

# The Resident Portal Roadmap

October 14, 2024

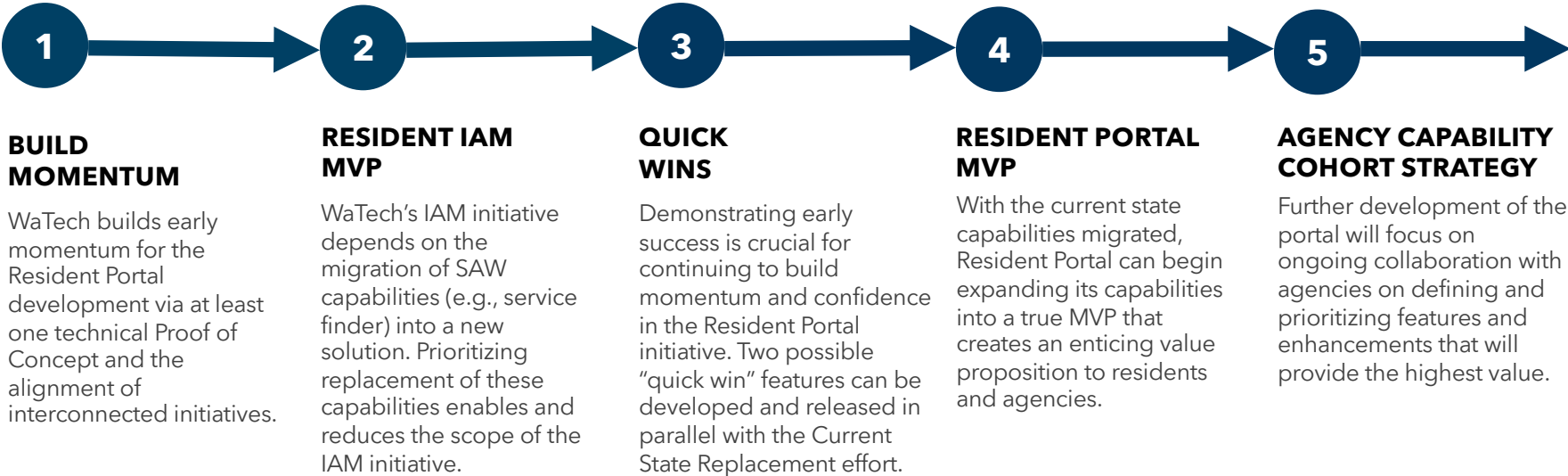


**WaTech**  
Washington Technology Solutions



Seattle, WA

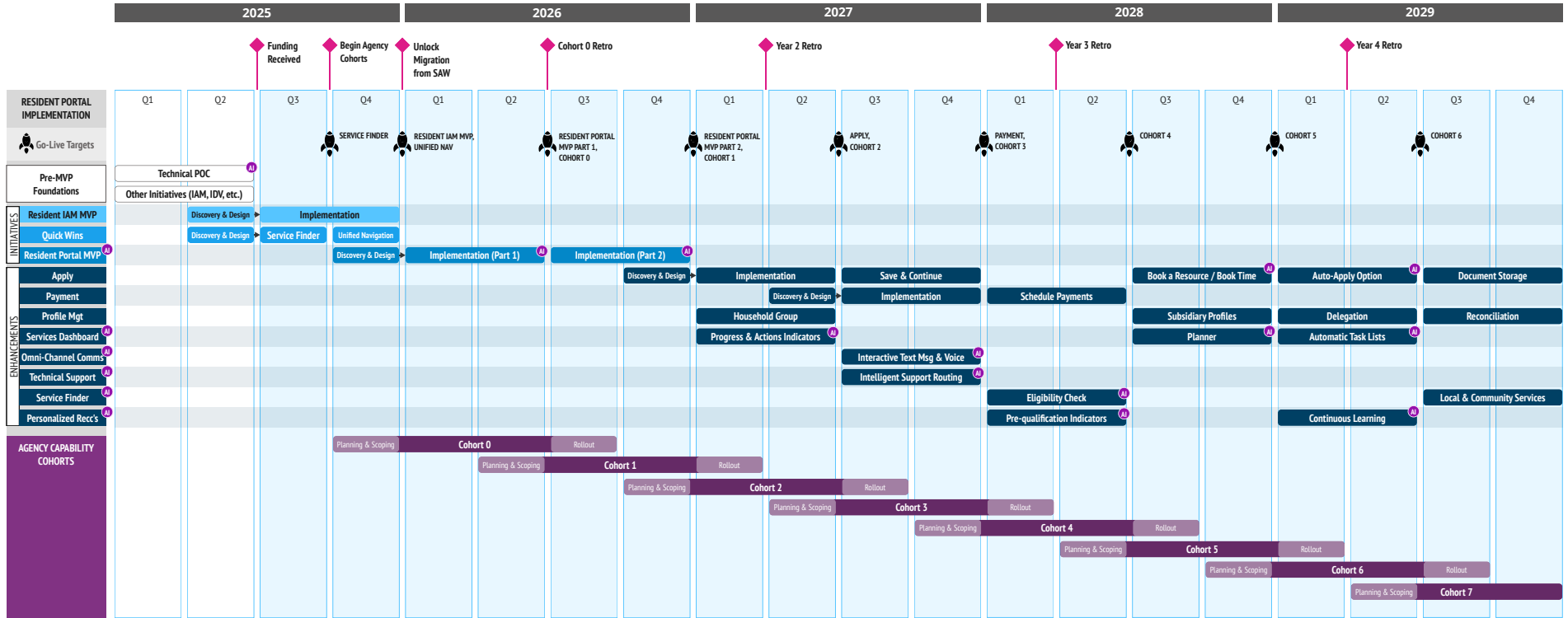
# Resident Portal Implementation Strategy



