

# Positioning Washington for the Future Technology Services Board

June 10, 2015



Office of the  
Chief Information Officer  
Washington State



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Chief Information Officer  
Washington State

# Technology Services Board

## Agenda

- Welcome / Opening Remarks – Michael Cockrill
  - Senator Mark Miloscia – New Member ←
- Enterprise Content Management
- Policy & Standard Reviews
- Agency Alignment
- Updates
  - Major Project Update
  - Chief Privacy Officer
  - IT Budget Prioritization Criteria
- Public Comment

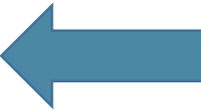


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# The Enterprise Content Management (ECM) Initiative

Back to the Future

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# ECM Initiative

- How does this enable our mission/ goals?
- How does this Impact:
  - Cost
  - Reputation
  - Risk

# Recent Cost of Gov't Obligations

Agency or Organization	PDRs Per Yr	FTE's	Payouts
Board of Accountancy (2009) *10 employees at time	49	Up to 10	\$500,000
City of Bainbridge Island (2014) *Resignation of city council member			\$487,000
City of Shoreline (2013)			\$538,555
City of Spokane (2014) *for ONE misplaced record			\$26,325
Dept of Ecology (ECY)	4,500	9	\$443,246
Dept of Financial Institutions (DFI)	595	4	\$0
Dept of Fish and Wildlife (DFW) (2013-2014)	715	1	\$693,000
Dept. of Labor and Industries (LNI) *under appeal	5,853	8	\$502,827
Dept of Social Health Services (DSHS) (2009)	22,000	56	\$525,001
Liquor Control Board (LCB) (2015) PDR by Arthur West			\$192,000
Port of Olympia (2014) PDR by Arthur West			\$187,300
Snohomish County (2014)			\$575,000
University of Washington (UW) *Appealed and Reversed, \$102,958 in legal fees			\$826,248

Current sampling through agency polling and public records

# The Obligations of Gov't

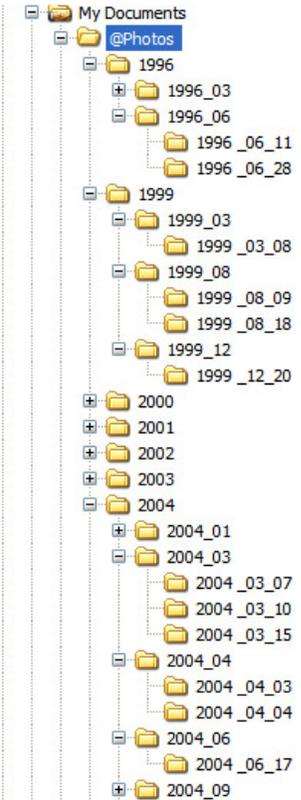
- Business processes are similar to private sector

## **Document handling requirements often differ**

- Agencies often refer back to past documents to conduct business (Oso mud slide)
- Must provide documents to the public on request (DSHS 22,000 public disclosure requests per year)
- Long records retention

# The Problem to Solve

- No consistent filing scheme
- Employees can't find documents - wasted time and frustration
- Mobile: Can't get data to remote users – More duplication



