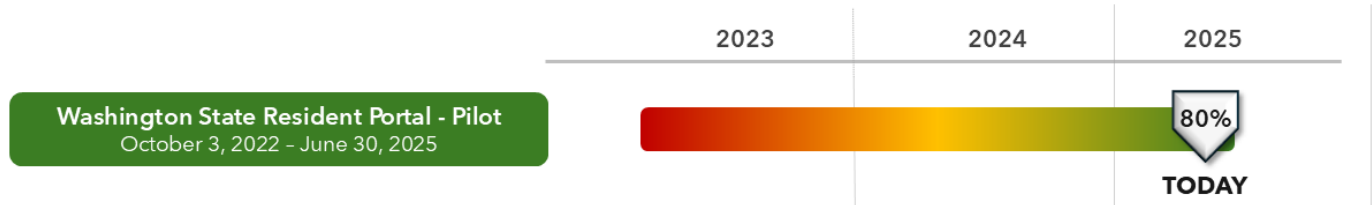# Project name: Digital Experience (DEX) – Washington State Resident Portal – Pilot Phase

Reporting period: April 7 – May 5

80% Complete

Project Summary:

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

Significant progress was made in advancing the Digital Experience Platform (DXP), including personalized service features, security planning, content development, and collaboration with the Health & Human Services (HHS) Coalition. The team completed key deliverables, continued building the Customer Identity Access Management (CIAM)/Resident Portal Minimum Viable Product (MVP) prototype, and refined engagement materials to support the program rollout.

Key Accomplishments

- **Platform Features**
    - Implemented personalized service recommendations.
    - Launched keyword search for Service Finder.
    - Tagged additional services to enhance service discovery.
    - Updated resident profile screen mockups to support multiple data points.
    - Completed account creation mockups with Two-Factor Authentication (2FA).
- **CIAM & Security**
    - Developed CIAM clickable prototypes for usability testing.
    - Validated Application Programming Interfaces (API) tests.
    - Completed initial Federal Risk and Authorization Management Program (FedRAMP) checklist for Security Review.

- **Communications & Interested Parties Materials**

    o Finalized Organizational Change Management (OCM) Deliverable Expectations Document (DED).

    o Completed walking deck for interested parties' engagement.

    o Produced video outline #1 for the "Improving Washington's Digital Experience" series.

- **Governance & Team Development**

    o Developed draft DEX Governance Model.

    o Onboarded new team members.

    o Kicked off Sprint 1 for HHS–Digital Experience Platform (DXP) collaboration.

Planned Activities

- Test CIAM prototype.

- Improve usability of the CIAM/Resident Portal MVP pilot.

- Finalize:

    o Technical and Business Architecture

    o DEX Program Charter

    o OCM Plan and DED

    o Agency Readiness Framework

- Finalize Reference Architecture for leadership.

- Continue development of portal content and design.

- Conduct Postman read-write tests for pilot APIs.

- Continue DXP due diligence with HHS, including customer references and Terms of Contract (TOC) review.

- Begin onboarding process for agencies.

- Implement account profile functionality.

- Draft storyboards of additional Resident Portal videos.

- Collect and integrate feedback from agencies on service finder content.