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Governor



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Director &
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STATE OF WASHINGTON

WASHINGTON TECHNOLOGY SOLUTIONS

Washington's Consolidated Technology Services Agency
1500 Jefferson Street SE • Olympia, Washington 98504-1501

December 30, 2021

TO: Agency Chief Information Officers
FROM: William S. Kehoe, Director and State Chief Information Officer
SUBJECT: Quarterly Best Practices Summary

A handwritten signature in blue ink that reads "William S. Kehoe".

We are pleased to share this report, per Section 151(1) of the 2021-23 Operating Budget:

(ii) Consider statewide best practices from the public and private sectors, independent review and analysis, vendor management, budget and timing quality assurance and other support of current or past IT projects in at least Washington state and share these with agency IT stakeholders and legislative fiscal staff at least quarterly...

The 2021-23 Operating Budget provided funding to the Office of the Chief Information Officer (OCIO) for master-level information technology project managers (project management partners) to provide critical support, consultation and advice to agency IT projects under OCIO oversight.

The attached report summarizes key activities and accomplishments of the project management partners. It also shares selected best practices for IT project management with state agencies, including:

- Project governance.
- Vendor management.
- Quality assurance.
- Integrated project plans.

This report also provides new lessons learned (Sept. 1 to Nov. 30, 2021). They were added to the online [IT Project Lessons Learned Repository](#), which is a tool for project managers to learn from experiences of others to reduce project risk and reinforce positive outcomes. The repository, updated quarterly, is searchable by project type, project phase and lesson learned category.

Please remember that WaTech's master-level project managers are available to support you. They are temporary resources who bring professional expertise and industry best practices to support state agency project managers.

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If you have any questions regarding this Quarterly Best Practices Summary, please contact Nicole Simpkinson, Assistant Director, Office of the Chief Information Officer at (360) 407-8735 or via email at Nicole.Simpkinson@watech.wa.gov.

Attachment

cc: Sarian Scott, Fiscal Analyst, Senate Ways & Means Committee
Dawn Eychaner, Fiscal Analyst, House Appropriations Committee
Nicole Simpkinson, Washington Technology Solutions