# The Problem to Solve



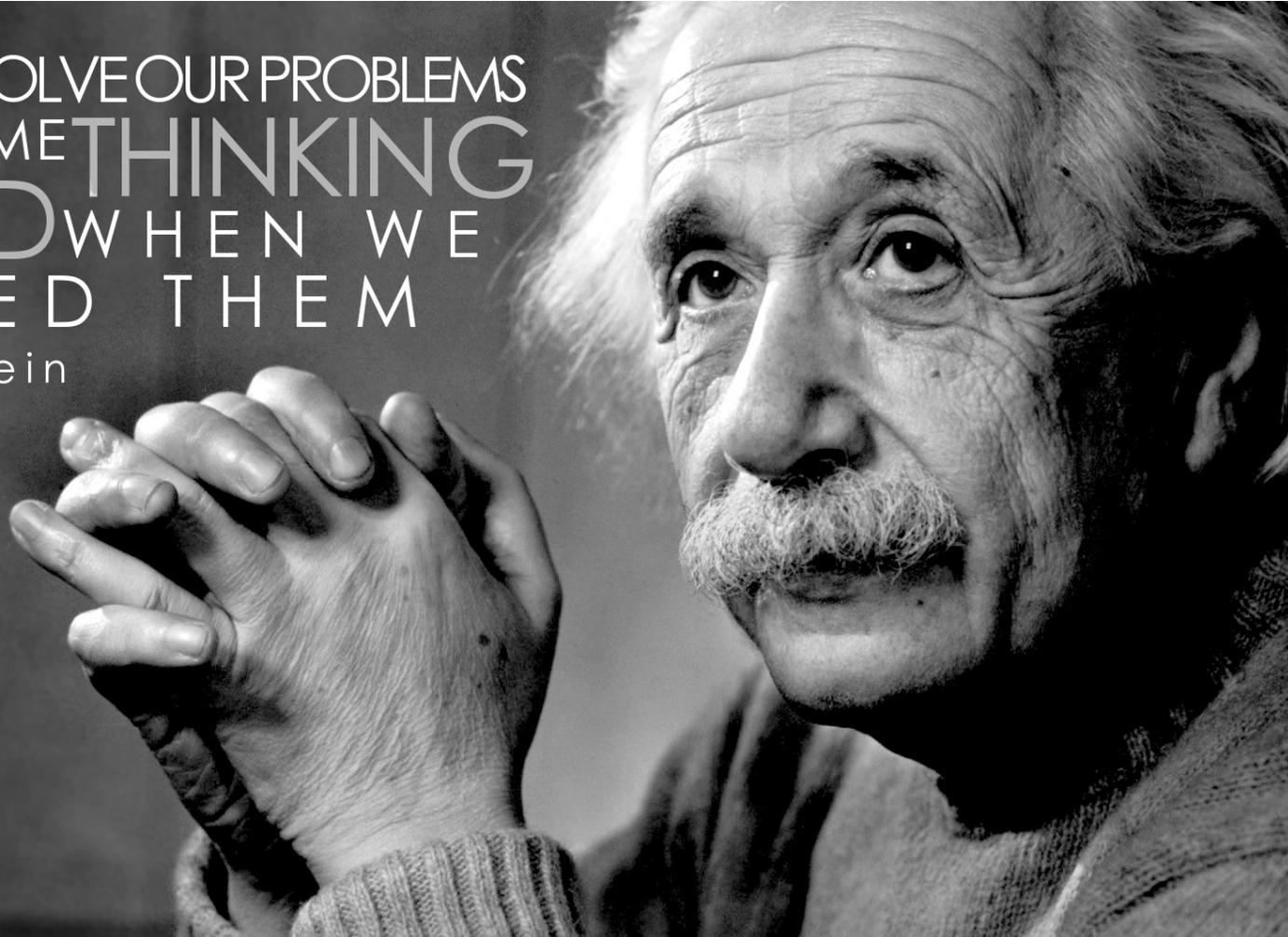
- Duplicate records proliferate
- Multiple storage locations
- Expired records aren't dispositioned

- Growing Bow Wave of Redundant, Obsolete, Transient data (ROT)
- Public disclosure Problems Ensur

