

Technology Services Board Meeting Minutes

January 29, 2025; 9:00 – 11:00 a.m.

Member Attendees: Bill Kehoe, Kelly Dyer, Cami Feek, James Feore, Viggo Forde,
Rep. Chipalo Street

Hybrid – 1500 Jefferson St SE, Olympia, WA, 1st Floor Conf. Rm 1213 and Virtual via
Zoom

[Link to Meeting Video](#)

[Link to Presentation Slides](#)

Welcome, Agenda Review, Minutes Review & Approval – Bill Kehoe

Bill Kehoe, State CIO and TSB Chair, welcomed everyone to the meeting. He reminded in person and virtual meeting attendees and audience that the Zoom session chat feature was turned off and that any public comments will be held until the last agenda item.

Bill explained the board's critical role in shaping Washington State's technology strategy, and announced the dissolution of the Policy & Portfolio Subcommittee in favor of six full board meetings for 2025. He then reviewed the agenda.

Bill provided a quick review of the Dec. 10 meeting minutes. Without a quorum, these minutes will need to be approved at the next meeting.

TSB Project Engagement – Diana Martin

Diana Martin, WaTech's Asst. Director for Projects and Oversight, introduced a proposal for refining TSB engagement emphasizing a shift towards meaningful interactions rather than lengthy presentations. A new approach will limit presentation materials to a single-slide summary highlighting two to three key discussion points, allowing for more in-depth conversations. To enhance efficiency, project teams will be encouraged to send detailed background materials in advance so that board members can arrive prepared with informed questions and guidance. Additionally, the board discussed the importance of celebrating successful projects to create learning opportunities and shift away from the perception that TSB reviews are only for addressing struggling initiatives.

With limited meeting slots available, the board also considered how to prioritize project presentations. It was suggested that prioritization should take into account not only the risk level but also the stage of each project, ensuring that discussions are timely and impactful. Moving forward, a pilot implementation of this new engagement format will be tested in 2025, with adjustments made as needed. The board remains committed to improving project oversight and ensuring that TSB meetings provide valuable insights and strategic guidance.

Enterprise IT Strategic Plan – Bill Kehoe, Deanna Brocker

Bill, along with Deanna Brocker, WaTech’s Deputy Director for Strategy & Management, provided updates, challenges and future planning for the state’s Enterprise IT Strategic Plan. They highlighted the importance of ensuring the state is moving in the right direction with IT services and fostering a more enterprise-wide approach rather than viewing the plan as solely WaTech’s responsibility. The TSB will receive regular progress updates throughout 2025 to ensure alignment with statewide goals.

The discussion covered four strategic goals:

1. The Resident Portal initiative, which aims to provide secure and transparent access to state services, reinforcing a human-centered design approach.
2. The Enterprise Data Strategy, expected to be released in the next one to two months, is being developed with extensive stakeholder input.
3. The IT Investment & Innovation goal is backed by the Information Technology Investment Board (ITIB), focusing on modernization efforts funded through the Innovation and Modernization Fund.
4. The IT Workforce Development initiative includes the rollout of Pluralsight for technology training and the development of mentorship and internship programs.

A key challenge discussed was agency buy-in, as many agencies still perceive this as WaTech’s plan rather than an enterprise-wide initiative. There is a strong focus on shifting the state’s IT culture to encourage agencies to prioritize collaborative, cross-agency engagement over individual needs. Additionally, recent staff retirements have left gaps in executive sponsorship for key goals, which WaTech is actively working to address.

The strategic plan aligns well with Governor Ferguson’s priorities of improving customer service, increasing government efficiency, and fostering enterprise collaboration. Moving forward, WaTech plans to implement Quarterly Business Reviews (QBRs) to track progress, define clear Key Performance Indicators (KPIs), and ensure agencies remain engaged. The board also discussed potential incentives to improve participation, such as advisory boards and networking opportunities.

TSB Charter Discussion - Bill Kehoe

The TSB charter needs significant revisions. Members will review before the next meeting, with a vote for adoption planned for the March meeting. Key responsibilities outlined in the charter include IT enterprise policy oversight, major project monitoring, strategic planning, and supervising Innovation and Legacy Modernization Fund projects. Members should flag any missing elements via email or in the February discussion.

Membership: The TSB has 13 diverse members. A vice chair nomination will occur in February, with the role assisting in agenda planning and meeting facilitation.

Membership Update – Bill Kehoe

Bill addressed the urgency of filling key vacancies on the board. Two agency directors have retired, and the board is seeking replacements through the standard application process. Additionally, a Senate Democrat seat remains unfilled, requiring an assignment from the Senate Democratic Caucus. These vacancies have made it difficult to reach a quorum, resulting in delayed decisions and slowing progress. To resolve this, WaTech will collaborate with the Governor’s Office and the new administration to ensure a smooth, efficient process for filling these critical positions.

TSB Security Subcommittee Update – Ralph Johnson

Bill introduced State Chief Information Security Officer, Ralph Johnson, to highlight the subcommittee’s role, key discussions, and ongoing security initiatives. Established by statute (RCW 43.105.291), it collaborates closely with the Military Department’s Emergency Management Council to address critical security issues. The goal is to ensure the full board stays informed, as not all members participate in the subcommittee.

Key achievements in 2024: The team adopted a formal charter, expanded membership to 19 members, and overhauled state security policies and standards. The Annual State of Cybersecurity Report, submitted to the Governor and Legislature, identifies risks and vulnerabilities.

What’s next: The subcommittee will fill key vacancies, track federal grant developments, and continue enhancing cybersecurity awareness and policy alignment. The focus remains on staying ahead of threats and ensuring a secure digital infrastructure for the state.

Legislative & Policy Update – Angela Kleis

Angela Kleis, WaTech’s Director of Policy & External Affairs, explained the agency is tracking 30+ technology-related proposals, with more expected. Key legislative areas include AI, cybersecurity, digital equity, operations, and privacy. AI policies focus on content publication, privacy, and workforce impact. Cybersecurity efforts prioritize election security and data integrity, while digital equity bills aim to expand broadband access and digital literacy. Operations-related legislation could require system updates for new commissions or time zone changes. Privacy discussions continue, including comprehensive data laws under state review.

WaTech presented to the House Technology Committee on Generative AI guidelines, risk assessments, and procurement under Governor Inslee’s AI Executive Order. More updates will follow as the legislative session progresses.

Innovation & Modernization Fund Portfolio Update – Nick Stowe

Nick Stowe, State Chief Technology Officer, led a discussion on the Innovation & Modernization Fund, highlighting its continued success in funding high-impact, low-cost projects. He provided a comprehensive update, noting that all allocated funding for the year has been obligated, with a record 16 active projects.

The program is also aligned with Governor Ferguson’s priorities, particularly in permit processing modernization and business process efficiency, reducing processing times and costs. Snohomish County has adopted a similar initiative, emphasizing AI projects, showing the program’s broader influence.

Bill wrapped up the discussion by reaffirming the program’s success and adaptability, crediting the board members for their role in reviewing and approving projects. With continued transparency and engagement, WaTech aims to further scale impact and drive innovation.

Public Comment

No public comments. Bill closed the meeting by thanking all Board members, presenters and attendees.