Industry Members

Kelly Dyer - LexisNexis
James Feore – Aardvark Intelligence
Tanya Kumar – Oracle

Legislative Members

Sen. Matt Boehnke – Senate R
Sen. Joe Nguyen – Senate D
Rep. Travis Couture – House R
Rep. Chipalo Street – Senate D

Executive Branch (Agency Directors)

Bill Kehoe – State CIO & Chair
David Danner – Utilities & Transportation Commission
Cami Feek – Employment Security Dept.
Tracy Guerin – Dept. of Retirement Systems

Other Government

Viggo Forde – Snohomish County

Agenda

TOPIC	LEAD	PURPOSE	TIME
Welcome | Agenda review	Bill Kehoe	Introductory remarks	9:00
Review & Approve 9/12/24 Meeting Minutes	Bill Kehoe	Members will **VOTE**	9:05
Program Briefing: One Washington	Eli Hayes	Program status & Board feedback	9:10
Project Briefing: 988 Lifeline	Sam Pulley	Project status & Board feedback	9:55
Policies & Standards Approvals	Bill Kehoe	Members will **VOTE**	10:25
Innovation & Modernization Fund Recommendations from the IT Investment Board	Nick Stowe	Members will **VOTE**	10:35
TSB Portfolio & Policy Subcommittee Status	Bill Kehoe	Members will **VOTE**	10:50
Public comment			10:55
Adjournment			11:00

Review Sept. 12, 2024 minutes

One Washington briefing

Office of Financial Management

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One Washington: Phase 1A

Project Overview & Concerns

The Core Financials subproject of the One Washington program planned to replace AFRS with Workday, a cloud-based ERP to modernize state core financials systems.

Current Concerns:
- Unknown Agency Readiness Status
- Schedule Reassessment Planning
- Big Bang vs Phased Implementation Approach

Current Project Health Assessment

❌ **Scope**   ❌ **Schedule**   ❌ **Budget**   ❌ **Overall**

Agency Mandatory Systems – Confirmed

Mandatory systems for go-live are defined as systems that are essential for a successful transition from the Agency Financial Reporting System (AFRS) to Workday.

Systems with a designation of 'Mandatory to Go-Live' not being remediated and end-to-end (E2E) tested would cause catastrophic failure to the financial reporting functionality and requirements of the enterprise.

Number of Agencies with Mandatory Systems	Number of Mandatory Systems
13	38

Mandatory systems have been confirmed and letters sent to agencies to ratify mandatory vs. non-mandatory systems.

Systems with a designation of 'mandatory to go-live' are required to have successfully completed all needed testing within the timeframes identified by the program to achieve the go-live Phase 1A go-live date.

Agencies & Mandatory System Counts			
COM	1	ESD	3
DCYF	7	HCA	2
DNR	3	LNI	4
DOL	2	OFM	1
DOR	1	OST	1
DOT	1	SAC	1
DSHS	11	**Total**	**38**

Reassessment – Activities and Initial Outcomes

As a result of the October 9, 2024, OneWA Executive Steering Committee meeting, it was decided to conduct an assessment to identify the best path to ensure a successful Phase 1A go-live.

4 Week Assessment Conducted	Initial Outcomes and Findings

4 Week Assessment Conducted

- Reviewed & prioritized **key functional items** – outstanding decisions, configuration, and testing

- Assessed known and anticipated **integration impacts**

- Finalized baseline of **mandatory vs. non-mandatory systems** and test ready dates from agencies

- Assessed **go-live / cutover options in relation to FY** end and other business activities

- Evaluated any **potential impacts and work** stemming from different go-live points and from FY legislation

- **Gathered agency needs and feedback** to successfully complete necessary work

- Evaluated **'how we work' as a program** to determine how we can be more efficient and more effective

Initial Outcomes and Findings

- Adjust **go-live date from July 2025 to a range between July 2026 – Jan 2027** pending confirmation of ongoing assessment activities

- Based on the **data collected** during assessment and a set of **corresponding assumptions** – such as 'not revisiting design'

- **Considers staffing model and resource capacity** specifically for certain teams that have historically been stretched across many activities

- Includes **additional activities based on feedback from agencies** – such as a sandbox, additional training points, and a future end-to-end testing cycle

- **Develop and execute processes** to provide status and schedule visibility to executive governance

Key Challenges & Solutions

Key challenges have persisted across the program. Steps are being taken to address these.

	Challenge	Solution
Integrations	**Challenge:** Continued change request (CRs) require updates which have downstream impacts on agency work **Challenge:** Early performance testing has identified some challenges with volume	**Solution:** Stringent CR decision making in place and conservative assumptions included with the re-assessment **Solution:** Evaluating multiple options to solve for early identified challenges
Agency Readiness	**Challenge:** Agencies getting the necessary information to remediate their systems in a timely manner **Challenge:** Having ample understanding of future state to operationalize the Workday solution in agency business processes	**Solution:** Applying a version of the Agency pilot model and providing greater access to information and the Workday solution **Solution:** Conducting Workday design overview sessions in early 2025 along with having early access to training materials
Agency Testing	**Challenge:** Testing objective moving from 'does the system work' to also include building broad awareness and understanding **Challenge:** Agencies being able to fully test end to end processes that may cross agencies vs. targeted, specific scenarios	**Solution:** Enable other activities such as design overview and sandbox to build awareness **Solution:** Extended End-to-End testing phase added to the program schedule to support this broader testing

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One activity completed during the assessment timeframe was a Legacy System Remediation (LSR) agency pilot with Department of Retirement Services (DRS) to model a different engagement approach to support agency technical and business readiness.