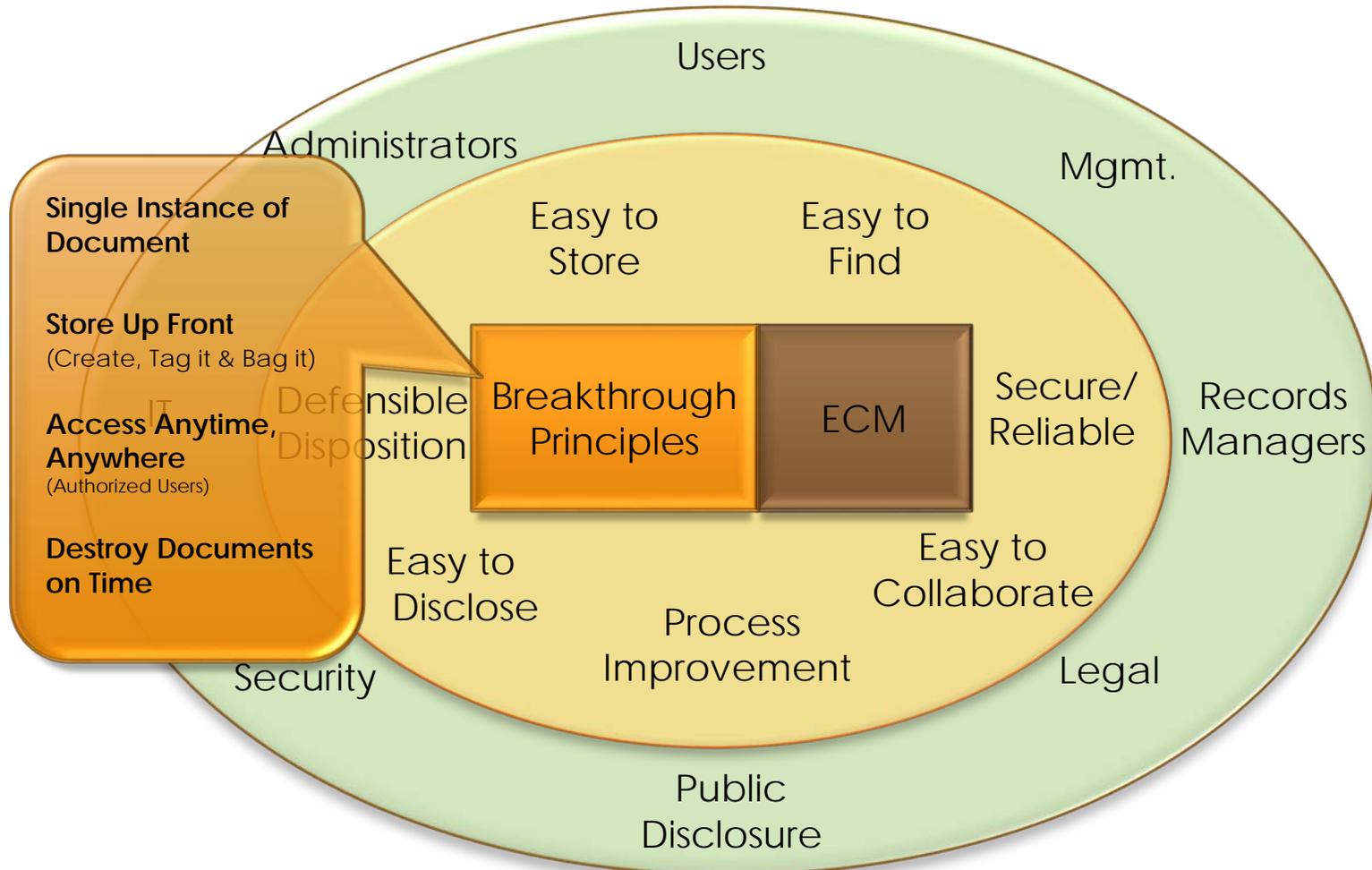


# ECM Initiative

WE CANNOT SOLVE OUR PROBLEMS  
WITH THE SAME THINKING  
WE USED WHEN WE  
CREATED THEM  
-Albert Einstein



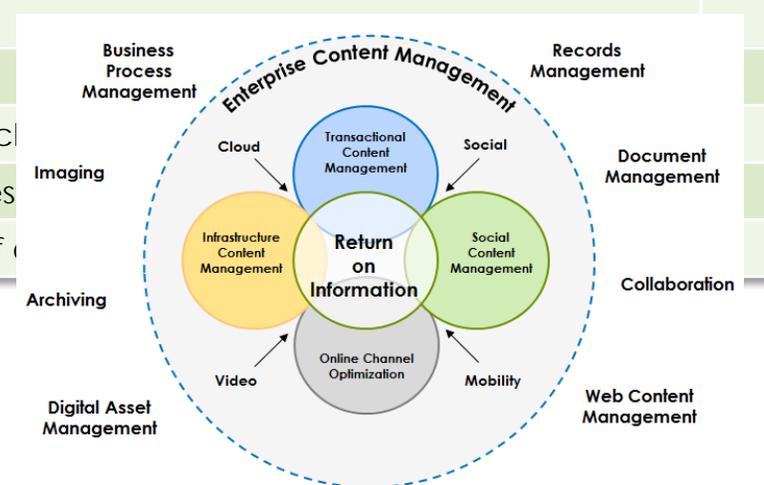
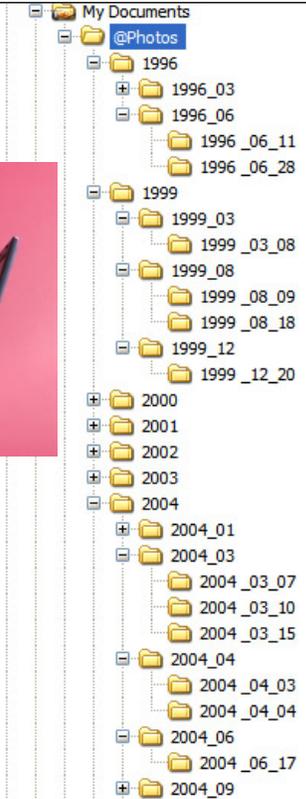
# A Better Way to Manage our Unstructured Information



# What's in it for me?



Challenge	Past	Current	Future
Destroy docs on time			Y
Apply legal holds			Y
Redaction tools			Y
Consistent filing schema			Y
Part of the business			~
Single instance of content			



