Technology Services Board Quarterly Meeting

September 15, 2016

9:00 a.m. – 12:00 p.m.

WA · Office of the Chief Information Officer

AGENDA

TOPIC	LEAD	PURPOSE	TIME
Welcome and opening remarks	Michael Cockrill	Information	9:00
Rhythm of Business	Rob St. John	Information	9:05
Policy Review • **Policy 151 – Disaster Recovery** • **Policy 188 – Accessibility** • **Policy 184 – Data Center Investments**	Rob St. John Sue Langen Ryan Leisinger Cammy Webster	Discussion	9:10
Subcommittee Recap • **Status of Enterprise Projects** • **Oversight Framework**	Rob St. John	Update	9:35
Technology Business Management Program	Rob St. John Cammy Webster Bob Lanouette (LNI)	Information/Discussion	9:40
BREAK			10:20
Decision Package Criteria Weighting	Rob St. John Jim Hammond	Interactive Scoring	10:30
Privacy Initiatives Update	Alex Alben	Information	11:30
Public Comment			11:40
Executive Session – Closed to the Public	Michael Cockrill	Briefing	11:45
ADJOURN – 12:00 noon			

Current TSB Members

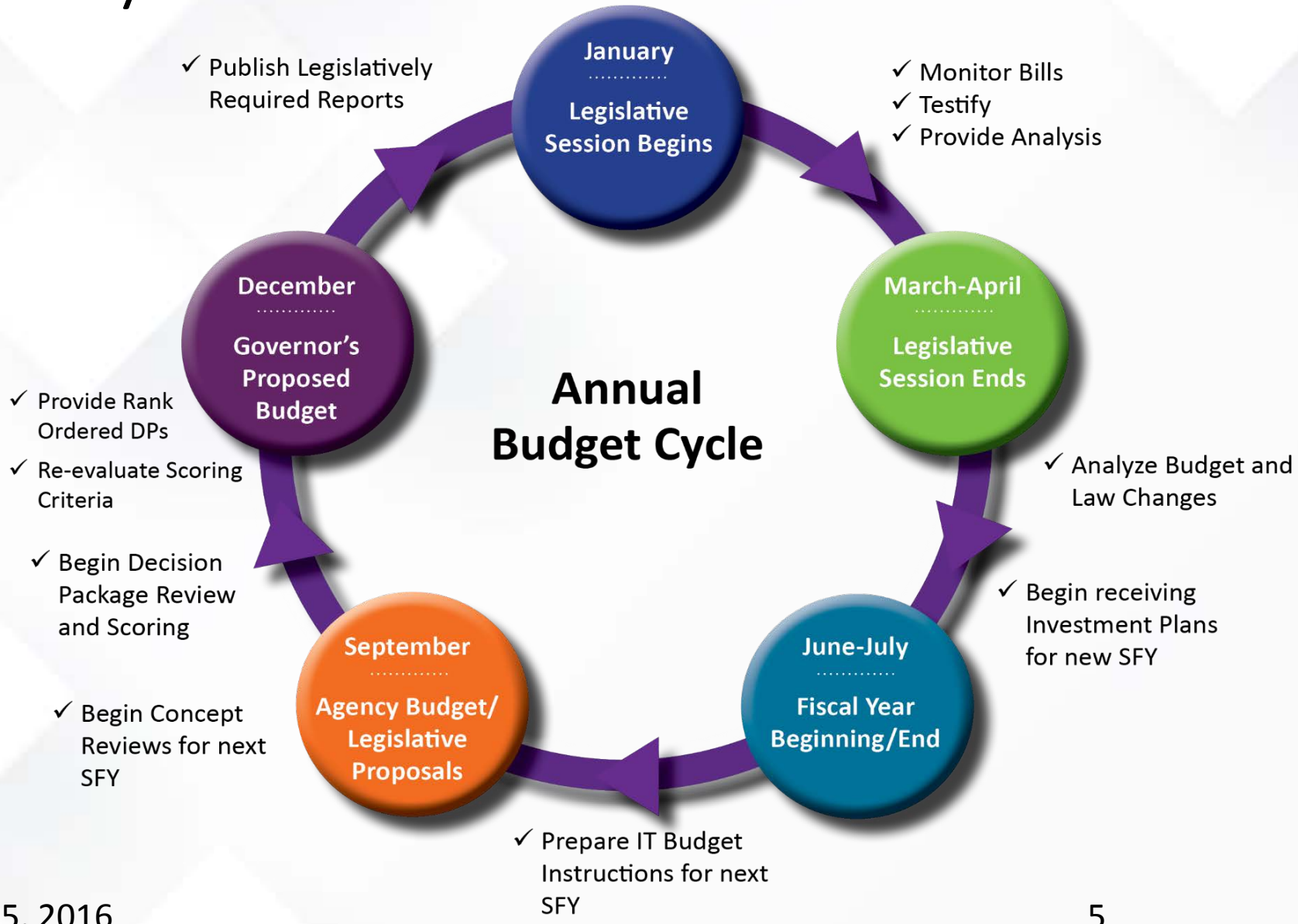
Industry Members	Legislative Members
Kris Kutchera – Alaska Airlines*	Sen. Karen Fraser - Senate D
Butch Leonardson – BECU*	Sen. Mark Miloscia - Senate R
Paul Moulton – Costco	Rep. Derek Stanford - House D
	Rep. Chad Magendanz - House R
Executive Branch (Agency Directors)	**Other Government**
Michael Cockrill – CIO & Chair	Bill Kehoe – CIO King County
Dave Danner – UTC	Jeff Paulsen – Labor Rep
Tracy Guerin - DRS	
Vikki Smith – DOR	

Blue – members present
Black – members absent

Rhythm of Business

Information

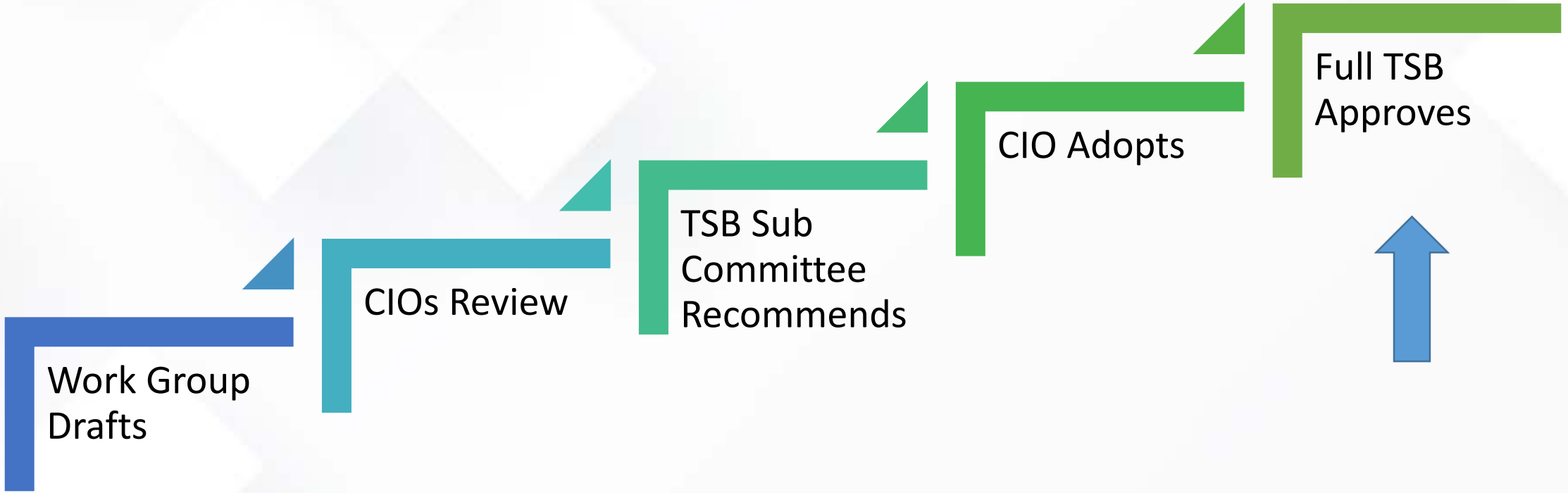
OCIO Rhythm of Business



Policy Review

Discussion

Where Are We?


