

Web Services

Last updated 01-24-23

WaTech's [Website Services](#) offers a modern, usable, accessible, responsive website with no technical expertise required. The team provides design, development, hosting and maintenance services.

WaTech specializes in strategic web solutions, focusing on design and production, usability, content organization, and accessibility. Business objectives are met using professional design and sensible use of technology, that provide clients with solutions that not only stand out, but also communicate effectively to the target audience.

Websites hosted and supported on WaTech's Web Services platform average a 99.99% availability. Additional service metrics and success measures are under development.

Intended customers

All state and local government organizations, and non-profits in Washington state. Currently WaTech hosts and supports more than 100 websites for other government organizations within Washington state. The WaTech managed hosting platform is also utilized by the University of Washington for 30 plus sites and the Evergreen State College.

Options available with this service

This is an a la carte service, where customers can choose to add one or all the following services:

- Graphic design.
- Drupal 9 development.
- Website hosting.
- Maintenance and support:
 - Drupal patching
 - Minor enhancements
 - Content authoring documentation and training
 - Technical support and fixes

Customer engagement

- Semi-annual customer Town Hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Helpful information

Service category

Professional Services

Service availability

24/7/365

Planned maintenance

Performed as required during non-peak hours unless a customer has specific maintenance window requirements.

Related services

- [User Experience](#)
- [Web Accessibility](#)
- [Small Agency IT Services](#)
- [Domain Naming Services \(DNS\)](#)

How to request service

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

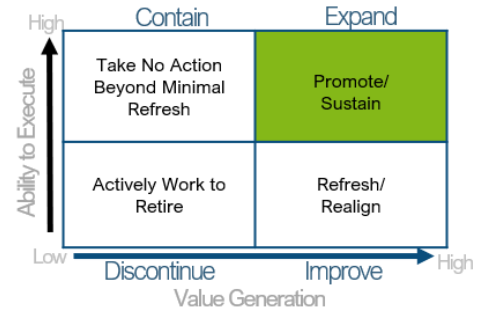
Service owner

Wendy Wickstrom

Action plan

Current activity

- Adding [Pantheon's Advanced Global CDN](#) to all sites, which offers extended enterprise-grade security.
- Conducting an Office of Cybersecurity (OCS) Design Review on the Pantheon hosting platform to try to increase the category of data approved to be stored.
- Using results from accessibility evaluations and testing to ensure websites are as accessible as possible, with full compliance for all sites as our goal.

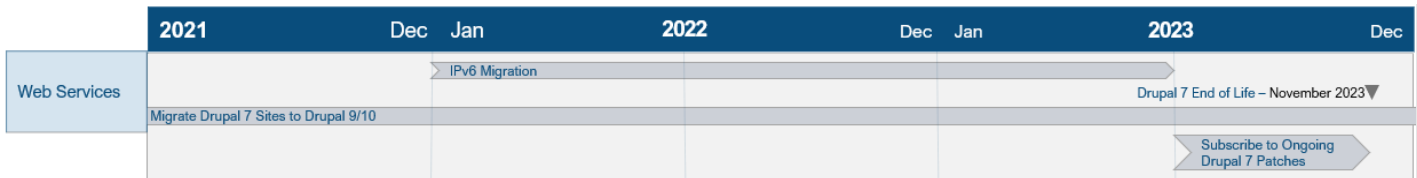


One- to two-year goals

- Coordinating the move to IPv6 with the DNS team on customers' behalf.
- Drupal 7 end-of-life (November 2023)
 - Subscribe to Drupal 7 security releases/patches on behalf of all customers who are currently on the platform. Subscription cost is unknown at this time, but WaTech plans to incorporate it into the maintenance costs.
 - Partner with customers to migrate 40 Drupal 7 sites to Drupal 9/10. This is a full rebuild project and will require customer funds.
 - Migration from Drupal 7 to Drupal 9/10 requires a complete rebuild and migration of content. Customers will incur the one-time cost for this effort.
- Continue platform enhancements.
- Consider expansion of team/service to include web application development services.

Three- to five-year goals

- Migrate all sites to Drupal 10 when it is fully suitable for site usage.
- Continue platform enhancements.



Service review and fully loaded service budget projection

Revenue source:

The Website Service operates on a pay-per-use rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service.

Website Services has been cost-recoverable in all fiscal years except 2020 due to COVID-related project priorities.

Net Income over time:

An error in payment posting is driving the illustrated overspend in FY2022.

