



Welcome and introductions

Advisory Council Vice Chair Michelle Tuscher, State Board of Accountancy, opened the meeting. Michelle stated the Advisory Council will have two spots available for medium size agency representation as of November 1. WaTech Director and State CIO Jim Weaver will request nominations from the medium size agency Director's. Once the nominations have been received, the medium size agencies CIOs will vote on who to represent them.

Adobe's Large Government Agency (LGA) Agreement, Greg Tudor, RCO

DES announced Washington State participation in Adobe's LGA agreement in Nov 2018. The LGA gives discounts on Document Cloud licenses such as Adobe Acrobat Pro and Creative Cloud. The discount is based on the total number of licenses of the state. In March, the state discount for Acrobat was about 20%, and had increased to 46% by September. To enroll in the LGA, participants must purchase at least 100 licenses. Greg asked whether small agencies could pool their license purchase. All agencies must pool their orders under a single value-added reseller, and one agency must administer the LGA. Only SHI had pooled small agency licenses in Wisconsin. RCO put together a group of small agencies that needed 100 licenses (BIIA, PSP, RCO, and SCC). Each agency references the RCO LGA, gets their own quote from SHI, and pays their own PO. RCO creates a group and assigns an agency administrator for each agency to manage its own licenses and users. Agencies interested in joining RCO's LGA must contact Greg before ordering.

E-Signature Update, Greg Tudor, RCO

RCO and PSP also asked OCS for a security design review of an e-signature product from Adobe (Adobe Sign). OCS has now approved Adobe Sign for use. We expect the product to be on the OCS ASK site soon (<https://watech.sp.wa.gov/ocs/SPC/SitePages/Customer%20Resources.aspx/>) with directions for other agencies to use.

Agency Roundtable:

State Board of Accountancy

- Top projects: Modernization of licensing system
- Challenges: Working through gated funding, timing

Washington Technology Solutions

- Top projects: M365, Mainframe, Smalls, OCIO Project Dashboard, 66 projects in gated funding
- Strategy: Roadmap, OCIO project managers to lead initiatives

County Road Administration Board

- Top projects: Servers into WaTech private cloud, transportation project

Washington State Arts Commission

- Top projects: Onboarding WaTech desktop support
- Challenges: Not fully integrated/working on the WaTech desktop support

Labor & Industries

- Top projects: Worker's compensation ERM, organization streamlining, software development lifecycle
- Challenges: With WaTech re: mainframe and the email issue today; Not happy with the customer service

Employment Security Department

- Top projects: Paid family leave legislation (launching Jan. 1); long-term care benefits (2022); foundational work in IT division
- Strategy: Managing through disruption; empowering staff with feedback loops
- Challenges: Tech debt, reclassification

Office of Financial Management

- Top projects: OneWashington
- Strategy: What do we do if OneWashington doesn't happen, Roadmap

Department of Social and Health Services

- Top projects: Health and Human Services coalition
- Strategy: Governor focus on mental health; agency culture change on how IT fits/integrates, more CIO influence on the agency business; agency IT roadmap
- Challenges: Tech debt; aging systems; limited funding; increased workloads and less staff; IT readiness–aging workforce

Department of Ecology

- Top projects: eHub; migrating to State Data Center
- Strategy: Thanked WaTech for their help with the shared tenant; portfolio management
- Challenges: Records management (to digital)

Criminal Justice Training Commission

- Top projects: Their own private cloud
- Challenges: Data management; behind on infrastructure

Washington State Institute for Public Policy

- Top projects: Accessibility public facing reports on website (PDFs)
- Challenges: Migrated to state private cloud–needs

Traffic Safety Commission

- Top projects: Grant system; infrastructure refresh-moving to cloud
- Strategy: Just got an IT budget that they can do something with

Department of Health

- Top projects: Data center migration
- Strategy: Transformative strategic plan; outward agency mindset; equity/diversity/inclusion
- Challenges: Email; funding/resources

Health Care Authority

- Top projects: School employees benefit system; Provider One point-of-sale; Fraud and abuse detection system
- Strategy: Tying all electronic records in the state together; ERH as a service; hired Chief Data Officer
- Challenges: SAW for all the state folks being able to access their applications

Department of Services for the Blind

- Top projects: Service manager system

Department of Agriculture

- Top projects: Data center move; moving towards accepting credit cards
- Challenges: Navigating the gated funding

Department of Retirement Services

- Top projects: Modernization of core systems; mainframe migration; public cloud migration
- Strategy: Modernization, roadmapping
- Challenges: Resources; security; gated funding; records management

Military Department

- Top projects: Next generation 911 infrastructure; legacy infrastructure (PBX); common operating picture (GIS)
- Strategy: Private sector partnerships
- Challenges: Recruitment and retention; emergency management

Department of Fish & Wildlife

- Top projects: Enforcement management system; asset management; printer management
- Strategy: Enterprise GIS strategy; cloud strategy; data management; agency portfolio management
- Challenges: Cloud highway; enterprise records management; budget; cybersecurity; tech debt

Department of Revenue

- Top projects: Windows 10 rollout; endpoint protection; data center migration; modernize systems; unclaimed property system replacement
- Strategy: Migration to cloud
- Challenges: Significant workloads; competing priorities; resource constraints

Washington State Auditor's Office

- Top projects: Online services systems modernization; getting to the cloud; M365 – huge learning curve
- Strategy: Project and portfolio management
- Challenges: funding

Office of Administrative Hearings

- Top projects: Electronic case records; data dashboards
- Strategy: IT roadmaps; portfolio management
- Challenges: M365 funding; WaTech understanding our business

Liquor Control Board

- Top projects: reevaluation of the cannabis regulatory; interstate and international commerce; enforcement modernization; bi-modal operations; data management
- Strategy: stabilize the cannabis tracking system; develop vape ingredient system; asset management; cloud migration; remote public testimony; vendor management

Department of Enterprise Services

- Top projects: OneWashington contracts and procurement ERP; modernization of applications; cloud migration; VDI pilot; web redesign (automated portal)
- Strategy: Process automation
- Challenges: M365 managing expectations

Department of Natural Resources

- Top projects: State data center move; agency wide IT review
- Strategy: IT strategic plan
- Challenges: security; all of the above

Recreation and Conservation Office/Puget Sound Partnership

- Top projects:
 - RCO–vendor hosted systems AWS; modernize grants systems with e-signature; M365; reporting and coordination with other agencies; CMS
 - PSP -vendor hosted systems
- Strategy: Revising IT strategic plan; roadmap; cloud strategy and records management
- Challenges: Cybersecurity; make use of the OCS services (vulnerability/SEIM has dropped off the map); WaTech support for M365–not what we have gotten in the past

Washington State Department of Transportation

- Strategy: Leadership; governance; project management; project transparency; continuous modernization; manage brokered services; elevate cybersecurity support and focus

Utilities and Transportation Commission

- Top projects: Website migration using WaTech’s service; retiring some tech debt; moving .net applications into Azure
- Strategy: Cloud migration
- Challenges: Security; learning all the new technology; shout out to WaTech for providing training opportunities

Comments

- Scott West, DES, suggested a M365 working group to document best practices, concerns, collaborate on solutions, etc.

- Michelle Tuscher, ACB, asked Scott West to send a description of the purpose of the M365 group for further discussion. Scott agreed.
- Multiple requests were made to have a working group to address records retention and discovery for agencies as a shared solution.
- Nick Stowe, ESD, and Matthew Modarelli, WSDOT thanked the group for a great meeting and the sharing of information. A request was made to have this type of meeting again.

Next Meeting

November 19, 2019