Work Group Drafts
CIOs Review
TSB Sub Committee Recommends
CIO Adopts
Full TSB Approves

Why Create Policy & Standards?

Support Desired Strategic Outcomes

- Broad communication of desired actions or behaviors
- Reinforce enterprise expectations where important

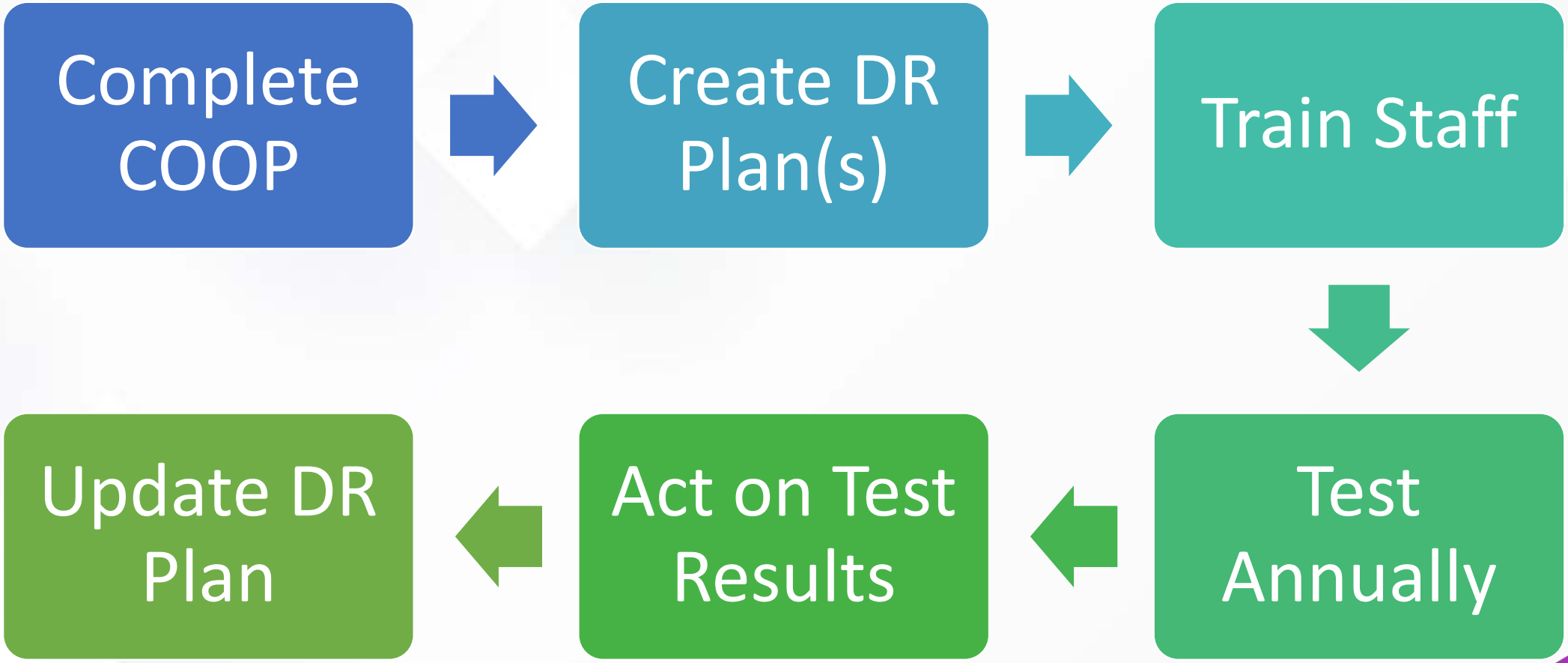
Standardize

- Create efficiencies where possible
- Support consistency in approach or solution

Manage Risk

- Financial
- Legal
- Political
- Reputational
- Technical/Security

Policy 151 – IT Disaster Recovery Planning



Policy 188 - Accessibility

Between 7% – 10% of Washington State's 7 million citizens will benefit from more accessible services and content.

- **Creates** agency accountability
- **Establishes** a path to resolve access issues
- **Engages** disability community

Policy 184 – Data Center Investments

Migration Strategy

Agency Data Centers

State Data Center

Agency Computer Rooms

Timeline

Policy Date

30 JUNE 2019

Weigh Agency Impact

Business Value & Opportunity

BALANCE WAIVER PROCESS

Data Center Investment

Policy 184 – Data Center Investments

Old Policy Limitations

- Ambiguous expectations
- Constrained waiver request process
- Limited strategic thought around future physical compute needs

Goals

- Statewide data center facility investments narrowed to SDC
- Right size allocation of debt service to help maximize federal participation
- Prompt agency to develop plan to become compliant with RCW

Agency Voiced Concerns

- Timeline too aggressive
- Competing priorities for agency scarce resources
- Organizational change management impact

Policy 184 – Results As of September 2016

OCIO Annual Certification

Data Center Inventory Submittal

40 Waiver Requests Submitted

Includes Plans Toward Compliance

Subcommittee Recap

Update

Washington State FAST Projects

DOL - Prorate Fuel Tax

$4.5M

Oct 2014 to Oct 2016

DOL – Vehicles/Drivers

$43M

Jul 2015 to Dec 2018

FAST Enterprises, LLC

DOR - Tax & Licensing

$36.6

Jul 2015 to Dec 2018

ESD – Unemployment

$19.6

Apr 2015 to Apr 2017

Improving Project Outcomes

Budget

- Align technology strategy & public policy
- IT strategy
- 4-6 year projection
- Lessons learned
- Capital budget model
- IT budget pool

Portfolio

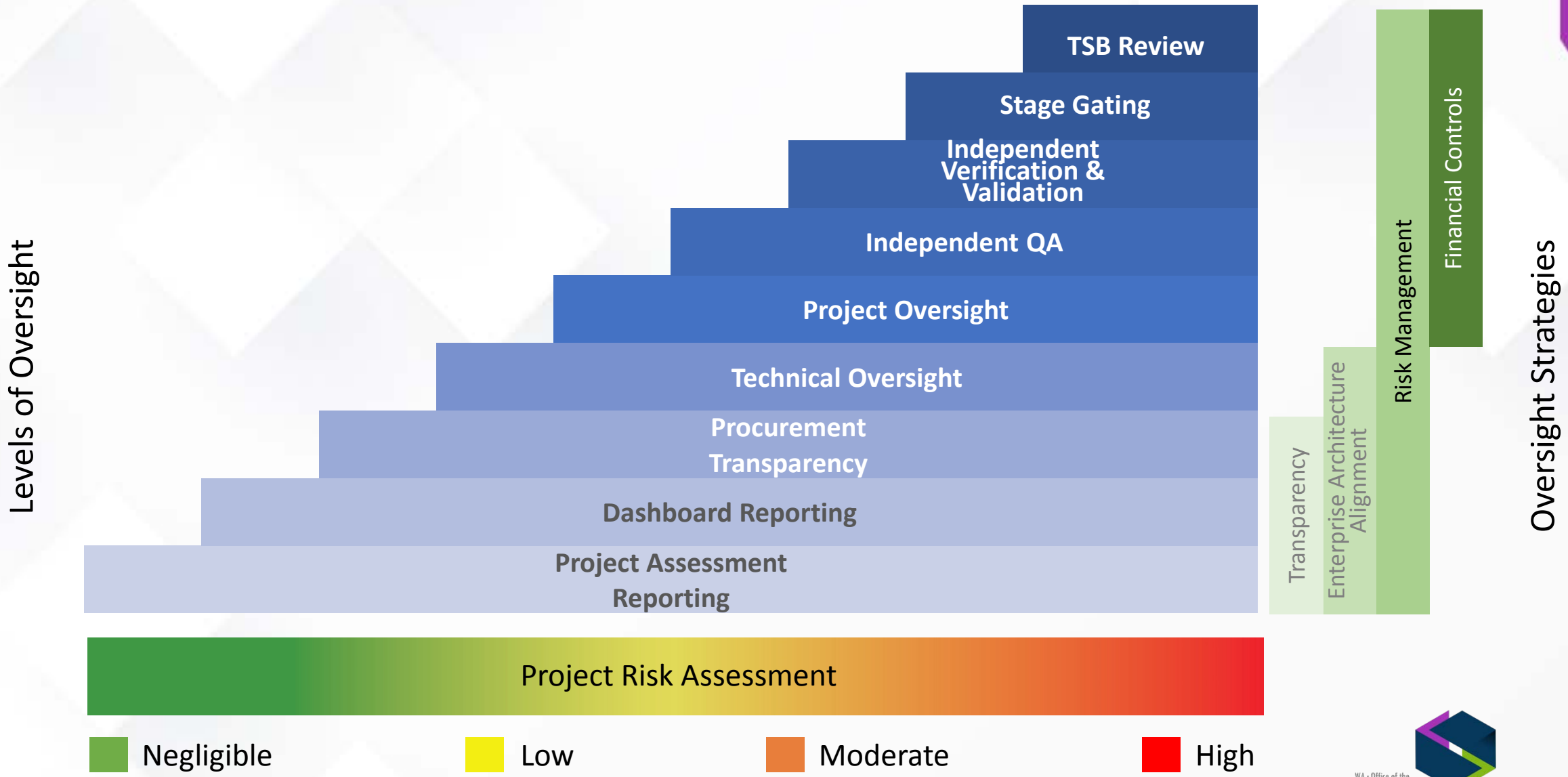
- Invest in the right things
- Enterprise strategies
- Modern / Transform
- Enterprise resource planning (ERP)
- Unified business identifier (UBI)
- Humans
- eGov
- Technology Business Management (TBM)

