

Small Agency IT Services

Last updated 01-27-23

The WaTech [Small Agency IT Services](#) is a service tailored to small agencies within Washington state that do not have the technical staff to manage and administer technology needs and requirements. Through this model, small agencies can benefit from a centralized service that provides IT security, core technical, equipment and administration support. Support for the desktop, applications, agency networks (LAN) and other devices are provided with an expected availability of 99% during normal business hours. The goal is to provide an initial response to support tickets within one hour during support hours between 6 a.m. to 6 p.m.

Intended customers

This service is intended for agencies with 50 FTEs or less; however, WaTech would also consider providing support to other agencies. There are currently 17 agencies of the approximately 45 potential state agencies taking advantage of this service. In addition, an additional agency has submitted a decision package (DP) to begin using the service next biennium. To consume this service, agencies must agree to be in the Enterprise Active Directory (EAD) and the State M365 Shared Tenant, and on the State Government Network (SGN).

Options available with this service

- **IT Security Services.** Provides security services, to include consulting, security monitoring and security response services.
- **Infrastructure services.** Agencies are provided a common technical platform with an established infrastructure security program. The foundation for this service is a corporate core IT infrastructure consisting of both physical and virtual servers.
- **Local-area network (LAN) services.** LAN services maintains the local network environment that supports connectivity within the agency's building or suite.
- **Endpoint management and desktop support services.** Provides support for daily IT operations. IT technicians manage the endpoints: installations, patching, upgrades and general computer health. They are available remotely and/or onsite depending on the need.
- **Staff equipment provided.** Computers, monitors, keyboards, etc. for the agency's permanent staff.
- **Mobile Device Management (MDM) support.** Administers the Intune MDM solution for agency-owned devices.
- **Server support services.** Provides server support through the Washington State Cloud. Agencies will be responsible for server hosting fees.
- **Technology Consulting.**
 - Provides consultation to supported small agencies to help align their business decisions with best practices and changes within the technology industry.
 - Provide IT guidance to agency projects by participating in project steering committees.

Customer engagement

- Semi-annual customer Town Hall providing updates and gathering customer feedback.
- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with Business Relationship Managers.

Helpful information

Service category

Professional Services

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed after hours and coordinated with agency representatives.

Related services

- [Enterprise Active Directory \(EAD\)](#)
- [State M365 Shared Tenant](#)
- [State Government Network \(SGN\)](#)

How to request service

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

Service owner

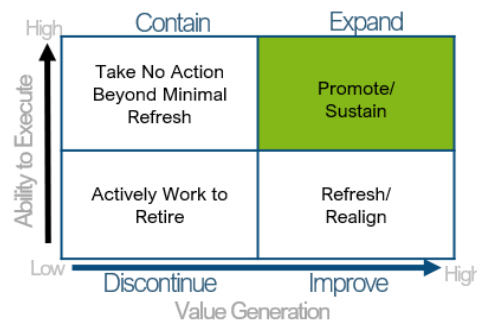
Lyle Tillett

- Monthly Small Agency update meeting.
- 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.

Action plan

Current activity

- Updating network design for small agencies so that each has their own network segment (VRF) in order to enhance security.
- Replacing outdated switches at customer agencies.
- Working with Department of Archaeology and Historic Preservation (DAHP) to transition from SSV domain to eClient environment to streamline service maintenance and enhance service opportunities.
- Developing Small Agency Workshops with small agencies to review service and identify opportunities for service enhancements.
- Working with Office for Public Defense (OPD) to onboard during FY2024.



One- to two-year goals

- Continue to grow the service and provide IT services to additional small agencies. As additional agencies are added, the service will increase the economies of scale, driving down the cost. As the number of supported agencies increases, additional support personnel will need to be added in order to maintain service levels.
- Looking at opportunities to increase efficiencies and provide better service to customers. Depending on agency size and complexity, between two and four new agencies could be added to the service each year.
- In order to increase the security posture of the state, look at designating as enterprise service for small agencies. Consistent WaTech small agency support will increase small agency success with major business and IT modernization efforts. Will have funding impact to non-state GF agencies.
- Do an assessment of service and look at additional service options such as strategic planning, project management, application development, system modernization or other needs of the small agencies.

Three- to five-year goals

Provide cost-effective IT services to state small agencies in a standard support model that includes a full spectrum of IT skills.

- Continue to work with small agencies to improve services.
- Support customers' strategic direction by providing full-service IT support to small agencies.
- Goal is to provide comprehensive IT support to 80% of the approximately 45 small state agencies.



Service review and fully loaded service budget projection

Revenue source

The Small Agency IT Support service is funded using revenue from the central service model and augmented by a pay-per-use option for agencies that join the service off-cycle of budget allocation updates.

Net Income over time

The Small Agency IT Support central service model was established and funded in the 19-21 biennium. The goal of the allocation is to provide tailored support to meet the IT needs of small agencies that do not have the resources to provide their own and provide current technology while providing a platform to prepare and adjust needs for future technologies as they become available. WaTech will be looking at add agencies and associated funding needs into the central service model during the upcoming budget development lifecycle.

As agencies are added, they will use the fee-for-service model until the Central Service Model allocation is updated each biennium.

