

Technology Services Board Portfolio and Policy Subcommittee Meeting

May 10, 2018

10:00 a.m. - 12:00 p.m.



WA • Office of the

Chief Information Officer

AGENDA

TOPIC0cx6-	LEAD	PURPOSE	TIME
Welcome and opening remarks	Rob St. John	Information	10:00
Policy Actions <ul style="list-style-type: none"> • 112 – Managing Information Technology Portfolios - UPDATE • 191 – Cellular Device Policy - UPDATE 	Sue Langen Cammy Webster Will Saunders	Review/Recommend for Approval	10:05
Project Briefing Employment Security Department – Paid Family & Medical Leave Project <ul style="list-style-type: none"> • Cami Feek, Interim Commissioner • Carla Reyes, Interim Project Director 	Rob St. John Pamela Davis-Taggart	Discussion / Feedback	10:25
Project Briefing Secretary of State – Elections Modernization Project <ul style="list-style-type: none"> • Mark Neary, Executive Sponsor • Lori Augino, Business Sponsor • Julie Anderson, Pierce County Auditor • Julie Wise, King County Director of Elections • Mike Huntley, Technical Sponsor • David Walddon, RSC, QA 	Rob St. John Whitney Dickinson	Discussion / Feedback	10:55
Project Briefing State Board for Community & Technical Colleges - ctcLink <ul style="list-style-type: none"> • Christy Campbell, Project Director • Dr. Luke Robins, President, Peninsula College • Grant Rodeheaver, Deputy Executive Director of IT / CIO • Paul Giebel, Moran Technology Consulting, QA 	Rob St. John Whitney Dickinson	Discussion / Feedback	11:25
Public Comment			11:55

Current TSB Portfolio & Policy Subcommittee Members

Industry Members

Butch Leonardson – Leonardson Leadership Services
(webex)

Paul Moulton – Costco (webex)

Legislative Members

Rep. Mark Harmsworth – House R (webex)

Rep. Zack Hudgins - House D

Sen. Patty Kuderer – Senate D

Sen. Mark Miloscia - Senate R

Executive Branch (Agency Directors)

Rob St. John – Acting CIO & Chair

Tracy Guerin – DRS

Other Government

Trever Esko – Snohomish County (webex)

Jeff Paulsen – Labor Rep

Blue – members present

Black – members absent

May 10, 2018

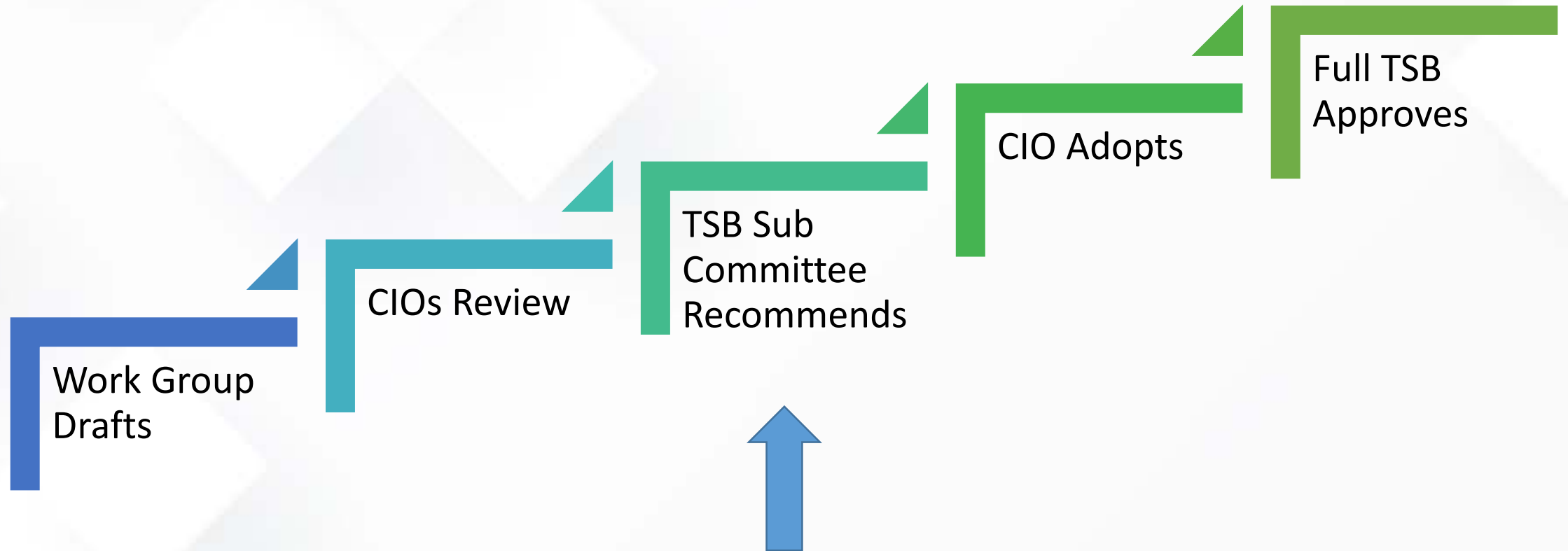
Policy/Standards Review

Review / Recommend for Approval

May 10, 2018

4

Where Are We?



Policy 112 - Managing Information Technology Portfolio



Purpose of action

- Request approval of existing policy and standards updates
- Request recension outdated standard appendices A-E



Business case

- [RCW 43.105.225](#) , [RCW 43.105.230](#) and [RCW 43.105.341](#) for Portfolio Program
- Eliminate obsolete portfolio requirements
- Improves alignments with existing practices



Key objectives

- Streamlines portfolio management policy
- Reduces complexity to program participants
- Improves portfolio alignment to business outcome



Strategic alignment

- Supports efficient, effective and accountable government by clarifying portfolio requirements
- Improves ability to show portfolio alignment to business outcomes



Implementation

- Agency can attest to portfolio standards during annual certification process
- Reduced reporting complexity for agencies



Success criteria

- Reduced questions related to obsolete IT portfolio requirements
- Increased number of agencies that can identify and report on portfolio components

Policy 191 - Mobile Device Usage Policy



Purpose of action

- Update policy for current conditions
- Eliminate duplicative financial policy



Business case

- Changes in records law
- MDM technology available
- Costs moderate



Key objectives

- Improve employee understanding
- Reduce risk
- Improve security



Strategic alignment

- IT Workforce
- Privacy & Security



Implementation

- MDM will be required
- SAAM will address stipends
- Training requires effort
- Enforcement may be difficult



Success criteria

- Less uncertainty
- More standard application tools

Project Briefings

Discussion / Feedback

May 10, 2018

8



Paid Family and Medical Leave



Employment Security Department
WASHINGTON STATE

IT Investment & Project Update
Technology Services Board

May 10, 2018

Overview

Introductions

What is Paid Family and Medical Leave?

