

Positioning Washington for the Future

TSB Portfolio & Policy Subcommittee

February 11, 2015



Office of the
Chief Information Officer
Washington State



Office of the
Chief Information Officer
Washington State

TSB Subcommittee

Agenda

- Welcome
- Modernization Opportunities 
- Projects:
 - Business & Tech Modernization
 - Central Issuance
 - Prorate Fuel Tax
- TSB Retrospective
- Legislative Agenda
- Public Comment

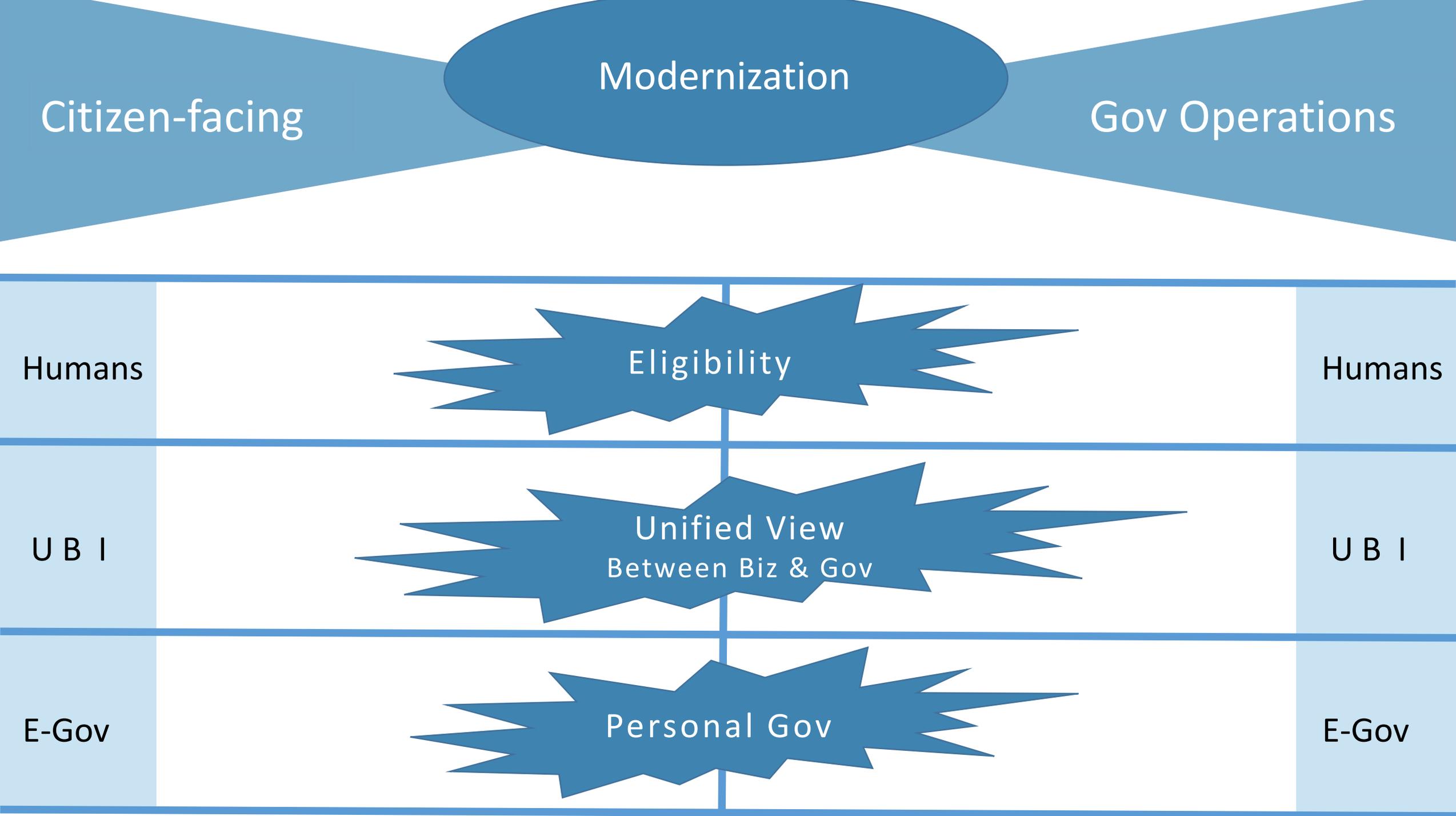


Strategy

- Feedback
- Early input
- Ongoing interaction
- Potential intervention

Operations

- Forcing function
- Engagement
- Ask the hard questions



Modernization

Citizen-facing

Gov Operations

Humans

Eligibility

Humans

U B I

Unified View
Between Biz & Gov

U B I

E-Gov

Personal Gov

E-Gov

I.T.'s Transparent: Project Dashboard

[Home](#) » I.T.'s Transparent: Project Dashboard

To facilitate enterprise-wide transparency of technology investments in Washington State, the OCIO has launched the first generation of a centralized publicly accessible web-based reporting tool through which agencies document technology project activities. We're calling the site, *I.T.'s Transparent: Project Dashboard*.

This OCIO effort is anchored in the 63rd Legislature's budget proviso 3ESSB 5034; Section 944.

[Back to Agencies](#)