Delivery

- Execute & deliver outcomes
- Quality Assurance
- Risk / Severity
- Triggers / major projects to TSB
- Process
- People/skill
- Responsibility
- Governance
- Project / Program management (PMO)
- Taskforce

☑ Done
☑ Done
☑ Done

Concept for Oversight Framework



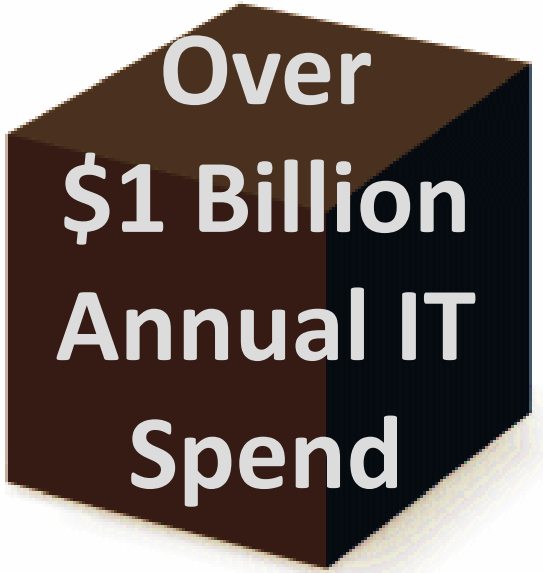
Technology Business Management Program

Information / Discussion

Before TBM Program

Washington leaders saw technology as a mystery black box

What do you get for spend?



Vulnerable to budget cuts

TBM Program Evolution

Total Cost of Ownership (TCO) Study Mandate (2010)

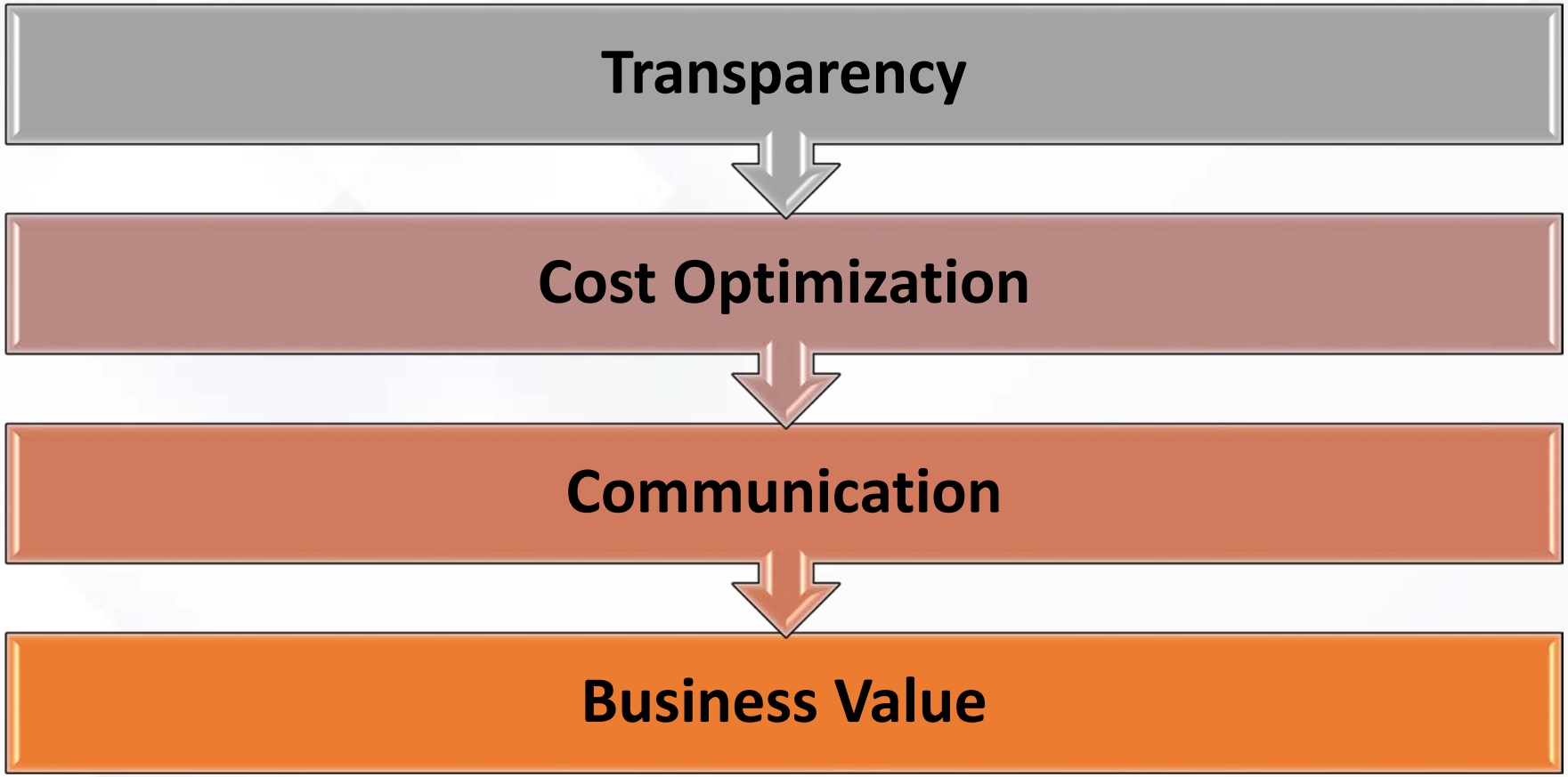
Gartner TCO Assessment (2011)

OCIO Created (2011)

