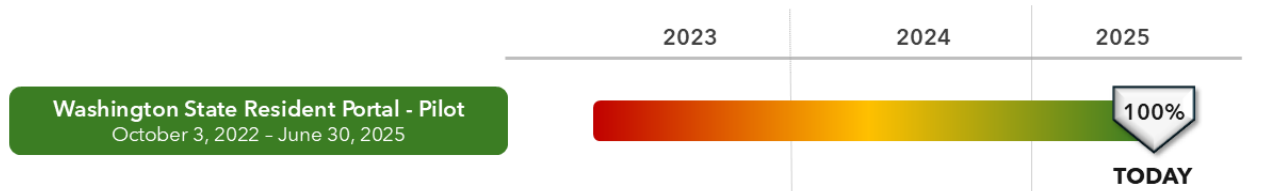


**Project name: Digital Experience (DEX) –
Washington State Resident Portal – Pilot Phase**

Reporting period: June 1 – 30, 2025

100% Complete



The Resident Portal Pilot successfully concluded in June, delivering a fully functional prototype of WA.gov’s future personalized experience. Major accomplishments included developing the “My Profile” feature, an AI-powered chatbot, and personalized service recommendations. The team completed onboarding and consent management design, finalized security and equity assessments, and replicated key functionality in the Digital Experience Platform (DXP) to support long-term scalability. Foundational architecture, data strategy, and governance materials were also completed, as well as completing the purchase of the DXP which will be a key technology in delivering an outstanding user experience to people interacting with government. This great work positions the project for transition into statewide rollout beginning in July.

Key Accomplishments in June

The Resident Portal Pilot officially wrapped at the end of June, successfully delivering on all major objectives. Highlights from the final month include:

- **MVP Features Delivered:**
 - Launched a working “My Profile” feature where residents can manage their data and agency sharing preferences.
 - Released a personalized service recommendation engine powered by artificial intelligence (AI).
 - Implemented a consent-based onboarding experience, giving residents control over how their data is used.
 - Deployed a scalable, AI-powered chatbot connected to live agency content to help residents find services.
- **Technical and Platform Milestones:**

- Completed replication of core pilot functions in Liferay to support Digital Experience Platform (DXP) evaluation.
- Finalized foundational architecture, data strategy, and trust framework documentation to guide future development.
- Drafted both short-term and long-term roadmaps to support continued agency onboarding and platform growth.
- **Usability and Feedback Integration:**
 - Collected usability feedback from both residents and agency stakeholders, informing final product refinements and identifying areas for improvement.
- **Project Operations and Support Planning:**
 - Delivered all required project documentation, including the Project Charter, Risk Register, and Lessons Learned summary.

Next Steps

Now that the pilot is complete, the following activities are planned as the project transitions into long-term operations and broader integration under the Digital Experience (DEX) program:

- **Portal MVP Development:**
 - Now that the demo is complete, scope and build core capabilities into the Liferay platform to support our initial MVP release.
 - Conduct user research and design on core customer value and functionality to inform capability development.
 - Conduct quality and usability testing on core capabilities to identify changes and incorporate feedback.
 - Conduct regular reviews of accessibility, data privacy, and service delivery effectiveness.
- **Operational Support:**
 - Define the initial customer and technical support model, in collaboration with other customer-facing projects within the DEX program's portfolio.
 - Build a customer support function as a core capability within Portal MVP.
- **Future Planning:**
 - Engage and collaborate with agencies to discuss long-term portal strategy and integration visions.
 - Develop an integration playbook in coordination with agency partners.