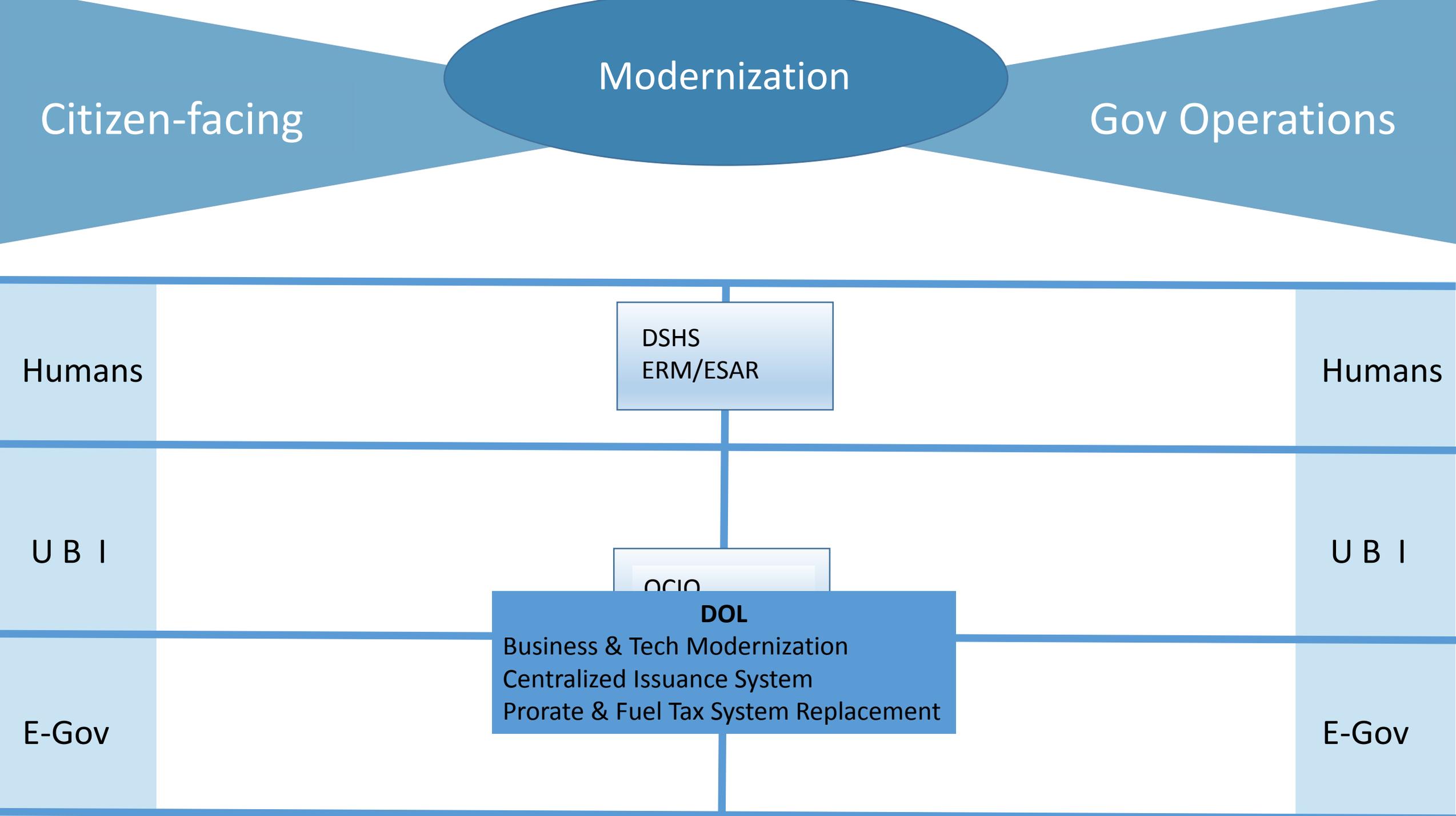
Search:

Agency	Project	Description	Status	Budget	Risk Severity Level	Scope	Schedule	Budget	OCIO Eval
Social and Health Services, Department of	Eligibility Rules Migration	Federally funded project (up to 90%) known as ERM. The project is in the discovery and analysis phase for scope, budget, schedule and resource requirements to migrate legacy coded rules (COBOL) to a modern rules engine.	Active		3	✓	⚠	✓	⚠
Licensing, Department of	Prorate & Fuel Tax System Replacement	Replaces the current Fuel Tax collection service. The contract for this will expire and needs to be upgraded	Active	\$10,158,000	3	✓	✓	✓	✓
Employment Security, Department of	Next Generation Tax System (NGTS)	Replace the legacy mainframe Unemployment Insurance tax system and 14 ancillary systems with a modern Service Oriented Architecture based system on Microsoft .Net platform.	Active	\$64,182,178	3	✓	✓	✓	⚠