*\*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

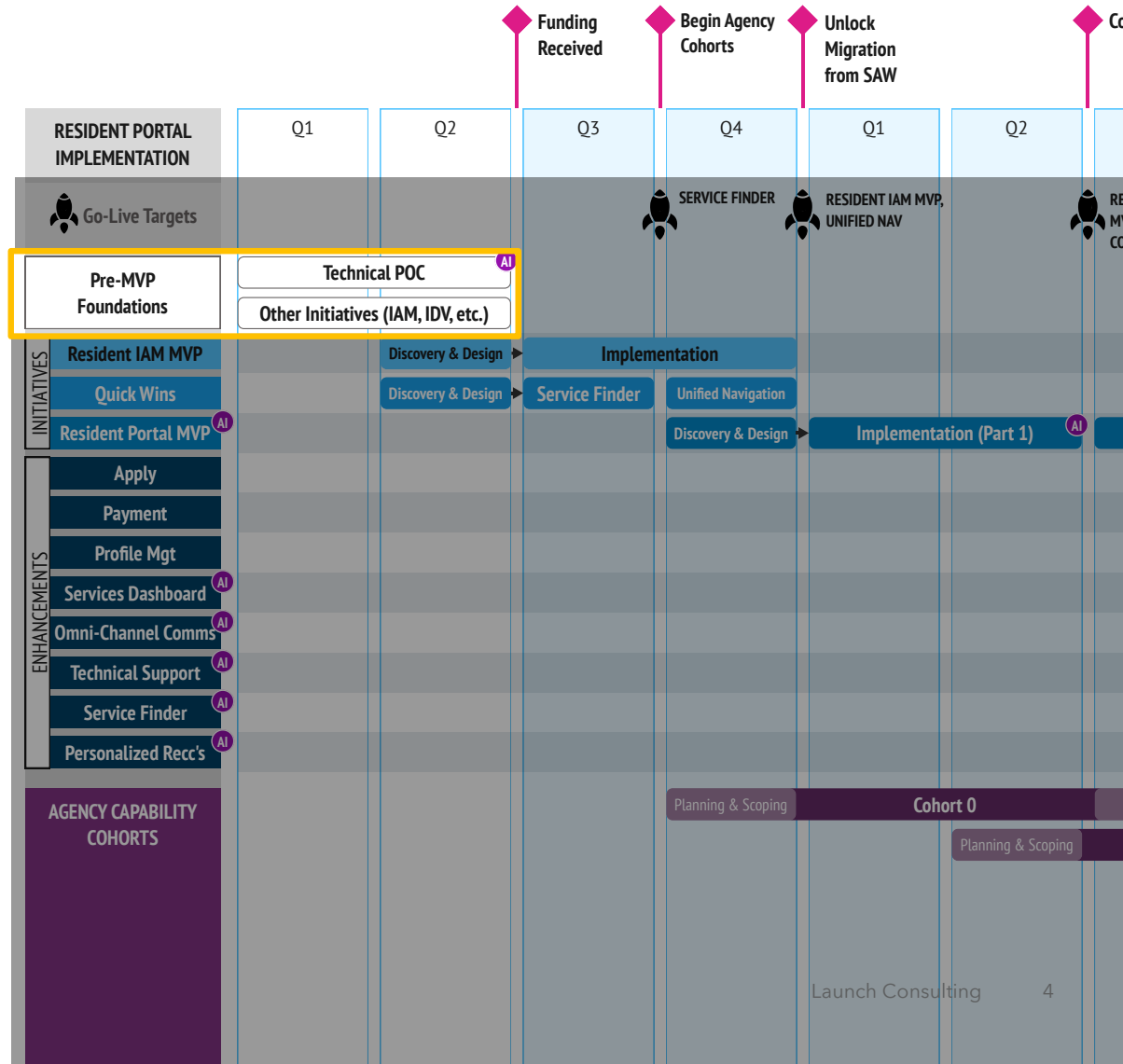


**KEY**  
 AI Indicates initiatives and enhancements that leverage AI

October 11, 2024

# 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.