What is the technology solution?

What are the major milestones for the program?

What is the governance model for the new program?

How is executive sponsorship engaging with the program?

How will change be managed?

What are the risks, and how will we mitigate them?

What are the accountability metrics?

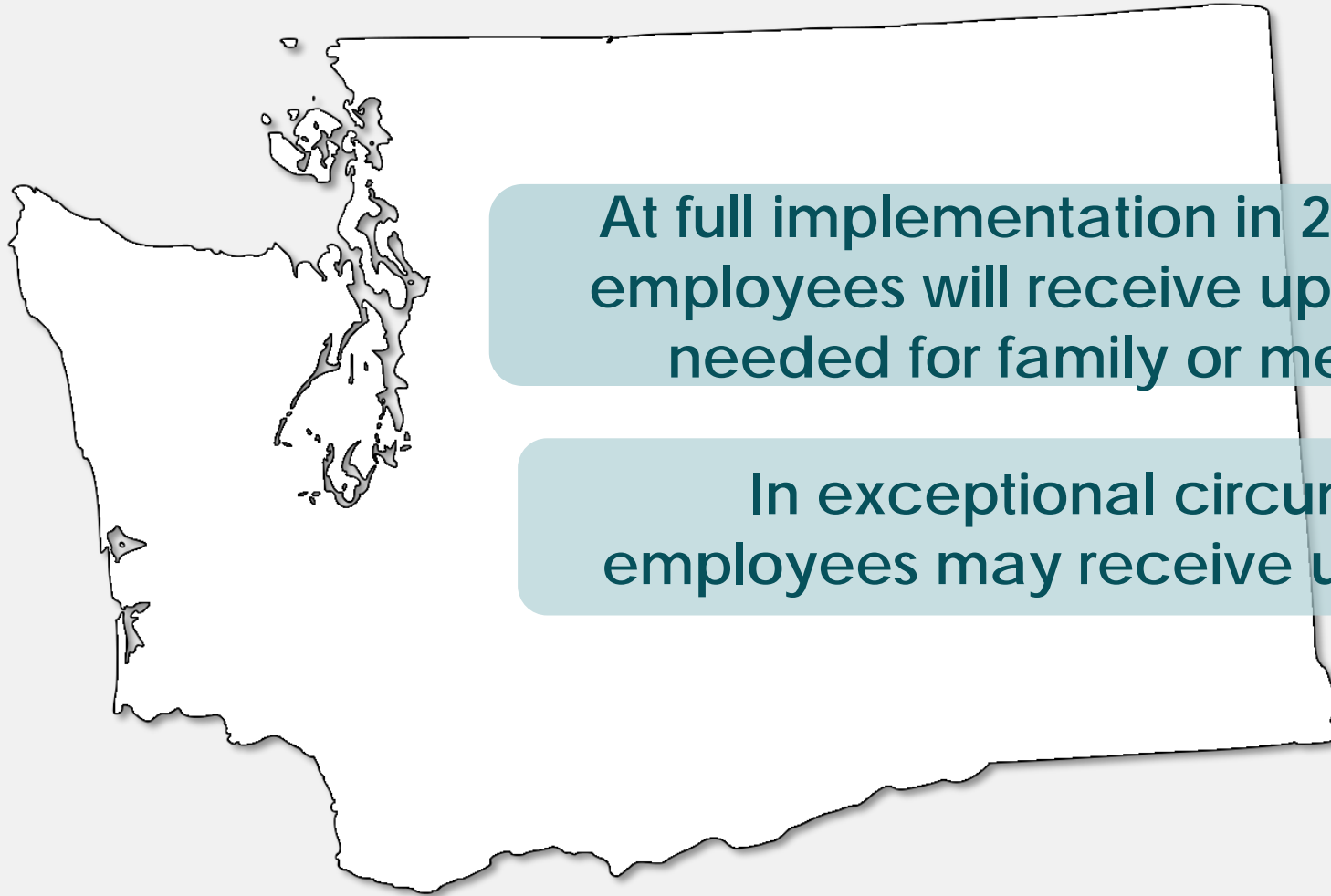
What is Paid Family and Medical Leave?



Paid Family and Medical Leave will be a **statewide insurance program.**

This program will be funded by premiums paid by both employers and employees.

What is Paid Family and Medical Leave?



At full implementation in 2020, all eligible employees will receive up to 12 weeks as needed for family or medical leave.

In exceptional circumstances, employees may receive up to 18 weeks.



Where do we fit in nationally?

Washington is only the fifth* state in the nation to offer Paid Family and Medical Leave.

Ours is the first in the nation to include progressive wage replacement, allowing low-wage workers to collect 90 percent of their weekly income while on leave.

Most employees will pay around \$2 a week for the program.

The benefit is portable between jobs.

What is the Paid Family and Medical Leave project?



Three-Year implementation window.



Extremely aggressive, but achievable timeline.



Budget of \$82 million for all aspects of implementation.

Customer-centered program



Maximize effective, efficient delivery of services through the use of technology matched to customer needs.



Engage with customers to ensure their input is incorporated during program development.



Have a modern look and feel, aligning with the expectations of today's users.



Integrate seamlessly into ESD's enterprise environment.



Support continuous improvement.

The Right Technology Solution



Reusable across ESD environment.



Strategic alignment with IT road map.



ilities – interoperability, scalability, flexibility, maintainability.



Effectively interfaces with systems in the SGN.



Integrate seamlessly into the state's enterprise environment.

