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Technology Services Board

Full Board Meeting

September 11, 2025

9 – 11:00 am

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Current TSB members

Industry Members

Kelly Dyer – LexisNexis
James Feore – Aardvark Intelligence
Tanya Kumar – Oracle

Legislative Members

Sen. Matt Boehnke – Senate R
Sen. Derek Stanford – Senate D
Rep. Rob Chase – House R
Rep. Chipalo Street – House D

Executive Branch

Bill Kehoe – State CIO & Chair
Cami Feek – Employment Security Dept.
Brian Rybarik – Utilities & Transportation Comm.
Vacant – Agency Director

Other Government

Viggo Forde – Snohomish County
Vacant – Labor Union

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Agenda

TOPIC	LEAD	PURPOSE	TIME
Welcome | New Member Intro | Agenda review	Bill Kehoe	Introductory remarks	9:00
Review 7/10/25 Meeting Minutes	Bill Kehoe	Members will **VOTE**	9:15
One Washington Program	Kathleen Glispy	Program status & Board feedback	9:20
988 Crisis Care Continuum	Stephanie Sarber	Report out & discussion	9:50
Unlocking Location Intelligence	Joanne Pearson	Information	10:20
Geospatial Policy & Standards	Joanne Pearson	Member review and **VOTE**	10:30
Lightning Round Updates • Decision Package (DP) Criteria Weighting Results • Digital Experience Program • Enterprise Data Program • Artificial Intelligence Strategy	 David Mendel Wendy Wickstrom Irene Vidyanti James Galvin	High-level updates	10:40
Public Comment			10:55
Adjournment			11:00

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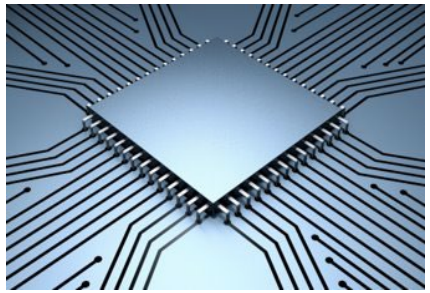
Minutes

One Washington Program

Background

One Washington is focused on the first phase of implementation – aimed at replacing the state's core financial systems with Workday, a cloud-based Enterprise Resource Planner (ERP). This spring, OneWA engaged an independent vendor to conduct a root cause analysis and develop a program enhancement plan. As of September 2025, we are in the early stages of putting those recommendations into action. Many of the items discussed today are direct outputs of that assessment and plan.

For Discussion

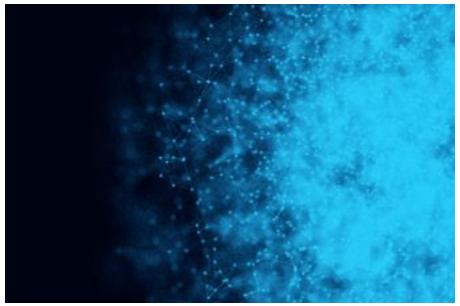


GO-LIVE PREPARATION

- Aligned OFM, WaTech, and Deloitte under a One Team approach.
- Strengthened PMO with schedule-driven priorities and controls.
- Designed cohort model with cross-disciplinary agency support.
- Advanced system design and phased Workday–agency connections.

KEY ISSUES & RISKS

- Integration and performance testing remain complex.
- Agency capacity and competing priorities challenge readiness.
- Agency technology pool requests for FY 26 outweigh available funds.



SUCCESSES & LESSONS LEARNED

- Learned that an "all-at-once, all-remediated" go-live approach is not always effective; developed a technical mitigation and phased alternative.
- Cohort readiness model shows value of structured engagement.
- Improved state-vendor partnership driving alignment.

One Washington, Phase 1A

Project Overview

One Washington is focused on the first phase of implementation – aimed at replacing the state's core financial systems with Workday, a cloud-based Enterprise Resource Planner (ERP).

Project Concerns

- Leadership and decision-making authority have begun to be realized in a significant way, including Agency Readiness and Architectural Framework decisions that should have positive impact on the overall health of OneWA. These efforts are underway; however, the project has significant risks.
- Scope Management has introduced schedule implications and rework as evidenced by the large number of Change Requests and rework to core deliverables.
- As the program realigns critical path deliverables, the schedule is missing a valid go-live window which creates a cascading set of conditions impacting Agency Readiness.
- While the program has received 25-27 Biennium funding, the program must work to align spending with forward-moving deliverables to ensure the budget is appropriately consumed.