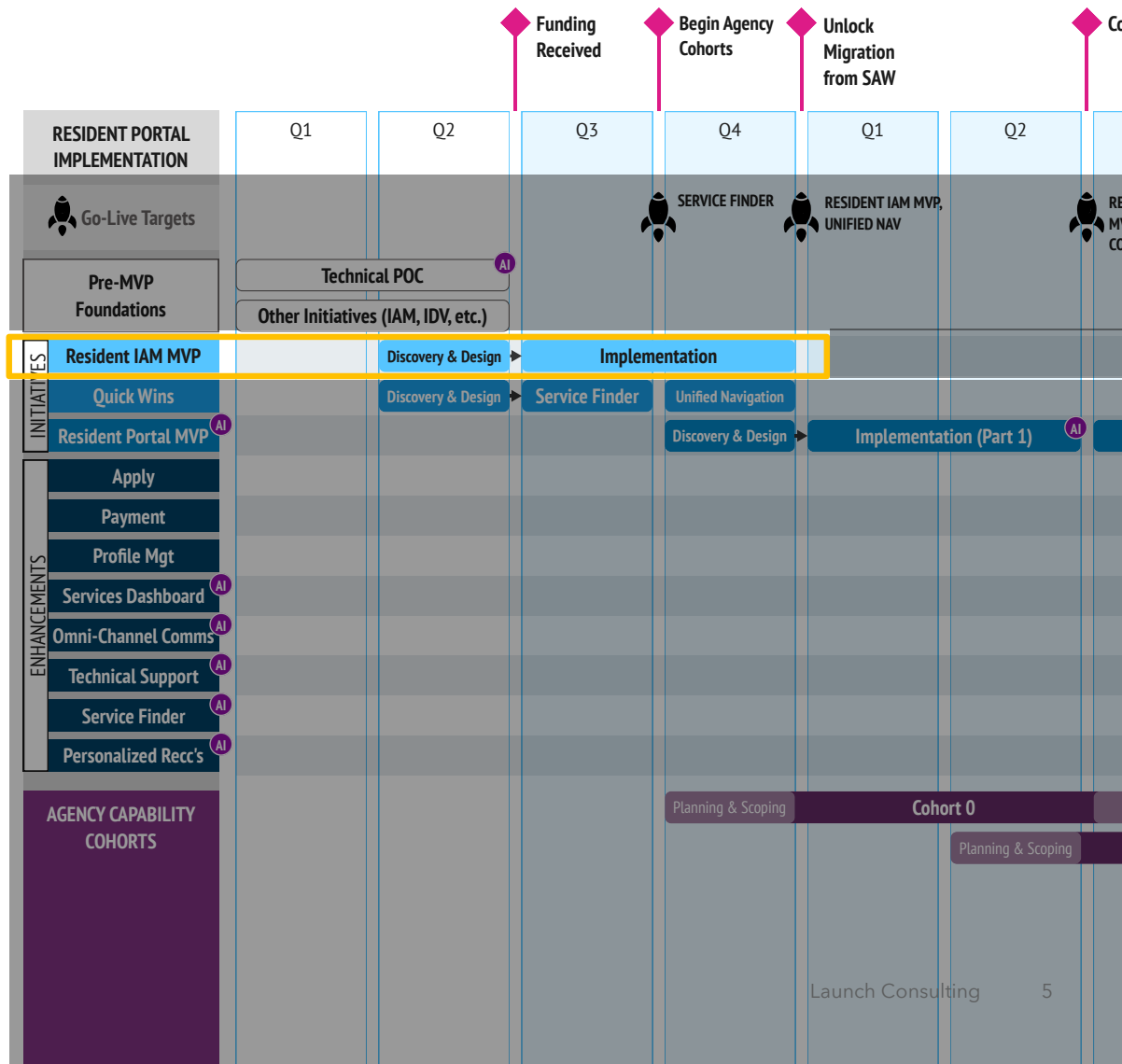


## 2 Resident IAM MVP

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 Base
- Share Resident Portal content with others
- Translation Support
- Consolidate/Transition SAW Accounts

