency

- Services Dashboard: See a List of My Services
- Technical Support
- Knowledge BaseShare Resident Portal
- Share Resident Porta content with others
- Translation Support
- Consolidate/Transition
 SAW Accounts







Demonstrating early success is crucial for building momentum and confidence in the Resident Portal initiative.

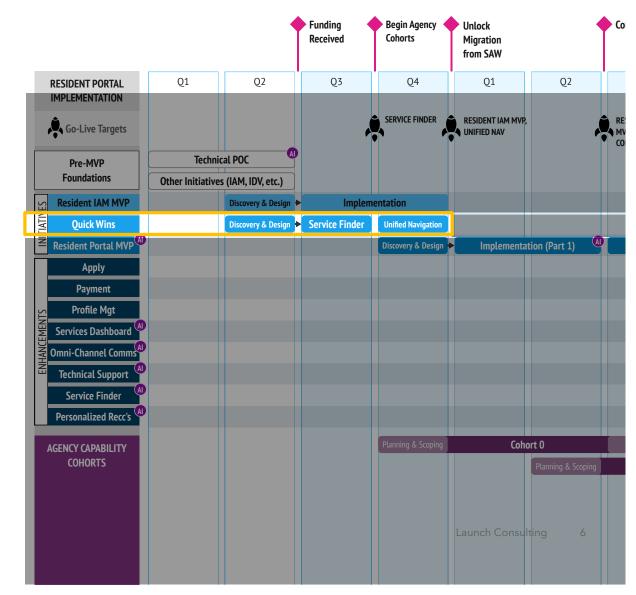
Parallel to the Current State Replacement effort, WaTech can gain early **quick wins** by focusing on two smaller features that will support anonymous users and begin to engage agencies in collaborating in the portal experience.

1. Service Finder

A preliminary unauthenticated experience that provides residents with links out to various agencies.

2. Unified Navigation

A reusable component and standard header for Agencies to add to their websites that links back to the Portal.







A set of initial capabilities and enhancements that create an enticing value proposition to residents and agencies. This phase overlaps Cohort 0 and Cohort 1 to indicate Agency collaboration and involvement.

CAPABILITIES

- Personalized service recommendations
- Automatic, proactive service recommendations
- Enriched services information
- Separate professional/business profile
- Services Dashboard: See the status of applications and services
- Single point of entry for technical support queries
- Alerts, updates, reminders, & notifications
- Enhancements to Favorites
- Personalized preferences (e.g. language & notifications)

				1	Funding Received	Begin Agency Cohorts	Unlock Migration from SAW	•	Cohort 0 Retro	
I		RESIDENT PORTAL IMPLEMENTATION	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
		Go-Live Targets			Å	SERVICE FINDER	RESIDENT IAM MVP, UNIFIED NAV	لم	RESIDENT PORTAL MVP PART 1, COHORT 0	,
		Pre-MVP	Techni	cal POC						
		Foundations	Other Initiative	s (IAM, IDV, etc.)						
	ES	Resident IAM MVP		Discovery & Design 🕨	Implem	entation				
	<i>FIATIVES</i>	Quick Wins		Discovery & Design 🕨	Service Finder	Unified Navigation				
	N	Resident Portal MVP				Discovery & Design	Implementa	tion (Part 1) 🛛 🍳	Implementa	tion (Part 2) 🛛 🔍
		Apply								Discovery & Design 🕨
		Payment								
	TS	Profile Mgt								
	CEMENTS	Services Dashboard								
	ENHANCE	Omni-Channel Comms								
	EN	Technical Support								
		Service Finder								
		Personalized Recc's 🔍								
	_					Planning & Scoping	Coho	ort O	Rollout	
		AGENCY CAPABILITY COHORTS						Planning & Scoping	Coho	ort 1
										Planning & Scoping
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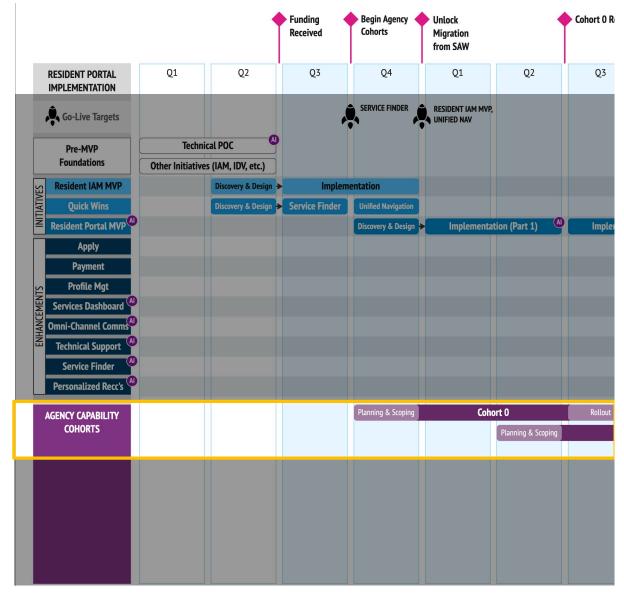
5 Agency Capability Cohort Strategy (1)

Beginning **Q3 2025** as part of the **Resident Portal MVP** initiative, WaTech will begin to use a long-term approach to implementation that actively seeks partnership and collaboration with state agencies for identifying, prioritizing, and implementing new Resident Portal features and enhancements.

Rather than investing time in features agencies won't use, the **Agency Capability Cohort Strategy** follows a three-stage approach:

- 1. Cohort Planning & Scope Definition: WaTech identifies a collection of new capabilities and a few partner agencies to collaborate with on their development. Together, WaTech and the selected partner agencies decide which capabilities are the most practical and highest value.
- **2. Cohort Implementation:** WaTech and the partner agencies collaborate on the development and implementation of the selected capabilities.
- **3. Cohort Go-Live and Rollout:** Once development is complete, the implementation goes live according to a go-live plan, the partner agency staff receives training, and legacy technologies are sunset.





Looking Ahead: Agency Cohorts 2-7

While the sequence and specifics are likely to shift as the Resident Portal is developed, the features and enhancements currently earmarked for implementation as part of the Agency Cohorts 2 through 7 are as follows:

	Apply	Payment	Profile Mgt	Services Dashboard	Omni-Channel Comms	Technical Support	Service Finder	Personalized Recc's
Cohort 2	Initial implementation	n/a	Household Group	Progress & Actions indicators	n/a	n/a	n/a	n/a
Cohort 3	Save & Continue	Initial Implementation	n/a	n/a	Interactive Text Msg & Voice	Intelligent Support Routing	n/a	n/a
Cohort 4	n/a	Schedule Payments	n/a	n/a	n/a	n/a	Eligibility Check	Pre- Qualification Indicators
Cohort 5	Book a Resource / Book Time	n/a	Subsidiary Profiles	Planner	n/a	n/a	n/a	n/a
Cohort 6	Auto-Apply Option	n/a	Delegation	Automatic Task Lists	n/a	n/a	n/a	Continuous Learning
Cohort 7	Document Storage	n/a	Reconciliation	n/a	n/a	n/a	Local & Community Services	n/a



Launch Consulting 9

Thank You!