Current Project Health Assessment

Scope **Schedule** **Budget** **Overall**

QA Assessment

Overall

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988 Crisis Care Continuum

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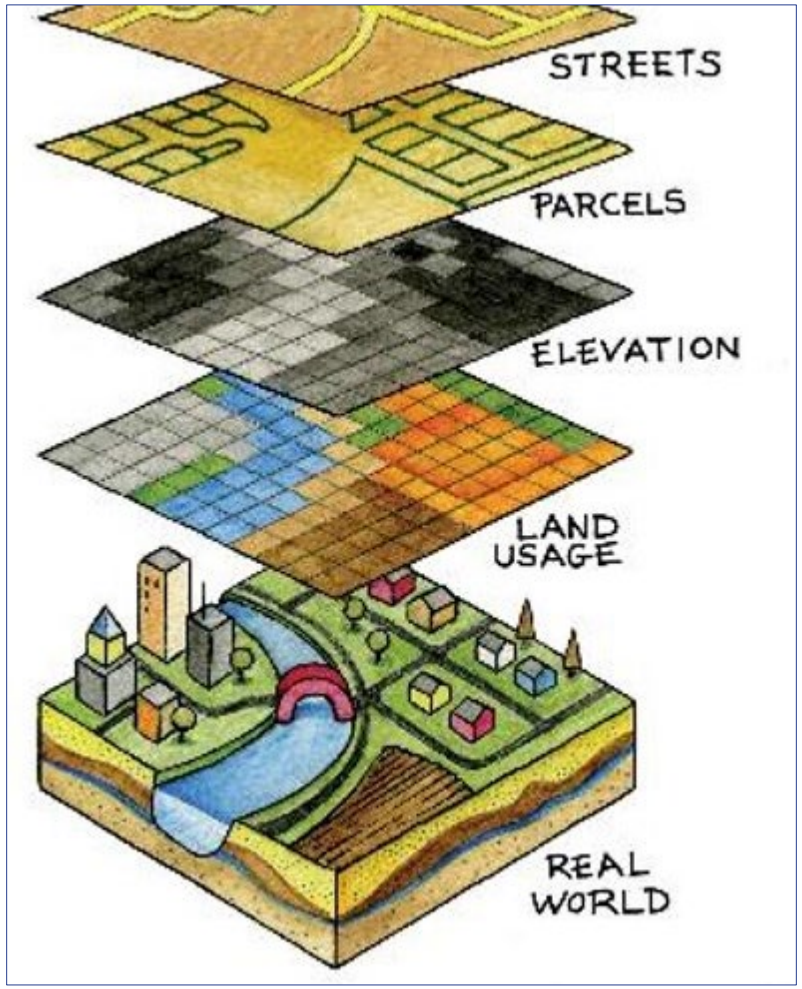
Unlocking Location Intelligence

What is Geographic Information Systems (GIS)?



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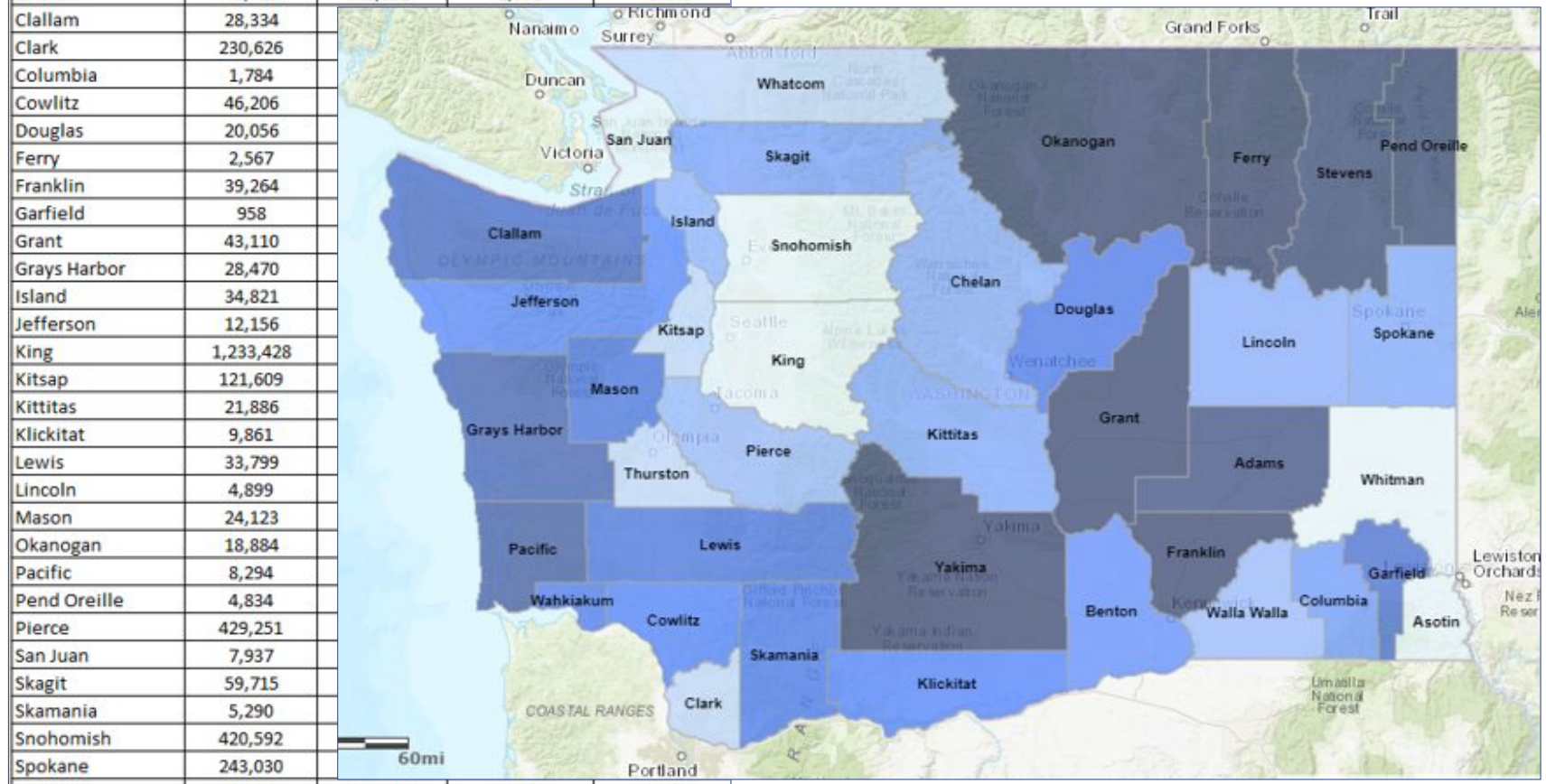
Geographic Perspective, Location Intelligence