Four components of the system

External portal



The public facing system that employers and their employees will use – this can be accessed via desktop or on mobile devices.

Customer administration



The system used by ESD Staff for supporting customers and the program administration.

Accounting



The system used by ESD Finance to track and manage financial transactions. Using Microsoft Dynamics CRM Finance and Operations.

Integration



Centralized business rules engine, data interfaces and routing and job and batch processing control.

Project timeline & key milestones



August 2018 Voluntary Plans

Employers account creation and administration

Employers can securely correspond with ESD regarding their account

Employers and 3rd party administrators can correspond with ESD

Employers and 3rd party administrators can submit documentation to ESD

Employers can submit voluntary plan applications and payment

Employers can appeal voluntary plan decisions

Self-employed individuals can submit elective coverage

May 10, 2018

Jan. 1, 2019 Premium Assessments

Employers can submit wage reports to ESD

Employers can receive invoices from ESD

Employers can submit payment to ESD

Employers and employees can appeal premium decisions

Employers can correspond with the department with increased functionality from first milestone

Third party administrators can act on behalf of employers relating to the program

Jan. 1, 2020 Benefits Paid

Employee can create and modify account

Employee can perform ongoing account administration

Employees can submit initial benefit request and any ongoing requests for payment

Employees and employers can appeal benefit decisions

Employees can communicate with the department

Employees can track status of benefit claim

Governance structure

Executive Sponsors

Champion the program and its priority within the agency.

Provides executive leadership and guidance.

Removes barriers to program execution.

Represents the program to statewide audience.

Executive Steering Committee

Allocates resources to project.

Defines what issues or decisions should come to the steering committee.

Approves changes to scope, schedule, and budget outside tolerances.

Assists in risk planning and mitigation to protect the program.

Advisory Committee

Brings voice to employer and employee interests.

Brings advocates' concerns and risk assessments forward.

Critical stakeholder input.

Transparent citizen engagement.

Exec. Sponsors •

ESD Commissioner

Exec. Steering Committee •

ESD Commissioner
 ESD Assistant Commissioner & Chief Information Officer
 ESD Legislative & Executive Operations Director
 ESD Director Paid Family and Medical Leave
 OCIO Oversight Consultant
 Quality Assurance Management
 CHAIR: ESD Paid Family and Medical Leave Project Manager

• Advisory Committee

Employer Interests

Association of Washington Business
 Assoc. General Contractors of WA
 Washington Hospitality Association
 Washington Retail Association
 CHAIR: Paid Family and Medical Leave Program Director

Employee Interests

WA State Labor Council
 UFCW 21
 MomsRising
 Economic Opportunity Institute

Team structure

Organizational Change Management

Listening to customers and stakeholders to achieve effective transitions through the changes presented by Paid Family and Medical Leave.

Program Management Office

Develops and updates integrated program roadmap and dependencies.

Establishes program policies and procedures.

Hub of scope, schedule, and budget change management.

Manages governance, statuses program, and chairs Executive Steering.

Supplies project support and help for project teams.

Functional Units Leadership Team

Alerts leadership to risks for delivery and quality of work.

Updates group on schedule and budget changes.

Collaborates on schedule adjustments.

Recommends changes to project processes.

Product Management Team

Serves as voice of the customer.

Collects and prioritizes requirements.

Has product vision and grooms product backlog.

SCRUM OF SCRUMS

Coordinates and manages cross-team collaboration.

Oversees work readiness and completeness for release management.

Ensures product backlog coordination.

Executive Sponsors • Executive Steering Committee • Advisory Committee

May 10, 2018

Management demonstrates a belief in respect for people, continuous improvement, customer centered thinking, and creating conditions that support self-organization.

Ongoing accountability metrics

ESD will report to the Legislature annually on the program beginning Dec. 1, 2020.
Metrics of success in statute include:

- ✓ Projected and actual program participation
- ✓ Premium rates
- ✓ Fund balances
- ✓ Benefits paid
- ✓ Demographic information on program participants, including:
 - Income, gender, race, ethnicity, geographic distribution by county and legislative district, and employment sector.
- ✓ Costs of providing benefits
- ✓ Elective coverage participation
- ✓ Voluntary plan participation
- ✓ Outreach efforts
- ✓ Small business assistance

Continue the conversation

Cami Feek

Interim Commissioner

Washington State Employment Security
Department

cfeek@esd.wa.gov

Carla Reyes

Interim Paid Family and Medical Leave Director

Washington State Employment Security
Department

creyes@esd.wa.gov



Visit us online at
www.esd.wa.gov/paid-family-medical-leave



Join our listserv at
bit.ly/PaidLeaveList



Ask questions and make
comments on our public forum
at bit.ly/CommentForum

Office of the Secretary of State, Elections Division

Elections Modernization Project

- Agenda

- Scope of the Project

- RFP Project Lessons Learned

- Elections Modernization Project (EMP) Status

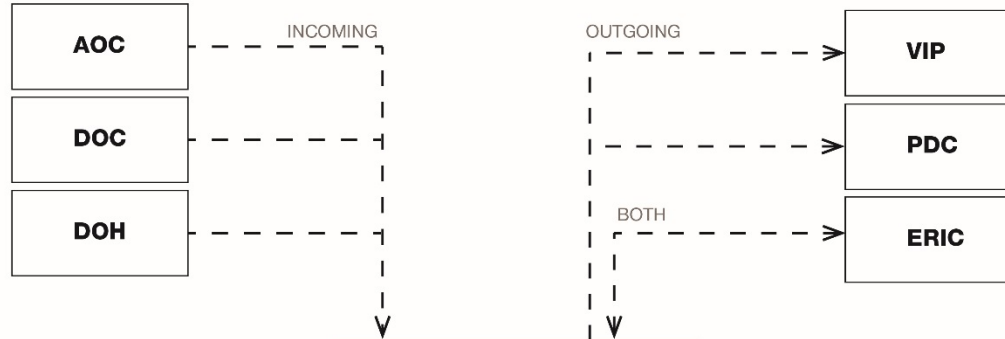
- Questions

Elections Modernization Project

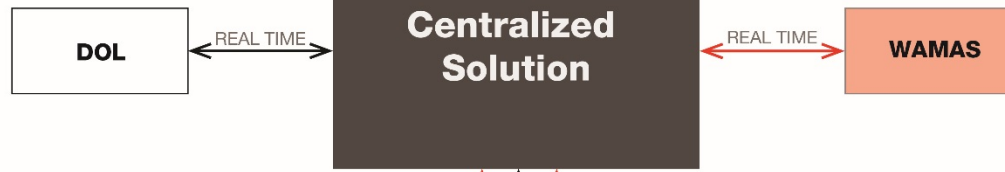
- Scope of the Project
 - A centralized elections & voter registration management system (EMS/VR) with redundancy
 - Public site (currently known as MyVote), providing personalized election information
 - Initiative Filing & Petition Signature Check
 - Election Night Results Reporting
 - GIS Integration with WAMAS
 - *Optional*: County Redundant Sites of EMS/VR