# ECM Initiative



# ECM Initiative

## Steering Committee Members

Michael Cockrill, State CIO

Nick Brown, General Counsel to the Governor

Nancy Krier, Public Record Ombudsman, ATG

Joe Shorin, E-Discovery and E-Disclosure, ATG

Ro Marcus, Legal Counsel, OFM

Chuck Pfeil, Deputy State Auditor, SAO

Kim Wyman, Secretary of State

Steve Excell, State Archivist, SOS

Lucy Isaki, State Risk Manager, DES

Joe Stohr, Deputy Director, DFW

Jessica Tudorovich, Deputy Director, DOH

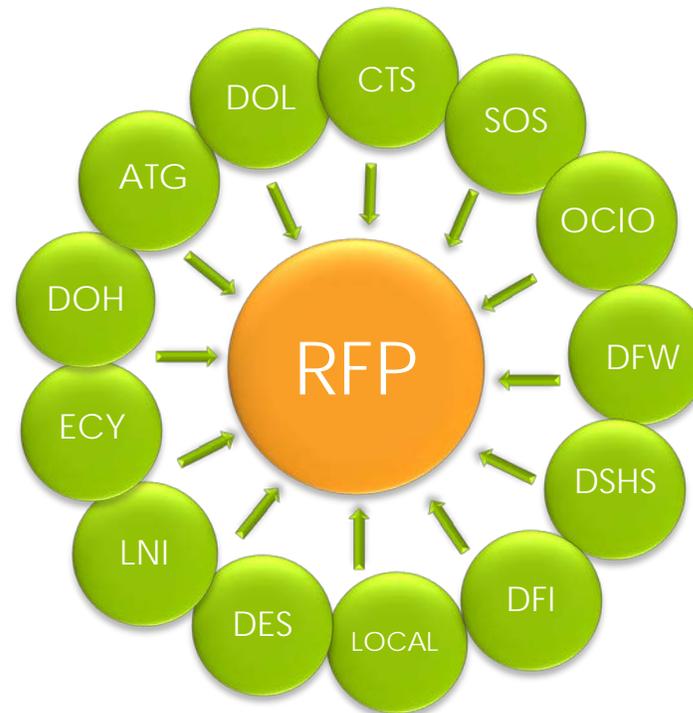
Lynne McGuire, Deputy Director, DES

Christy Ridout, Deputy Director, CTS

# Current Status – ECM Procurement

- Cross Agency, Multi-Disciplinary Procurement
- Multiple Award, Master Agreements

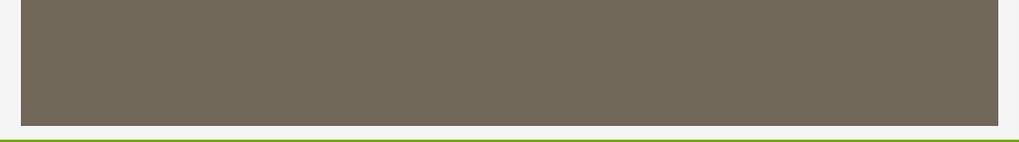
- Five Finalist Vendors



# ECM Selection

- IT Security Design Reviews Underway
- Negotiate Contracts
- Vendor Fairs / Acquire ECM Systems





Questions?

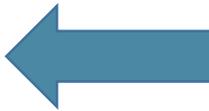


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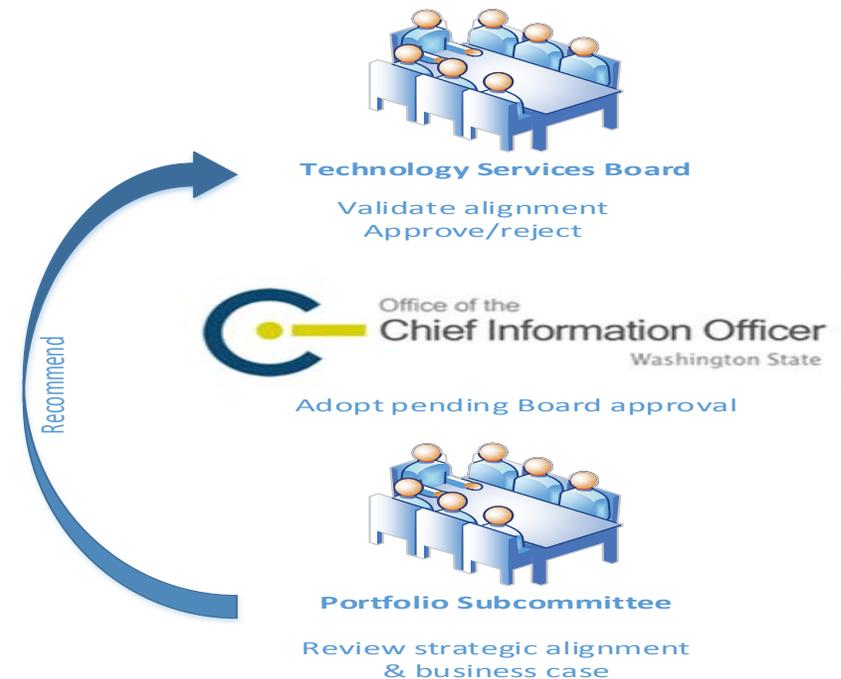
- Request **TSB Approval**
  - [Policy 101](#) – Technical Policy and Standards
  - [Policy 103](#) – Waiver Requests
  - [Policy 113](#) – Technology Business Management (TBM)
  - [Standard 113.10](#) – TBM IT Expenditure Data Provision
  - [Standard 113.20](#) – TBM IT Labor Data Provision
  - [Standard 113.30](#) – TBM Taxonomy Standard (for towers and cost pools)
  - [Policy 184](#) – Data Center Investments
- Request **TSB Approval to Rescind**
  - [Standard 171.11](#) – Internet Markup Language

