

Enterprise Governance

Our Enterprise Governance service provides comprehensive support to state agencies in Washington by integrating IT policy development, project oversight, and a collaborative governance structure. This service also aligns IT projects with legislative and policy requirements, enhancing their business and IT intent and ensuring fiscal responsibility. Additionally, the multifaceted governance structure, representing both business and IT, facilitates collaboration among state agencies, seeking feedback on policies and statewide initiatives. This collaborative environment supports cohesive policy frameworks and ensures that technology initiatives across state agencies are effective and aligned with strategic goals.

Intended customers

Ultimately, the Enterprise Governance team serves all public agencies, members of local government, and public-benefit nonprofit corporations.

Customer engagement

- Supported boards and committees consist of:
 - Technology Services Board (TSB), including TSB Security subcommittees,
 - Technology Management Council
 - Business Management Council
 - Enterprise Security Governance
 - State and Local Cybersecurity Community Grant Program
 - State and Local Government Collaboration
 - Small Agency Governance
 - Data Governance Committee
 - Enterprise Architecture Committee
 - Geographic Information Technology
- WaTech provides regular outreach opportunities to solicit feedback, provide updates and inform agencies on emerging projects, initiatives and services.
- Support WaTech's Customer Engagement internal consulting process to sustain a high-quality customer experience for all WaTech engagements.

Current activity

- Build standard operating procedures and standard work to support on-time and high-quality enterprise governance events.
- Optimize the IT Enterprise Governance SharePoint site to support efficiency in internal operations and a single source of truth for customer-accessible information.
- Achieve an 85% customer satisfaction rate by:
 - Delivering on-time meeting materials prior to meetings and following up with post-meeting materials within standards.
 - Seek customer feedback on the conduct and content of governance meetings.
 - Improve transparency and communication with all governance groups.

One- to two-year goals

- Create customer journey mapping for all critical governance workflows.
- Improve data-informed decision making:
 - Develop dashboards with key metrics.
 - Ensure real-time or near-real-time data is available to decision makers.

Helpful information

Service availability

8 a.m. – 5 p.m., Mon.-Fri.

Related services

- [Strategic Technology Programs](#)
- [Policy & Governance](#)

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner(s)

Enterprise Strategy Manager

- Collaborate with other business units to integrate delivery of data.
- Strengthen portfolio governance and prioritization.

Three- to five-year goals

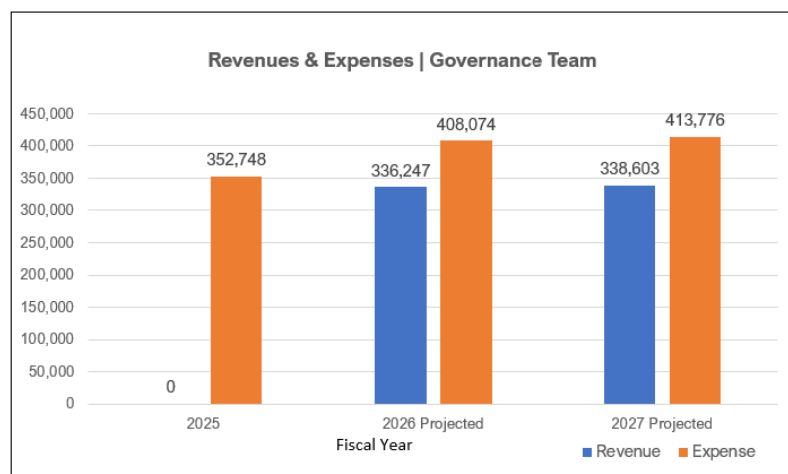
- Develop a Customer Relationship Management (CRM) system that is complete with an AI large language model that can be used to analyze governance activities, effectiveness of governance meetings and improve the customer experience.
- Drive governance-enabled innovation and agility through value-focused and agile principles:
 - Assist with the development of innovative funding models for use by agencies.
 - Balance guardrails, policies and standards against flexibility to empower agency innovation and technology adoption.
- Embed advanced analytics and AI in Governance:
 - Predict risk or delivery delays using historical data and machine learning models.
 - Use natural language processing to summarize governance documents or sentiment trends.
 - Introduce predictive dashboards to support scenario planning and prioritization.

Service review and fully loaded service budget projection

Revenue source

The Enterprise Governance service is bundled and funded via the agency overhead cost allocation model. In previous years, the Governance team was included in a cost center with other overhead elements, so costs attributable to only Governance are not available prior to 2025, therefore we are showing 2025 along with projections for 2026-27.

Finances over time



Fiscal year 2025 are actuals. Fiscal years 2026 and 2027 are projections.