Pilot Structure

Exploratory
Better understand agencies and their LSR approach

Co-Solution
Co-Manage

Prescriptive
Develop strategies to expedite LSR

Diagnostic
Identify key bottlenecks and blockers

Outcomes and Findings

- Access to key program tools as well as a Workday tenant to enable the agency to test as needed and view error messages and configured business logic/rules

- A better roadmap to updated documentation to clearly identify what has changed since prior version

- More immediate access to Deloitte Workday experts

- More immediate access to state subject matter experts on the OneWA Workday configuration, State Accounting System (AFRS), and legacy chart of accounts

- Provided a single point of contact from the program to track and manage questions and action items

- Conducted regular meetings to review questions, actions, next steps, and maintain overall alignment

- Program is planning to apply the same model to other LSR agencies
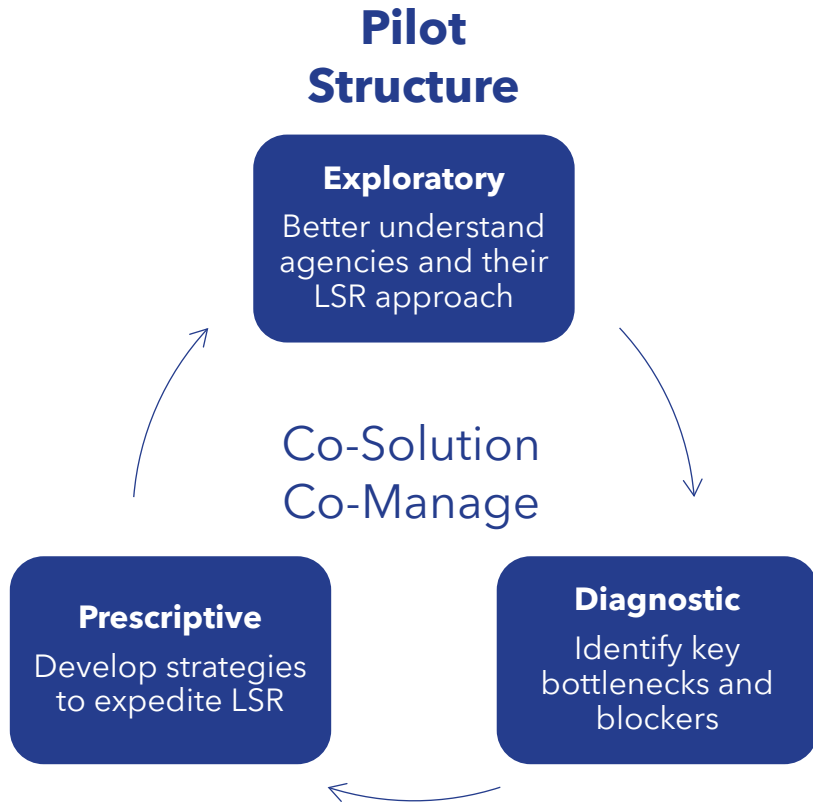
Agency Testing

Significant testing has occurred by the OneWA team as well as in partnership with agencies. However, based on the assessment more activities are being planned which will require additional testing.

Summary of Testing Conducted to Date	Forward Looking Testing Activities
✓ **LSR testing has been slower than anticipated and handoff between LSR to end-to-end (E2E)** has been disjointed with elongated time in between and different audiences	• **LSR testing:** A different model or approach is being evaluated to determine how the handoff between LSR and E2E can be completed with more continuity
✓ A total of four E2E sprints conducted – **between April 24 – Nov 24 (8 months)**. Sprint 1 was internal to the program and did not include agencies	• **Extended end-to-end testing:** This testing will occur after remediation is complete as well as integration changes and encompass Workday, primary systems and subsidiary systems – making certain the overall tech ecosystem operates as intended
✓ A total of **1,002 unique agency testers** have participated in some way through sprints 2-4 and completed **4,955 test scenarios**	• **Performance testing (Workday and non-Workday):** The testing will encompass the integration layer, Workday reports and the Workday solution to make certain that it functions with State of Washington production sized data volumes
✓ **Defect rate of 5.8%** has been achieved – with a total of 290 defects identified and only 10 remaining open	
✓ **Challenges have existed** with getting only those identified as testers into sessions	• **User experience review (UER):** This will be a final review of the Workday solution by users before proceeding into final cutover and go-live activities
✓ **Preliminary performance testing** has identified challenges with the integration architecture – these are being evaluated and assessed	

Key Agency Themes

- Agencies need to see, test & understand integrations from start to finish

- Technical support and sandbox access

- Adequate staffing

- Staff readiness and knowledge

The 6 Dimensions of Readiness

Change — **Transformation is adapted to and embraced** Agencies have enthusiastic support from leadership, engaged employees, and a culture that embraces new processes.

Business — **Strategic goals and operational needs are aligned** Workday effectively supports business processes across departments, enhancing efficiency and contributing to organizational growth.

Technical — **IT infrastructure is seamlessly integrated** Agencies have smooth integration, data migration, and system performance.

Data — **Data mapping quality is compatible and complete** Agencies have data that is accurately and securely transferred, maintaining integrity and consistency.

Resource — **Human, financial, and other resources are available** Agencies have adequate staffing, skills and budget allocations to support Workday's deployment and long-term sustainability.

Operations — **Systems, processes, and employees are aligned** Agencies have process documentation, workflow redesign, and user training, ensuring minimal disruptions and maximizing productivity with Workday.

988 Crisis Call Center & Behavioral Health Integrated Referral System briefing

Dept. of Health

Health Care Authority

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988 Crisis Call Center & Behavioral Health Integrated Referral System

Project overview and concerns

988 is a free number connecting people to trained crisis counselors 24/7. It provides support for those thinking about suicide, concerned about substance use, experiencing emotional distress and more. Program jointly led by Dept. of Health and the Health Care Authority.

Current Concerns:

- Program finalizing schedule; baseline expected end of year.

- Feasibility study exploring reusability options from National 988 (Vibrant Up) offering. National model does not meet HB 1477 requirements. Study will provide insight on cost risk.

- Strong team collaboration, but complex leadership structure for decision-making. Foundational documents will help mitigate concern.

Current Project Health Assessment

✅ **Scope**   ⚠️ **Schedule**   ✅ **Budget**   ⚠️ **Overall**

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What is 988?

988 Lifeline is a 24/7 free and confidential service providing suicide prevention and crisis support via call, text, or chat. Trained counselors offer immediate assistance and connect individuals to resources for suicide, substance use concerns, and emotional distress.

Legislation: Engrossed Second Substitute House Bill (E2SHB) 1477, passed in 2021, mandates the Department of Health (DOH) and Health Care Authority (HCA) to enhance crisis response systems and develop BHICRS to coordinate care statewide.

