

Project name: SecureAccess Washington (SAW) Replacement

Cohort 1 Migrations

Reporting period: September 2025

Project Phase: Execution

Overall Project Health: Trending Negative due to delays in finalizing Cohort 1 applications

Project Summary

In September, the SAW Replacement Project transitioned deeper into the initiation phase, focusing on scope definition, early planning, and foundational work to support Cohort 1 agency migrations. The team advanced multiple workstreams, including agency engagement, technical planning, and communications.

Key accomplishments included finalizing a tiering model to prioritize agency migrations, resolving a dependency on Microsoft Entra ID, and developing core deliverables like the Migration Guide. The first "Transforming SecureAccess Washington" webinar was also held, successfully introducing the program to agency partners.

While work is progressing well, delays in finalizing the Cohort 1 application list and understanding legacy system dependencies particularly around Active Directory Federation Services (ADFS) pose a moderate risk. Mitigation steps are underway to address these challenges.

Key Accomplishments – September

Use Case Development & Agency Engagement

- Held detailed use case workshops with:
 - Department of Revenue (DOR)
 - Department of Social and Health Services (DSHS)
 - Department of Labor and Industries (LNI)
 - Office of Administrative Hearings (OAH)
 - Department of Natural Resources (DNR)
 - Employment Security Department (ESD)
 - Department of Licensing (DOL)
- Facilitated focused discussions on hidden services and multi-account scenarios; summary findings drafted.
- Conducted onboarding overview sessions with:

- Health Care Authority (HCA)
- Department of Retirement Systems (DRS)
- Department of Corrections (DOC)
- Employment Security Department (ESD)
- Held a pre-launch check-in with the Office of the Secretary of State (SoS) to support October onboarding of their Productivity Board application.

Planning, Communications, and Deliverables

- Finalized the Migration Guide to support planned agency transitions.
- Drafted the Product Catalog, outlining available authentication tools and capabilities.
- Completed the “5 Ways” explainer video to help agencies understand the benefits of migrating from SAW.
- Drafted a detailed Go-to-Market Plan with timelines and messaging milestones.
- Built an Agency Engagement Planner and appended contact information for all Cohort 1 applications.
- Hosted the first Program Advisory Council session and a well-received WA.gov Open House to raise awareness and build momentum.

Technical Planning and Risk Management

- Finalized a tiering model to determine whether Cohort 1 agency migrations should occur before or after the WA.gov Minimum Viable Product (MVP) launch in March 2026.
- Removed a key blocker by confirming the state’s approach for Microsoft Entra ID (formerly Azure Active Directory).
- Began analysis of dependencies related to Active Directory Federation Services (ADFS), a legacy sign-in system still in use by some agencies.
- Facilitated workshops with:
 - DSHS, Department of Children, Youth, and Families (DCYF), and Department of Health (DOH) to gather support model requirements and identify service pain points.
- Drafted current support workflows for Chatbot, Phone, Email, and the Customer Help Request and Information System (CHRIS) portal.

Work in Progress

- Finalize the Cohort 1 migration list based on additional agency data requested.
- Finalize and publish the Product Catalog and Migration Guide.
- Apply tiering criteria to better sequence pre- and post-MVP migrations.

- Refine the list of tasks in Jira (the state's agile tracking system) to reflect migration and research activities.
- Complete the analysis of hidden services and finalize requirements.
- Confirm migration readiness and plan executive communication touchpoints for Cohort 1 agencies.
- Continue testing and validation of complex use cases to guide implementation decisions.
- Review and identify any gaps in agency and end-user support materials.