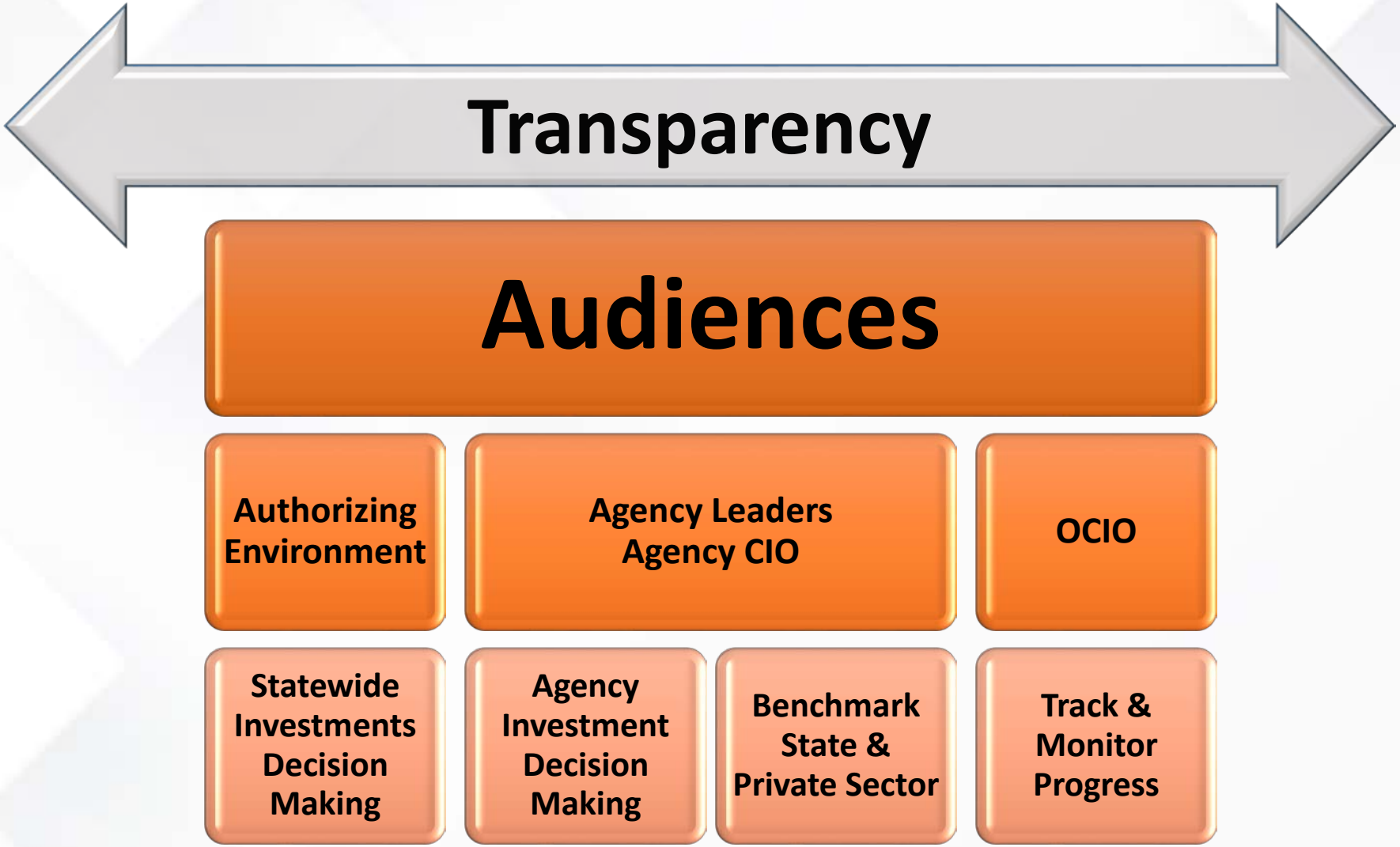
OCIO Establishes TBM Program (2012)

Reporting Solution Selected (2012)