Key Technology Implementations:

• Advanced Crisis Call Center System: For crisis call center hubs handling behavioral health and suicide prevention.

• Behavioral Health Integrated Client Referral System: Ensuring seamless exchange of crisis plans, mental health directives, and least restrictive alternatives between crisis call center hubs and other behavioral health entities.

DOH and HCA are partnering to determine and deploy necessary technology platforms to support the 988 Crisis Call Center and BHICRS.

Identification of Behavioral Health providers with capacity to serve those in crisis

Coordination and scheduling of next day appointments

Implementation of electronic closed loop referrals

Creation, exchange, storage, and access to several types of interoperable resources (e.g., tribal crisis coordination protocols, safety and crisis plans, mental health advance directives, least restrictive alternatives)

Integration of federal, state and local systems used by the 988 Lifeline crisis call centers, regional crisis lines/dispatch centers, crisis response workers and;
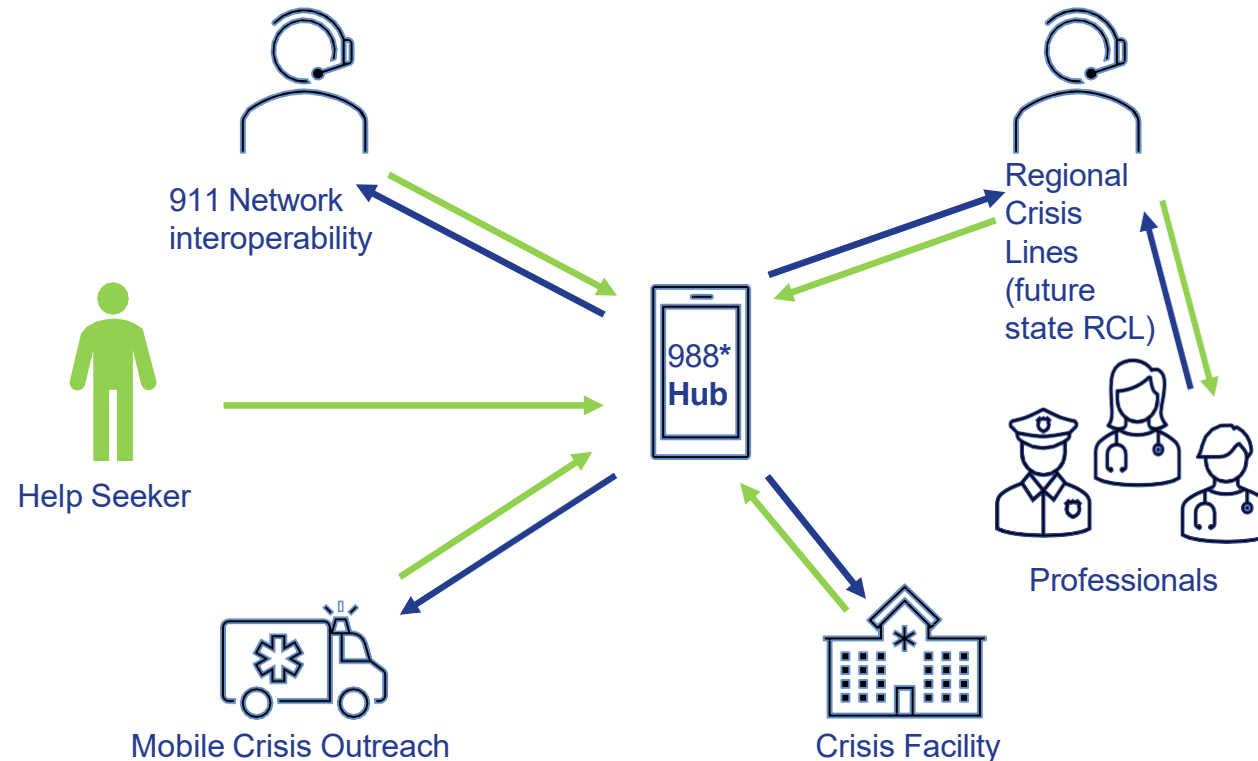
Integration of data including ingestion, storage, management, security, and transformations

Washington's Future 988 Crisis Care Continuum

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Notes:
- **Help Seekers** reach out to 988 for crisis support via, call, chat or text
- **Professionals** (doctors, law enforcement etc.) reach out to the future state Regional Crisis Lines, for in person response, technical consultation, and partner collaboration
- **988 Contact Hub** identifies and determines dispatch
- Future state **RCL** coordinates deployment

* 988 (including the Native and Strong Lifeline)

Less use of:
- 911 dispatch
- Jail
- Emergency rooms and
- Inpatient hospitalization

911 Network interoperability

Help Seeker

988* Hub

Regional Crisis Lines (future state RCL)

Professionals

Mobile Crisis Outreach

Crisis Facility

Project Timeline & Status

Timeline:

- 2021 — 1477 Passed
- 2022 — Technical & Operational Plan Published
- Aug 2024 — PAPD Approval
- Nov - Dec 2024 — Draft PAPDU
- Dec 2024 — Adopt Hub Rules
- Dec 2024 — Final Crisis System Actuarial Reports
- Dec 2024 — 988 Final Usage Report
- Dec 2024 — Regional Collaboration Report
- Jan 2025 — Feasibility Study /Dec on tech platforms
- July 2025 — Issue RFP
- Jan 2026 — Select ASB
- Jan 2026 — Crisis Centers/Hub Designation
- Dec 2026 — MuleSoft Integration
- April 2027 — System Available to the Hubs (Projected)

Key Activities

- Legislatively mandated Technical & Operations plan approved.

- Planning Advanced Planning Document (PAPD) Approval.

- Regional Crisis Line (RCL) 988 Policy Statement Report

- Crisis Hub Mapping

- Tribal engagement

- Communication/ Partner Planning activities

- Feasibility Study underway, decision on tech platforms

- RFP being developed and released

○ = Legislatively mandated timeline

What funding is being requested for 988?

