

Technology Services Board Quarterly Meeting

September 12, 2017

9:00 a.m. - 11:30 a.m.



WA • Office of the

Chief Information Officer

AGENDA

| TOPIC | LEAD | PURPOSE | TIME |
|---|--|--------------------------|-------|
| Welcome and opening remarks | Michael Cockrill | Information | 9:00 |
| Policy & Standards Approval <ul style="list-style-type: none"> • Policy 188 – Accessibility • Policy 187 – Open Data Planning • Policy 113 & Standards – Technology Business Management | Ryan Leisinger Will Saunders Cammy Webster | Approval | 9:10 |
| ctcLink Update | Kathy Pickens-Rucker | Information | 9:40 |
| Technology Business Management <ul style="list-style-type: none"> • IT Spend Analysis • Benchmarking | Cammy Webster Derek Puckett | Information / Discussion | 9:50 |
| FirstNet | Michael Cockrill Shelley Westall | Information / Discussion | 10:50 |
| Board Vacancies | Michael Cockrill | Discussion | 11:10 |
| Public Comment | | | 11:20 |

Current TSB Members

Industry Members

Kris Kutchera – Alaska Airlines*

Paul Moulton - Costco

Legislative Members

Rep. Harmsworth – House R

Rep. Zack Hudgins - House D

Sen. Patty Kuderer – Senate D

Sen. Mark Miloscia - Senate R

Executive Branch (Agency Directors)

Michael Cockrill – CIO & Chair

David Danner - UTC

Tracy Guerin – DRS

Vikki Smith – DOR

Other Government

Jeff Paulsen – Labor Rep

Blue – members present

Black – members absent

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Policies & Standards

Approval Needed

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Where Are We?



Policy #188 Accessibility

| | | |
|---|-------|--|
| Exposing non-compliance and possibly opening the Agency up for civil legal action | Verse | Being transparent in order to avert action from the Dept. of Justice or Office of Civil Rights |
|---|-------|--|

TIMELINE

- March 14 Proposed change prompted discussion at TSB
- March 20 Memo to Agency CIOs moving date to June 30
- April 27 Meeting to discuss risk associated with Accessibility Plan
- May 11 Present change to TSB Subcommittee
- May 22 Policy Advisory Group meets to discuss next improvements
- Sept 12 Recommend approval by TSB

CHANGE SUMMARY

Remove requirement to post Accessibility Plan for public
Adjust requirements due date



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Accessibility



Purpose of action

- Supports access to WA State services and content to people with disabilities
- Sets minimum accessibility standard for digital services



Business case

- Mitigate risk of ADA related legal action
- Accessible internal systems support a more diverse workforce
- Early consideration saves money and time



Key objectives

- Document minimum accessibility standard
- Provide a level of agency accountability
- Establish a path for Agencies to create plans to update accessibility process and prioritize existing issues



Strategic alignment

- Effective and efficient government. Implementing technologies that are accessible allows for access more broadly and equitably



Implementation

- May requires changes to procurement, development and testing practices
- Requires that Agencies identify an Accessibility Coordinator



Success criteria

- Quicker response to complaints due to existing process
- Prioritizing and resolving existing issue
- Demand for services

Accessibility - Results



Progress / Data

- Agencies sharing resources
ECY, DES, WaTech, DOH
- Compliance as question on yearly OCIO Attestation and Certification
- Voluntary posting of Accessibility Coordinator contact
- Agencies responding to impact survey



Results / Impact

- 10 year old complaint with State HR prioritized and resolved
- Dept. of Enterprise Services & ATG able to work with vendor to resolve complaint
- 200 Accessibility Coordinators and support staff attended training



Cost / Risk / Effort

- Agencies express tensions around resources
- Large agency vs small agencies impact



Next Steps

- Working with vendors on State IT master contracts
- Staff training

Open Data Planning - Sunset review



Purpose of action

- Continue Open Data planning
- Promote transparency
- Facilitate data sharing between agencies



Business case

- Don't wait for the records request
- Helps little agencies do big things
- A transparent marketplace is good for business



Key objectives

- Make agencies have a plan
- Keep it flexible and informative
- Improve within existing resources



Strategic alignment

- Results Washington Goal 5
- State IT strategy – accountable IT
- State transparency complements citizen privacy



Implementation

- In place and supported
- Light touch for light budgeting
- Adoption slow but growing