Adams	8,512	7,849	663	7.8%
Asotin	10,408	9,936	472	4.5%
Benton	96,357	90,454	5,903	6.1%
Chelan	42,423	40,032	2,391	5.6%
Clallam	28,334			
Clark	230,626			
Columbia	1,784			
Cowlitz	46,206			
Douglas	20,056			
Ferry	2,567			
Franklin	39,264			
Garfield	958			
Grant	43,110			
Grays Harbor	28,470			
Island	34,821			
Jefferson	12,156			
King	1,233,428			
Kitsap	121,609			
Kittitas	21,886			
Klickitat	9,861			
Lewis	33,799			
Lincoln	4,899			
Mason	24,123			
Okanogan	18,884			
Pacific	8,294			
Pend Oreille	4,834			
Pierce	429,251			
San Juan	7,937			
Skagit	59,715			
Skamania	5,290			
Snohomish	420,592			
Spokane	243,030			
Stevens	18,451	16,997	1,454	7.9%
Thurston	137,080	130,183	6,897	5.0%
Wahkiakum	1,301	1,217	84	6.5%
Walla Walla	29,367	27,788	1,579	5.4%

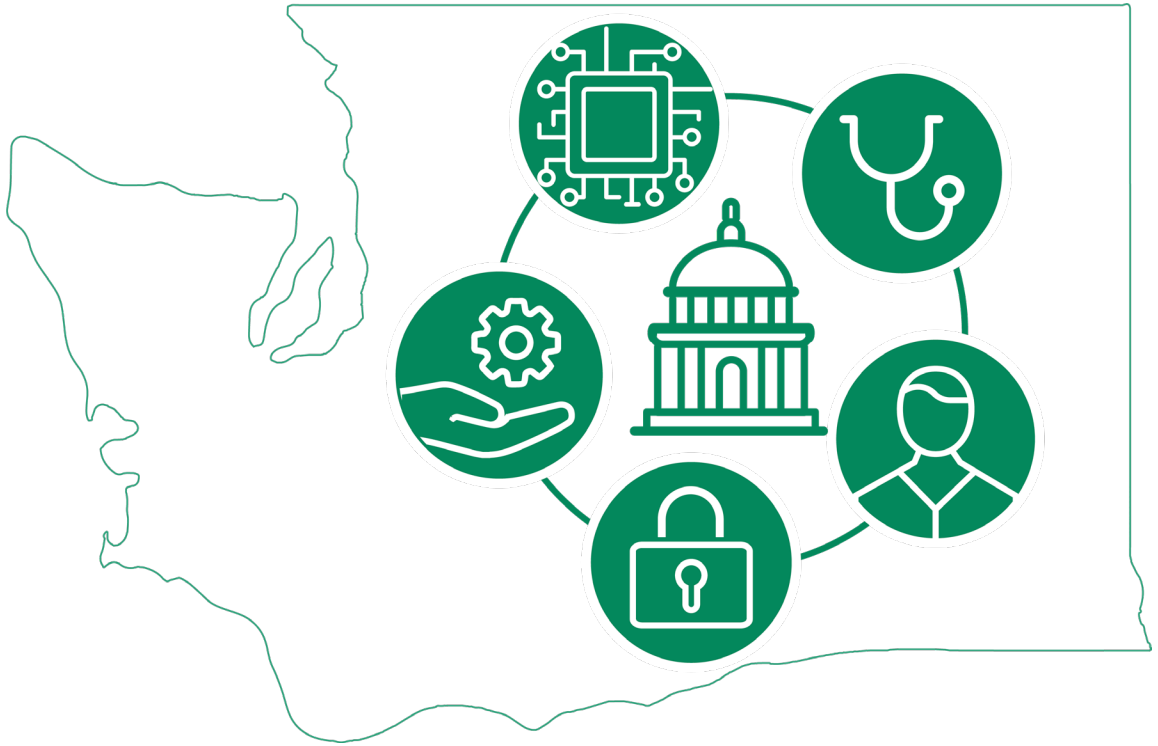


Real world use case

Use Case: Protecting our state from natural hazards.

- **Cross-agency collaboration.** DNR, WSDA, OIC, ECY, DFW, EMD, WaTech.
- **Allows agencies to evaluate hazard mitigation scenarios using same information.**
- **Updated, authoritative data for decision-making.**

Connected Government.



