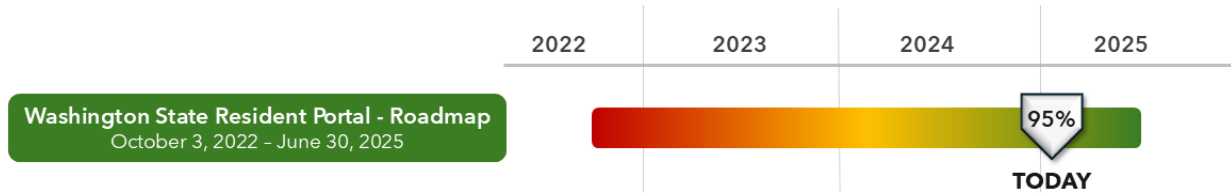


**Project name: Washington State Resident Portal Roadmap**

**Date: January 10, 2025**

**95% Complete**



**Progress Summary – Roadmap project**

The Resident Portal Roadmap project is in its final stages and is on track for completion by the end of January 2025. The team has successfully delivered the final requirements, including the Executive Summary, Roadmap, Journey Maps, Platform Description, Market Scan, Decision Package, and Technology Architecture. The team is now focused on partnering with CIAM team to build a pilot. The purpose of the CIAM/Resident Portal MVP Pilot is to advance the CIAM initiative by developing capabilities that align with the IAM project capability model. This pilot will investigate and validate the viability of the proposed technology solutions for the Resident Portal project.

**Progress since Nov. 12, 2024:**

The project is progressing exceptionally well, with key milestones achieved and all aspects on track:

**Recent Activities**

- Onboarded Launch development team to support the Resident Portal pilot.
- Initial Okta integration test were conducted.
- UX/UI design of the Resident Portal Pilot.

**Scope and Timeline**

- The project scope remains on target and unchanged since the last report.
- The project is ahead of schedule and is expected to be delivered before the June 2025 deadline.

**Budget and Resources**

- The FY2024 budget is on track.
- Additional resources will be required to support a pilot program.

**Deliverables and Approvals**

- All Gate 1 deliverables have been completed with high quality.
- Gate 2 deliverables have been submitted for approval.

**Stakeholder Engagement**

- Resources and SMEs have been available and actively participating in meetings and workshops.

- The project vision was completed and approved by the Steering Committee.

**Journey Maps and Market Scan**

- Final drafts of Journey Maps were reviewed by the core team and submitted to the Steering Committee.
- Version 3 of the market scan has been received, including a completed section on capabilities and costs. Opportunities to meet with other state agencies and discuss their portal implementations are still under investigation.

**Collaboration with CIAM Project**

- Collaboration is ongoing for Organizational Change Management (OCM).
- A draft Statement of Work (SOW) for a combined OCM effort is under review.

**Upcoming Planned Activities**

- Integrate pilot into WaTech Okta's instance.
- Define AI Chat Bot for the Resident Portal.
- Complete Gate 2 and 3.