Success criteria

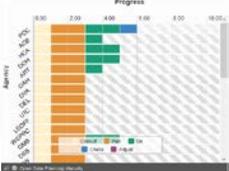
- Increase the number of agencies reporting sustainable progress (Results WA [Goal 5 3.1](#))
- Increase the variety of data available on state portals (Results WA [Goal 5 3.1.a](#))

Open Data Planning - Results



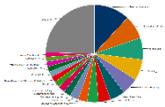
Progress / Data

- 28 Participating agencies
 - HCA, DOT, DOL, PDC
- Common elements
 - Repeatable process
 - Data inventory
 - Agency champion



Results / Impact

- LNI contractor safety data
- DFW collaboration
- ATG consumer complaints
- Impact map stories



Cost / Risk / Effort

- DSHS concerns about staff
- HCA is implementing through information governance
- Statewide budget impact = \$0



Next Steps

- Letter to outliers
- Promote data use in libraries

Technology Business Management (TBM)



Purpose of action

- Request approval of sunset review update of an existing policy and standards
- Request recension of outdated standard
- Request approval of new standard



Business case

- [RCW 43.105.054 Section 2\(f\)](#) requirement for TBM Program
- From lessons learned - streamline program work efforts and processes



Key objectives

- Use data driven analytics to identify opportunities for efficiency and savings of IT spend
- Reduces complexity to program participants
- Link IT spend to business service value



Strategic alignment

- Supports efficient, effective and accountable government by using industry standard taxonomy and common terms
- Show what agencies get for IT spend



Implementation

- 44 agencies to use standardization to categorize IT spend for analysis and reporting
- Reduce time spent correcting foundational categorization elements
- One-on-One meetings with agencies



Success criteria

- Agency reporting is 100%
- Increased accuracy in coding IT spend
- More agencies can show value of IT to business service and monitor performance of investment

Project Updates

Information

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Current Status of ctcLink Remediation

- On-line Student Admissions
- Financial Aid Processing
- Student Financials Posting
- Employee Payroll, Benefits and Attendance
- W2 Form in Self-Service
- Budget Monitoring

Functions 100%



- Financial Aid Reconciliation
- Fiscal Year-End Close
- Collections Processing
- Faculty Contracts
- Grant Billing
- Federal and AFRS reporting

To be remediated
by November
2017



- Continuing Education Registration*
- Automation to Support Budget Development**

Require new
solutions

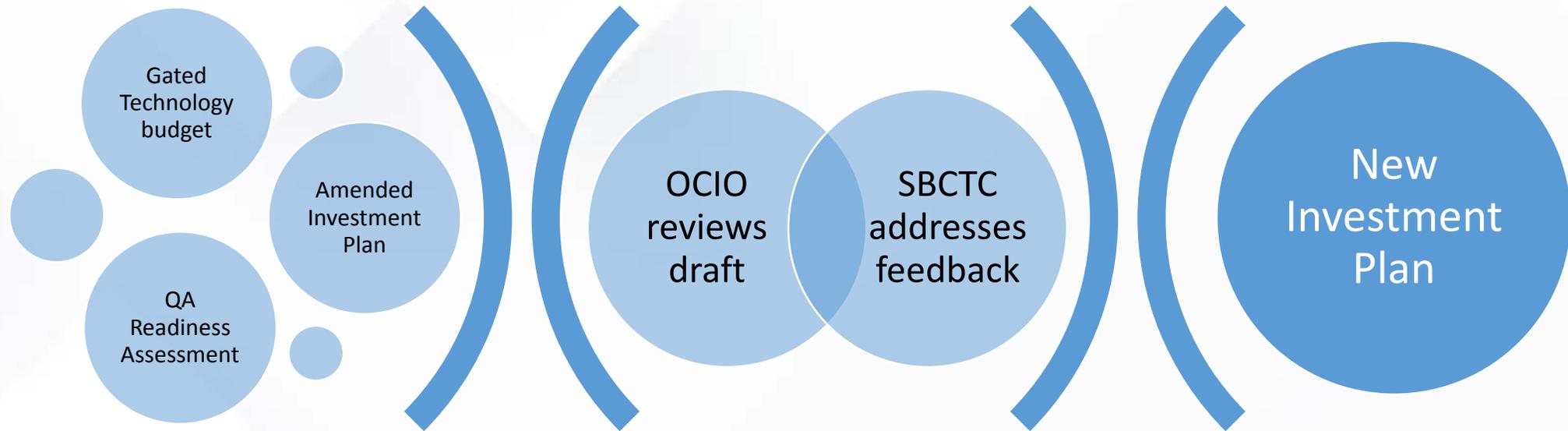


Pilot schools will formally approve remediation complete.