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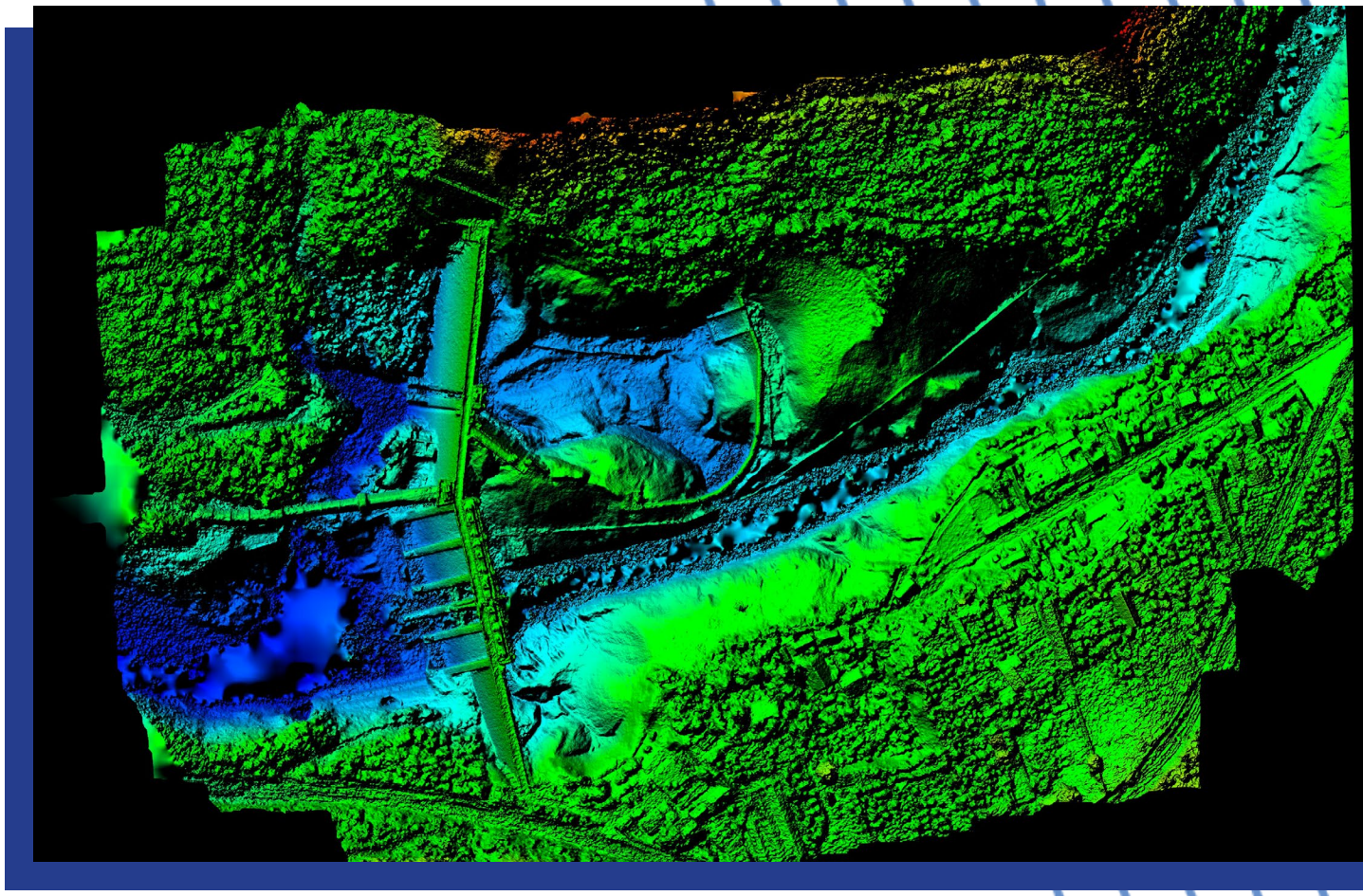
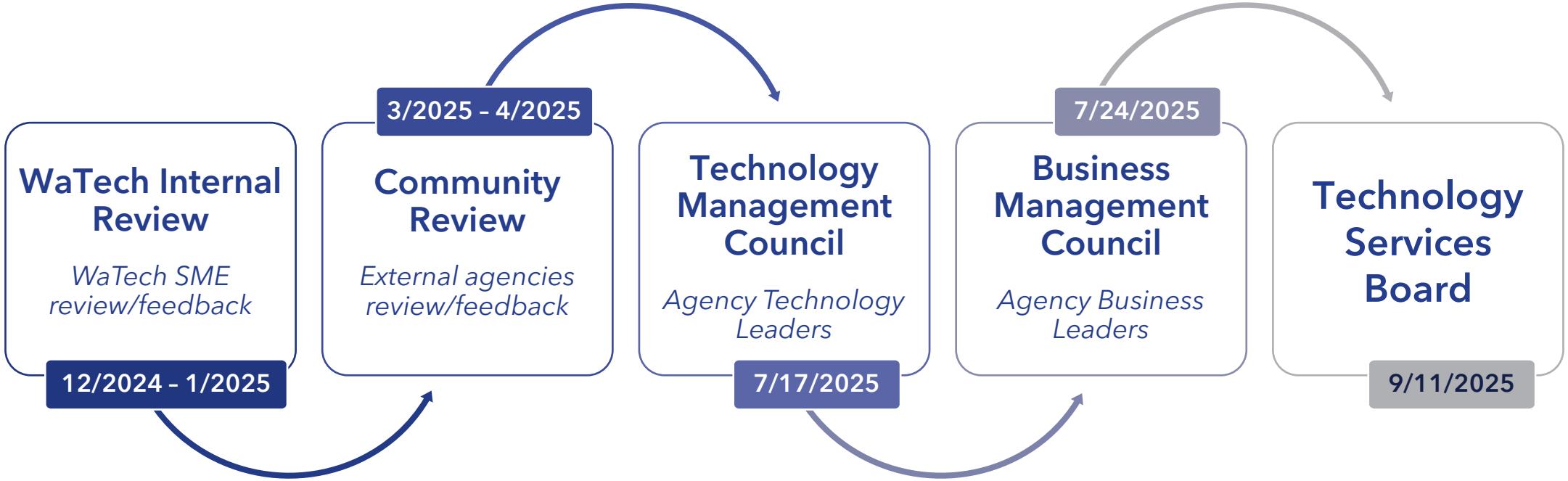
Geospatial Policy & Standards



Where are we in the process?