TBM Program Goals



TBM Program Reporting



LABOR & INDUSTRIES

Lines of Business/Business Services

PREVENTION

- Prevent bad things from happening to those that live and work in Washington

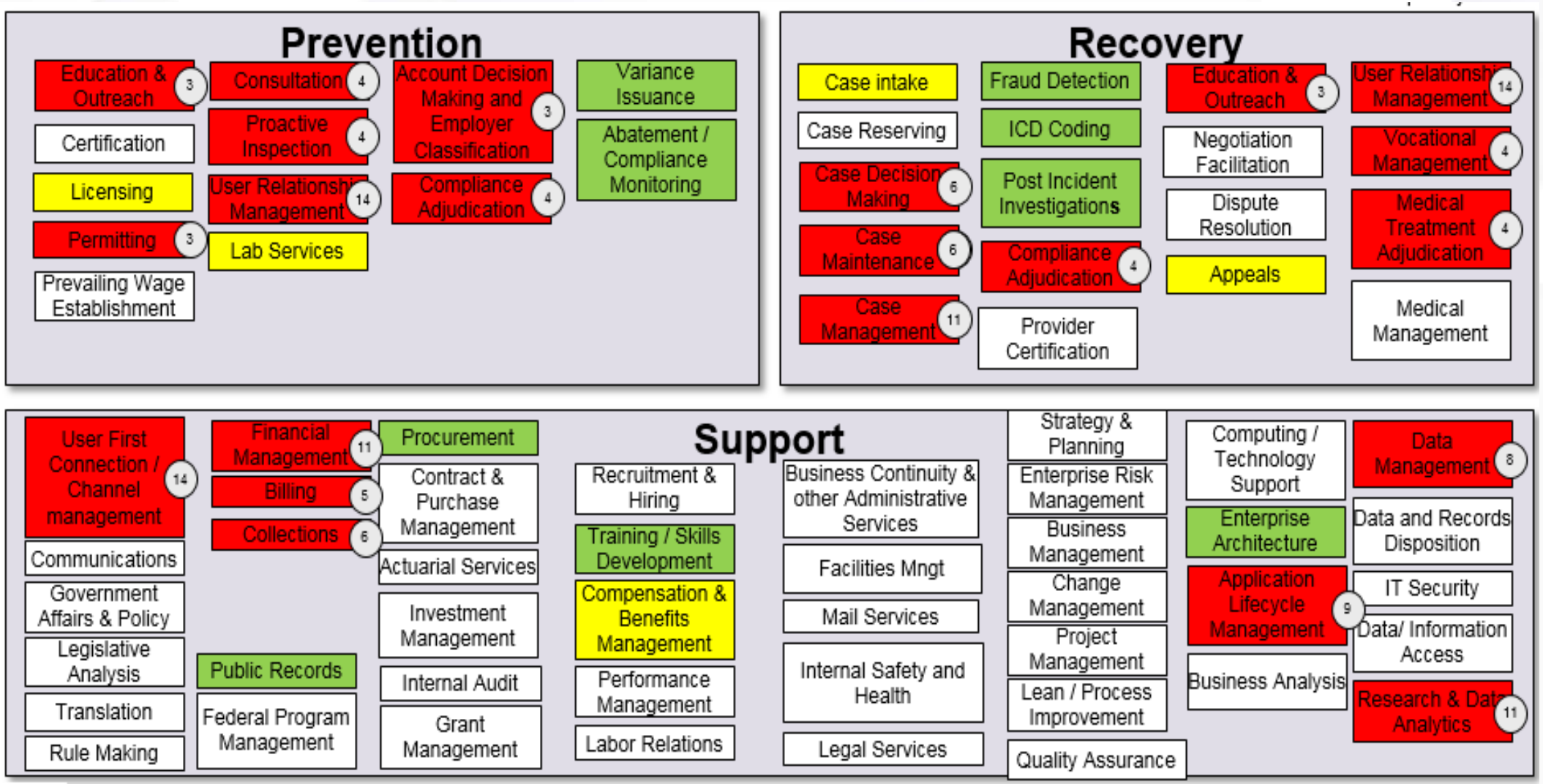
RECOVERY

- Assure response, recovery and remediation when bad things to happen

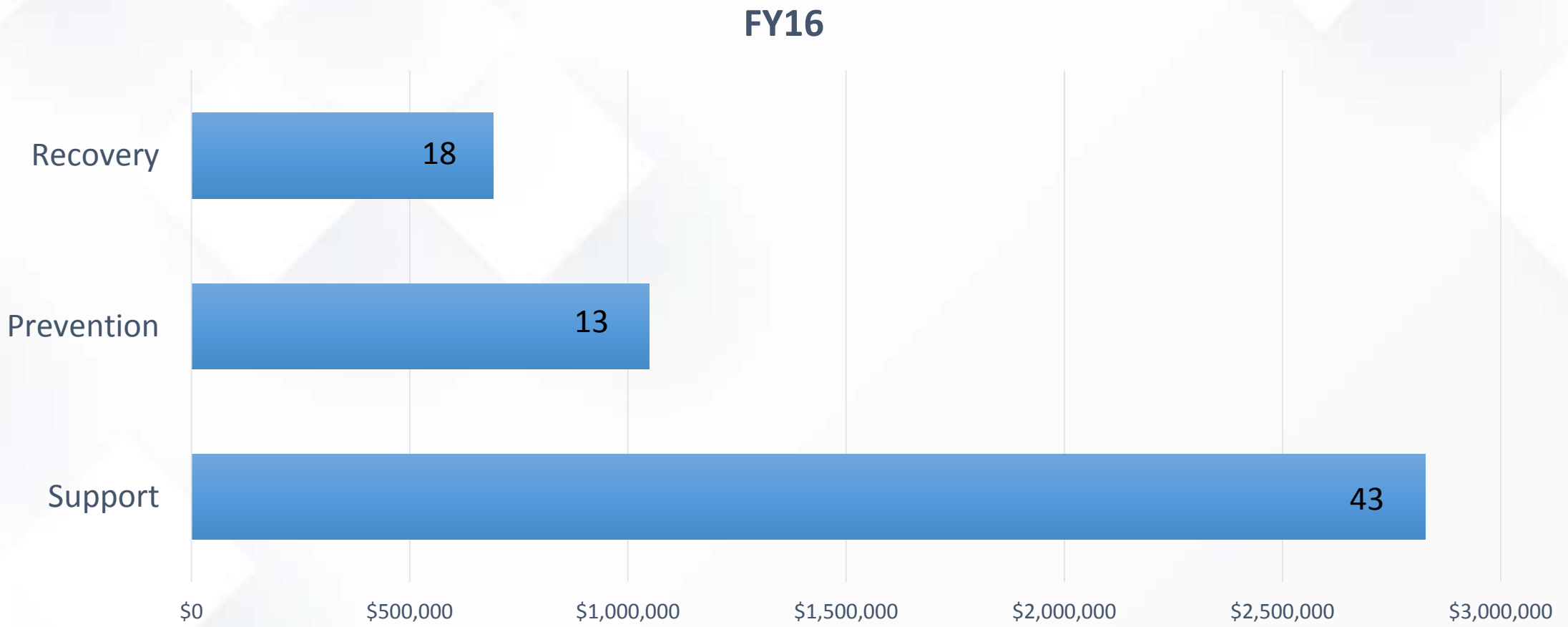
SUPPORT

- Provide enterprise-wide services and support to those conducting prevention and recovery