Envisioned Future State

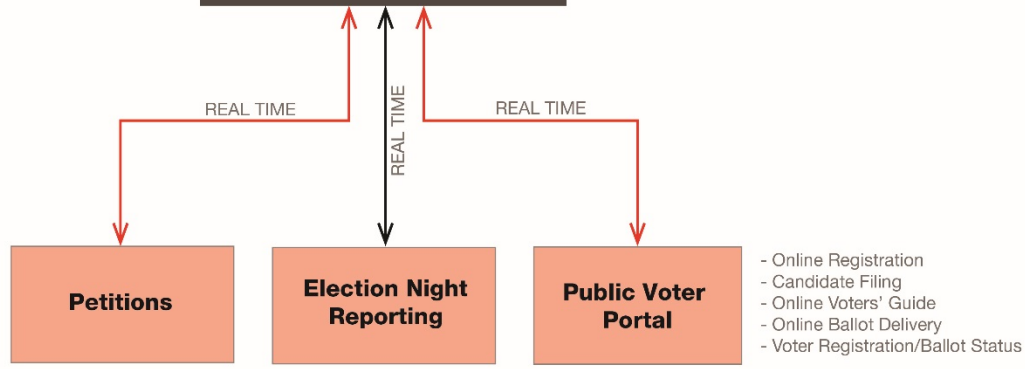
File Exchanges



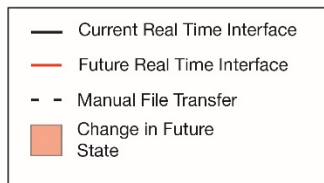
Interfaces



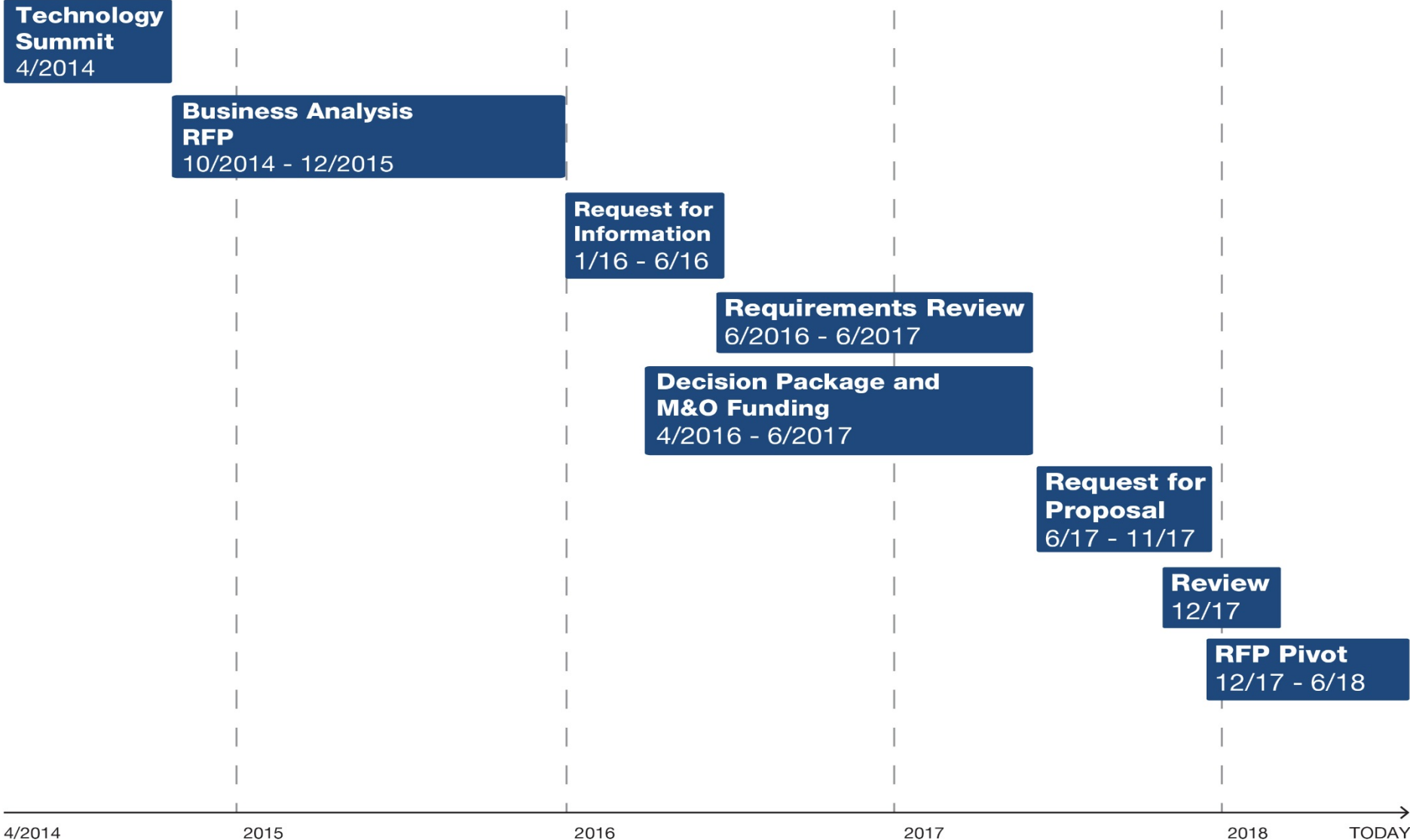
Applications



- Online Registration
- Candidate Filing
- Online Voters' Guide
- Online Ballot Delivery
- Voter Registration/Ballot Status