Geospatial Policies

DATA-02: Geospatial Data Management Policy - *Vote*

- Provide basic policy regarding expectations for geospatial data shared at the state.
- No changes to existing policy.
- Extends sunset review until 2028.

DATA-02-01-S: Geodetic Control Data Standard - *Vote*

- These standards establish and reference Geodetic Control Data Standards, essentially standardizes how we make the round world flat.
- No changes to existing standard.
- Extends sunset review until 2028.

Geospatial Policies

DATA-02-02-S: Hydrography Data Standard – *Vote*

- This update is needed to support agencies in transitioning to new federal standards for mapping rivers and streams.
- This is a significant update to the previous standard.

DATA 02-06-S: Next Gen 911 Geospatial Data Standard - *Vote*

- 911 dispatching is powered by GIS.
- This standard reflects federal 911 data standards.
- No changes from previous standard.
- Extends sunset review until 2028.

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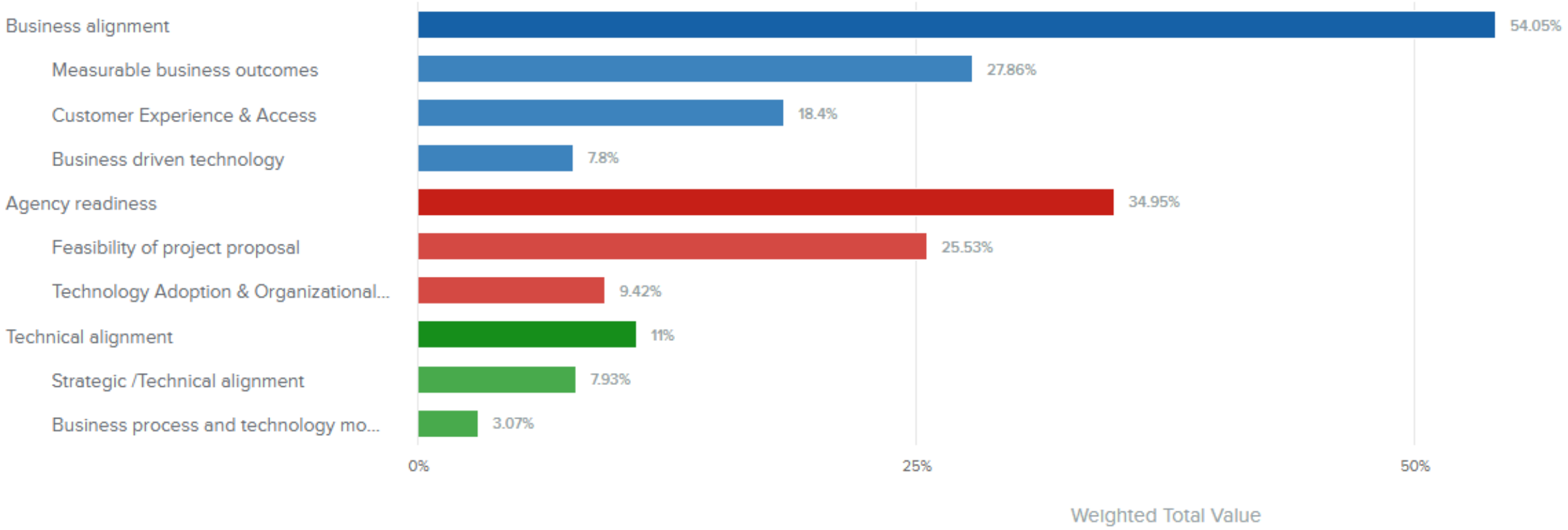
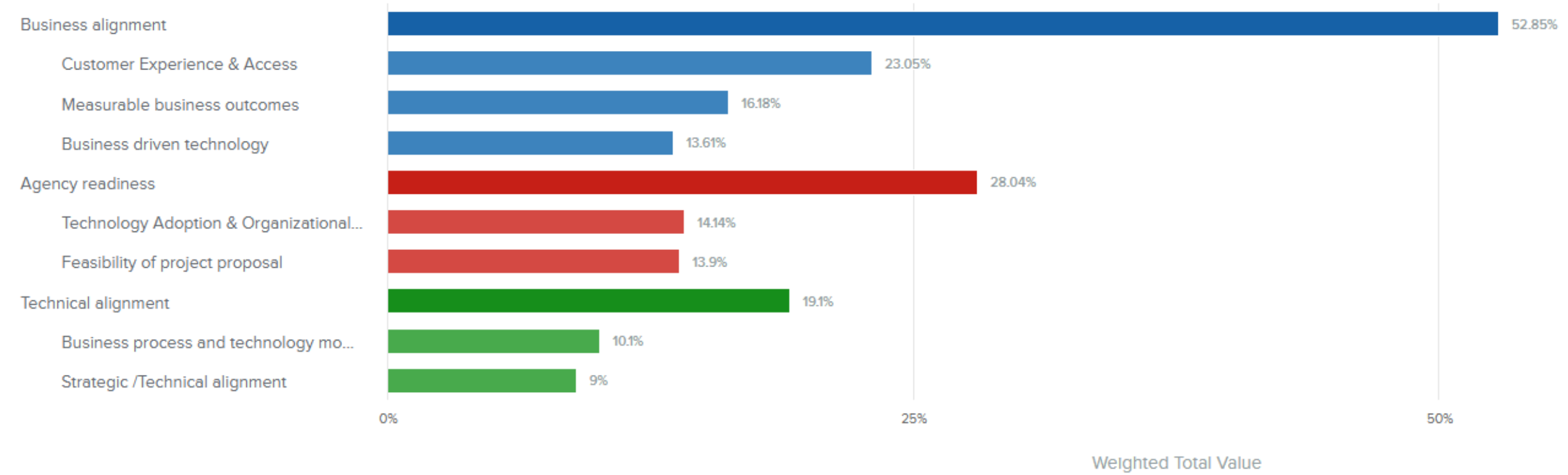
Lightning Round Updates

DP Scoring Criteria Weighting: TSB Results



DP Scoring Criteria Weighting: Final Results



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Digital Experience in Washington

Make it easy for people to **find, securely access, and manage** Washington state services online and eliminate the digital barriers that stand between customers and the critical benefits the state provides.