Total Projects Reported on the IT Dashboard

19 Level 3 Projects
(7 Proposed Level 3 Projects)

31 Level 2 Projects
(7 Proposed Level 2 projects)

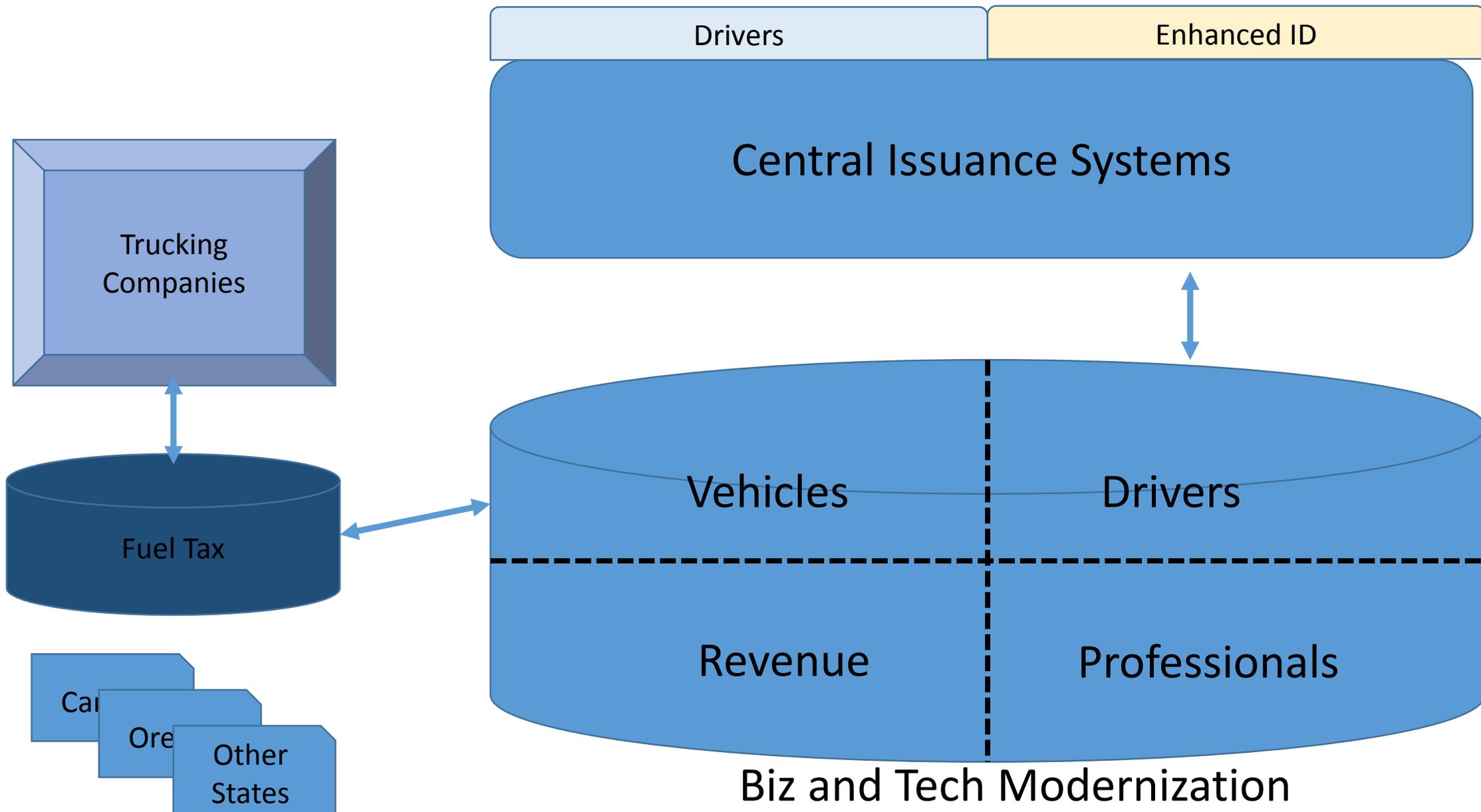




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Business & Technology
Modernization

Our Mission

With a strong commitment to great service, we advance public safety and consumer protection through licensing, regulation and education, and we collect revenue that supports our state's transportation system.

- Provide information to law enforcement
- License and regulate drivers
- Register vehicles and vessels
- Manage over 44 professional and business licensing programs
- Collect state revenue

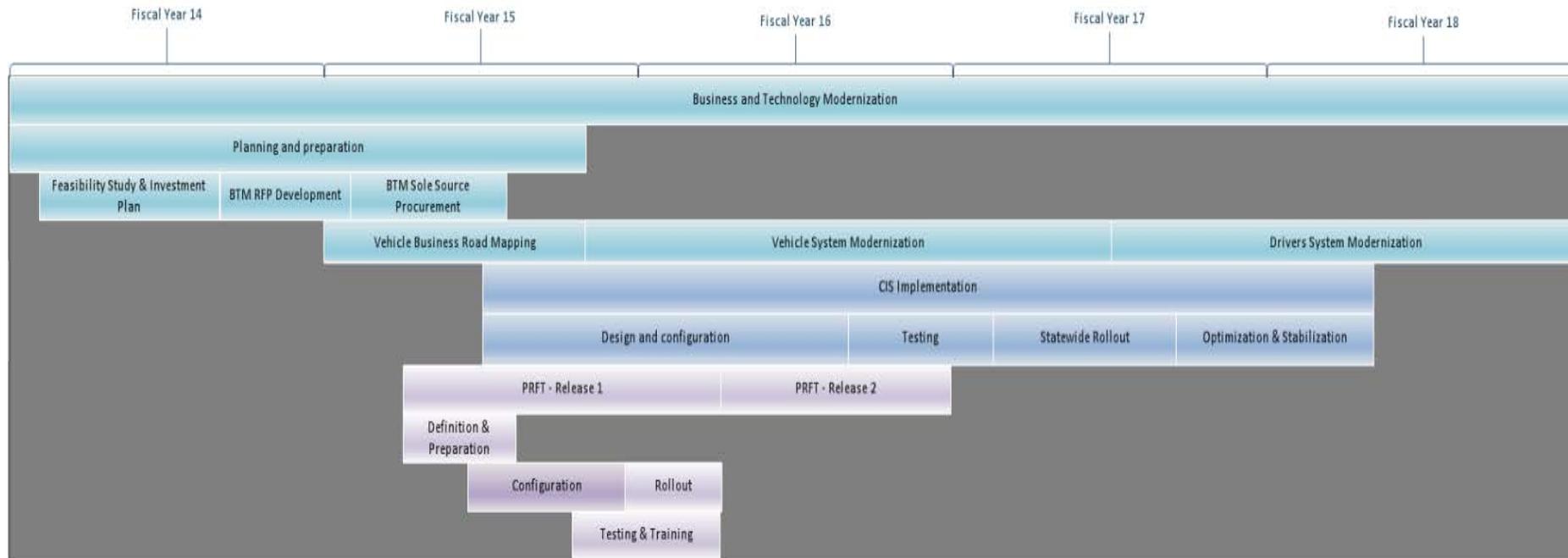
What problem are we trying to solve?

Legacy systems and applications that are obsolete, difficult to modify and in danger of failing

How we are solving this problem:

Implement agency-wide initiatives to modernize our business processes and technologies

- Business & Technology Modernization (BTM)
- Prorate & Fuel Tax (PRFT)
- Central Issuance System (CIS)



- Three major initiatives at one time
- Resource capacity – skill set
- State and Federal law/regulation changes
- Scope Creep
- Business Partners not buying into the modernization effort

- Governance
- Communication
- Organizational Change Management
- Successful COTS Vendor/ Proven Solution
- Stakeholder Engagement
- External Quality Assurance
- OCIO Oversight



DOL has developed a standardized governance process to manage significant agency projects and initiatives.