Elections Modernization Project



**RFP STEERING
COMMITTEE**

Janice Case, King
Diana Bradrick, Whatcom
Garth Fell, Snohomish
Kyle Joyce, Kitsap
Damon Townsend, Pierce
Skip Moore, Chlean
Leah Hansen, Klickitat

**FUNDING
COMMITTEE**

Dolores Gilmore, Kitsap
Julie Anderson, Pierce
Kris Swanson, Cowlitz
Mary Hall, Thurston
Mike McLaughlin, Spokane
Milene Henley, San Juan

**BUSINESS ANALYSIS
VENDOR SELECTION**

Kris Swanson, Cowlitz
Dale Hartman, King
Shannon Cortez, Pierce
Mike McLaughlin, Spokane

**EXECUTIVE STEERING
COMMITTEE**

Brenda Chilton, Benton
Debbie Adelstein, Whatcom
Greg Kimsey, Clark
Heidi Hunt, Adams
Julie Anderson, Pierce
Julie Wise, King
Vicky Dalton, Spokane
Skip Moore, Chelan

**COUNTIES
INVOLVED**

39

***MODERNIZATION
THROUGH
COLLABORATION***

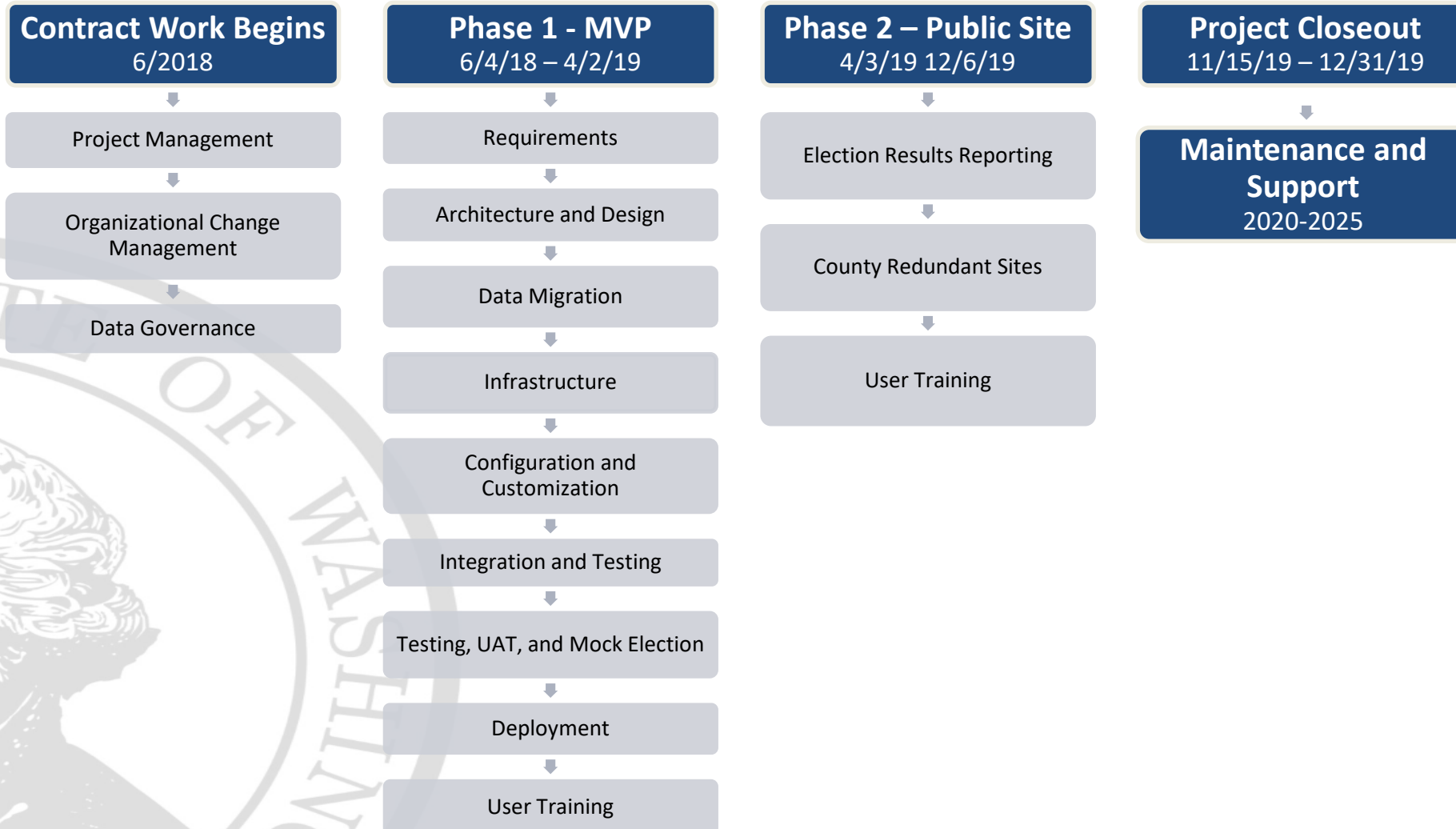
Stakeholders involved during the
Elections Modernization