**Ciber custom development that must be replaced in order to fully meet business requirements*

***Purchased Hyperion licenses, but not in use*

Review and Approval Timeline for ctcLink Investment Plan



Target Completion:
November 15, 2017

Review Period

December 2017 TSB

Technology Business Management (TBM)

Information/Demo

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Technology Business Management

Budget

Align technology strategy & public policy

IT strategy

4-6 year projection

Lessons learned

Capital budget model

IT budget pool

Portfolio

Invest in the right things

Enterprise strategies

Modern / Transform

Enterprise resource planning (ERP)

Unified business identifier (UBI)

Humans

eGov

Technology Business Management (TBM)

Delivery

Execute & deliver outcomes

Quality Assurance

Risk / Severity

Triggers / major projects to TSB

Process

People/skill

Responsibility

Governance

Project / Program management (PMO)

Taskforce

Technology Business Management



FirstNet

Information

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Why, What, When of FirstNet?

9/11 Commission recommendation calling for interoperable communications for all U.S. first responders

Enacted by Congress in 2012 to develop, build, and operate the nationwide, broadband network for First Responders.

Works with each state/territory to develop a specific plan to meet the needs of the state/territory responders.

Governor decides to “opt-in to the FirstNet plan for the state or “opts-out” and develops its own network.

Washington OneNet provides education and outreach to Washington Responders and Tribes*, data collection, reviews the state plan and develops recommendation, with the State Interoperability Executive Committee (SIEC) for the Governor’s decision.

What Responders Want?

Coverage:

Consistent & robust service where and when responders need it.

Interoperability

Cost:

More services for the same or less than what responder agencies pay today.

Committed Deployables:

In areas service isn't immediately available or for remote areas where fixed coverage may not be feasible.



