

Technology Services Board Meeting Minutes

July 10, 2025

9:00 – 11:00 a.m.

Hybrid – 1500 Jefferson St SE, Olympia, WA, 1st Floor Conf. Rm 1213 and Virtual via Zoom

Members Present: Bill Kehoe (Chair), Sen. Matt Boehnke, Rep. Rob Chase, Kelly Dyer, Cami Feek, James Feore, Viggo Forde, Tanya Kumar

Members Absent: Sen. Derek Stanford, Rep. Chipalo Street

Call to Order – Bill Kehoe

Bill opened the meeting and confirmed that a quorum was present. He reviewed the May 29th meeting minutes and called for a vote. The minutes were approved.

988 Crisis Care Continuum Project – Sam Pulley

The 988 Crisis Care Continuum Project, led by the Department of Health and Health Care Authority, aims to strengthen crisis response and suicide prevention in Washington. Using a phased, modular approach, the project seeks to improve behavioral health systems while minimizing disruption and maximizing existing tools. Budget constraints have delayed implementation and reduced the initial scope, though core services like suicide prevention remain intact. The team is finalizing a roadmap, seeking future funding, refining overall project schedule and enhancing communication and governance to ensure continued progress.

WorkSource System Replacement (aka WIT) Project – Puneet Agrawal

The WorkSource System Replacement Project (WIT) is ESD's initiative to replace its outdated workforce management system with a modern, flexible, and federally compliant platform. Partnering with LaunchPad on a Salesforce-based solution, the project aims to improve user experience, enhance reporting, and meet federal requirements, particularly the complex Participant Individual Record Layout (PIRL) reporting. While progress has been strong, the project faces delays and budget pressures due to PIRL-related challenges. The team is addressing resource and timeline issues with the vendor and plans a supplemental funding request to stay on track. Despite challenges, leadership remains confident in the project's success.

Washington's IT Strategic Plan Framework

Deanna Bocker, Deputy Director for Strategy and Management, presented Washington State's finalized IT Strategic Plan Framework, featuring four updated goals: digital government, data use, relevant innovation, and workplace culture. Developed with input from over 80 agencies, the plan emphasizes flexibility, cultural change, and modernization. The formal plan will be released in

August, alongside the relaunch of six-month goal teams. Agencies are expected to align strategies and funding to the framework, which aims to unify statewide efforts. The word “enterprise” was dropped from the title to clarify it applies to all of Washington, and strong communication and leadership will be key to its success.

Decision Package (DP) Scoring Criteria Weighting Exercise – Derek Puckett and David Mendel

Derek Puckett and David Mendel led an interactive exercise to help the Technology Services Board (TSB) determine how to weight criteria used to evaluate IT decision packages submitted by state agencies. These packages are reviewed by WaTech to make funding recommendations and rankings for the governor and legislature. The exercise is part of a larger process that includes aligning projects with state priorities, assessing feasibility, organizational readiness, technology choice, modernization efforts, customer experience, and business outcomes. TSB members used a tool called Decision Lens to compare and prioritize eight evaluation criteria through a structured, pairwise method.

Public Comment

During the public comment portion of the meeting, participants raised questions about the technology used for the WIT project, the timing of publishing decision package scoring scales, and how WaTech organizational changes align with Washington's strategic goals. Clarifications provided emphasized that Salesforce is being configured rather than overlaid with other technologies, and the final DP scoring scale will be published in October. Comments also highlighted the importance of aligning efforts with the state's four strategic plan goals to better serve citizens, emphasizing a human-centered, industry-inclusive approach.

Adjournment

The meeting was adjourned at 10:57 am.