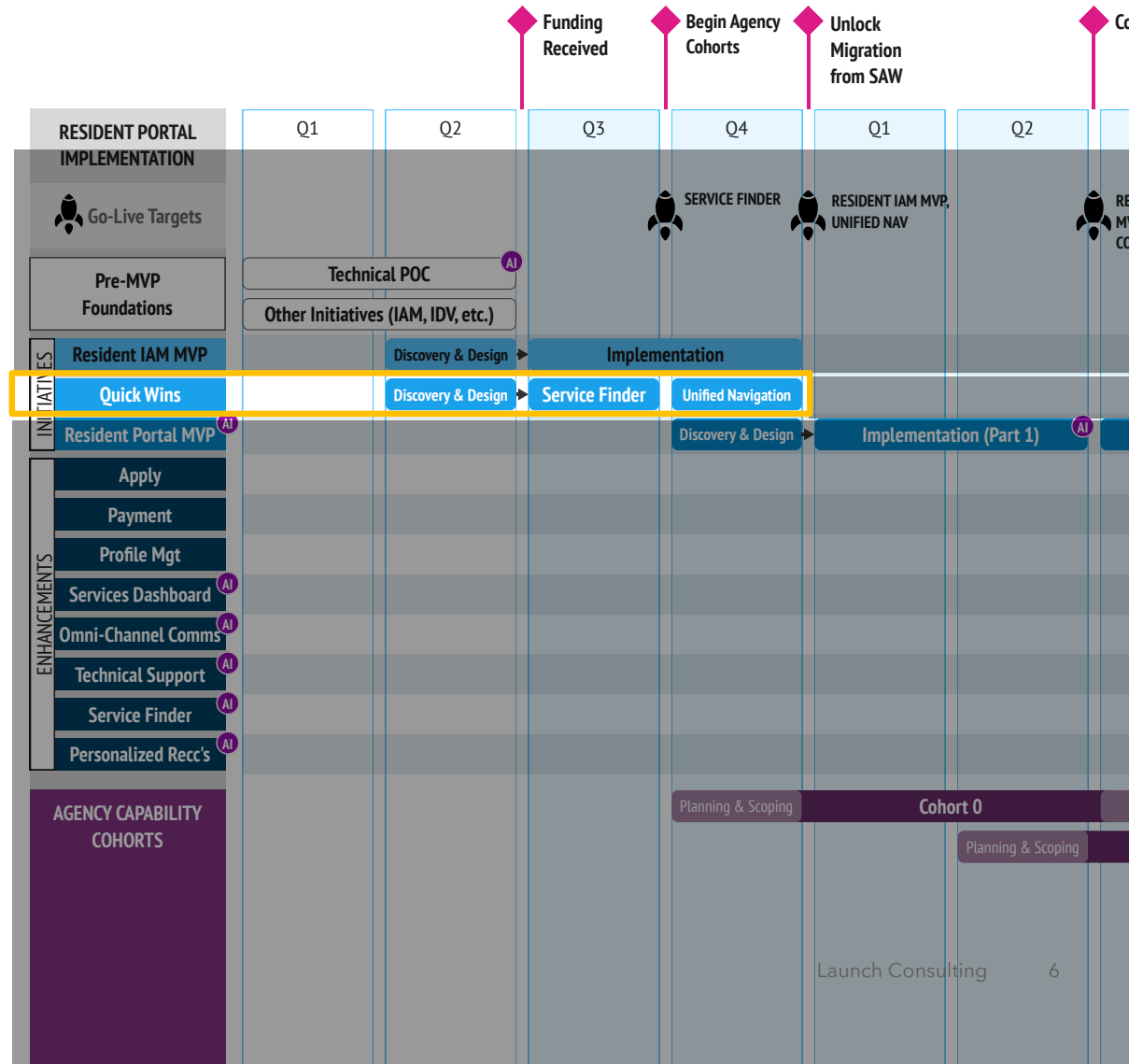


### 3 Quick Wins

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.

