WaTech
Washington Technology Solutions

Small Agency IT Support

Last updated April 2025

Small agencies can benefit from a centralized service that provides information technology security, technical expertise, equipment provisioning, Local Area Network support, desktop assistance, mobile device support, server maintenance, technology consulting and administrative support to ensure all their technology needs are met efficiently. Safeguard your agency's data with our robust security services. We offer 24/7 protection, alert, and monitoring to fortify your defenses against cyber threats. Optimized costs and efficiencies maximize the value of your technology investments. We provide IT Privacy and Security Audit services.

Intended customers

This service is intended for agencies with 50 FTEs or less; however, WaTech would also consider providing support to other agencies. Currently, 20 out of approximately 45 potential state agencies are using this service. To use this service, agencies must agree to consume the Communication & Productivity and Secure Connectivity services.

Customer engagement

- Semi-annual customer town halls providing updates and gathering customer feedback.
- Monthly Technology Management Council meeting and bi-weekly Customer Engagement Forum for IT Leaders.
- Monthly customer engagement meetings with Business Relationship Managers.
- Monthly Small Agency IT Governance meetings.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives and services.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Updating network design for small agencies so that each has its own network segment to enhance security.
- Replacing outdated networking switches.
- Developing audit plan and agreed upon audit standards for IT security audits of supported agencies.
- Developing an IT Privacy support plan.
- Adding support for additional applications such as Keeper password vault and Smarsh archive for text messaging and social media feeds.
- Working to onboard the Human Rights Commission and the Board for Volunteer Firefighters and Reserve Officers.
- Working with additional agencies to prepare budget requests for support.
- Implementing IT audit plan with goal to perform first agency audits in FY2026.
- Implementing IT Privacy practices and services to supported agencies.

Helpful information

Service availability
24/7/365

Planned maintenance
Planned maintenance is performed after hours and coordinated with agency representatives.

Related services
- Communication and Productivity
- Cybersecurity & Privacy
- Data Center
- Data & Integration
- Digital Experience
- Enterprise Automation
- Secure Connectivity

How to request service
Submit a request for service through our Customer Portal.

Service owner
Lyle Tillett

One- to two-year goals

- Increase the security posture of the state by exploring whether Small Agency IT Services could be designated as an enterprise service for small agencies. Consistent support by WaTech will increase small agency success with major business and IT modernization efforts. This will also have funding impacts on agencies that do not receive their funding from state general fund.
- Continue to grow the service and provide IT services to additional small agencies. As additional agencies are added, the service will increase the economies of scale, driving down the cost. As the number of supported agencies increases, additional support personnel will need to be added to maintain service levels.
- Looking at opportunities to increase efficiency and provide better service to customers. Depending on agency size and complexity, between two and four new agencies could be added to the service each year.
- Assess the service for additional options, such as strategic planning, project management, application development, system modernization and more.

Three- to five-year goals

Provide cost-effective IT services to state small agencies in a standard support model that includes a full spectrum of IT skills.

- Continue to work with small agencies to improve services.
- Support customers' strategic direction by providing full-service IT support to small agencies.
- Provide comprehensive IT support to 80% of the approximately 45 small state agencies.

Service review and fully loaded service budget projection

Revenue source

The Small Agency IT Support service is funded using revenue from the central service model and augmented by a pay-per-use option for agencies that join the service off-cycle from budget allocation updates.

Net income over time

The Small Agency IT Support central service model was established and funded in the 19-21 biennium. The goal of the allocation is to provide tailored support to small agencies that do not have the resources to provide their own IT needs; another goal is to furnish current technology while providing a platform to prepare and adjust for future technologies. WaTech will be looking at adding agencies and associated funding needs into the central service model during the upcoming budget development lifecycle.
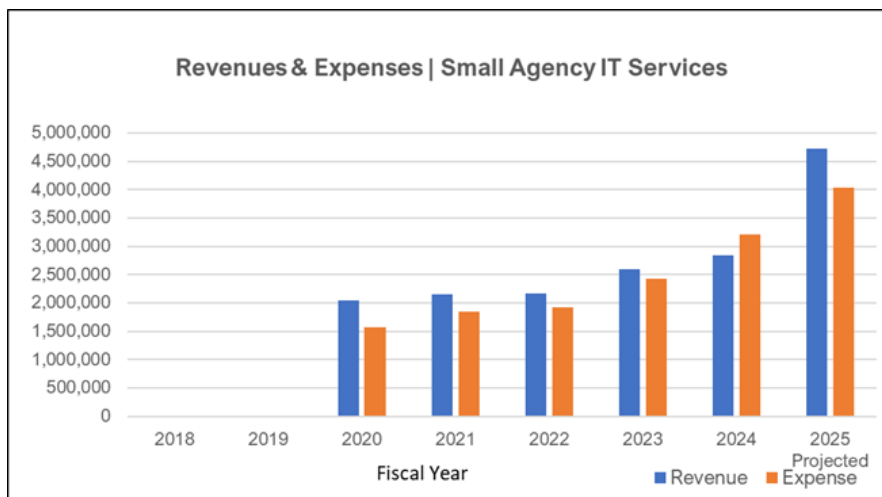
As agencies are added, they will use the fee-for-service model until the central service model allocation is updated each biennium.