# Project name:  Washington State Resident Portal Roadmap
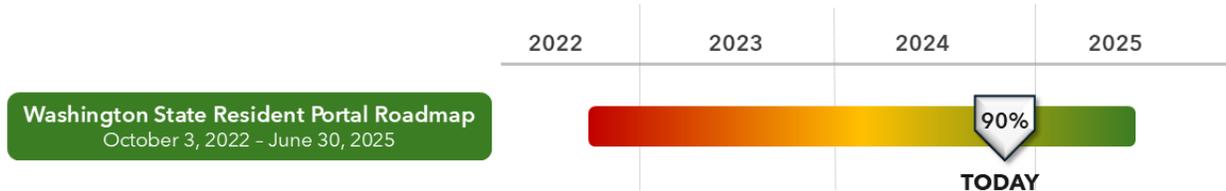
## Date:  Nov. 12, 2024

## 90% Complete



## Progress Summary – Roadmap project

The Resident Portal Roadmap project is nearing completion, ahead of schedule and set for full delivery by the end of November 2024. The team has successfully finalized all major deliverables, including the Executive Summary, Roadmap, Journey Maps, Platform Description, Market Scan, Decision Package, and Technology Architecture, with all Gate 1 deliverables completed to a high standard. The project scope remains unchanged, and the FY2024 budget is on track with a positive variance. The vision was approved by the Steering Committee, and collaboration with the CIAM project is ongoing to align Organizational Change Management (OCM) efforts. The focus is now on conducting a lessons learned session and identifying a pilot project to sustain momentum as the Decision Package outcomes are awaited.

## Progress since Oct. 8, 2024:

**Project Scope & Timeline:**

- The Resident Portal Roadmap project remains on track, with all planned deliverables completed and ahead of schedule. The project is set for full delivery by the end of November 2024, meeting the original scope with no changes since the last report.

**Deliverables & Milestones:**

- All Gate 1 deliverables have been completed with high quality. This includes the finalization of key documents: Executive Summary, Roadmap, Journey Maps, Platform Description, Market Scan, Decision Package, and Technology Architecture.

- The Vision document was completed and approved by the Steering Committee.

- Final drafts of Journey Maps were reviewed by the core team and submitted to the Steering Committee for approval.

- Launch provided the latest version (V3) of the Market Scan, detailing capabilities and cost assessments.

**Budget & Resources:**

- The FY2024 budget is on target, with a positive variance. The project team has successfully managed resources and is expected to consume the projected technology budget fully.

- All necessary resources and subject matter experts have been available for meetings and workshops, ensuring smooth progress.

**Partner Collaboration & OCM:**

- The team is collaborating with the CIAM project to align on Organizational Change Management (OCM) efforts.

- Launch delivered the comprehensive Resident Portal Roadmap along with supporting documents. The focus now is on a lessons learned session and identifying a potential pilot project to maintain momentum while awaiting outcomes from the Decision Package.

**Next Steps:**

- Conduct a lessons learned session.

- Identify and propose a pilot project to build on the momentum of recent successes as the team transitions to the next phase.