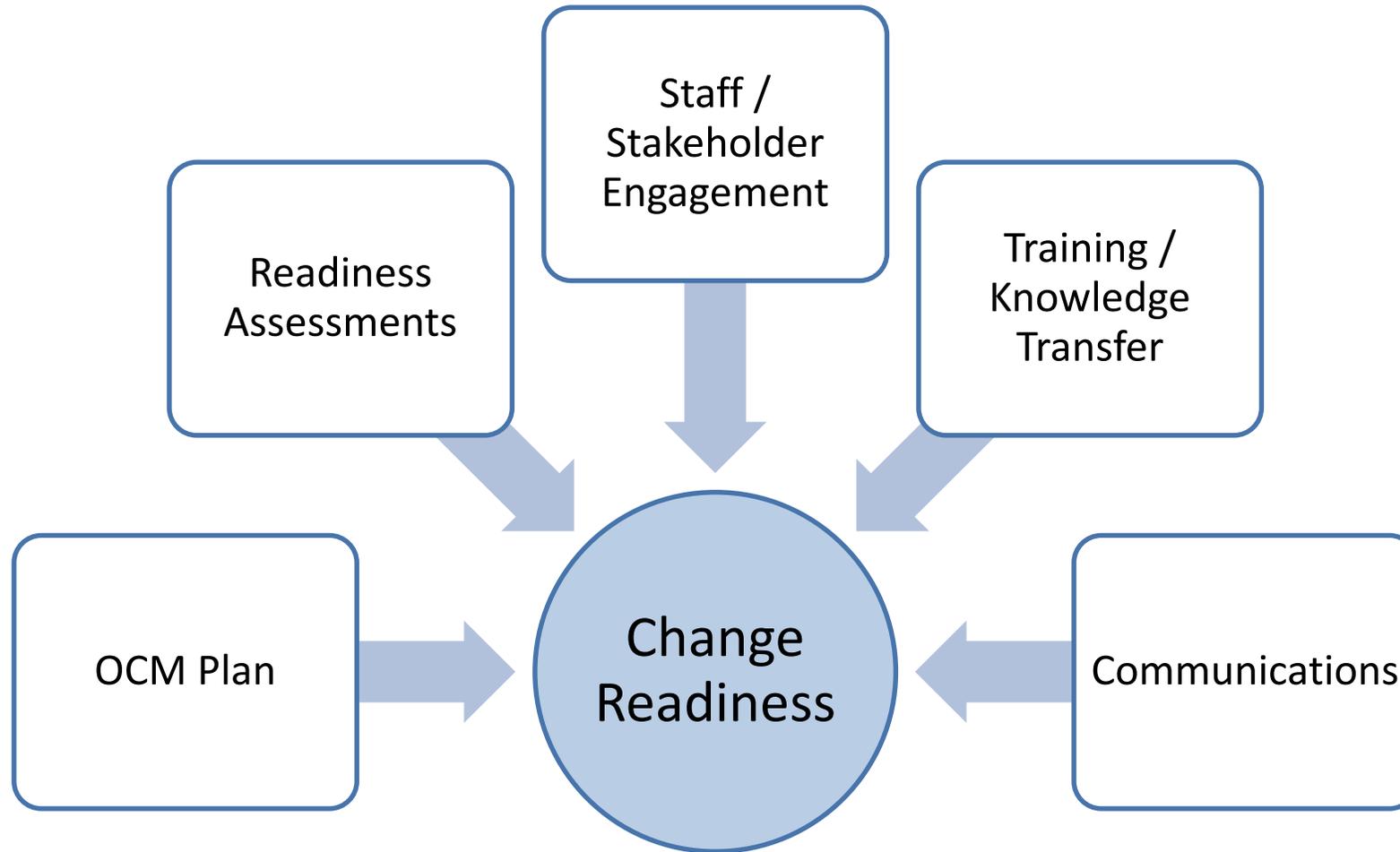


Communicate, Communicate, Communicate

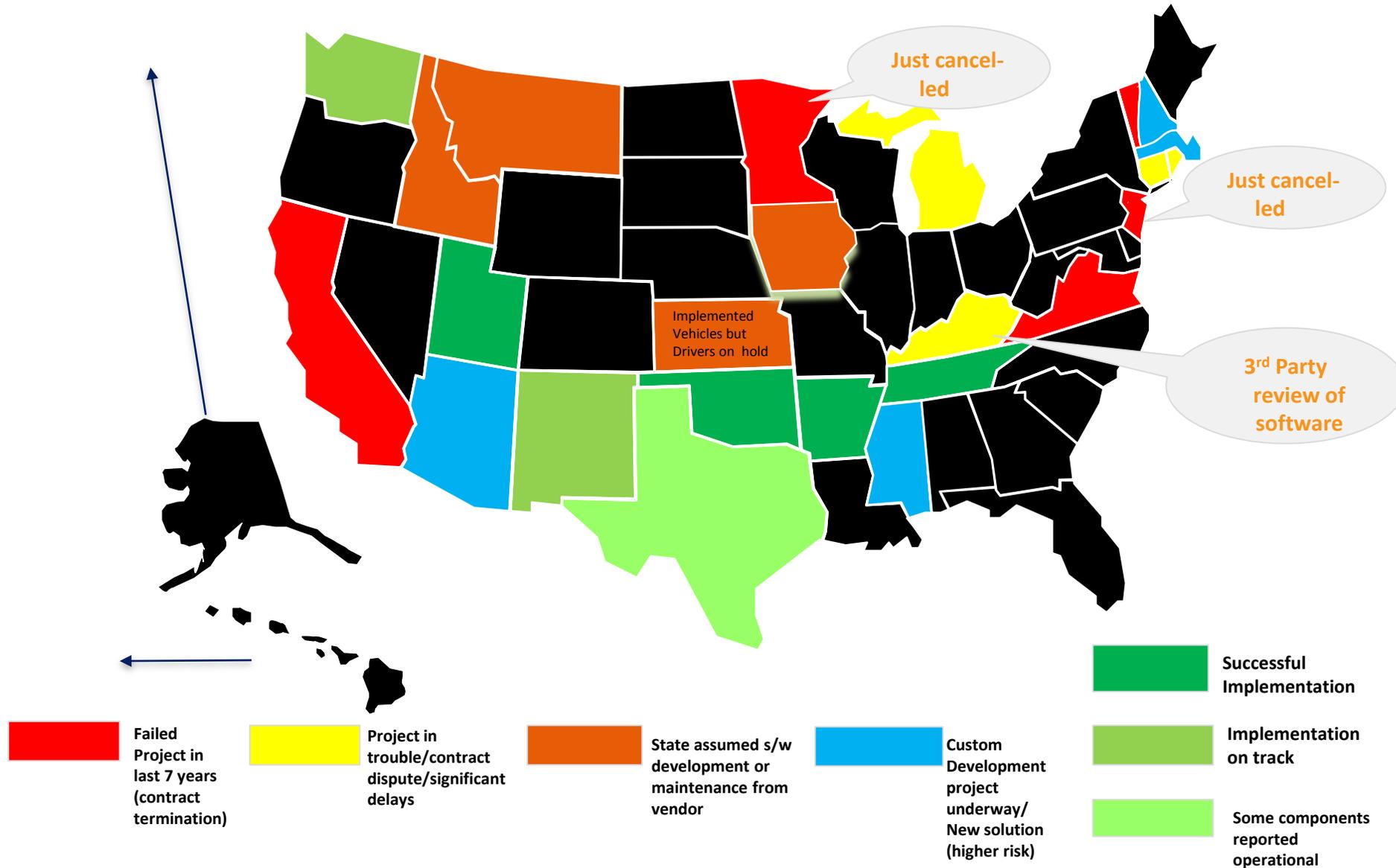
Kindra Benavidez, MA

KB & Associates, LLC

kindra@kbandassociates.com



Successful DMV COTS Vendor