- Describes roles and responsibilities in developing policy/standards and which agencies are required to follow them

## POLICY DEVELOPMENT



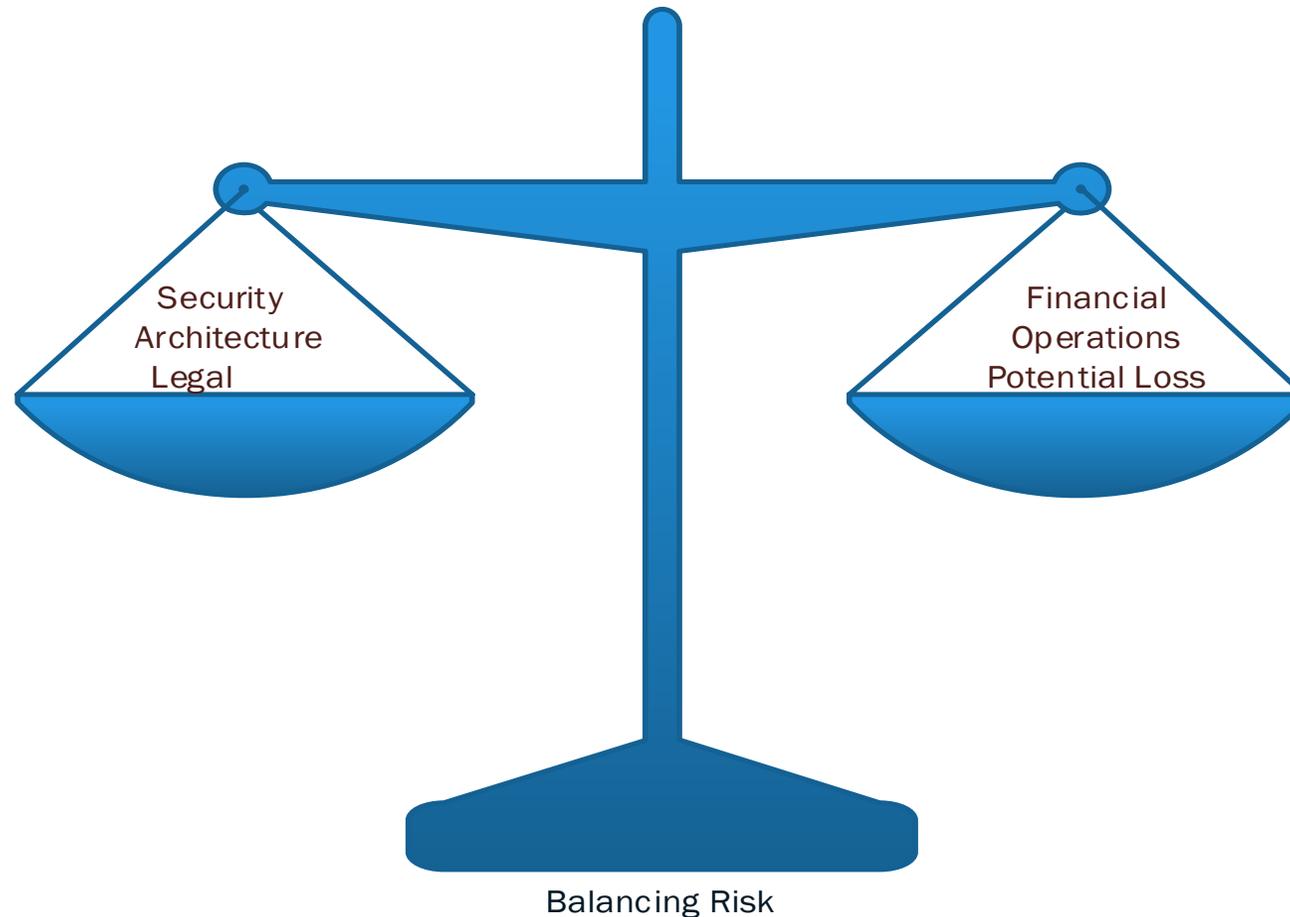
## GOVERNANCE





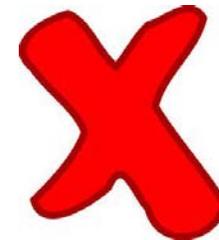
# Policy 103 – Waivers

- Provides for a method to request exception from policy or standards on a permanent or time limited basis



