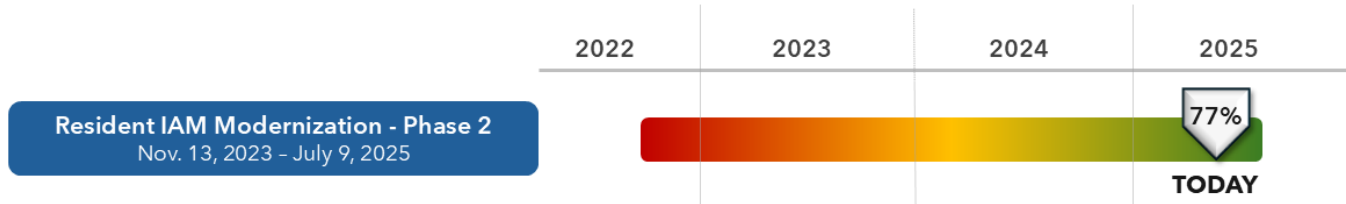


Project name: Resident IAM Modernization - Phase 2

Reporting period: April 8 – May 5

77% Complete



Project Summary

The Resident IAM Modernization project has transitioned into the broader DEX Program, which encompasses multiple initiatives, including the Resident Portal pilot and CIAM.

The program continues to gain momentum with major milestones achieved in onboarding, platform development, identity verification, and security readiness. The team successfully launched the first service integration with the County Road Administration Board's (CRAB) Pinnacle application—**90 days ahead of schedule**—marking a significant step forward in delivering modern, secure digital identity services to Washington residents. Critical decisions were made on user account transition, while work progressed on onboarding, security architecture, and partner engagement. The project remains on track toward the Minimum Viable Product (MVP) launch, with positive feedback from early adopters and growing agency engagement.

Overall Project Health: ✔ *Trending Positive*

Key Accomplishments

- **Service Integration & Early Adoption**
 - Launched first production integration with CRAB's *Pinnacle* application via Customer Identity Access Management (CIAM) **90 days ahead of schedule**.
 - Developed internal and user-facing support documentation.
 - Initiated knowledge base rollout and administrator onboarding for CRAB.
- **Identity Verification & Security Readiness**
 - Identity Verification (IDV) provider engagement continues to progress.
 - Completed Security Design Review (SDR) documentation with minor updates.
 - Completed updated Security Risk Assessment.
 - Initial CrowdStrike penetration testing completed successfully.
- **Architecture, Onboarding & Credentials**
 - Finalized near-term segmentation approach and long-term CIAM public cloud migration strategy.

- Made final decisions on managing user credential handling during phased service migration.
- Approved enhancement of Secure Access Washington (SAW) portal to route users to both SAW and CIAM services.
- Developed and tested flexible credentials option functionality.
- Aligned on approach for account identifiers.
- Revised product backlog and updated stories.
- **User Experience & Journey Mapping**
 - Completed draft of *Returning User* journey map.
 - Created and reviewed updated CIAM onboarding workflows.
 - Advanced account creation mockups with Two-Factor Authentication (2FA).
 - Tagged 35+ additional services for improved discoverability.
 - Finalized Organizational Change Management (OCM) deliverable expectation documents.
- **Stakeholder Engagement & Governance**
 - Conducted agency feedback forums on CIAM transitions.
 - Received strong engagement from early adopters (e.g., Washington College Grant, Department of Fish & Wildlife).
 - Hosted Open Beta Launch & Learn with demo by CRAB.
 - Onboarded new team members to support delivery.
 - Reviewed draft Program Charter and Governance Model.

Planned Activities

- Develop and test final flexible credential feature option(s).
- Continue testing and improvement of onboarding flows.
- Finalize CIAM account transition documentation.
- Continue refinement of user journey maps and address shared credential use cases.
- Finalize initial Reference Architecture for leadership review.
- Publish and share video series on Washington's Digital Experience.
- Conduct Postman read/write tests for Application Programming Interfaces (APIs).
- Expand partner integrations using varied OpenID Connect (OIDC)/Security Assertion Markup Language (SAML) flows.
- Launch survey on shared credentials and email scenarios.
- Cut over internet traffic for CRAB's Pinnacle app.
- Finalize Digital Experience Program Charter, onboarding process, and support materials.