Work in progress: not all modernization initiatives are listed – limited data available



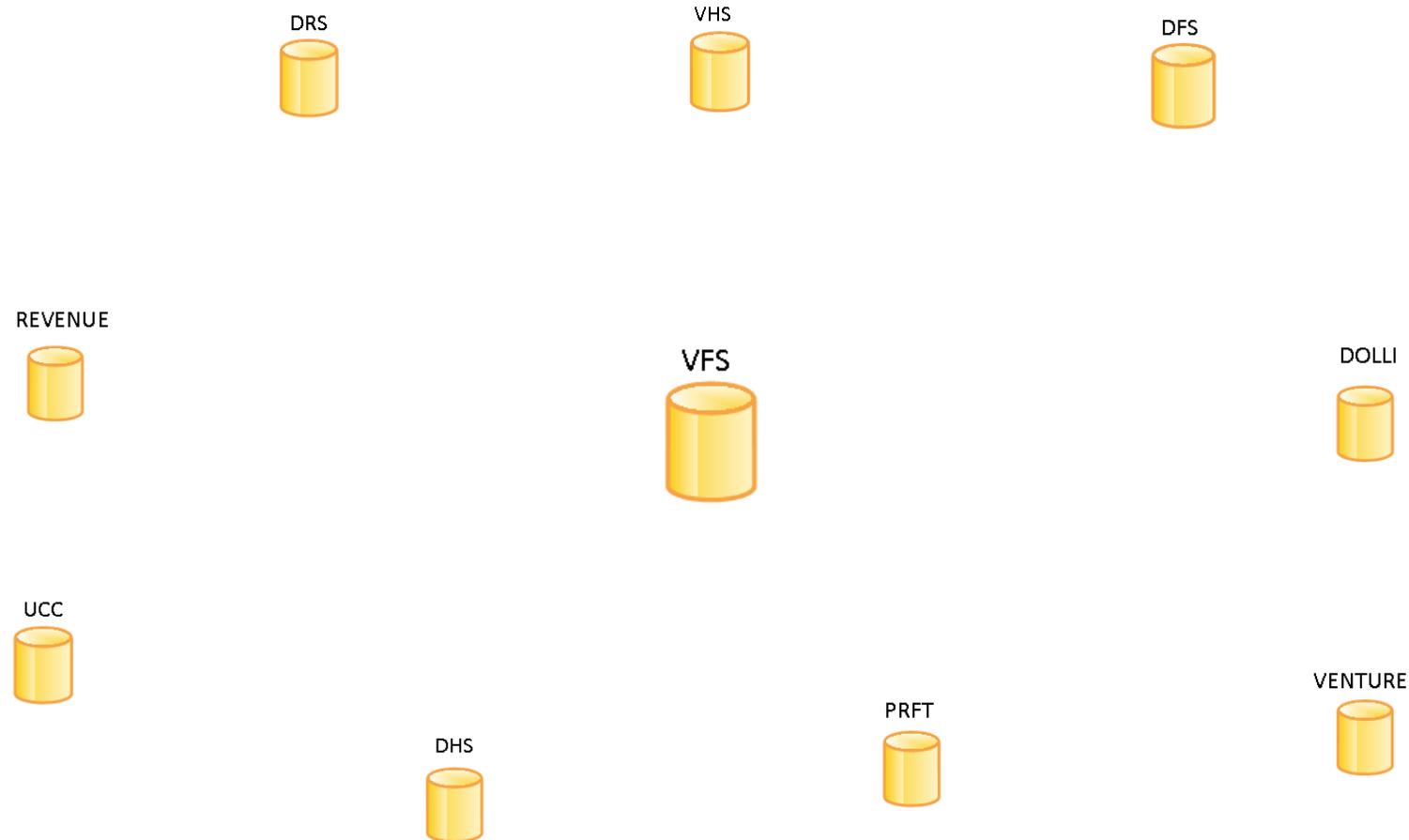
*Strategies for Improving
Business and System Processes
Through Expert Process Improvement,
Project Management, and Quality Assurance Services*