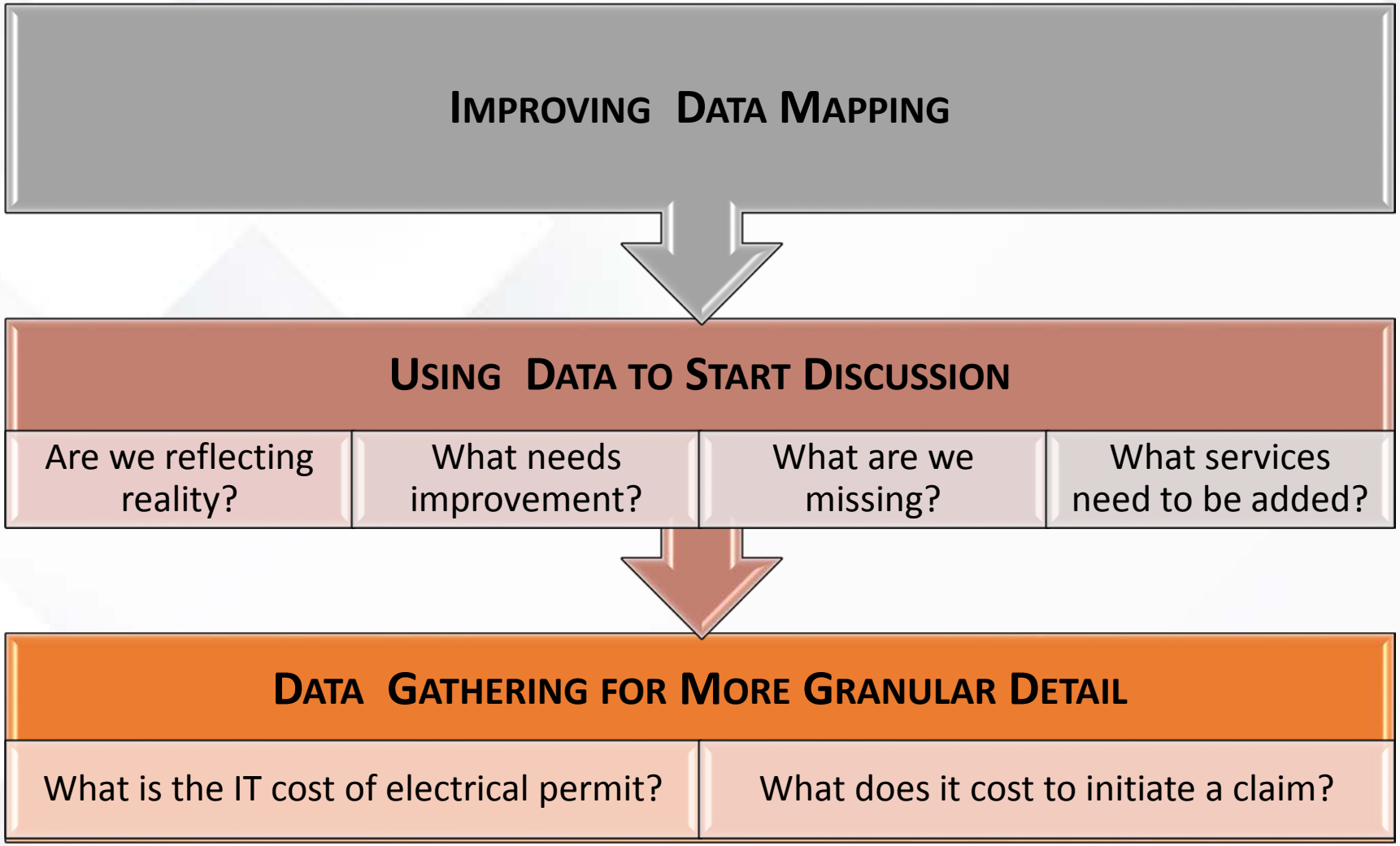
LNI – Business Services



LNI – Business Services IT Spend



LNI – What We're Working Toward



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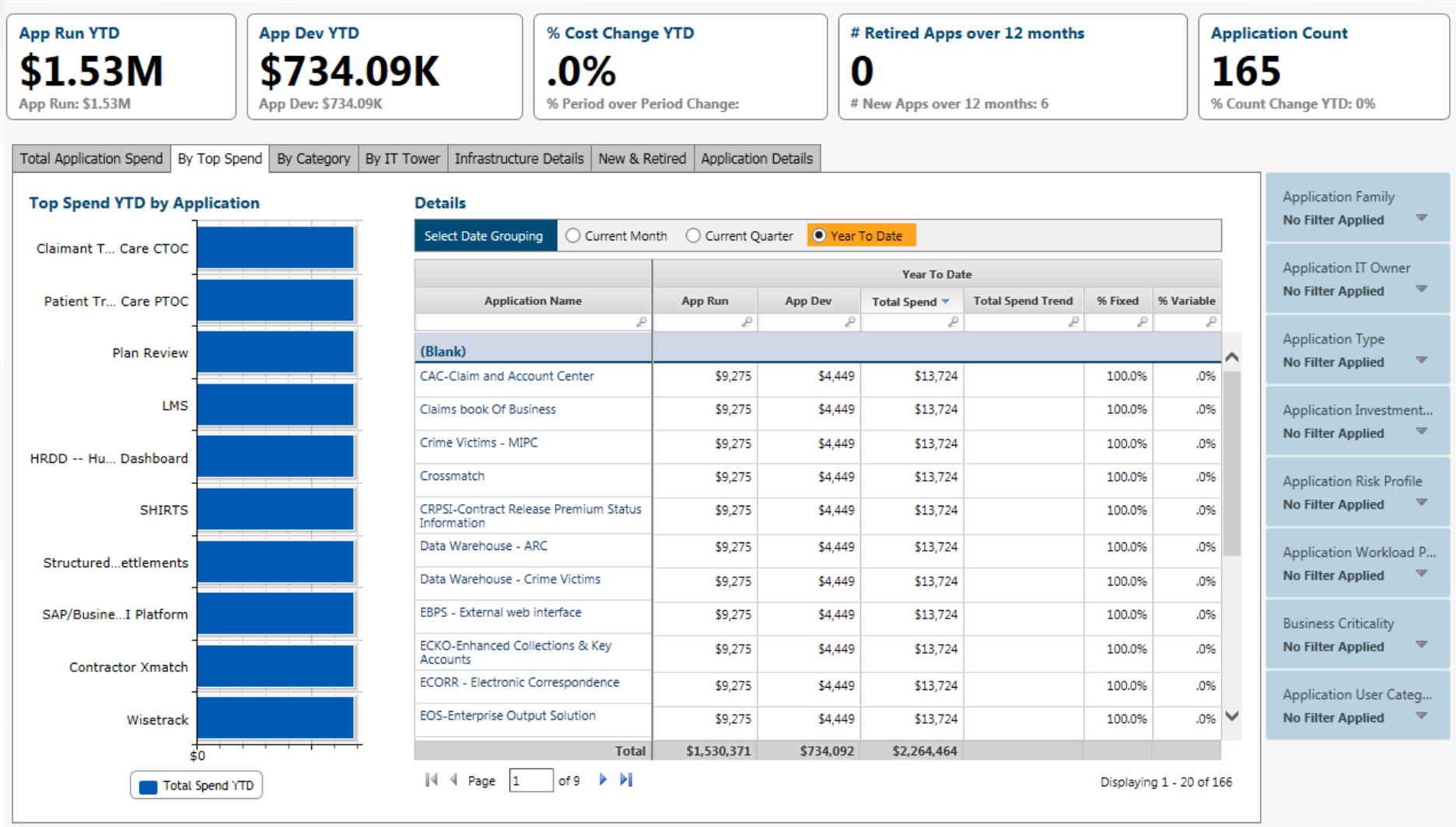

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Labor & Industries: Next Steps

Improving

- Process
- Systems
- Technology

Commercial Off-The-Shelf-Software (COTS) first

Use TBM in Decision Process

WaTech

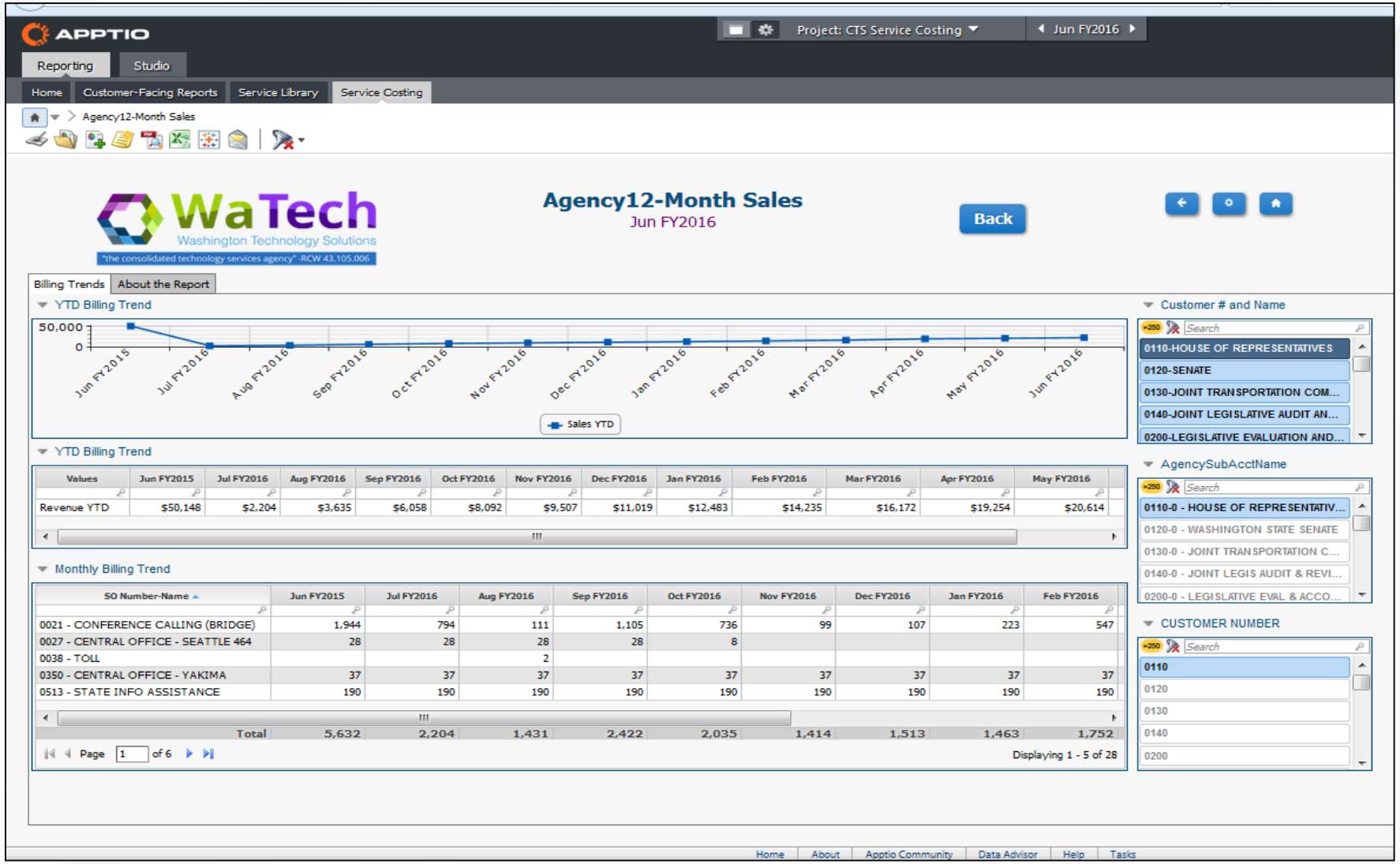
LEAN Initiative - Customer Billing

Electronic Access Billing Detail

InterAgency Spending Trend (EL Charges)

