Minutes
Technology Services Board Meeting

Washington State · Office of the
Chief Information Officer

Tuesday, September 8, 2020
WebEx Only – See below
9:00 a.m.

Members Present: **Jim Weaver, Chair** **Staff:** **Sue Langen, OCIO**
Rep. Matt Boehnke **Angela Knight, OCIO**
Dave Danner
Viggo Forde
Tracy Guerin
Paul Moulton
Vikki Smith

TOPIC	LEAD	NOTES
Welcome and Introductions	**Jim Weaver**	**Roll call and agenda review.**
Approve Minutes from June 9 Meeting	**Jim Weaver**	**Minutes approved as written.**
Project Introduction – Washington State Patrol Centralized Firearms Background Checks • **Tom Wallace, Chief Information Officer** • **Kateri Candee, Project Manager**	**Sue Langen** **Nicole Simpkinson**	**Last legislative session established a state background check unit, managed by Washington State Patrol to serve as the centralized, single point of contact for dealers to conduct background checks for firearm, sales and transfers.** **The project team described the current process for firearms transactions, discussed the legislation driving this initiative and provided a status update on the planning process.**
Project Status – WSDOT Tolling Back Office System Replacement Project (BOS) • **Edward Berry, PE, WSDOT Toll Division Director** • **Jennifer Charlebois, Project Manager** • **Dana McLean, QA, Public Consulting Group** • **Heather Coughlin-Washburn, IV&V QA Public Consulting Group**	**Sue Langen** **Nicole Simpkinson**	**The external Back Office System (BOS) is a core element of WSDOT's Toll program. The BOS manages the customer relationship and financial management aspects of WSDOT's Tolling program and its** *Good To Go!* **Toll payment program.**

The project is currently assessed as high risk largely due to defect mediation efforts that have impacted schedule and the estimated go-live date.

The project team expressed relative confidence in the current go-live dates, between early November and late December of this year.

However, the vendor continues to struggle with maintaining the appropriate resources to complete the project as well as accurate estimation of the duration of critical schedule activities.

The WSDOT team meets weekly with vendor and agency executives, as well as the industry expert panel.

The quality assurance team presented their top five risk areas:
- lack of adherence to schedule management.
- schedule delays risk further impact to the project cost.
- readiness and quality management.
- insufficient staffing levels risk delay of go-live date.
- risk of not meeting WSDOT expectations.

IV&V team reported high risks in the following areas:
- quality of testing.
- code base modification.
- insufficient defect identification.

		• **no well-defined release process.** • **Insufficient defect resolution and retest velocity.** **The WSDOT team will return to the October subcommittee meeting for another status update.**

Cybersecurity Operational Model and Scope for Cybersecurity Synergies
• **Vinod Brahmapuram, State Chief Information Security Officer**
	Jim Weaver	State CISO, Vinod Brahmapuram, reviewed goals for transformation activities in the state's Office of Cybersecurity:
		Goal 1:
		    • Develop a statewide risk assessment program
		    • Develop audit management program
		Goal 2:
		    • Develop the security strategy
		    • Develop a security architecture
		    • Enhance SOC services, conduct SOC assessment and develop SOC service catalog
		    • Develop operational security metrics and balanced scorecard for performance management
		
		Goal 3:
		    • Develop vulnerability management program
		    • Mature incident management program
		    • Develop threat intelligence program
		Goal 4:
		    • Develop people and workforce strategy

Office of Privacy and Data Protection Initiatives and Vision • Katy Ruckle, State Chief Privacy Officer	**Sue Langen**	**State CPO, Katy Ruckle, reviewed the many duties associated with the Office of Privacy and Data Protection. She also reviewed plans and future activities of the office.**
Public Comment		**No public comments.**

[Link to meeting recording](#)