Elections Modernization Project

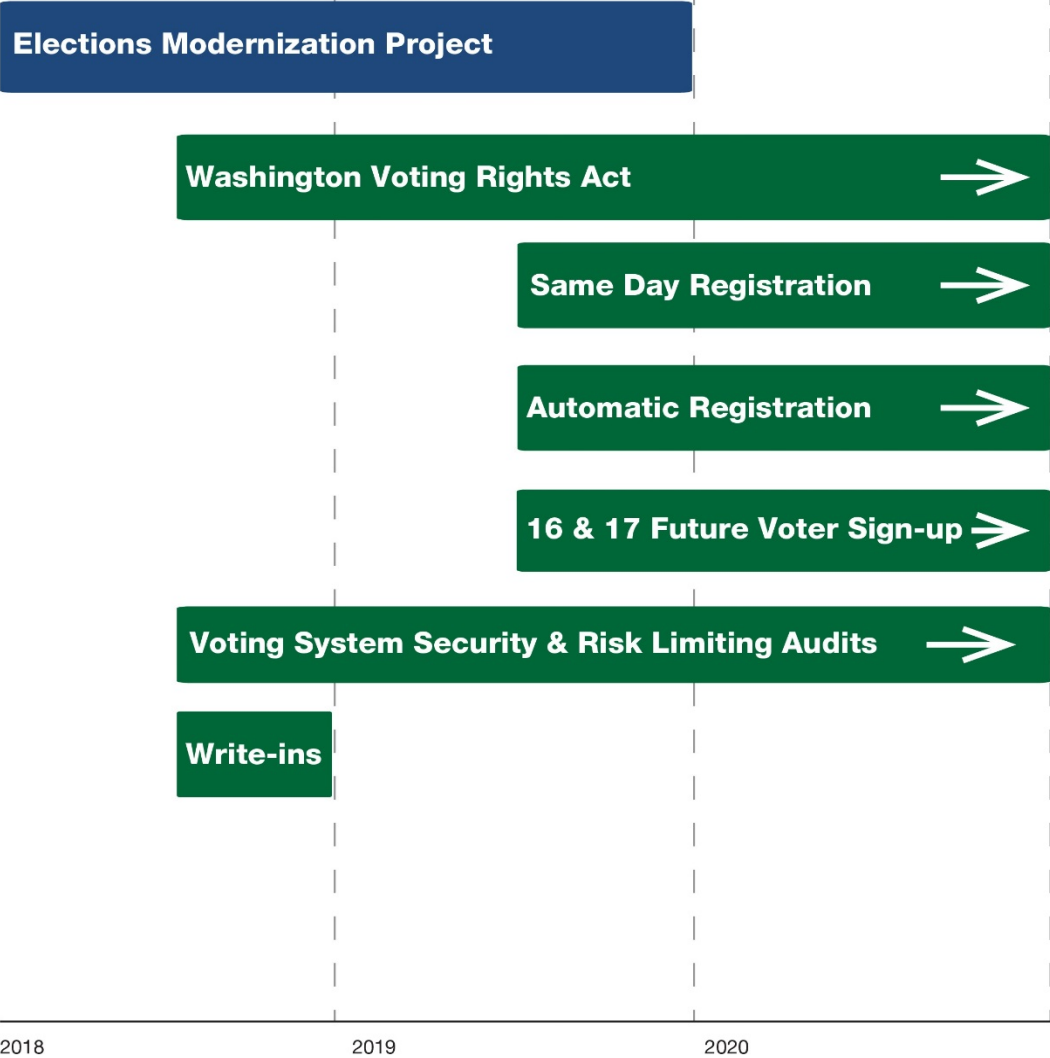
Original RFP	Pivot RFP
761 Requirements	645 Requirements
Single Deployment Date	Two Phase Deployment w/ Minimum Viable Product
Bidder must have two prior state implementations of VRDB/EMS/HAVA compliant solutions.	Bidder must be able to demonstrate implementation experience with elections management and voter registration systems
Each requirement was scored	Requirements response was pass/fail
Included county website hosting	No county website hosting
No WAMAS* Integration	WAMAS Integration

*WAMAS – Washington Master Addressing Service

Elections Modernization Project



Project Risks



Elections Modernization Project

- OCIO IT Dashboard – OCIO - Yellow 
(4/30/2018)

- Project is in procurement stage with strong engagement from sponsors and stakeholders. Planning work also continues: QA Readiness Assessment - agency action plans in work; Updates to tech budget - in work; Investment plan - in work; Next IT Pool request planned end of May.





I.T.'s Transparent : Project Dashboard

Building Trust in Washington State's Information Technology Investments

[Back to Projects](#)

Agency: Secretary of State, Office of the

Name: Modernize Elections System

Scope:  **Schedule:**  **Budget:**  **OCIO Eval:** 

Elections Modernization Project

Questions?



May 10, 2018



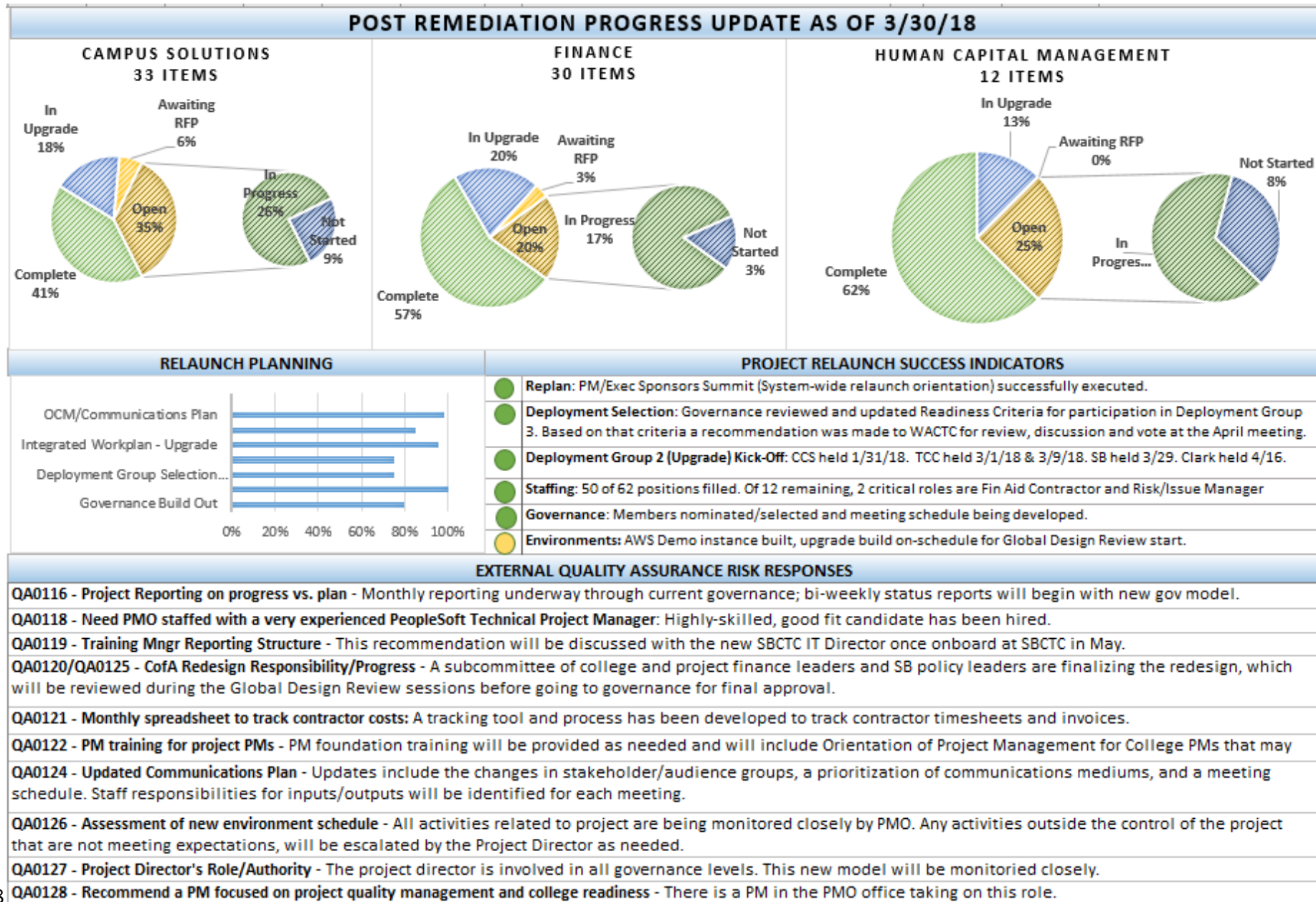
CTCLINK UPDATE TO TSB PORTFOLIO/POLICY SUB- COMMITTEE