Reduced Paper Billing

Interagency Spend (EL) Billing Trend



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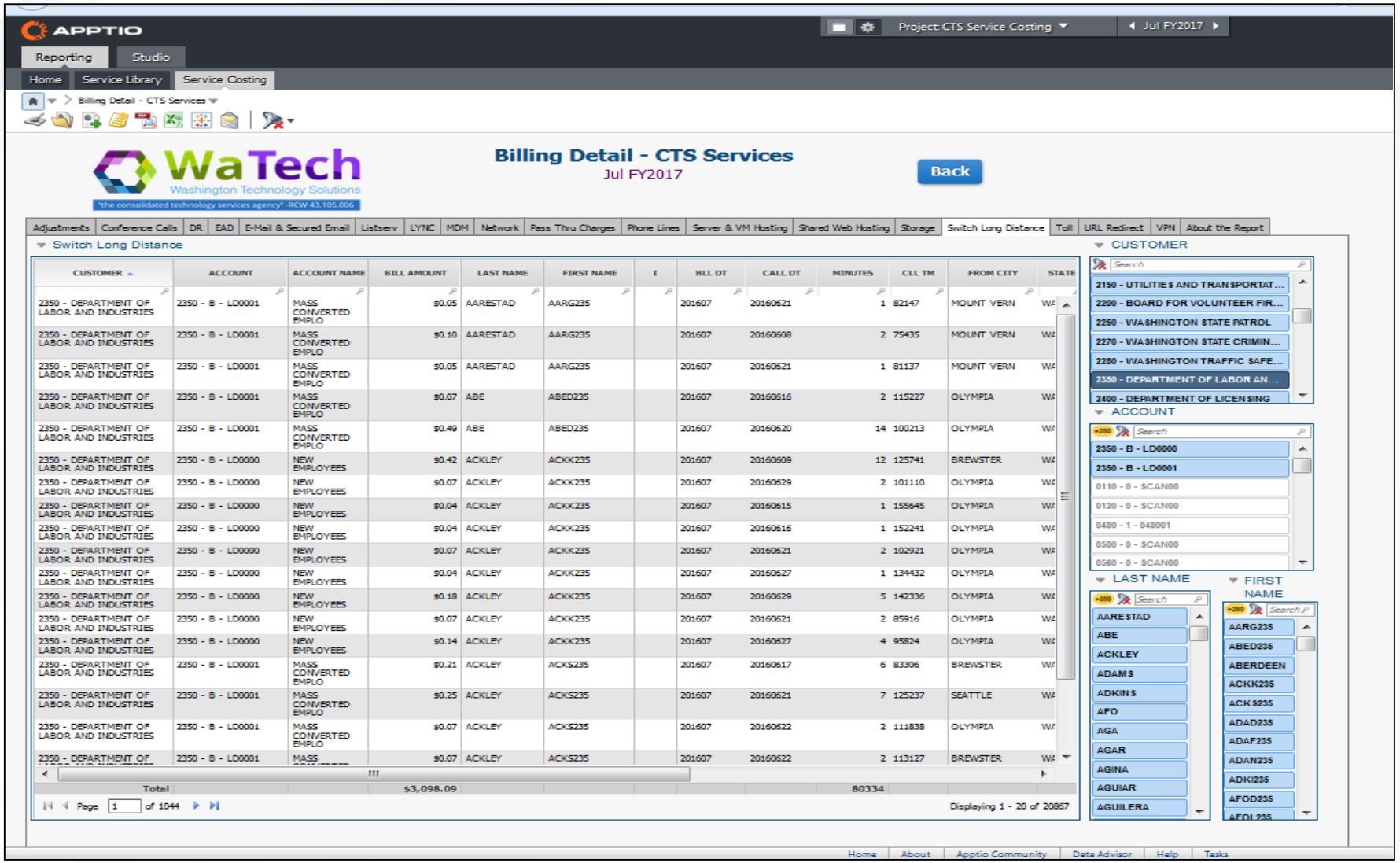
Interagency Spend (EL) Billing Detail



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OCIO Reporting – What We Are Learning

IT Resource Tower & Cost Pools

- Application vs. Infrastructure
- Internal & External Labor Cost

Spend Type

- Increase Acquisition vs. Maintenance & Operation

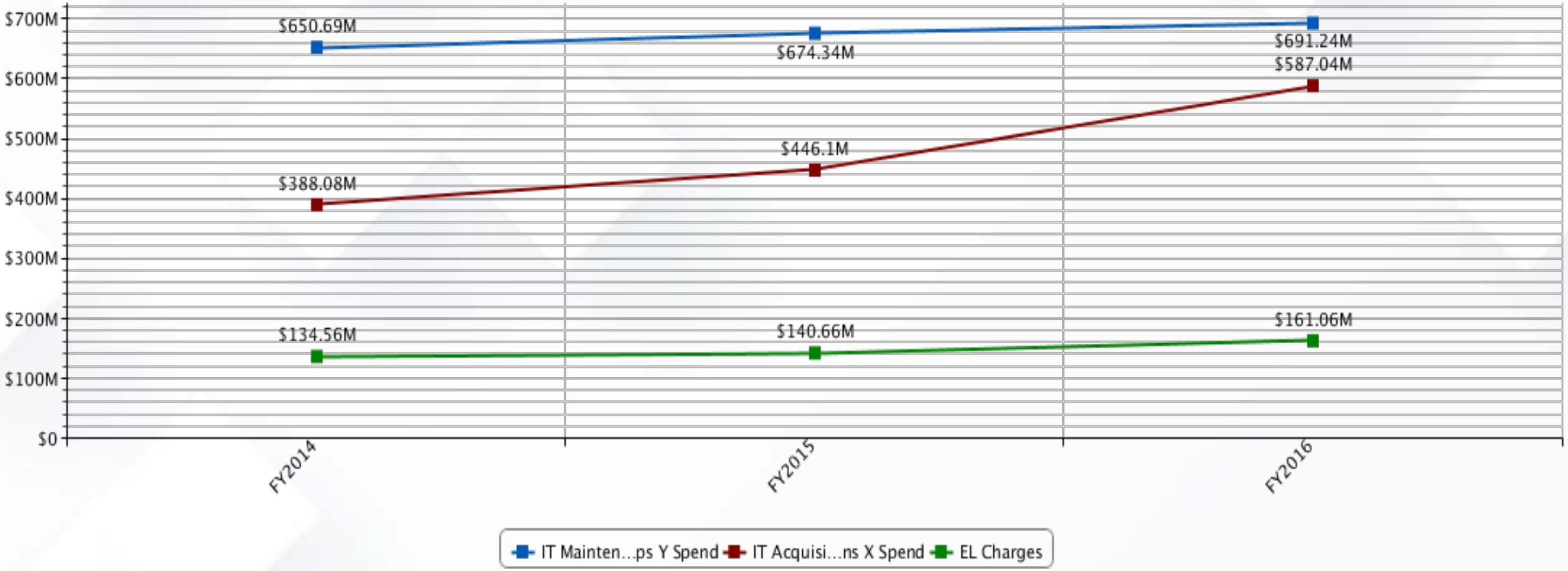
Increased Spend Trend

- Drivers behind uphill trend
  - $1.03B (FY14) to $1.28B (FY16)