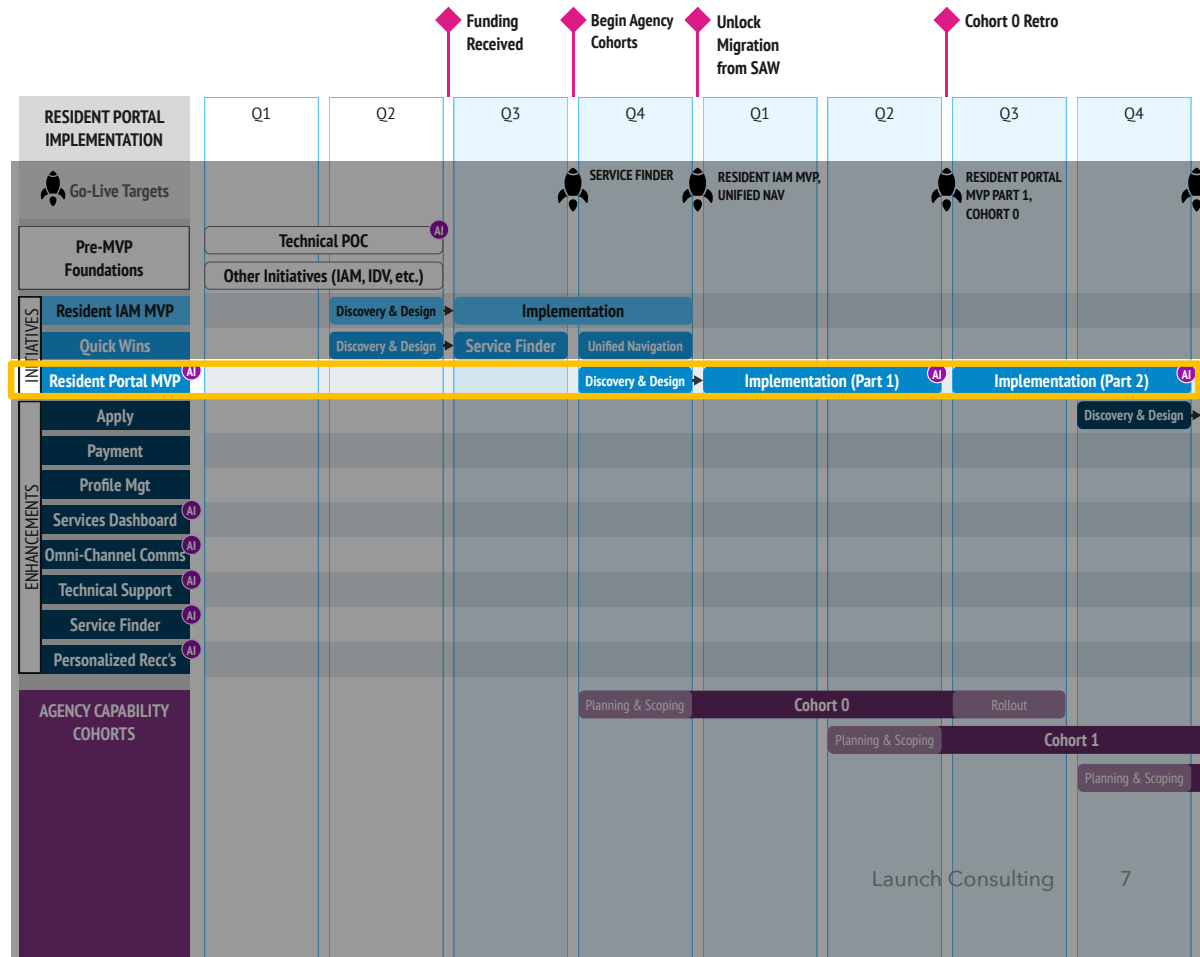


# 4 Resident Portal MVP

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)