David Sharon
CEO and Principal Consultant
daves@caseassociates.com

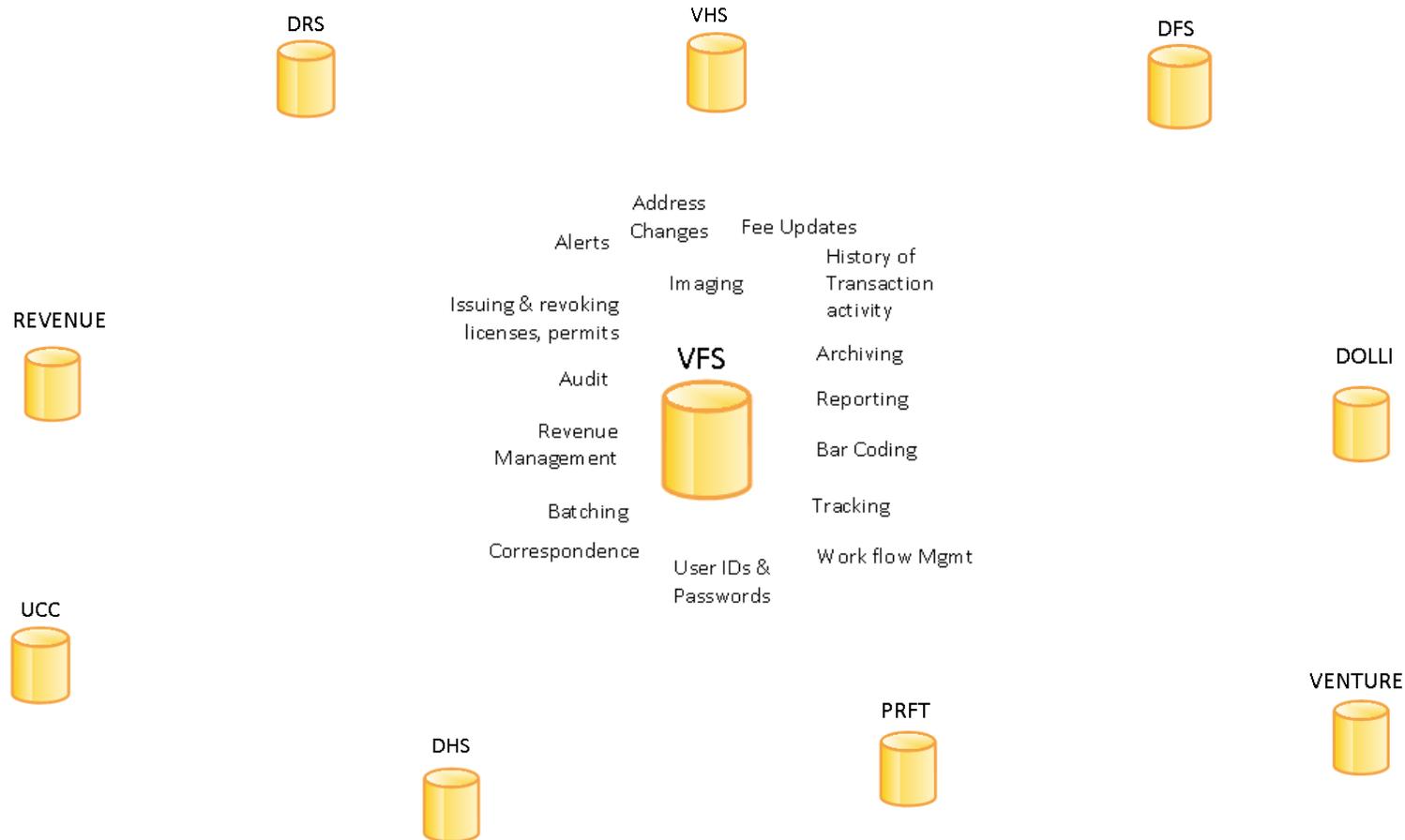


- County Auditors
- Sub-Agents
- Other Government Agencies

- Single System Replacement – Custom Build Solution
- Identify “all” business requirements with precise detail



- Single System Replacement – Custom Build Solution
- Identify “all” business requirements with precise detail



Historical Approach

- Single System Replacement – Custom Build Solution
- Identify “all” business requirements with precise detail



VEHICLE MODEL SELECTION VH-90

VIN **WDDHF5GB8AA019936** YEAR **2010** MAKE **MERCEDES-BENZ**

	MODEL	DESCRIPTION	ENG	CYL
1	E-CLASS	2DR E350 LUXURY	3.5	6
2	E-CLASS	4DR E350	3.5	6
3				
4				
5				
6				
7				
8				
9				
10				