DOH/HCA requested the following DP dollars to fund the planning and implementation for the technology aspects of 988. The project is also seeking Medicaid match for this funding where possible. The costs are estimated based on other large SaaS implementation projects and will be adjusted as needed based on outcomes of the Feasibility study and subsequent RFP.

988 Tech Platform DP Summary

DP Type	Funding Period	Staffing	Contracts	Other	Total Ask
DOH 988 Tech DP	FY 26 - FY 27	$ 3,574,000.00	$ 33,703,000.00	$ 716,000.00	$ 37,993,000.00
HCA 988 Tech DP	FY 26 - FY 27	$ 9,012,000.00	$ 23,965,000.00	$ 8,160,000.00	$ 41,137,000.00

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988 Feasibility Study

| | Not Started | On-track | At Risk | Blocked | Complete |

Feasibility Study Objectives

Core Objective:
Collect unbiased data to validate vendor capability claims and make a business case for:
- Procuring new tools
- Continuing partnership with the current national 988 provider
- Leveraging existing technologies

Other Objectives Achieved:
- Fulfill WaTech and CMS needs and requirements for a Feasibility Study
- Highlight differentiators across vendor solutions and services to inform a strategic scoring method to be used in the upcoming RFP process

Highlights / Accomplishments (Sept – Nov)

- Completed Feasibility Study requirements documentation, with validation from Program and Technical leaders
- Conducted interviews with four WA 988/ RCL providers
- Conducted interviews with HCA and DOH across core capability areas of the WA state crisis care continuum
- Conducted interviews with Peer States (see slide 3) to identify best practices and vendor insights
- Conducted interviews and analysis with owners of existing WA state solutions to be considered for "re-use": 911, statewide EHR, MuleSoft interface manager
- Prepared for Vendor assessment interviews taking place on 12/4 (Vibrant) and 12/9 (Carelon)
- Assess existing analysis to expand on Resource Directory & Registry requirements for Feasibility Study Addendum 1.
- Consolidate findings and analysis for project deliverables:
  - Market Research Document
  - Alternative Assessment
  - Cost Analysis

Project Status

| Scope | 🟢 | Schedule | 🟢 | Budget | 🟢 |

Project Plan

Milestones/Deliverables	Target	Status
Project Initiation & Plan	COMPLETE	🟦
Requirements Validation	11/22	🟦
Market Research Document	12/18	🟩
Alternative Assessment	12/18	🟩
Cost Analysis	1/3	🟩
Feasibility Study Final Report	1/17	⬜

Planned Activities for Remainder of Project

- Complete Vendor interviews with Vibrant (12/4) and Carelon (12/9)
- Complete remaining Peer State interviews with California (12/20) and Vibrant customer La Frontera (to be scheduled)
- Continue content development for project deliverables:
  - Market Research Document
  - Alternatives Assessment
  - Cost Analysis
  - Feasibility Study
- Continue Addendum 1 activities: finalizing Resource Directory & Registry requirements, conducting Vendor interviews, consolidating insights.

Market Research Engagement Update

	PEER STATES			VENDORS	
Participation Requested	Vibrant Unified Platform Users: LA FRONTERA ARIZONA — EMPACT - SUICIDE PREVENTION CENTER; NYC Health	OREGON HEALTH AUTHORITY; Indiana Family & Social Services Administration FSSA; IDAHO DEPARTMENT OF HEALTH & WELFARE			
Participation Confirmed	CalHHS *Interview scheduled for 12/20			Vibrant Emotional Health *Interview scheduled for 12/4	carelon *Interview scheduled for 12/9
Interview Complete	MDHHS *Completed on 11/14	ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM *Completed on 11/7	TEAM KENTUCKY. CABINET FOR HEALTH AND FAMILY SERVICES *Completed on 11/22		

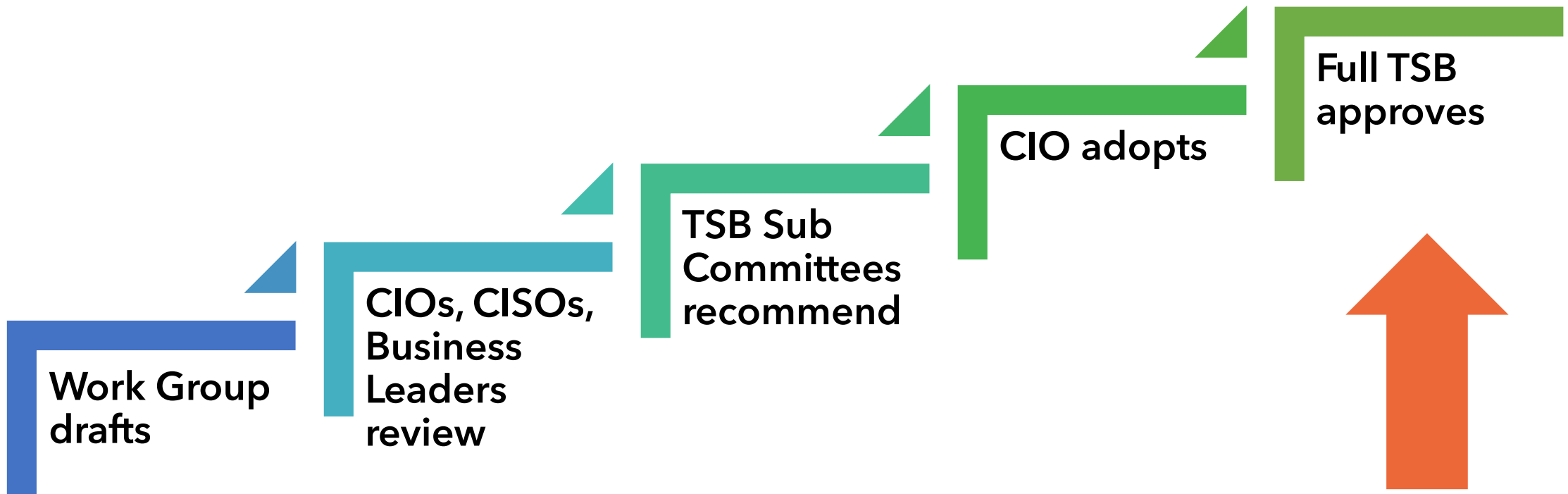| Risk	Mitigating Actions
Vibrant timelines and availability of information to inform WA state decisions.	• Prioritized understanding of Vibrant strengths, weaknesses and product roadmap and their alignment with defined state goals. Feasibility Study assessment. **ISG is meeting with Vibrant on 12/4/24 with the goal of gaining insight and updates around the Vibrant Up extended platform.**
Meeting legislative bill(s) timelines	• Adhere to a workplan with realistic deadlines, assign adequate resources, break down work into manageable pieces and track progress, prioritize critical path tasks, clarify discrepancies as early in the project as possible, and manage scope creep. If any discrepancy occurs, take proactive measures to communicate to project team, leadership, exec sponsor/sponsors, steering committee, & stakeholders.
Enable standardization for the future state operations of the 988 program	• The 988 program does not have the authority to mandate that these partners use the 988 procured tools. There have been ongoing efforts to gain alignment across contracting partners to transition to the same tools and standards. Meetings with call centers have occurred to gain understanding of current state. Future process mapping sessions will be conducted.
Overall Timeline changes due to Legislative requirements and leadership decisions.	• Monitor for changes, identify impacts to scope, schedule and budget. Adjust the project as necessary.
Funding concerns	• Determine the "right" mix of funding based on allocation and use allowable funding for the appropriate tasks, Using Telecom tax, state legislative funding, CMS match funding to meet all requirements stated in the bills. • Undetermined resource needs leading to unclear funding needs.
Coordinating across multiple agencies and external partners is complex and requires strong sponsorship and collaboration.	• Partner and ensure alignment with Executive Sponsors in both agencies • Ensure alignment of Project Management teams across agencies • Operationalize Shared risk log, integrated project plans/schedules, communications plan

