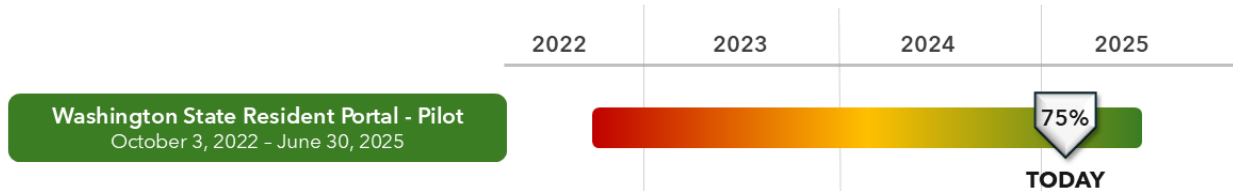


**Project name: Washington State Resident Portal – Pilot Phase**

**Date: February 14, 2025**

**75% Complete**



**Progress Summary**

**Roadmap phase**

The Resident Portal Roadmap project is in its final phase and is 99% complete. The team has successfully delivered all major project components, including the Executive Summary, Roadmap, Journey Maps, Platform Description, Market Scan, Decision Package, and Technology Architecture.

**Resident Portal Pilot: Progress & Key Achievements**

The Resident Portal Pilot is 75% complete, with the team aiming for completion by mid-March. Once finalized, the project will transition into Phase 2, which will focus on integrating a Digital Experience Platform to further enhance functionality and scalability.

The Resident Portal is making significant strides in its pilot phase, focusing on:

- **Technology and Infrastructure:** Establishing IT frameworks and deploying the necessary technology to support the Resident Portal.
- **Secure User Authentication:** Integrating Okta to enable single sign-on (SSO) and multi-factor authentication (MFA), ensuring a secure and seamless login experience.
- **Accessibility and Inclusivity:** Developing service finders and dashboards that help residents locate services easily and visually interpret key information.
- **AI-Based Enhancements:** Laying the groundwork for AI-driven capabilities, including personalized service recommendations and enhanced accessibility features.
- **CIAM Integration:** Successfully integrating the Resident Portal with the state's Customer Identity and Access Management (CIAM) system, improving login security and efficiency.
- **Early Service Finder & Dashboard Deployment:** Developing and testing an initial version of the service finder and dashboard to enhance user navigation.
- **Digital Experience Platform Evaluation:** Conducting demos of Digital Experience Platforms with advanced features to accelerate development and future scalability.

**Current focus areas**

The team is now concentrating on:

- Enhancing the resident experience by designing an intuitive and accessible user interface.

- Compiling a comprehensive list of available services for residents.
- Developing the resident profile feature to personalize interactions.
- Implementing a consent management system, giving residents control over their data usage.
- Testing a chatbot and AI tool to assist with answering questions and guiding users through the portal.

These efforts are bringing the Resident Portal closer to delivering a seamless, user-friendly experience for all residents.

**MVP Pilot collaboration**

The next priority is collaborating with the CIAM team to develop the MVP Pilot. The goal of this initiative is to:

- Support the CIAM initiative by building capabilities aligned with the IAM project capability model.
- Serve as proof of concept, assessing and validating the feasibility of the proposed technology solutions for the Resident Portal.