SELECTION **2**

ENTER SELECTION NUMBER (ENTER ZERO IF MATCH NOT FOUND) AND PRESS ENTER

VEHICLE FEES VH-13

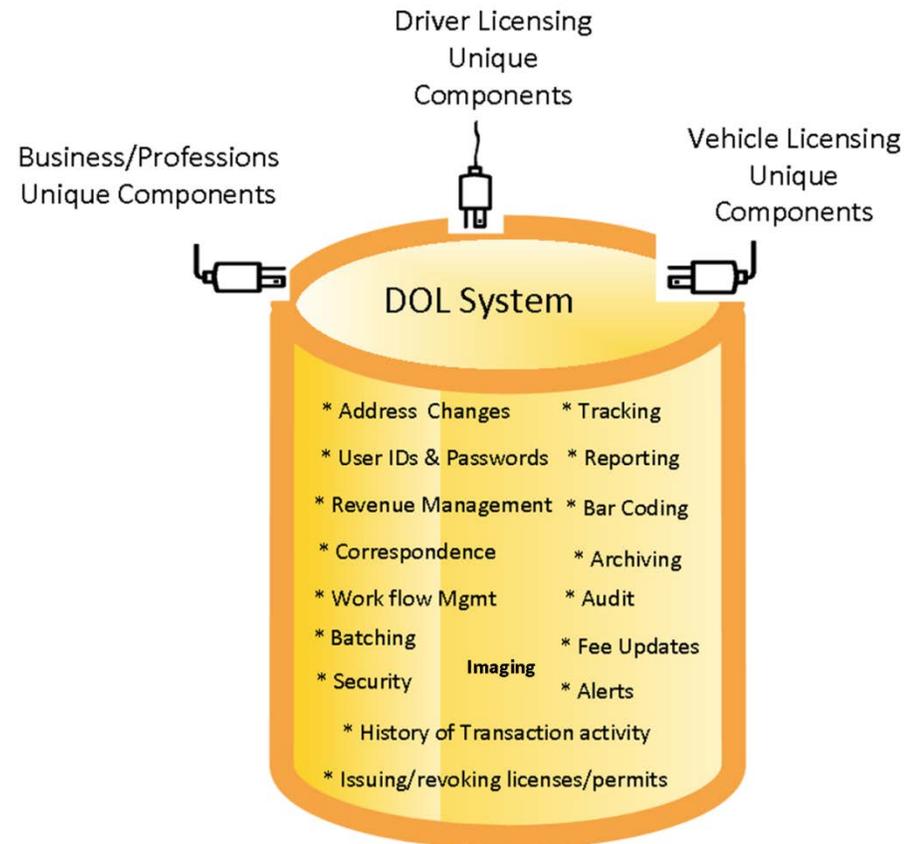
TRANSACTION NO. **27/8422**

FILING	\$ 7.00	ARBITRATION	\$.00	HAM OPERATOR	\$.00
TBD FEE	\$.00	SALES/USE TAX	\$ 2816.00	CHANGE CLASS	\$.00
RTA EXCISE TAX	\$.00	CLEAN AIR TAX	\$.00	DUP REGISTRATION	\$.00
LICENSE	\$ 30.00	COM SAFETY	\$.00	REPLACEMENT TAB	\$.00
APPLICATION	\$ 15.00	LIC SERVICE	\$.75	SHORTAGE	\$.00
INSPECTION	\$.00	REPLACEMENT PLTS	\$.00	PENALTY	\$.00
VIN ASSIGNMENT	\$.00	ISSUE ORIG PLT	\$ 20.00	REGULAR REFLECT	\$ 4.00
GROSS WEIGHT	\$.00	RV DISPOSAL	\$.00	PERS REFLECT	\$.00
MO GWT PERMIT	\$.00	LPG FEE	\$.00	PERS/CLG PLT ORG	\$ 40.00
SPCL STUDIES	\$.00	LPG HANDLING	\$.00	PERS/CLG PLT RNL	\$.00
GWT FORFEITED	\$.00	DEALER TEMP CR	\$.00	PERS/CLG PLT TFR	\$.00
GWT CREDIT	\$-	AQUATIC WEED	\$.00	PLATE TRANSFER	\$.00
PKT SURCHARGE	\$.00	LOCAL FEE	\$.00	ELIMINATION	\$.00
MOB HOME FEES	\$.00	TRAUMA FEE	\$ 6.50	OUT-OF-STATE	\$.00
MOB PARK FEE	\$.00	DONOR AWARENESS	\$.00	CONGESTION REDUCT	\$.00
VEH WEIGHT FEE	\$ 10.00	PARK DONATION	\$ 5.00	ELECTRIC VEHICLE	\$.00
QUICK TITLE FEES	\$.00	DISCOVER PASS	\$.00	SERVICE FEE	\$ 12.00
				TOTAL FEES	\$ 2966.25

SELECT APPROPRIATE FUNCTION KEY

King 5 Report

- “Enterprise” (all-inclusive) System Replacement – Commercial-off-the-Shelf (COTS) Solution
- Generalized business requirements with high level detail



Account
🔍 🔒 📄 ⚙️ ⭐ 🔄 ? ✕

I Want To
Driver Control
Accept a Payment

dalderson Log Off ✕

Search ✕

SALLY M JOHNSON: *3933 ✕

Ownership: 503FST - 2012 MAZD MAZDA3 ✕

Drv License: 92-115-0037 - SALLY M JOHNSON ✕

Slice Copy ✕
New Manager

Notifications
Send Message
Get Next Task

DRV LICENSE: 92-115-0037 - SALLY M JOHNSON

ACCOUNT: DRIVER'S LICENSE
Update P&I Standing History Collapse

Balance : 0.00

DLN : 92-115-0037

SSN # : ***-**-3933

DOB : 01-Jun-1994

Type : Class C

Issued : 04-Jan-2014

Expires : 01-Jun-2017

Restrictions : B, U

Endorsements : P

Name : SALLY M JOHNSON

Residence : 7046 S ELM CT CENTENNIAL CO 80122-2459

CDL : Valid

NCL : Valid

Permit : N/A



20 Year Old Female

RECENT NOTES: USER NOTES
Add View All

Note
Customer called to inquire about medical certificate requirements
01-Feb-2015 Rww CSOR

LICENSING
RECORDS
CONTROL
FINANCIAL
CRM
TASK
COLLECTION
DEMOGRAPHICS
AAMVA
OTHER

LICENSES
EXAMS
PERMITS
IMAGES⁵
LINKED ACCOUNTS²

LICENSES
Hide History Filter

Issued	Expire	Credential	Type	Issue Type	Restrictions	Endorsements
04-Jan-2014	01-Jun-2017	Commercial	Class C	Original	B, U	P
01-Mar-2013	01-Jun-2017		Class C	Original	B, U	P
01-Jun-2012	01-Jun-2016	Non Commercial	Class D	Original		
01-Jun-2010	01-Jun-2012		Intermediate	Original	N, T	

4 Rows

Customer

[Create Handicap Account](#)
[Accept a Payment](#)

dalderson
Log Off

Search
×

SALLY M JOHNSON: *3933
×

Slice Copy
×

New Manager

Notifications

Send Message

Get Next Task

SALLY M JOHNSON: *3933

CUSTOMER: INDIVIDUAL

[Add Bank](#)
[Add VIP](#)
[Update P&I](#)
[Structure](#)
[Collapse](#)

Balance	: 0.00	Customer	: ***-**-3933
SSN #	: ***-**-3933	SALLY M JOHNSON	
Date of Birth	: 01-Jun-1994	7046 S ELM CT CENTENNIAL CO 80122-2459	

RECENT NOTES: USER NOTES

[Add](#)
[View All](#)

	OPEN TASKS - 1	View All
	01-Feb-2015	Rww CSOR

REGISTRATION
CRM
TASK
FINANCIAL
WEB
AAMVA
OTHER

LINKED ACCOUNTS²
CUSTOMER
IDS³
NAMES¹
ADDRESSES¹
CONTACTS⁰
LINKS²

ACCOUNTS

[Show History](#)
[Filter](#)

Id	Type	Description	Expires	Balance	Name	Address
533FST	Ownership	2014 HOND CIV	30-Jun-2015	0.00	JOHNSON, SALLY M	
92-115-0037	Drv License	Class C	01-Jun-2017	0.00	SALLY M JOHNSON	
503FST	Ownership	2012 MAZD MAZDA3	30-Jun-2015	0.00	JOHNSON, SALLY M	6450 S LOCUST WAY CENTE

3 Rows

8/17/2016

32

Customer [User Profile] [Log Off] [OK] [Cancel]

dalderson [Log Off]

- Search
- Vehicle Registration
- VIN List
- New Manager
- Notifications
- Send Message
- Get Next Task

