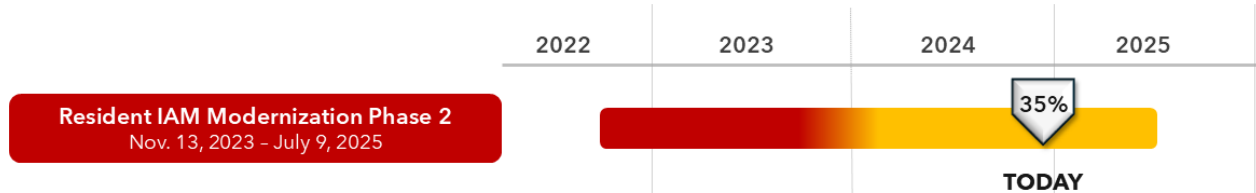


Project name: Resident IAM Modernization - Phase 2

Date: December 5, 2024

35% Complete



Progress Summary

Monthly Progress Summary: IAM Modernization

The IAM Modernization project continues to make significant progress, focusing on technical development, partner engagement, organizational change management, and risk management.

Progress since Nov. 7, 2024:

1. Technical development and deliverables

- Developed and demonstrated login and user profile update functionality to the Digital Experience Team.
- Completed Okta negotiations and purchase.
- Clarification of Identity Verification Minimum Viable Product.
- Confirmation of key decision regarding initial candidate pool for Wave 1 applications.
- Collaboration continued on program roadmaps and timelines, with initial versions shared by team leads to align efforts across IAM and Resident Portal initiatives.
- Finalized updates to the IAM Systems Integrator proposal.
- Approved the IAM/Resident Portal Business Analyst labor review, with the Statement of Work (SOW) submitted for WaTech review.
- Updated and submitted the IAM/Resident Portal OCM SOW for WaTech review.

2. Organizational Change Management (OCM)

- Conducted a qualitative and quantitative assessment across 13 subcommittee agencies to evaluate engagement and partnership success in Phase 2 to date.
- Insights from the assessment revealed strong agency commitment but highlighted the need for more bi-directional communication and clarity on program dependencies and future state user experience.

- Recommendations include adjusting the engagement approach to improve alignment and collaboration. i.
- Agencies provided feedback on the dependencies between Okta and Resident Portal and expressed a desire for greater clarity on the IAM program's future direction. To help address this the Resident Portal team shared their roadmap with the subcommittee.

3. Budget and Forecasting

- Technology Budget amendment and Gate Certification approved.
- Updated budget to include:
 - Secure Access Washington staff support within IAM.
 - Resident Portal costs associated with IAM.
 - Expanded OCM and QA efforts.

4. QA

- **Risks:**
 - Integration risks are increasing, while interested parties and communication risks are decreasing.
 - Areas of concern include transparency in task planning and defining communication audiences to reduce confusion.
- **Recommendations:**
 - Develop clear criteria for selecting state agencies for implementation.
 - Enhance communication about IAM and Resident Portal goals.
 - Align CIAM and Resident Portal Roadmap projects to ensure cohesive execution.

Planned activities – December:

- Approve the integrated BA contract to enable the refinement of requirements and migration planning.
- Finalize the SI vendor contract to secure design and implementation expertise.
- Defined Identity Verification and Risk Scoring requirements to guide tool selection.
- Develop a data migration strategy recommendation to support informed decision-making.
- Establish onboarding criteria to identify suitable onboarding candidates.