Questions?

Agency Contacts:

Department of Health – Michele Roberts, Exec Sponsor
Department of Health – Lonnie Peterson, Business Sponsor
Department of Health – Callie Goldsby, IT Sponsor

Health Care Authority – Teesha Kirschbaum, Exec Sponsor
Health Care Authority – Kara Panek, 988 Section Manager
Health Care Authority – Jerry Britcher, IT Sponsor

Policies and standards

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Work Group drafts

CIOs, CISOs, Business Leaders review

TSB Sub Committees recommend

CIO adopts

Full TSB approves

EA-01 Enterprise Architecture Program Policy

- Define enterprise architecture responsibilities.
- Require enterprise architecture data collection and analysis.
- Promote and mature agency enterprise architecture practices.

EA-01-01-S Criteria for Developing Principles for Decision Making Standard

- Develop EA principles with input from both technology and business partners, ensuring they are documented, shared, and regularly updated to align with the agency's evolving strategy.

EA-01-02-S Enterprise Architecture Domain Standard

- The EA Program establishes the core domains of architecture (Business, Data, Application, Technology, and Security) for executing holistic business and technology strategies.

EA-01-04-S Email Address Naming Standards

- Agencies will utilize the firstname.lastname@agency.wa.gov naming convention for primary email addresses.
- Email addresses standardization will ensure a consistent structure across state government.

PM-03 Project Quality Assurance Policy

- Cleanup language for clarity; Assessment timeline (45 days); Align recommendations with risk.

PM-03-02-S Minimum Project Quality Assurance Activities – Readiness

- Formatting update only.

PM-03-03-S Minimum Project QA Activities Standard

- Minimal changes to allow for more robust content (must vs should; at a minimum).

RESCIND: PM-02 Managing Information Technology Projects

- Content over time became redundant with other policies.

SEC-01 Cybersecurity Program Policy

- Defines state and agency cybersecurity program requirements.
- Sets the tone for a holistic chapter of IT security policies and standards.

SEC-04-08-S Unsupported Technology Retirement Standard

- Requires agencies to track product support cycles and retire unsupported technology through proper planning.

SEC-10-01 Traffic Light Protocol Standard

- Outlines a set of designations to ensure that sensitive communications related to cybersecurity events, alerts, and incidents are shared with the correct audience.

USER-01 Accessibility Policy

- All public-facing content, including websites, applications, mobile applications, documents and media, blog posts, and social media content meet the DOJ rule for accessibility by **Apr. 2026.**

- **Effective July 1, 2029**, in addition to the requirements set forth in this policy for covered technology, all content and tools that employees or users need to perform essential job duties, access information, or participate in programs must be accessible or content owner is responsible for providing individuals with disabilities equivalent access.

USER-01-01 Accessibility Standard

- The minimum level of accessibility compliance for covered technology is Level AA compliance with Web Content Accessibility Guidelines (WCAG) 2.1

- **Effective July 1, 2026**, the minimum level of compliance for accessibility is Level AA compliance with WCAG 2.2

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USER-01 Accessibility Policy and EO 24-05

Improving Employment Outcomes for People with Disabilities in State Employment

- Review and update as needed WaTech policy USER-01.

- Strengthen requirements for accessibility of Washington state online hiring systems, internal online systems such as websites, apps, portals, training materials, and online trainings, internal data collection structures, and documents.

- Ensure full accessibility to the communications of the state of Washington both for external customers and internal staff.

- Develop, in partnership with the Disability Advisory Council and the Office of Equity, a list of approved accessibility tools and software for accessibility commonly used by people with disabilities as reasonable accommodations in the workplace.

Motion to approve all of the policies and standards related to Enterprise Architecture, Project Management, IT Security and Accessibility discussed today.

Innovation & Modernization Fund

- September 2024 - WaTech published a [report](#) to the legislature on the first year of the IM Program.
  - Provides a detailed look at the estimated and actual costs, project timelines and business results of the projects funded in FY2024.
  - Shares lessons learned and provides recommendations for future project proposals, emphasizing the importance of early planning, strategic vendor relationships, and active program oversight.

- November 2024 - WaTech provided a legislative briefing on the IM Program to non-partisan, Republican, and Democratic staff from both the House and Senate.
  - Briefing featured presentations from three of the FY2024 funded projects including Washington State Patrol, the ARTS Commission and Eastern Washington State Historical Society.

Innovation & Modernization Program

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ABOUT THE PROGRAM

Created to provide agencies with a funding mechanism for innovative technology projects and modernization projects.