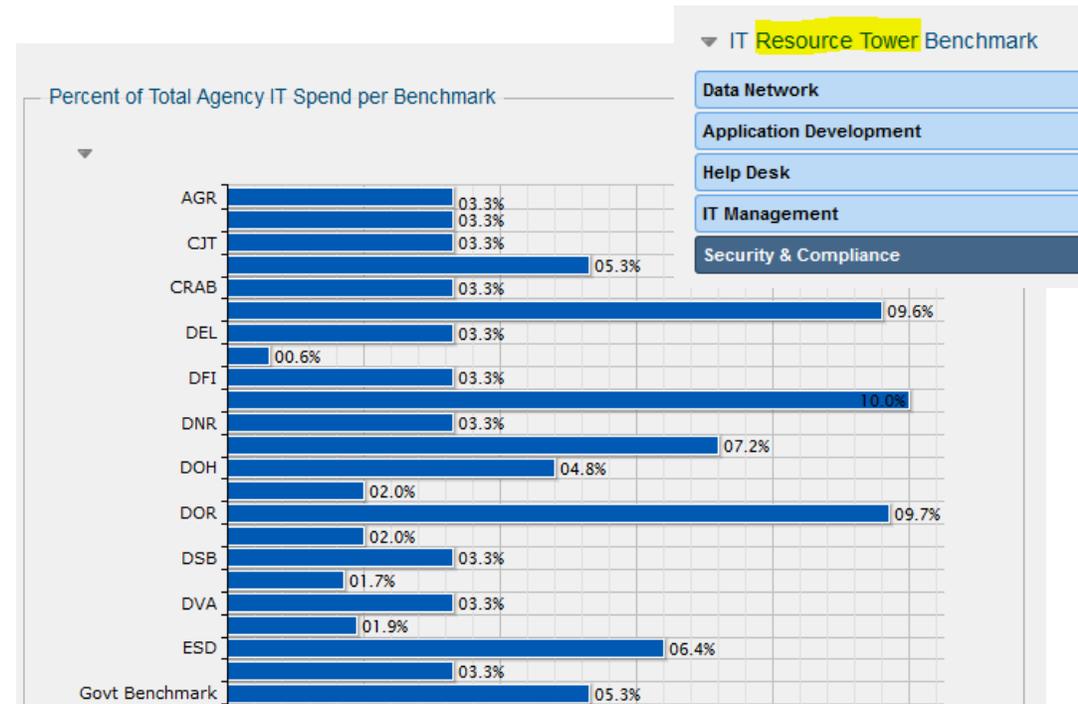
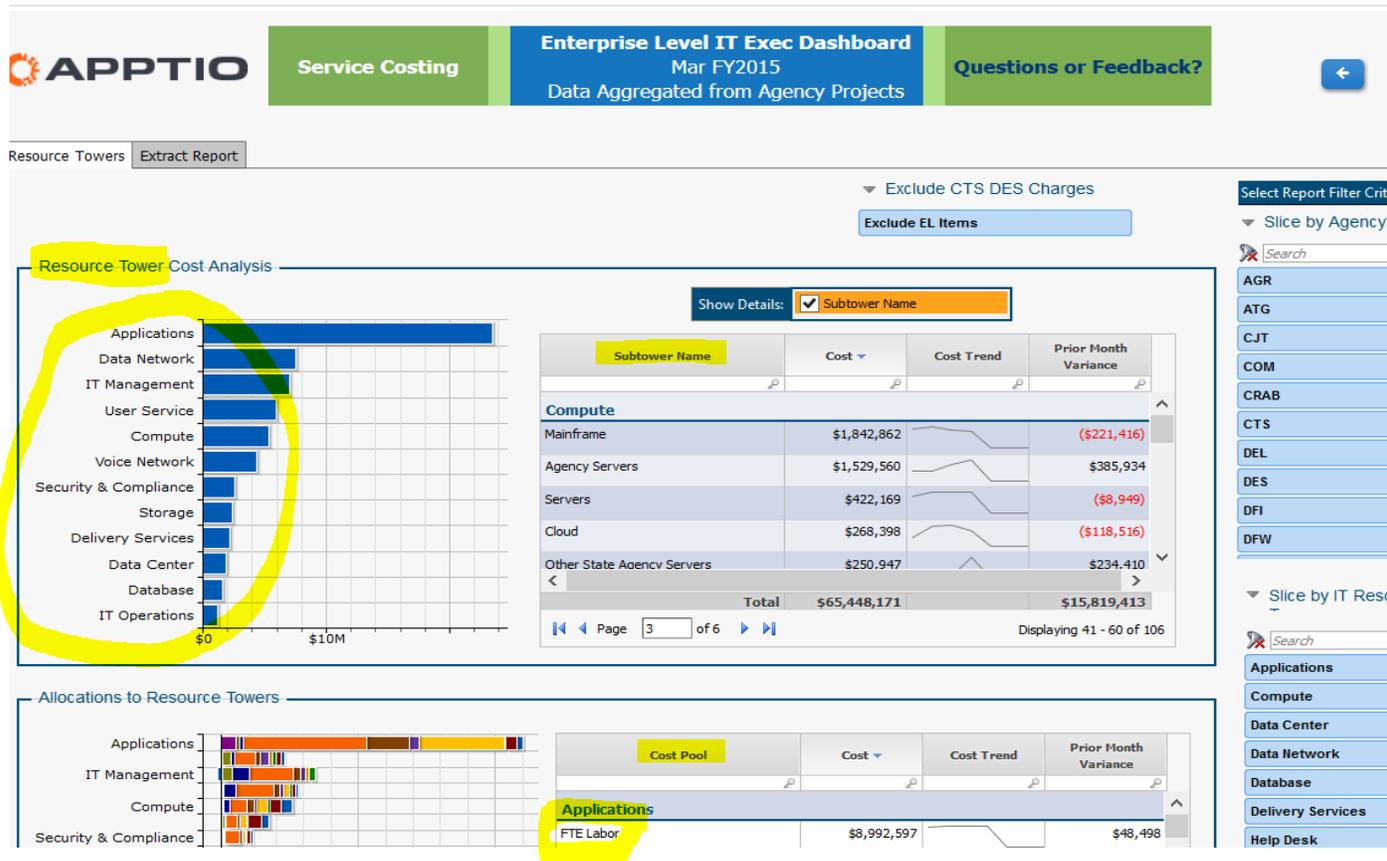
# Policy 184 – Data Center