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Digital Experience (DEX) Division

Mission

Our mission is to deliver **secure**, **accessible**, and **user-friendly** digital services that make it **easy for people to get things done** with Washington state.

Core Pillars

We collaborate with agencies across three core capabilities:

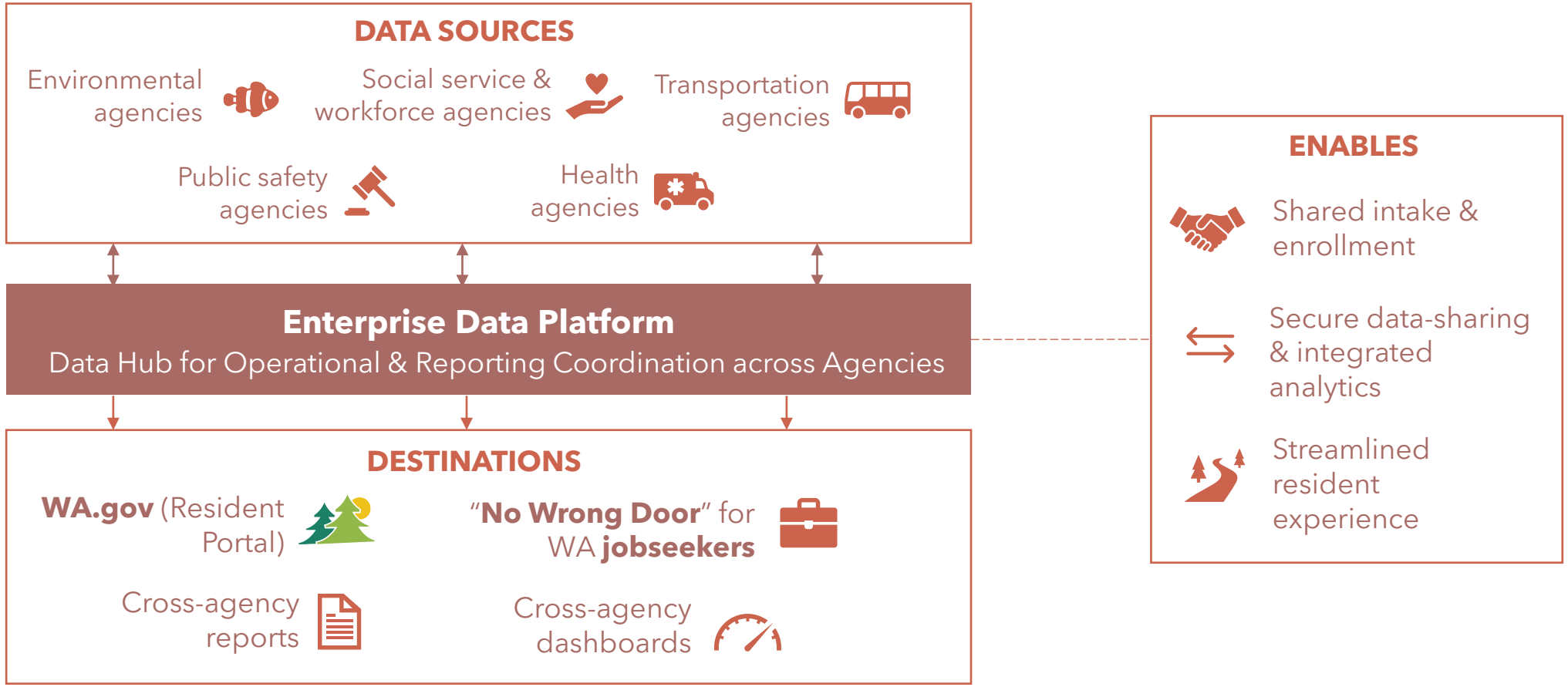
1. **Digital Services**
2. **Accessibility**
3. **Digital Customer Experience**

Priorities

1. Securely connect customers to any service, no matter which door they came from
2. Support state agencies in delivering on their critical missions
3. Increase digital self-service adoption
4. Improve overall digital experience
5. Enhance perception of – and trust in – Washington state

Enterprise Data Platform (EDP)

What it is and why it matters



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Enterprise Data Platform (EDP)

How we're building it & where we are

OVERALL PROGRESS HIGHLIGHTS

✓ 16 agencies in the onboarding pipeline

✓ Multiple Proofs-of-Concepts underway

EDP DEVELOPMENT FOCUS AREAS

Artificial Intelligence Strategy

Lead and accelerate the use of Artificial Intelligence to improve state operations and public services

- Establish the **foundation** of AI services for agencies to build on to solve their strategic and shared priorities.
- Set the policy, standards, and guidelines for the **responsible use** of AI across our state.
- **Enable** and **train** the state workforce on the use and implementation of AI and emerging technologies.