VEHICLE REGISTRATION

REGISTRATION DOCUMENT

VIN	Vehicle Type	Year	Make	Model	
1G1BL53E0MW147466	Passenger Car	2012	TOYT	TUNDRA 4X4	Modify
Body Style	Unladen Weight	Cylinders	Fuel Type	Gross Weight Rating	
4D	5,100	8	Gasoline		
Color 1	Color 2				
BLACK		<input type="checkbox"/>	Replica	<input type="checkbox"/>	Assembled

Leased Vehicle
 Do Not Title

- Documents** MSO
- Purchase / Liens** Purchase Date: 07-Jan-2015
- Ownership** GAGNE, DAVID
- Plate** Passenger Vehicle Expires: 29-Feb-2016

Total 1,258.56 [Fee Breakdown](#)

Account
I Want To Accept a Payment

dalderson Log Off

Search

SALLY M JOHNSON:
*3933

Ownership: 503FST - 2012 MAZD MAZDA3

Slice Copy

New Manager

Notifications

Send Message

Get Next Task

OWNERSHIP: 503FST - 2012 MAZD MAZDA3

ACCOUNT TYPE: OWNERSHIP

Balance : 0.00	Registration : Valid
Owner(s) : JOHNSON, SALLY M	Title : Title in Process
Owner : 6450 S LOCUST WAY CENTENNIAL CO 80111-4322	License Plate : 503FST (Passenger Vehicle)
Vehicle Type : Passenger Car	Use Type : Passenger Vehicle
VIN : 1G2AY37RIC6103758	Title : 761000178090
Details : 2012 MAZD MAZDA3 4D	Lien : 01-Jun-2012
Color : AMETHYST	Brand :

RECENT NOTES: USER NOTES Add View All

OPEN TASKS - 1 View All

17-Feb-2015 Revised Ttl

REGISTRATION FINANCIAL CRM TASK COLLECTION DEMOGRAPHICS AAMVA OTHER

REGISTRATION TITLE/REGISTRATION LIENS MISCELLANEOUS LINKED ACCOUNTS¹ LINKS I WANT TO IMAGES INVOICES¹

ACCOUNT REGISTRATION HISTORY Hide History Filter

Type	From	To	Expiration	Registration	Channel	Plate Type	Plate Id	Issued By
Renewal	04-Jun-2014	30-Jun-2015	30-Jun-2015	RG1373437952	Online	Passenger Vehicle	503FST	SRO6010
Renewal	30-Jun-2013	04-Jun-2014	30-Jun-2014	RG299696128	Online	Passenger Vehicle	503FST	SRO6010
New	01-Jun-2012	30-Jun-2013	30-Jun-2013	RG1641873408	Online	Passenger Vehicle	503FST	SRO6010

3 Rows

Period
fast 28-Jan-2015

dalderson Log Off

Search

- SALLY M JOHNSON: *3933
- Ownership: 503FST - 2012 MAZD MAZDA3
- Drv License: 92-115-0037 - SALLY M JOHNSON
- Period: 01-Jun-2012

Slice Copy

New Manager

Notifications

Send Message

Get Next Task

PERIOD: 01-JUN-2012

PERIOD: 01-JUN-2012

Balance : 0.00

Account Type : Ownership

Account : 503FST JOHNSON, SALLY M

Commence : 01-Jun-2012

Cease :

Filing Frequency :

Period Begin : 01-Jun-2012

Period End : 01-Jun-2012

Last Activity : 28-Jan-2015

Processed 01-Jun-2012 [Registration/Renewal](#)

FINANCIAL SUMMARY [Update P&I](#) [View P&I Detail](#)

	AMOUNT	OFFSET	BALANCE
Fee	1,930.08	(1,930.08)	0.00
Penalty	0.00	0.00	0.00
Interest	0.00	0.00	0.00
Credit	(1,930.08)	1,930.08	0.00
4 Rows	0.00	0.00	0.00

RECENT NOTES: USER NOTES [Add](#) [View All](#)

FINANCIAL CRM TASK COLLECTION **REVENUE**
PERIOD POSITION **BY TRANSACTION** PENDING HISTORY CUBE PROJECTED¹²

POSTED REVENUE TRANSACTION SUMMARY [Show History](#) [Filter](#)

Impact	Transaction	Account	Type	Sub Type	Debit	Credit	Pending
Credit	0-975-564-800	Boulder Open Spac	Boulder Open Spac		0.00	87.25	<input type="checkbox"/>
Credit	0-975-564-800	Boulder Road and 1	Boulder Road and 1		0.00	14.54	<input type="checkbox"/>
Credit	0-975-564-800	Denver City Sales T	Denver City Sales T		0.00	517.70	<input type="checkbox"/>
Credit	0-975-564-800	Intermediary Accou	Posted Payment		1,215.71	0.00	<input type="checkbox"/>
Credit	0-975-564-800	Jail improve and op	Jail improve and op		0.00	7.27	<input type="checkbox"/>
Credit	0-975-564-800	Non-profit human sr	Non-profit human sr		0.00	7.27	<input type="checkbox"/>
Credit	0-975-564-800	RTD Sales Tax	RTD Sales Tax		0.00	159.96	<input type="checkbox"/>
Credit	0-975-564-800	State Sales Tax	State Sales Tax		0.00	421.72	<input type="checkbox"/>
Credit	2-049-306-624	Intermediary Accou	Posted Payment		714.37	0.00	<input type="checkbox"/>
Credit	2-049-306-624	Month Tab Fee	Month Tab Fee		0.00	0.11	<input type="checkbox"/>
Credit	2-049-306-624	Ownership Tax	Ownership Tax		0.00	704.56	<input type="checkbox"/>
Credit	2-049-306-624	Postage	Postage		0.00	1.00	<input type="checkbox"/>
Credit	2-049-306-624	Road Fee	Road Fee		0.00	1.50	<input type="checkbox"/>
Credit	2-049-306-624	Title Fee	Title Fee		0.00	7.20	<input type="checkbox"/>
14 Rows					1,930.08	1,930.08	

- BTM: contract signed 1/15/2015
- PRFT: contract signed 9/17/2014
- CIS: contract signed 1/13/2015

- BTM: \$27,400,000
- PRFT: \$7,500,000
- CIS: \$5,500,000

Questions?



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