

## Technology Services Board – Project Synopsis

**Agency:** OFM

**Project:** One Washington Program

**Description:** Systems modernization of the state’s core administrative business functions to include business process transformation and data standardization.

**Purpose:** 12/10/2019 TSB meeting

Project Schedule Baseline	
Current baseline being modified to adapt to approved budget	TBD

Approved Budget	
Implementation Cost	\$18.4M
Maintenance Cost	0
<b>Total Project Cost*</b>	<b>\$18.4M</b>
<b>*2019-21 Biennium budget</b>	

Current Assessments	
OCIO	Red
QA - Overall Project Health & Environment	Yellow

Timeline	Key Event/Action
Jan 2019	Presented and discussed budget request of \$60M
Mar - ongoing	Expanded analysis of software as a service (SaaS) solutions: <ul style="list-style-type: none"> <li>- researched other states’ core functional business modernization initiatives</li> <li>- met with industry SaaS experts</li> <li>- engaged enterprise resource planning (ERP) vendors</li> </ul> To date, no other state has gone live with cloud SaaS for full core administrative functional business lines. This is due to cost and complexity of implementation across all lines of business. We are finding that states are approaching this challenge by appropriately scoping the modernization effort into affordable and achievable phases.
April	Received approved biennial budget of \$18.4M
May	Executive steering committee (ESC) strategy session one – level-set business owners with ESC members and discuss opportunities to adapt scope and schedule to approved budget.

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<p>June</p>	<p>ESC strategy session two – focused discussion on three strategy options.</p> <p>In collaboration with the functional owners the preferred course of action is to adapt the modernization effort to the approved budget.</p> <p>Within this budget cycle, the stage will be set to go live with select modernization components.</p> <p>Implementation plans for remaining core functions will be a topic of future planning sessions.</p>
<p>Jul - Sept</p>	<p>Onboard staffing          Executive steering committee approves preferred strategy          Executed contracts to acquire expertise</p> <ul style="list-style-type: none"> <li>- Organizational change management (Deloitte)</li> <li>- ERP procurement expertise (Plante Moran)</li> <li>- ERP expert (Information Services Group)</li> </ul> <p>Conduct business and technical education demonstrations          Governance plans revised          Onboard contract expertise</p> <ul style="list-style-type: none"> <li>- Organizational change management – Deloitte</li> <li>- ERP procurement expertise – Plante Moran</li> <li>- ERP expert – Information Services Group Public Sector</li> </ul> <p>Negotiate contract for benchmarking expertise          Finance scope evaluated          Complete business and technical education demonstrations          Evaluate cost allocation system dependencies          Draft supplemental budget          Agency readiness criteria developed for people, processes and technology          NASPO master contract validation review and participating addendum exercised for the State of Washington</p>
<b>New since last TSB</b>	
<p>Oct - Dec</p>	<p>Industry expert partners reviewed the ESC preferred scope and provided recommendations for ‘dialing in’ the scope functionality and timeline (initial go live in FY23)</p> <ul style="list-style-type: none"> <li>- ESC approved the recommendations on October 17, 2019</li> </ul> <p>Plante Moran developed use cases and requirements, and scheduled review sessions for all business functions          Contract and onboarded benchmarking expertise</p> <ul style="list-style-type: none"> <li>- Benchmarking engagement to provide industry-based comparative analytics, which will provide insights into best business practices</li> </ul> <p>Submitted decision package for FY20 supplemental budget          Agency requests:</p> <ul style="list-style-type: none"> <li>- Initiated collection of agency inventories for systems, interfaces and data flows (concluded 12/9)</li> </ul>

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	<ul style="list-style-type: none"> <li>- Distributed enterprise-wide readiness survey to agencies to evaluate agency people, process and technology readiness (concluded 12/6)</li> <li>- Identified champion agencies to participate in benchmarking survey (concludes 12/12)</li> </ul> Integration tool confirmed: Informatica Submit technical budget and revised investment plan Scheduled vendor demonstrations for January and February with business owners and advisory committees Finalize software selection criteria for vendor demonstrations Release due diligence documentation on December 18 (closes 1/10/2020)
<b>Looking Ahead</b>	
Jan – July 2020	Activities: <ul style="list-style-type: none"> <li>- Due diligence documentation received from software vendors</li> <li>- Software vendor demonstrations complete</li> <li>- Release SI RFP</li> <li>- Perform due diligence review of SI</li> </ul> Deliverables: <ul style="list-style-type: none"> <li>- Software vendor selected and ordering document(s) complete</li> <li>- Select SI and initiate contract negotiations</li> <li>- Quality metrics provided to the state (February)</li> <li>- Comprehensive OCM program and framework (March and April)</li> <li>- Baseline readiness assessment results (April)</li> <li>- Continuous Improvement Model provided to the state (April)Business owners select software</li> </ul> KEY ASSUMPTION: Legislative funding approval to engage with SaaS vendor and system integrator re: contracting phase