Public comment

Topics for Discussion

1. **One Team Approach**– OFM, WaTech and Deloitte aligned on required changes to the partnership between the parties to drive forward on a collective approach to delivering on a successful go-live

2. **Project Management Office Enhancements** – Streamlining approach to project management focusing on using schedule to drive priorities on the project, and implementing rigor and controls focused on performance and outcomes

3. **Agency Readiness** – Agencies have been grouped by cohorts and will now be supported by proactive, multi-disciplinary teams that are deployed to accelerate agency preparation, including standardized reporting, independent verification of agency efforts, and focus on financial stewardship and fiscal accountability

4. **Business System and Technical Design and Testing** – Updating the business system and technical design for system connections between Workday and agency systems; including use of an alternative solution to enable agency phased approach to go-live

5. **Project Timeline** – Pressure testing a range of go-live dates based on a comprehensive evaluation of the remaining work to mitigate future go-live delays

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Example of what GIS looks like:

Allows us to model floodplains more accurately.

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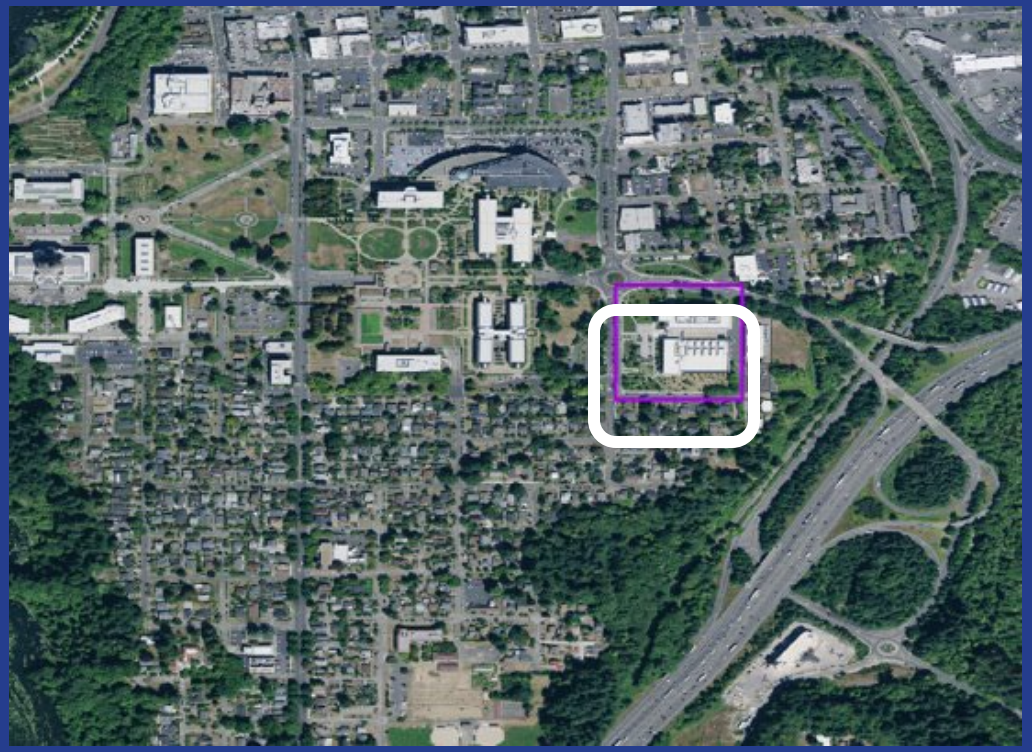
Example of what GIS looks like:



Ability to compare images with other GIS data, such as parcels. White block outlining 1500 Jefferson Building.

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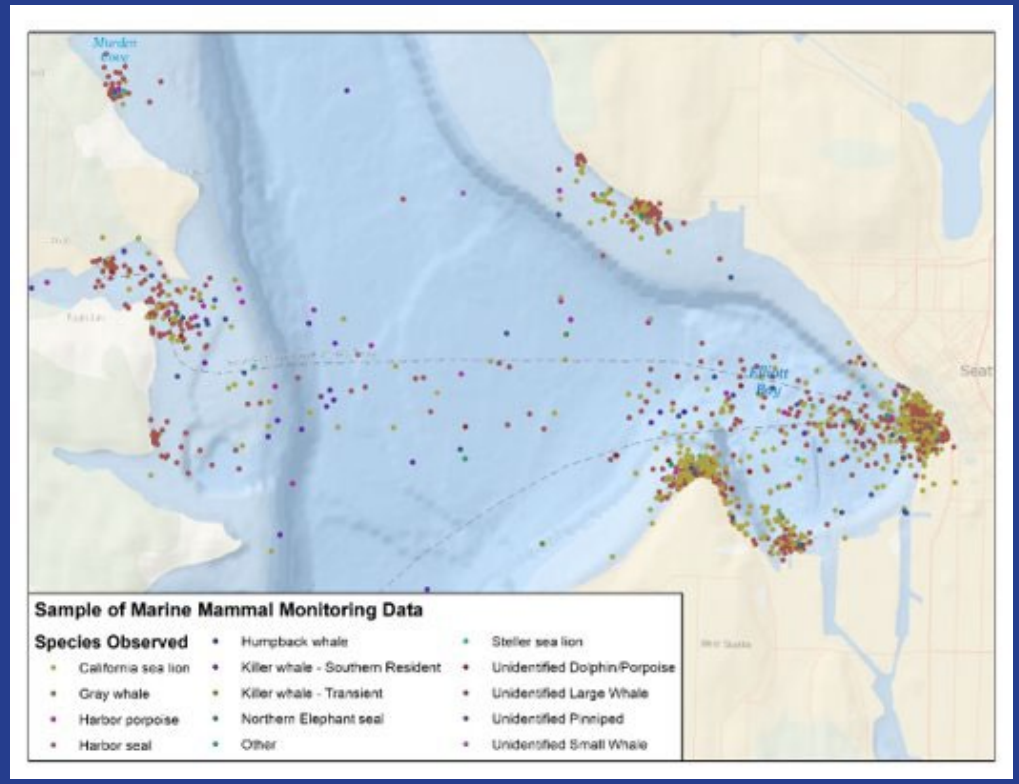
Example of what GIS looks like:



Map marine mammal locations during ferry terminal upgrades.