May 10, 2018

Christy Campbell, ctcLink Project Director

Grant Rodeheaver, Deputy Executive Director of IT / CIO

ctcLink Status Update–Dashboard: March 30, 2018



ctcLink Status Update - Budget: March 2018

Expenditure by Stage	Budget	Actual	Variance	% Variance
Pre-IT Pool - Deployment #1	\$87,911,891	\$87,911,891	\$0	0.0%
Stage 1 - Planning & Remediation	6,001,627	\$5,812,965	188,662	3.1%
Stage 2 - Upgrade\Deployment #2	15,598,752	1,624,009	13,974,743	89.6%
Stage 3 - Deployment #3	12,323,690	-	12,323,690	100.0%
Stage 4 - Deployment #4	9,452,368	-	9,452,368	100.0%
Stage 5 - Deployment #5	9,449,728	-	9,449,728	100.0%
Stage 6 - Deployment #6	4,358,172	-	4,358,172	100.0%
Total	\$145,096,228	\$95,348,864	\$49,747,364	34.3%

Stage 2 - Upgrade\Deployment #2				
Expenditure by Object	Budget	Actual	Variance	% Variance
FTEs	55.00	36.45	18.55	33.7%
Staffing	\$11,437,263	\$ 1,194,442	\$10,242,821	89.6%
Contracted Services	239,208	23,000	216,208	90.4%
Goods and Services	170,662	365,007	(194,345)	-113.9% ¹
Travel	256,000	16,624	239,376	93.5%
Capitalized Software	-	-	-	0.0%
Computer Hardware	77,550	24,936	52,614	67.8%
Additional Scope/Re-Work	2,000,000	-	2,000,000	100.0%
Contingency, 10%	1,418,069	-	1,418,069	100.0%
Total	\$15,598,752	\$1,624,009	\$13,974,743	89.6%

¹ Goods and Services showing over-spent due to: (1) \$120,756 final settlement payment to CenturyLink that was not planned for in the OCIO-approved budget; and (2) contractors are paid against the goods and services budget, but were budgeted as staffing in the OCIO-approved budget



URGENT/HIGH ORIGINAL RFP REQUIREMENTS: (REMEDIATION - OPEN)

Campus Solutions Pillar	Finance Pillar	Human Capital Management Pillar
33 Solution Gaps Remained Post-Remediation <ul style="list-style-type: none"> ❖ 13 Associated with Requirements ❖ 20 New Requirements 	30 Solution Gaps Remained Post-Remediation <ul style="list-style-type: none"> ❖ 25 Associated with Requirements ❖ 5 New Requirements 	12 Solution Gaps Remained Post-Remediation <ul style="list-style-type: none"> ❖ 11 Associated with Requirements ❖ 1 New Requirements
Solution Progress: <ul style="list-style-type: none"> ➤ 14 Complete ➤ 9 In progress ➤ 3 Not Started (SF Due to YE Close) ➤ 6 Agreed to Incorporate Solution in Upgrade Scope ➤ 1 Currently in RFP Process (OSECE) ➤ 1 Awaiting RFP Process (OAA) 	Solution Progress: <ul style="list-style-type: none"> ➤ 17 Complete ➤ 5 In progress ➤ 1 Not Started (VPA Doc Due to YE Close) ➤ 6 Agreed to Incorporate Solution in Upgrade Scope ➤ 1 BAC Recommended De-scope (Hyperion) 	Solution Progress: <ul style="list-style-type: none"> ➤ 9.5* Complete (* FWL Phase 2) ➤ 2.5 In progress** ➤ 1 Not Started (Resource Hire In Progress) ➤ 1.5* Agreed to Incorporate Solution in Upgrade Scope <ul style="list-style-type: none"> ○ (* FWL Phase 3 – See below)



FISCAL YEAR END CLOSE PROGRESS

Year End Close	% Complete	Start	Finish
TACOMA			
Phase 1: AR, Assets, Liabilities, Investments	100%	12/15/17	2/21/18
Phase 2: Remaining AR & Liabilities (SF)	100%	1/16/18	2/23/18
Phase 3: Cash and Final Liability	100%	2/15/18	3/30/18
SPOKANE			
Phase 1: AR, Assets, Liabilities, Investments	95%	12/4/17	2/14/18
Phase 2: Remaining AR & Liabilities (SF)	55%	2/12/18	5/15/18
Phase 3: Cash and Final Liability	10%	3/2/18	5/31/18



CTCLINK STATUS UPDATE: KEY ACTIVITIES

- ✓ New ctcLink Executive Leadership Committee
 - Transition from WACTC-Tech to cELC on 4/26/18
 - Steering Committee & Working Group begin in May
- ✓ Completed pre-kick off meetings with Deployment #2
 - Spokane; Tacoma; Clark; State Board
- Chart of Accounts Re-Design near completion
- Global Design Review Sessions – May 14 – 25, 2018
- Finalizing new hires and contractors for approved and budgeted positions



ctcLINK STATUS UPDATE: TOP RISKS/ISSUES

College participation in Global Design Review

- Mitigation: Colleges provided schedule, resource requirements, session details, logistics. Multi-location web facilitation to minimize travel for colleges.