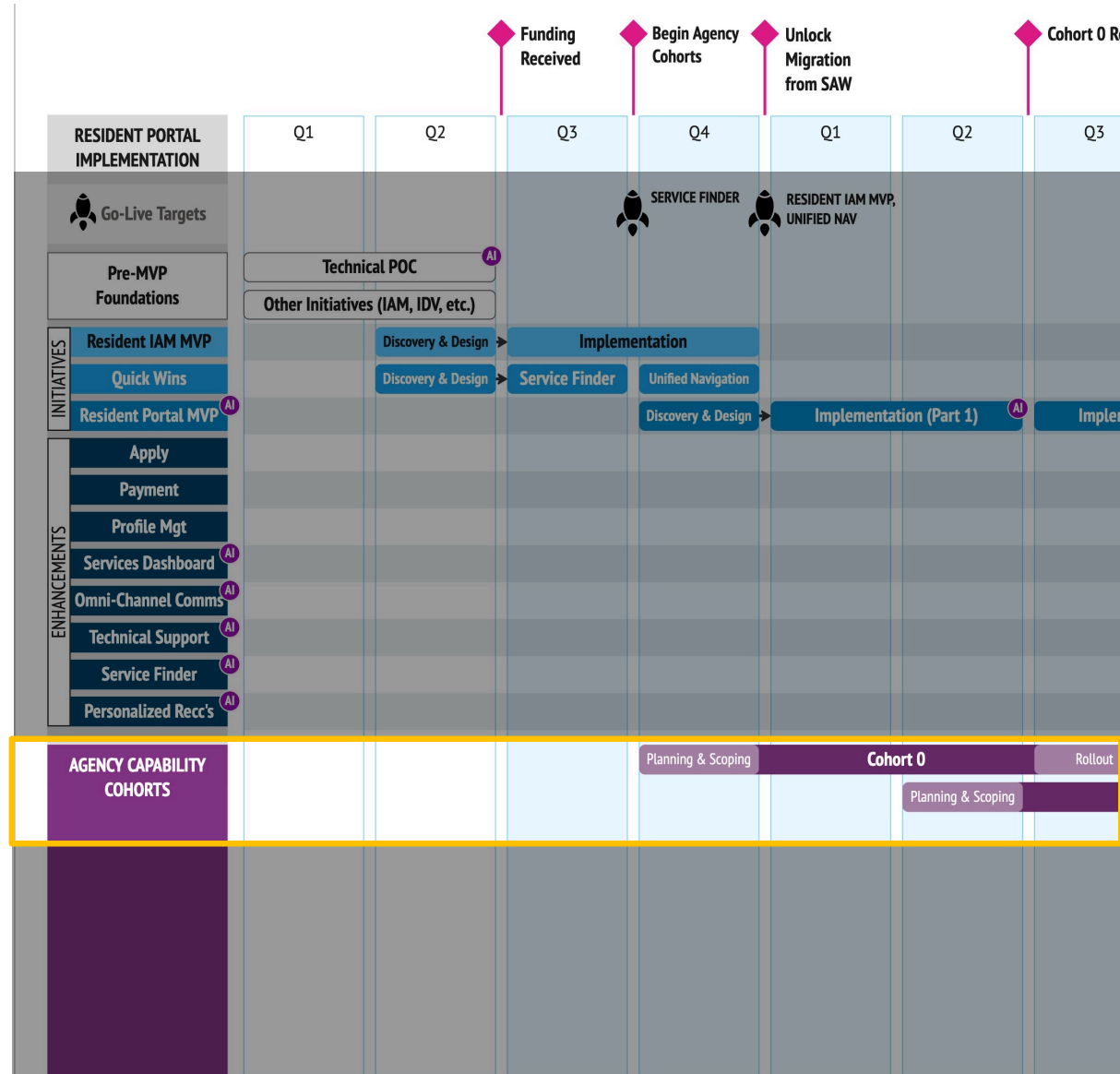


# 5 Agency Capability Cohort Strategy (1)

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:

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

**Thank You!**



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