Projects with shorter duration and smaller dollar value are ideal for the IM Program. Must be completed in the same fiscal year the funds are awarded.

Funded through the 2023 – 2025 budget process.

THE PROCESS

Agency submittal → IM Program screening → ITIB review → Agency pitch meeting → ITIB Scoring → **TSB Recommendations**

WHERE WE ARE TODAY

FY2024 - Received 34 proposals = $6.6 million dollars.
FY2025 to date – Received 37 proposals = $8.3 million dollars.

Nov. 4-15
Agency pitch proposals to the ITIB.
Board scoring & selection.

TODAY

December 10
Recommendation to TSB.

IM Program FY25 Requests vs. Recommended Projects

Number of Project Requests vs. Number of Recommended Projects

FY2025 Requests for Funding	37
FY2025 TSB Recommendations	17
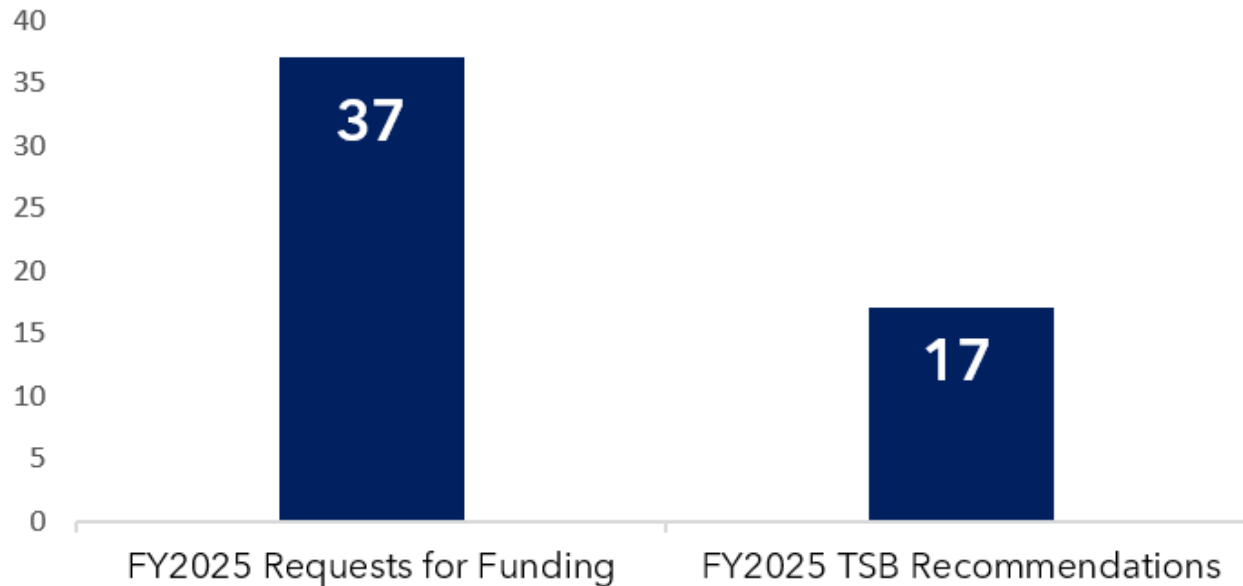
Project Evaluation Criteria
Measurable Business Outcomes
Due Diligence
Business Driven Technology
Governance and Management
Planning and Readiness

Projects Approved at June TSB

#	Agency Abbr.	Project Name	Amount Recommended by IT Investment Board
1	CRAB	County Road Administration Board PAVER	$ 50,400
2	WSP	ServiceNow Human Resource Service Delivery	$ 400,000
3	DSHS	Artificial Intelligence (AI) Smart Homes	$ ~~155,000~~ *
4	WTB	State Workforce Integrated Data Sharing	$ 142,700
5	DSHS	BHA Data Analytics Proposal	$ 187,584
6	WDVA	Financial Process Automation	$ 540,000
7	WSDA	Electronic Signatures	$ 325,000
8	WDFW	LiFT Modernization	$ 188,451
9	WSDOT	MS Project Online Implementation	$ 263,835
10	ECY	Laboratory Information Management System	$ 215,000
		Total	$ ~~2,467,970~~
		New Balance with AI Smart Home project excluded	$ 2,312,970

*On 11/27/24 DSHS informed WaTech of their intent to cancel the AI Smart Homes project. The $155,000 returned to the fund has been applied to the projects for TSB approval today (on the next slide).

NEW – the IT Investment Board recommends the following projects for TSB approval.

#	Agency Abbr.	Project Name	Amount Recommended by IT Investment Board
		Available Fund Balance	**$687,030**
1	DAHP	Seismic Retrofit Portal for Unreinforced Masonry Structures	$95,000
2	DFW	Automation of Purchase Cards	$261,362
3	DVA	Integration of Siteimprove Software for the WDVA Website	$38,500
4	DVA	SSG Fox – Federal VA Case Mgmt Data Synchronization	$61,400
5	EWSHS	Nitrate Negatives Digital Preservation	$70,000
6	LCB	Public Records Management System	$85,768
7	UW	Airlift Northwest Network and Wireless Modernization	$75,000
		Total for TSB approval	**$687,030**

Approval of the above projects will commit the full IM fund balance of $3 million for FY2025.

Project Summary

Name of Business Owner: Allyson Brooks, Ph.D.

Name of Presenter at Pitch to ITIB: Allyson Brooks / Morgan McLemore

Agency Name: Dept. of Archaeology & Historic Preservation

Project Name: Seismic Retrofit Portal for Unreinforced Masonry (URM) Structures (*a.k.a., URM Portal*)

Project Type:
☐ MODERNIZATION
Mark only one type. ☑ INNOVATION

Project Costs
M&O costs are the responsibility of the agency.

One-time costs:	$95,000
Ongoing costs: (M&O)*	$20,000
Funding recommendation:	$95,000

Project description/problem to solve:

The State's unreinforced masonry buildings are at risk of full or partial collapse during a seismic event. There is an 86% chance that the next earthquake will occur within the next 5 minutes or 50 years. Unfortunately, the gravity of the situation is unknown to the State because no central repository is currently being maintained at an enterprise and programmatic level. These URM structures need to be identified and their information accessible to the land manager so they can be prioritized for mitigation.

