

Technology Services Board Portfolio and Policy Subcommittee Meeting

April 16, 2018

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



WA • Office of the

Chief Information Officer

AGENDA

TOPIC	LEAD	PURPOSE	TIME
Welcome and opening remarks	Rob St. John	Information	10:00
Project Briefing <ul style="list-style-type: none"> • Dept. of Licensing – DRIVES <ul style="list-style-type: none"> ○ Josh Johnston, Project Director ○ Clare Olson, Project Manager ○ Dick Sperry, Case Associates, QA 	Rob St. John Laura Parma	Information	10:10
Policy Actions <ul style="list-style-type: none"> • 103 – Technology Policy & Standard Waiver Request – Update • 183.10, 183.20, 183.30 – EA Integration Standards – Rescind 	Sue Langen	Review/Recommend for Approval	10:40
Decision Package Prioritization – Criteria Review	Sue Langen Derek Puckett	Discussion/Feedback	11:00
Notable Project Milestones	Sue Langen	Information	11:30
Public Comment			11:55

Current TSB Portfolio & Policy Subcommittee Members

Industry Members

Butch Leonardson – Leonardson Leadership Svcs (webex)

Paul Moulton – Costco (webex)

Legislative Members

Rep. Mark Harmsworth – House R

Rep. Zack Hudgins - House D

Sen. Patty Kuderer – Senate D (webex)

Sen. Mark Miloscia - Senate R

Executive Branch (Agency Directors)

Rob St. John – Acting CIO & Chair

Tracy Guerin – DRS

Vikki Smith - DOR

Other Government

Trever Esko – Snohomish County (webex)

Jeff Paulsen – Labor Rep

Blue – members present

Black – members absent

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Project Briefing

Information

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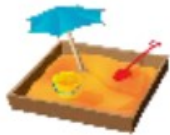
Business & Technology
Modernization

- Multi-biennia effort to modernize the agency's business processes and information technology systems
- BTM includes:
 - DRIVES
 - Vehicle System (R1)
 - Driver (R2)
 - Central Issuance System
 - Prorate and Fuel Tax
 - Business and Professions (R3)



- DOL has a diverse stakeholder group and provides services to a wide range of customers
- R1 Vehicles – over 8.3M registered vehicles
 - 1,300 County Auditors and Subagents
 - 11,400 business users
- R2 DRIVERS – over 6.4M drivers licenses/identification card owners
 - 13,000 business users
- R3 Business and Professions
 - 257,000 licensed professionals
 - 36,000 businesses
 - 900 combative sports participants

- The Legislature funded \$25M to implement the driver's portion (DRIVES R2)
 - Driver license registration and issuance
 - Hearings and case management
 - Driver Records and citations
 - Supporting existing interfaces with external stakeholders (i.e. Washington State Patrol, Administrator of the Courts, AAMVA, etc.) and the Central Issuance System (CIS)
- The system will go live on September 4, 2018

2018											
JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC
Discovery, Configuration & Development Mar 2017 - Mar 2018											
Testing Jan 2018 - Aug 2018											
			Training Apr 2018 - Aug 2018								
							Sand Box Aug 2018				
								Rollout & Support Sep - Dec 2018			

- Additional sandbox (practice) time
- Engaged agency/project staff to map “to-be process flows” to understand where automation occurs and help staff prepare for the transition
- More accurate test scenarios and business rules
- Early reports planning (assigned business member to project)
- Increased communication/meetings between business areas and Project Liaisons
- Earlier definition of permission levels needed

- **As-Is and To-Be Process Flow Mapping**
 - Involves project team, business units, training staff, and the organizational change management team
- **Organizational Change Management Support**
- **Training Approach**
 - More internal staff as Trainers
 - Coaches in offices providing deskside support
- **Operationalizing Business Decisions**
 - Business areas build and own Action Plans

- Improved outcomes we expect include:
 - More accurate, timely, and secure driver record data
 - Reduced driver record errors
 - Faster implementation of new laws and the related revenue collection
 - More reliable daily operations and customer service
 - Reduced hours annually for programmer/analyst/tester time dedicated to law changes



- Social Security Administration Design Review
- Contract changes pending such as lockbox
- Staff turnover
- Managing customer impact due to training



Business and Professions (R3)

Milestone	Date
R3 Funding Secured	April 2, 2018
Data Clean-Up Project Kickoff	April 17, 2018
R3 Project Kickoff	April 19, 2018
R3 Requirements Finalized	May 30, 2018
RCW Proposed Changes Prepared	June 30, 2018
RFP Released	July 2, 2018
Vendor Selected	November 15, 2018
Project Initiation Begins	January 2, 2019

Questions?