- Prohibits additional investments in agency data centers other than the state data center



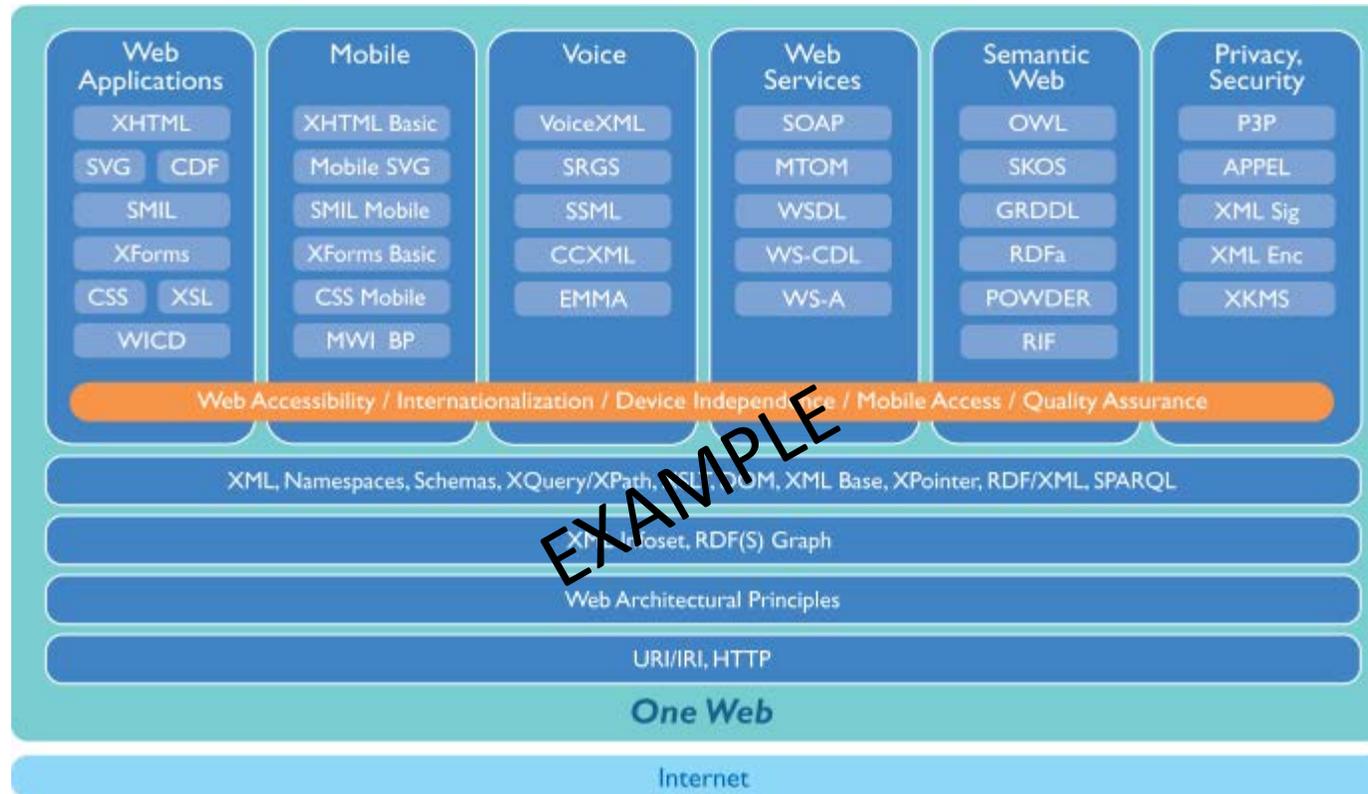
# TBM Policy & Standards

- Sets expectation for use of designated TBM tool to support the TBM program
- Document data structures, sources and frequency of data updates





- Standard is 10 or more years old and clearly out of date
- No linkages to bigger picture or overall web architecture (example below)





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# TSB

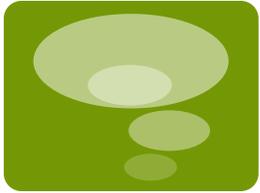
Alex Alben  
June 10, 2015

## Alex Alben



- Technology start-ups 1993-2012
- First CPO for RealNetworks
- Economic development work for City of Seattle and University of Washington 2012-14
- Stanford Law School
- Lecturer at Stanford, Berkeley and UW School of Law

# Scope of CPO Position



- Consultant to State Agencies and programs on privacy issues and best practices
- Consumer advocate and public education on privacy rights
- Develop public policy regarding data protection and framework for new products and services
- Examine new technologies that implicate collection of personally identifiable information:
  - Drones
  - Body Cameras



## Initiatives to date

- Privacy working group for state agencies