Solution:

1) Construct an editable, interactive web application (portal) to document URM buildings that will directly connect the State's residents and stakeholders to mitigation resources. 2) Create URM data interoperability between State, federal, tribal, and local emergency management agencies, including updating DAHP's Washington Information System for Architectural and Archaeological Records Data (WISAARD) application programming interface.

Value:

1) The State will be able to identify 100% of Washington State's URMs and begin to prioritize retrofit endeavors. 2) There will be a 100% increase in shared real-time URM data to the public through WA GeoPortal and enterprise stakeholders. 3) Ensure that everyone has access to the same statewide information.

Project Start / End Dates: 12/30/2024 / 06/30/2025

Key Milestones:

- Planning/Analysis Phase
- Design/Development Phase
- Testing/Implementation Phase
- Evaluation Phase/Maintenance Phase

Key Risks:

- Short timeline
- DAHP is a Small Agency with limited resources

Success Factors:

- Building off existing WISAARD IT infrastructure and existing contracting.
- DAHP has 20 years of Agile software development experience.

Project Summary

Project Type: ☐ MODERNIZATION

Mark only one type. ☑ **INNOVATION**

Name of Business Owner: Morgan Stinson, CFO

Name of Presenter at Pitch to ITIB: Morgan Stinson

Agency Name: Department of Fish and Wildlife

Project Name: Automation of purchase cards

Project Costs
*M&O costs are the responsibility of the agency.

One-time costs:	$400,060
Ongoing costs: (M&O)*	$78,000
Funding recommendation:	$261,362

Project description/problem to solve:

DFW is seeking to modernize the current manual purchase card reconciliation process with an automated solution. The current process is outdated and requires multiple FTEs to complete.

Solution:

DFW is seeking a solution that reduces the ~750 hours a month of staff time processing the payment card purchases. Currently, DFW is open to solutions. One of them includes using a Robotic Process Automation tool from a vendor known to WaTech.

Value:

- Online purchase card process (includes submitting purchase information, approval of purchase, and reconciling payments.)
- Provide user friendly experience
- Reduce staff time through digital workflows
- Efficient, consistent and organized solution

Project Start / End Dates: 11/01/2024 / 06/30/2025

Key Milestones:

- Project initiation
- Implementation
- Go-live (training and post go-live support)

Key Risks:

- Vendor's ability to construct a viable system and process
- Staff adoption of the digital process

Success Factors:

Reducing staff time to eliminate the 750 hours worth of work and saving over $1M annually

Project Summary

Project Type: Mark only one type.
- [x] **MODERNIZATION**
- [ ] **INNOVATION**

Name of Business Owner: Jennifer Montgomery

Name of Presenter at Pitch to ITIB: Jennifer Montgomery

Agency Name: Washington State Department of Veterans Affairs

Project Name: Integration of SiteImprove for the WDVA Website

Project Costs
*M&O costs are the responsibility of the agency.

One-time costs:	$42,500
Ongoing costs: (M&O)*	$28,000
Funding recommendation:	$38,500

Project description/problem to solve:

The Washington Department of Veterans Affairs (WDVA) is dedicated to improving the accessibility, usability, and overall quality of its website. With just one full-time employee managing over 4,000 information nodes, implementing SiteImprove is essential for meeting accessibility and usability standards effectively.

Our goal is to use SiteImprove to proactively identify issues, paving the way for enterprise-wide adoption across the state. As we work toward compliance with WCAG 2.1 AA standards by 2026, investing in such tools is crucial for creating an inclusive online experience for all citizens.

Solution:

By systematically identifying areas for improvement, the WDVA will ensure compliance with accessibility standards, streamline navigation, and update outdated information, ultimately creating a more engaging and accessible online platform for veterans and their families. Through monitoring and adaptation, SiteImprove will empower us to provide timely and relevant resources, fostering trust and satisfaction for users.

Value:

SiteImprove will provide insights into website performance, accessibility compliance, content quality, and SEO optimization, ensuring that veterans and their families can easily access vital information and services.

Key Milestones:

- Improve Accessibility
- Monitor Content Quality
- Boost SEO Performance

Key Risks:

- Accessibility Issues
- Outdated Content
- Technical Issues with Integration

Success Factors:

Regular audits and updates based on user needs will maintain high standards of accessibility and content quality, ultimately leading to a more user-friendly and accessible website for veterans and their families.

Project Start / End Dates: 01/01/2025 / 05/31/2025

Project Summary

Name of Business Owner: Eric Burns

Name of Presenter at Pitch to ITIB: James Chapin

Project Type: ☐ MODERNIZATION

Mark only one type. ☑ INNOVATION

Agency Name: Washington State Department of Veterans Affairs

Project Name: SSG Fox Federal VA Case Management data Synchronization

Project description/problem to solve:

WDVA plans to use RPA (Robotic Process Automation) to synchronize data between our internal Case Management solution and the Federal VA's platform to create more efficient and accurate synchronization.

Project Costs
*M&O costs are the responsibility of the agency.

One-time costs:	$61,400
Ongoing costs: (M&O)*	$12,000
Funding recommendation:	$61,400

Solution:

Use RPA to bi-directionally synchronize data between WDVA and the Federal VA's platforms.

Value:

This effort will result in faster delivery of services, additional time for program staff to perform direct services, and reduced human error when syncing data between systems.

Key Milestones:

- Technical Design / Development
- Test/UAT & Fed VA Sign Off
- Production Release

Key Risks:

- Changes to the Federal VA platform
- Microsoft changes to Dynamics during Bi-Annual Wave updates
- Long-term maintenance and support funding by agency

Success Factors:

WDVA Staff availability, Clear and concise requirements, Stakeholder commitment to long term maintenance and support, timely communication with Federal VA for upcoming changes, timely notification of Microsoft updates.

Project Start / End Dates: 12/16/2024 / 04/07/2025

Project Summary

Name of Business Owner: Wesley Jessup

Name of Presenter at Pitch to ITIB: Anna Harbine

Agency Name: Eastern Washington State Historical Society

Project Name: Nitrate Negatives Digital Preservation

Project description/problem to solve:

Digitization and digital preservation of early, diverse, and historic images found on nitrate negatives deemed unsafe to continue storing in their current state by the Spokane County Fire Marshall.