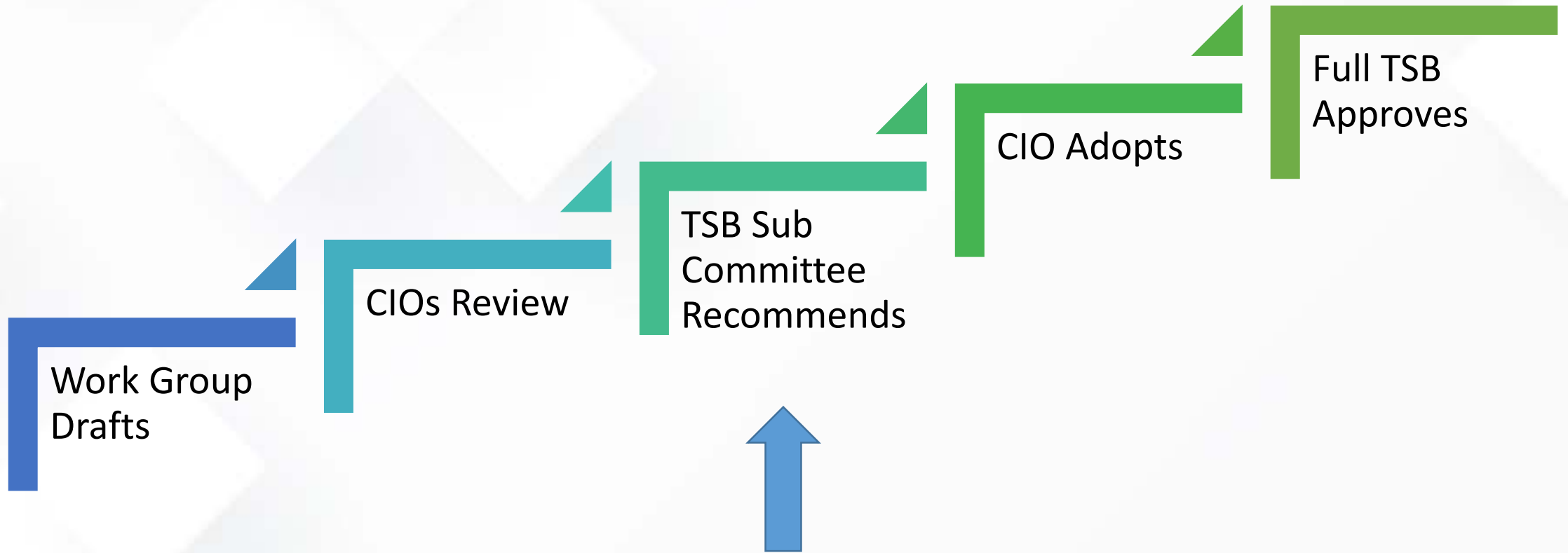
Policy Actions

Review / Recommend for Approval

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Where Are We?



Policy 103 – Technology Policy & Standard Waiver Request



Purpose of action

- Update/Sunset Review



Business case

- Clarifies expectations around waivers



Key objectives

- Provides standard process for submission/response



Strategic alignment

- Allows for understanding where non-compliance exists and/or barriers to compliance



Implementation

- No significant change to existing policy & no implementation concerns anticipated



Success criteria

- # of waivers by policy
- % of approved and subsequently closed waivers

Standards 183.10.10, 183.10.20, 183.20.10, 183.30.10, 183.30.20, 182.30.30 – Integration and SOA



Purpose of action

- Sunset the standards



Business case

Material is no longer in keeping with current technology



Key objectives

- Retire standards in favor of guidelines, move from framework specific to framework neutral



Strategic alignment

- Increase capacity to manage and share information



Implementation

Communicate rescinded standards and promote EA Handbook



Success criteria

- Widespread adoption of framework neutral API protocol

Decision Package Prioritization

Discussion/Feedback

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Decision Package Prioritization Process



Questions We Want To Answer

Is the agency
poised for
success?

Is this the
right
technology?

What business
outcome does
this enable?

19-21 Biennium Proposed Criteria

Poised for Success

Agency Readiness/Solution Appropriateness

- Organizational Change Management
- Agency Technology Portfolio Risk Assessment
- Solution Scale
- Resource Availability
- Investment Urgency

Right Technology

Architecture & Technology Alignment

- Strategic Alignment
- Technical Alignment
- Governance Processes
- Interoperability, Reuse, & Interfaces

Business Outcomes

Business Driven Technology

- Measurable Business Outcomes
- Customer Centered Technology
- Business Process Transformation

Assessing Project Success

Agency Readiness/Solution Appropriateness

- Organizational Change Management
- Agency Technology Portfolio Risk Assessment
- Solution Scale
- Resource Availability
- Investment Urgency

- Criteria focus: Ability of the investment to be a successful project for the agency.

Assessing Technological Success

Architecture & Technology Alignment

- Strategic Alignment
- Technical Alignment
- Governance Processes
- Interoperability, Reuse, & Interfaces

- Criteria focus: Appropriateness of the technology proposed with respect to the state's strategy.

Assessment Organizational Success

Business Driven Technology

- Measurable Business Outcomes
- Customer Centered Technology
- Business Process Transformation

- Criteria focus: Ability of the investment to succeed in impacting change and being accepted within the agency.

Notable Project Milestones

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Project Go-Lives – Recent and Near Term

Marijuana Traceability -
Liquor & Cannabis Board
February 2018

Time & Attendance –
Dept. of Early Learning
March 2018

Online Licensing &
Information Collection –
Dept. of Health
March 2018

Tax & Licensing
Replacement, Phase 2 –
Dept. of Revenue
March 2018

College Savings Plan –
Student Achievement
Council
April 2018

Client Receivables
System – Dept. of Social
& Health Services
May 2018

Next Generation 911
Emergency Services IP
Network – Military Dept.
May 2018

Sexual Assault Kit
Tracking – WA State
Patrol
May 2018

Public Comment

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