- Privacy advisory council– solicit ideas from industry, academia, government and non-profits
- Privacy Handbook and [privacy.wa.gov](http://privacy.wa.gov)
- Coordination with Open Data initiative
- Outreach to Public Disclosure groups
- Outreach to UW and Tech Policy Lab

# Positioning Washington for the Future IT Budget Request Prioritizations

June 10, 2015

# Business Problem



- Governor's budget office and Legislature need better insight to inform decisions on IT budget requests.

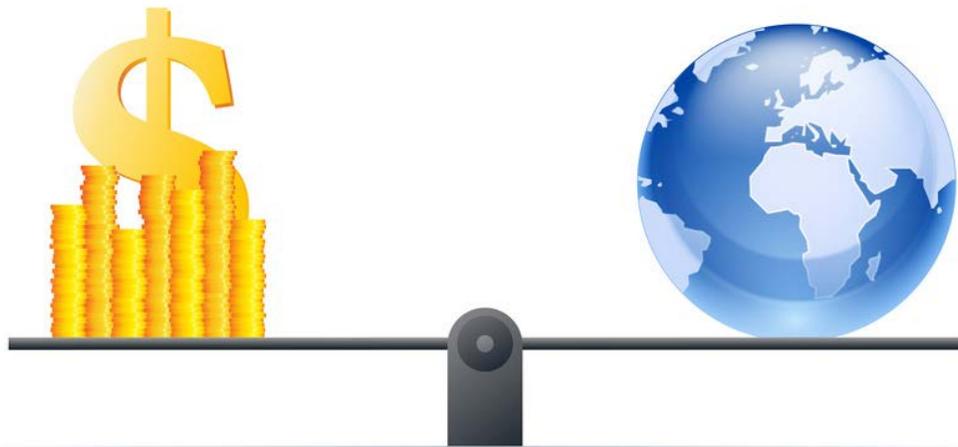


Image courtesy of FreeDigitalPhotos.net

# Decision Lens – the tool



- ❑ A tool for balancing multiple asks against limited dollars
- ❑ Sorting out between apples and pears



# Decision Criteria link to IT Strategies



- Business Alignment
- Security
- Modernization
- Mobility
- Open Data
- Transparency
- Agile Value
- Cultural Readiness
- Interoperability



- ❑ Instructions Available @ OCIO and OFM – JUNE 2015
- ❑ Concept Reviews with OCIO: JULY – AUGUST
- ❑ BOARD TO WEIGHT CRITERIA: JULY – AUGUST
- ❑ Budget Requests Submitted: SEPTEMBER
- ❑ Scoring Process – OCIO/OFM Partnership: OCTOBER - NOVEMBER



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