Steps to State Plan



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45 Days

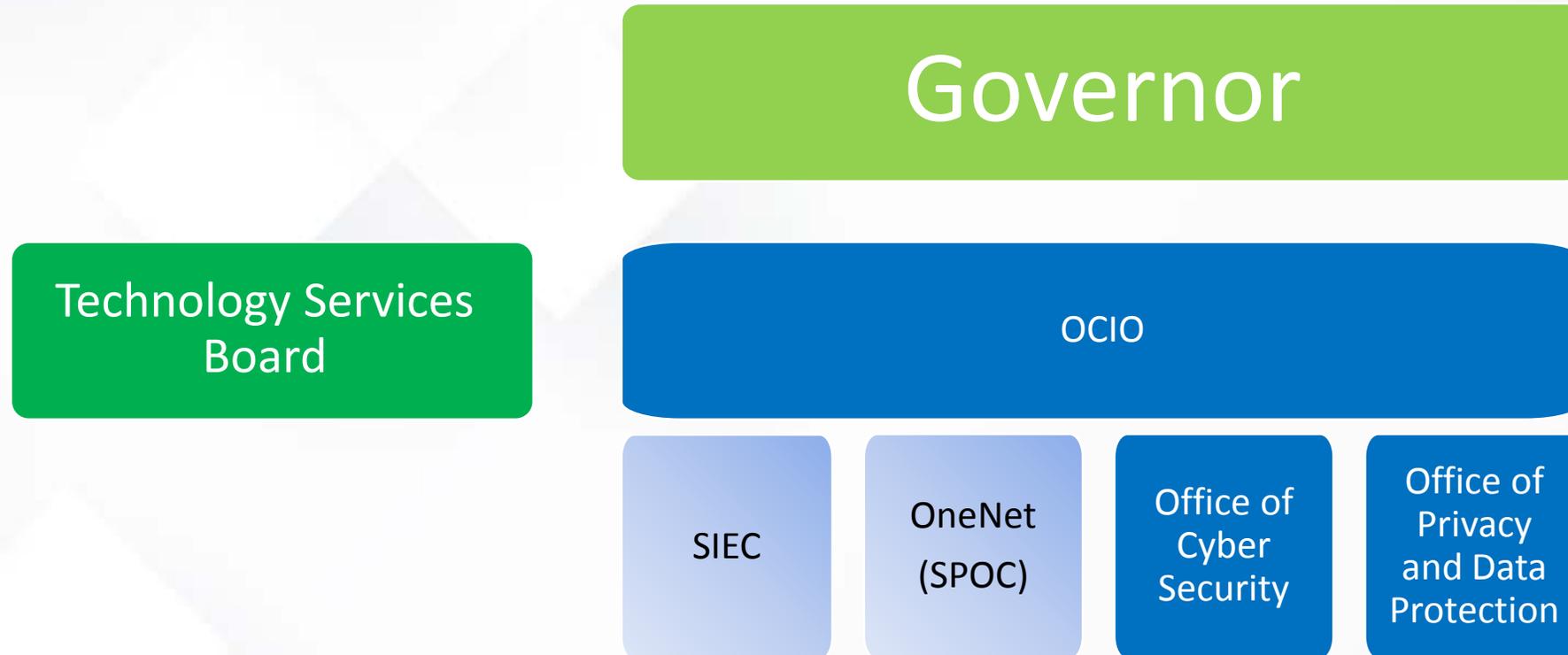
45 Days

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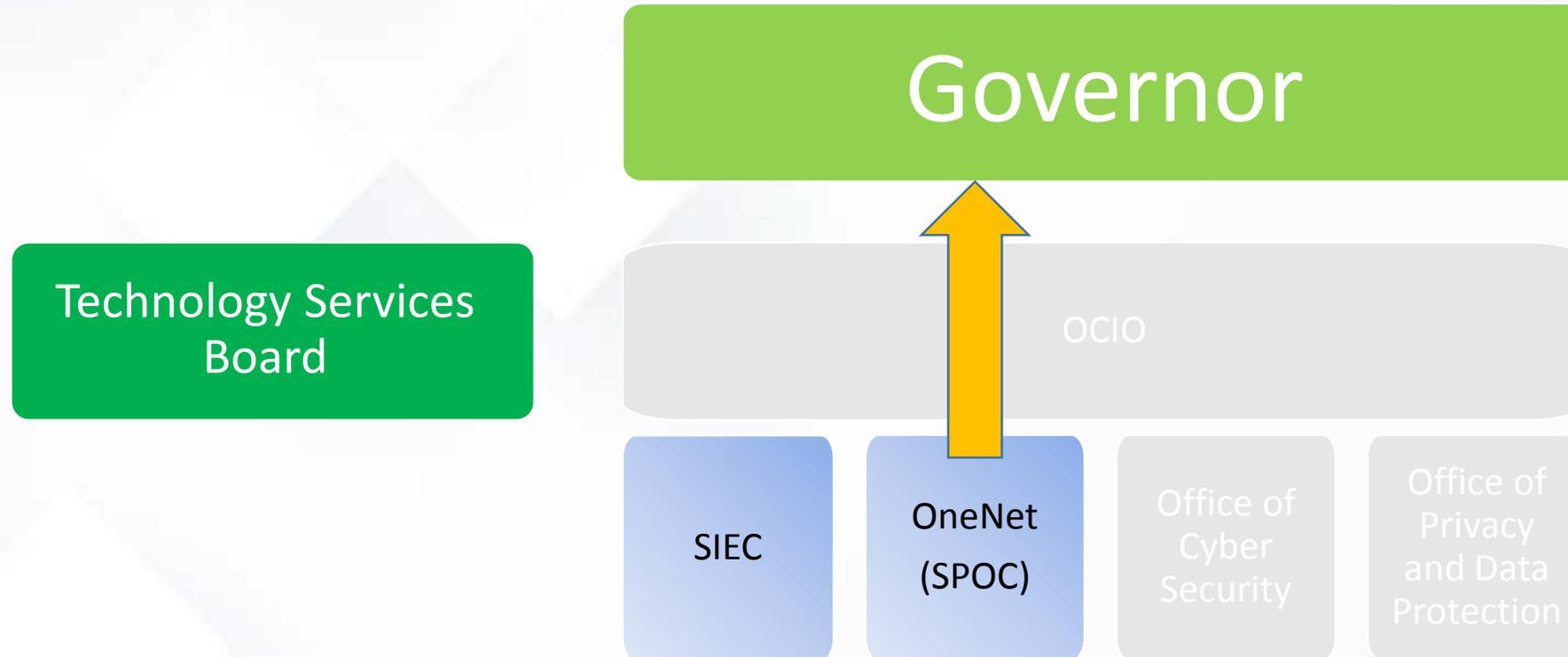
Next Steps for Washington

- Governor receives FirstNet/AT&T State Plan
 - 90 days to review
 - Decision: Opt-in or Opt-out
- Who reviews the plan and who endorses recommendation to Governor?
 - SPOC & OneNet Team
 - SIEC
 - Responder Associations
 - TSB?

FirstNet Recommendation to Governor



FirstNet Recommendation to Governor



Board Vacancies

Discussion

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Public Comment

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