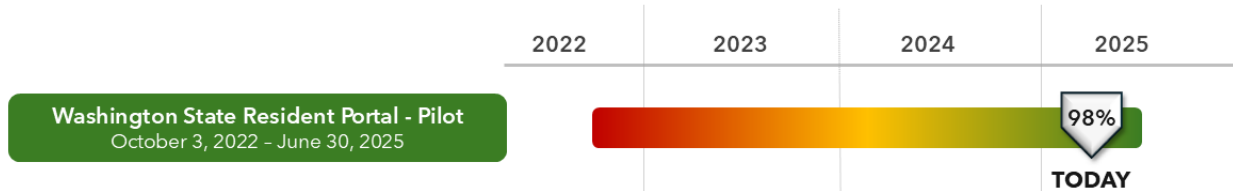


Project name: Washington State Resident Portal – Pilot Phase

Date: March 11, 2025

98% Complete



Reporting Period: February 1 - 29, 2025

Project Summary

The Resident Portal Roadmap project has transitioned into the broader Digital Experience (DEX) Program, which encompasses multiple initiatives, including the RP Pilot and Customer Identity & Access Management (CIAM). Weekly updates and sprint demos are being recorded to ensure visibility into progress, challenges, and upcoming priorities.

In February, the team successfully implemented Resident Profile pulling synthetic data from Databricks as part of the RP Pilot. However, architecture deliverables remain behind schedule, requiring continued focus in the next sprint. Additionally, delays in developing the Target Reference Architecture may impact both the pilot and Digital Experience Platform (DXP) selection. The DXP Platform selection is dependent on the Office of Cybersecurity (OCS) Security Design Review (SDR) process, adding further risk to timelines.

Project Health

- Pilot: On track, with significant progress in profile management and data taxonomy.
- Architecture: Behind schedule, requiring continued focus into Sprint 5.
- DXP Selection: At risk due to dependencies on OCS SDR and platform stability concerns.

Key Accomplishments

- Resident Profile Implementation: Successfully pulled synthetic data from Databricks for profile management.
- Architecture Documentation: Began consolidation efforts, though progress is slower than expected.
- Consent Model Review: Conducted with stakeholders leading to an updated set of data use cases.
- Taxonomy Updates: Tagged and added 25 additional services to the taxonomy.

Platform Evaluations

- DXP Demo: ServiceNow
- DXP Demo: Adobe Experience Manager (AEM)

Infrastructure Progress

- Infrastructure setup 90% complete.
- Service search interface 80% complete.
- Profile creation and management 30% complete.

Risks & Challenges

- Target Reference Architecture development delay: May impact both the RP Pilot and DXP selection.
- DXP Platform selection risk: OCS SDR process remains a dependency, delaying decision-making.
- Demo environment stability: A stable environment is needed for successful demonstrations.
- Limited Business Analysis (BA) Resources: Resource gaps may slow analysis and execution.

Planned Activities for March (Sprint 5)

- DXP Selection:
 - Compare and decide on the top two DXP contenders.
 - Conduct a second demo of Adobe Experience Manager (AEM).
 - Complete DXP Comparison Evaluation.
- CIAM & Branding:
 - Survey SAW and WA.gov users to inform the CIAM brand recommendation.
- Architecture Development:
 - Continued development of Target Reference Architecture (Currently at 10% completion).
 - Finalize the DEX Program charter draft and walking deck for stakeholder alignment.
- Infrastructure & Development:
 - Complete back-end continuous delivery pipeline foundation.
 - Progress on AI-Enabled Service Finder (Currently at 10% completion).
 - Continued development of the Big Foot Bot (60% complete).