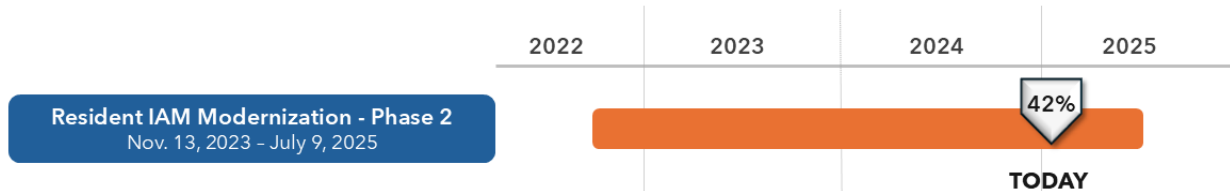


Project name: Resident IAM Modernization - Phase 2

Date: January 9, 2025

42% Complete



Progress Summary

Monthly Progress Summary: IAM Modernization Phase 2: Customer Identity and Access Management (CIAM)

The CIAM team has made significant progress in procuring resources necessary for success. This includes onboarding of Business Analyst resources, design expertise, and expansion of the internal WaTech team. In addition, key decisions regarding Minimum Viable Product and criteria for initial onboarding have been made that will ensure continued forward progress. An Organizational Change Management (OCM) assessment confirmed strong agency support and highlighted areas for improved transparency and coordination. Additionally, the [Resident Portal](#) and Customer Identity and Access Management (CIAM) teams are merging efforts into the Digital Experience (DEX) program to create a seamless, secure, and user-friendly way for Washington residents to access state digital services. These combined efforts will provide additional opportunities to pilot Resident Portal usage of CIAM capabilities.

Progress since Dec. 5, 2024:

Key updates:

- Communications Collaboration - The project core team has enhanced the project SharePoint site experience to improve communication and collaboration while increasing visibility to relevant content. These updates aim to create a more streamlined and accessible experience for our agency partners.
- OCM Assessment Findings – A recent Organizational Change Management (OCM) assessment revealed strong agency support for the program and highlighted opportunities to improve transparency and clarify dependencies between CIAM and the Resident Portal.
- Onboarding of key resources supporting Business Analysis and Design activities.
- Resident Portal Pilot – A separate project is underway that will showcase CIAM integration with the Resident Portal, including login accounts, profiles, AI-enabled service finders, and personalized recommendations.

Program Roadmap and Future Plans

Organization Change Management

After conducting a comprehensive assessment across the 13 agencies that make up the CIAM Subcommittee governance group, the Organizational Change Management (OCM) team has identified strong agency commitment to the success of the program. The assessment revealed an opportunity to enhance clarity around the program dependencies between CIAM and Resident Portal, as well as to improve transparency regarding the DEX Program's next steps and the future state end user experience.

Introducing the Digital Experience (DEX) Program

The Resident Portal and Customer Identity and Access Management (CIAM) teams are merging efforts into the **Digital Experience (DEX) program** to create a seamless, secure, and user-friendly way for Washington residents to access state digital services. This integration enhances security, reduces risks, and improves inclusivity by prioritizing user experience.

Planned activities – January:

- Align CIAM and Resident Portal roadmaps.
- Develop prototypes and enhance user experience through demos and journey maps.
- Engage early adopters for pilot testing and identify future agency participants.
- Development of login capabilities for Resident Portal so that Portal pilot can move forward.
- Explore vendor capabilities to ensure appropriate tuning options for risk scoring at account creation.
- Prototype additional IAM features so that we can obtain feedback.
- Drive key design decisions so that development can accelerate