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Agencies using GIS

- LSC
- ESD
- Retirement Systems
- State Auditor
- OIC
- SOS
- DOC
- OSPI
- UTC
- Commission on Hispanic Affairs
- DFW
- WSDOT
- DOR
- Ag
- WSP
- LCB
- CRAB
- DNR
- ECY
- DSHS
- PSP
- OPD
- Parks
- RCO
- Commerce
- Health Benefit Exchange
- DES
- OFM
- OOE
- DAHP
- EMD
- LNI
- Energy Facility Site Evaluations Council
- WaTech
- DOH
- Human Rights Commission

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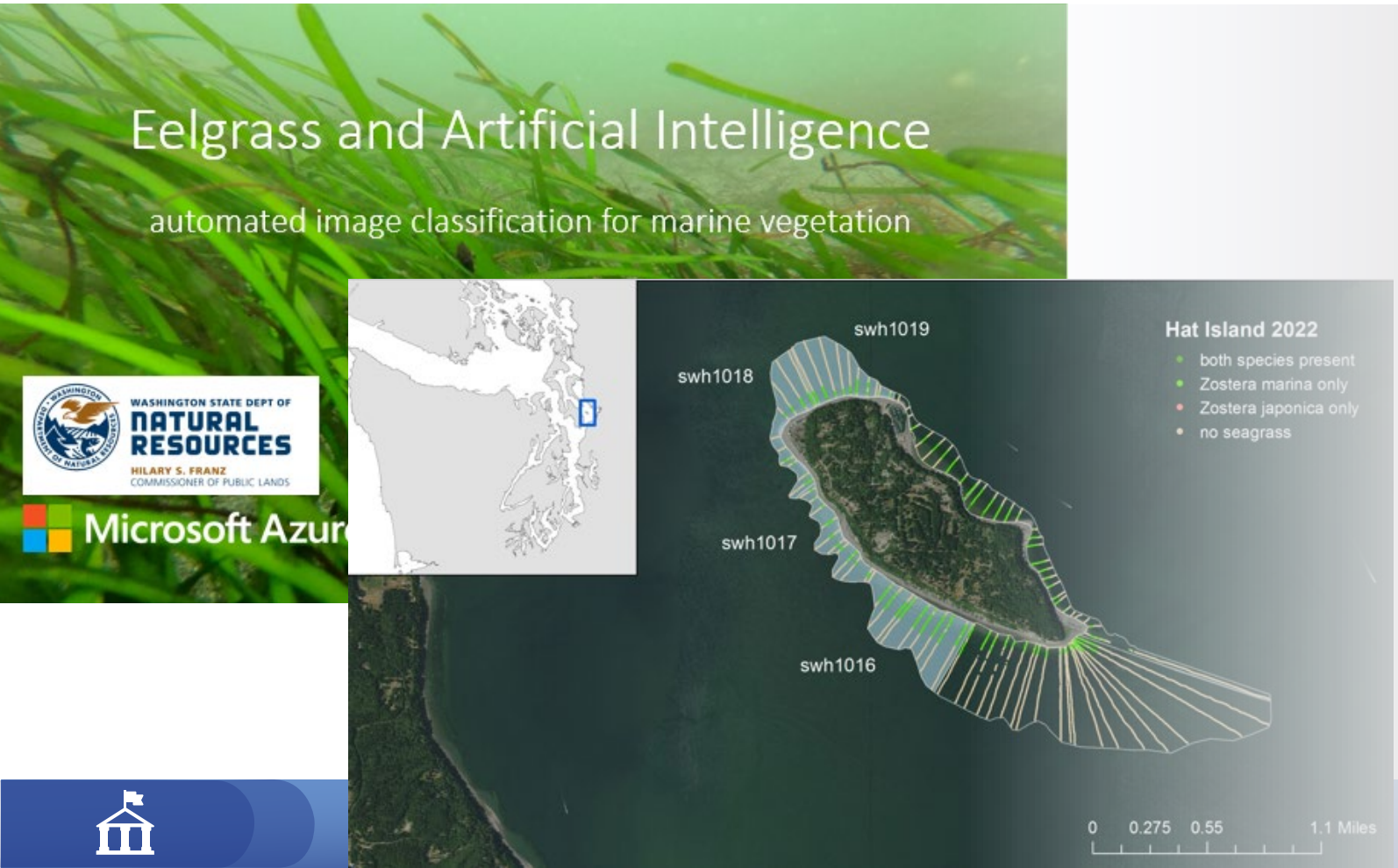
Real world use case

Use Case: Protecting students and the drivers through better signage.

- **Cross-agency collaboration.** OSPI, WSDOT, WaTech.
- **Allows sharing sensitive data among state agencies.**
- **Updated, authoritative data for decision-making.**

Real world use case

Use Case: GeoAI – Mapping eelgrass beds vital to salmon habitat.



- Combining video, mapping and AI technologies for habitat mapping.