Project Type:

☑ MODERNIZATION

Mark only one type. ☐ INNOVATION

Project Costs
*M&O costs are the responsibility of the agency.

One-time costs:	$70,000
Ongoing costs: (M&O)*	$82,000
Funding recommendation:	$70,000

Solution:

Pilot project to digitize high priority nitrate negatives using a camera scanning set up. Digital preservation of the reformatted images through a Digital Asset Management System (DAMS). Preparation for further digitization through federal grant funding applications.

Value:

Through this project the agency will: meet safety guidelines, reduce health risks as the negatives continue to deteriorate, plan for more funding provide greater access to the historic images through online publication, and secure stable long term digital storage.

Project Start / End Dates: 12/01/2024 / 06/30/2025

Key Milestones:

- pilot project digitization of 200 panoramic nitrate negatives
- contract and implementation of Preservica (DAMS)
- project planning to plan for the digitization the whole collection

Key Risks:

- instability of the 200 panoramic negatives could cause image loss
- lack of future funding could slow the process for digitization of the whole collection, increasing the risk of image loss

Success Factors:

This project will preserve the images most at risk and help the agency plan for a larger scale project, while giving the agency the tools needed to continue the digitization process even if the agency does not secure future funding.

Project Summary

Name of Business Owner: Samina Mays

Name of Presenter at Pitch to ITIB: David Kuhn

Agency Name: Washington State Liquor & Cannabis Board (WSLCB)

Project Name: Public Records Management System

Project Type: Mark only one type.

- [x] MODERNIZATION
- [ ] INNOVATION

Project Costs
*M&O costs are the responsibility of the agency.

One-time costs:	$85,768
Ongoing costs: (M&O)*	$85,768
Funding recommendation:	$85,768

Project description/problem to solve:

WSLCB is seeking to consolidate the agency's public records request intake and workflow management. Currently, public records requests are managed through a variety of intake and fulfillment processes using multiple systems with no integration, manual tracking, and limited compliance reporting. Consolidating intake and management will improve response times and reduce or eliminate the risk of compliance violations.

Solution:

WSLCB is planning on implementing Granicus' GovQA, a cloud-based solution. That enables citizens and customers use a public-facing portal to make public records request, vet requests, track fulfillment, and create an accessible archive, as well as manage legal holds and subpoenas.

Value:

GovQA combines currently disparate workflows into an integrated process that saves staff time and streamlines response into a single Intake process and portal for request submission and delivery. Enables end-to-end automation and notification of out of compliant request processes. Ability to report on all data elements required to meet the Public Record Metrics as defined by JLARC.

Key Milestones:

- Implementation of core GovQA including public portal
- Automations for timely communication and request fulfillment
- Establishing public-facing record archive

Key Risks:

- Implementation failure and return to inefficient workflow
- Workflow automation fails to catch out of compliant requests
- Communication plan fails to drive public to new portal

Success Factors:

1. Less time spent in redaction state.
2. Less time spent compiling records and tracking record source.
3. Ability to track consolidated requests and fulfillment through public archive.

Project Start / End Dates: 10/07/2024 / 02/07/2025

Project Summary

Name of Business Owner: Bin Guo, Vice President UW Information and Technology

Name of Presenter at Pitch to ITIB: Brian Boyd, Director of Network & Communications Tech, UW-IT

Project Type: ☑ MODERNIZATION

Mark only one type. ☐ INNOVATION

Agency Name: University of Washington

Project Name: Airlift Northwest Network and Wireless Modernization

Project description/problem to solve:

Airlift NW emergency network infrastructure components are at end-of-life, missing, or becoming unreliable. Equipment lacks the capacity required to operate wireless clinical devices (e.g., a life pack or blood analyzer); upgraded network capacity is needed to connect to UW network and provide online video clinical training to staff. UW-IT, which manages overall UW network infrastructure, and Airlift NW IT specialists are partnering on a project to eliminate legacy equipment and upgrade the network for enhanced security, reliable wireless connectivity, and greater network capacity.

Project Costs
*M&O costs are the responsibility of the agency.

One-time costs:	$165,000
Ongoing costs: (M&O)*	$18,500
Funding recommendation:	$75,000

Solution:

Replace legacy routers, firewalls, and wireless system at each base with modern equipment. Create wireless connectivity to UW and capacity to support wireless medical devices, provide online clinical training, and enhance emergency communications.

Value:

Fast, effective emergency health care for all people who need it, regardless of identify, location or insurance. Low- cost self-support service for taxpayers. Enhanced emergency medical care with wireless devices. Faster, more effective communication with UW network and first-responder partners; enhanced data security and educational access and quality for on-line clinical training.

Key Milestones:

1. Equipment Purchase
2. Installation & Production
3. Project Close-out

Key Risks:

1. Delay securing equipment
2. Difficulty locating labor to service remote bases.
3. Reliable network backhaul to remote areas.

Success Factors:

- Project team is experienced & ready to start 1/25 with a detailed project plan.
- Equipment sources are identified and readily accessible.
- Project is set as a priority for UW-IT and UW Medicine.

Project Start / End Dates: 01/01/2025 / 05/30/2025

Innovation and Modernization Fund
TSB Approval

Requesting TSB approval on the below recommended projects.

#	Agency Abbr.	Project Name	Amount Recommended by IT Investment Board
		Available Fund Balance	**$687,030**
1	DAHP	Seismic Retrofit Portal for Unreinforced Masonry Structures	$95,000
2	DFW	Automation of Purchase Cards	$261,362
3	DVA	Integration of Siteimprove Software for the WDVA Website	$38,500
4	DVA	SSG Fox – Federal VA Case Mgmt Data Synchronization	$61,400
5	EWSHS	Nitrate Negatives Digital Preservation	$70,000
6	LCB	Public Records Management System	$85,768
7	UW	Airlift Northwest Network and Wireless Modernization	$75,000
		Total for TSB approval	**$687,030**

Subcommittee Status

Public comment