Execution of new ctcLink Governance Model

- Mitigation: WACTC-Tech to cELC occurred April 26, 2018. Steering Committee and Working Group timing is still in progress and will be scheduled following the transition to cELC.

Key Project Staffing (10 Positions) 6 Open, 4 On Hold

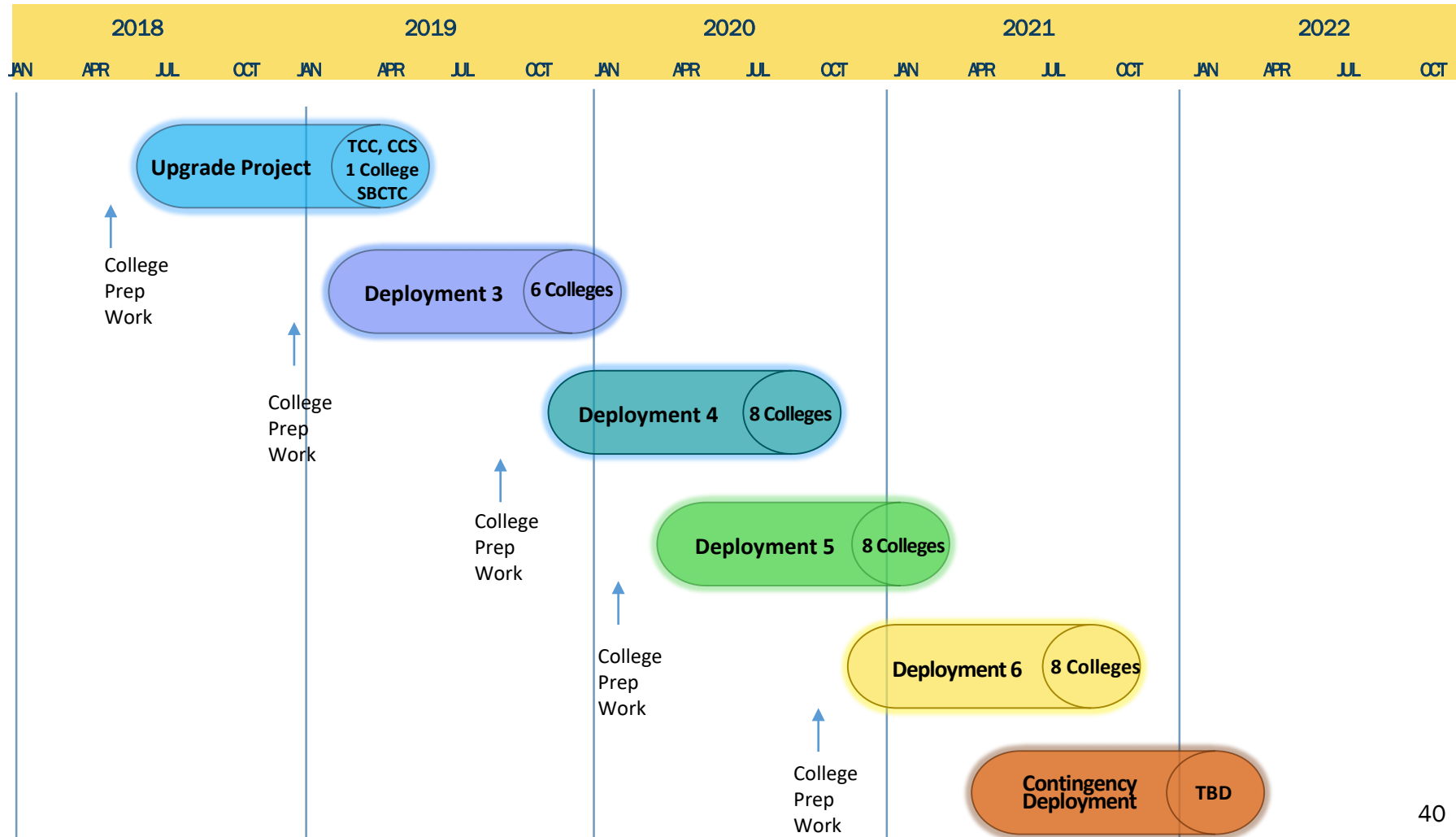
- Mitigation: Most critical roles have been filled. Remaining open and on-hold roles are prioritized for impact to ctcLink.

Deployment Group 2 timeline impacts (Chart of Accounts)

- Mitigation: Reviewing timeline options to understand timing for Deployment Group 2 and any impact to subsequent deployments. May need to increase resources to mitigate impact on subsequent deployments due to resource contention.



DEPLOYMENT APPROACH & TIMELINE





COLLEGE ALIGNMENT TO DEPLOYMENT GROUPS

#	Deployment 3	Deployment 4	Deployment 5	Deployment 6
1	Peninsula College	Columbia Basin College	Green River College	Walla Walla Community College
2	Cascadia College	Wenatchee Valley College	Shoreline Community College	Renton Technical College
3	Lower Columbia College	Centralia College	Grays Harbor College	Bates Technical College
4	Olympic College	Highline College	Skagit Valley College	South Puget Sound Community
5	Pierce College District (2)	Bellevue College	Big Bend Community College	Lake Washington Institute of Technology
6		Edmonds Community College	Bellingham Technical College	Clover Park Technical College
7		Seattle College District (3)	Whatcom Community College	Yakima Valley College
8			Everett Community College	
Total	6	9	8	7

Public Comment

May 10, 2018

42