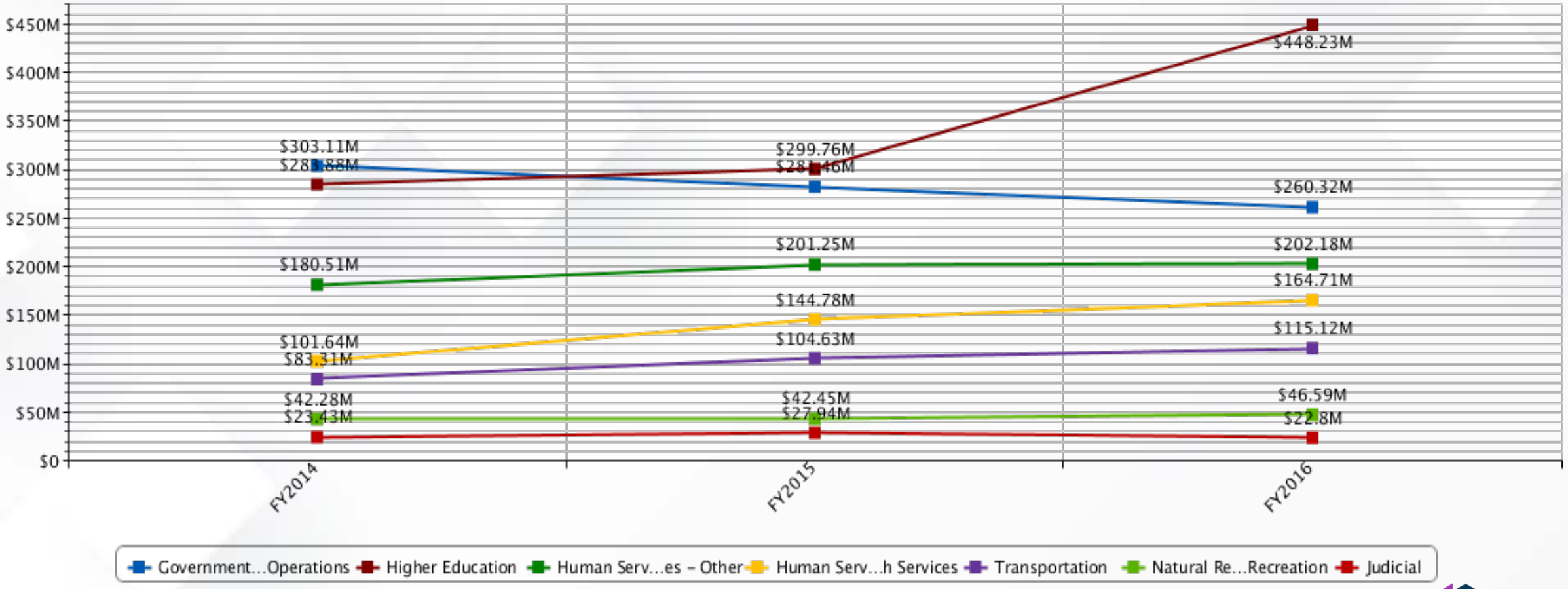
Spend by Government Sector

- Increased spend Higher Education

IT Spend Type



IT Spend Across Government Sectors



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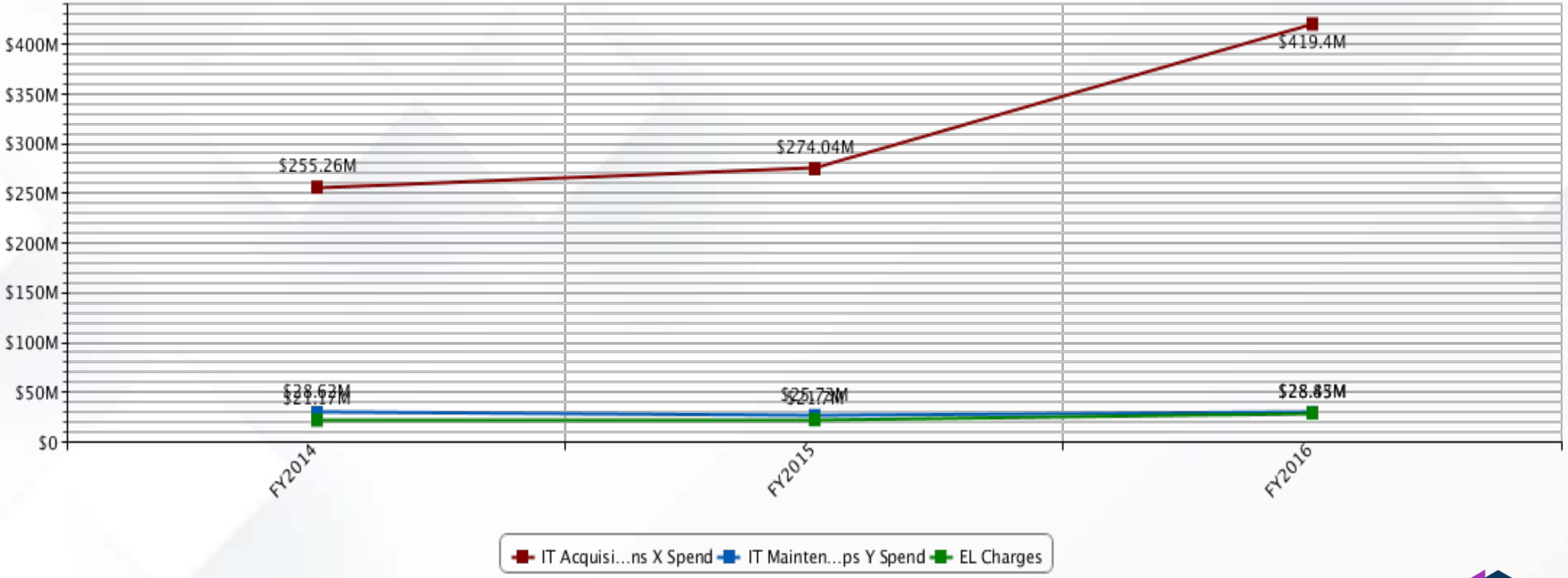
Increased IT Spend – Higher Education



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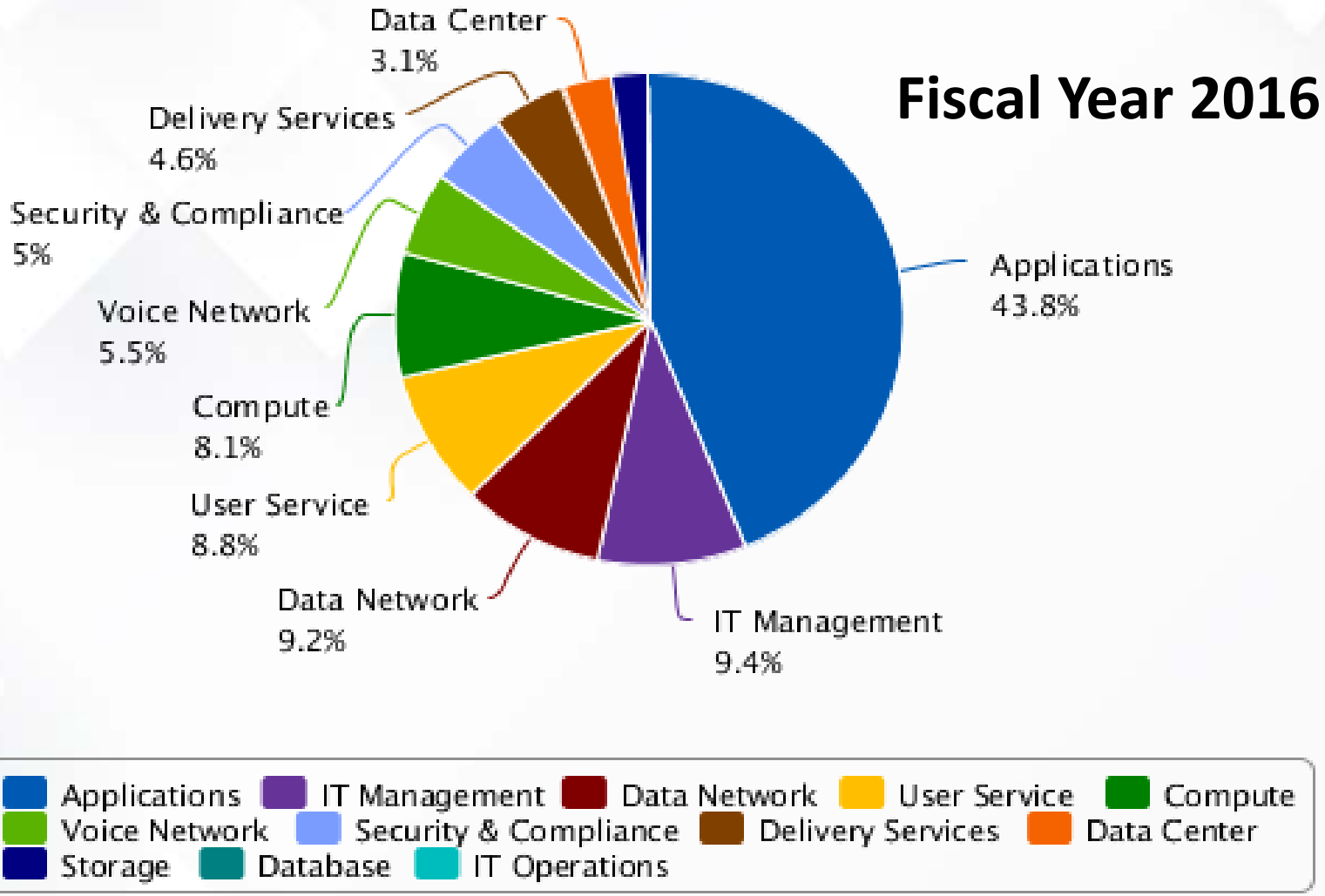
IT Spend by IT Resource Towers



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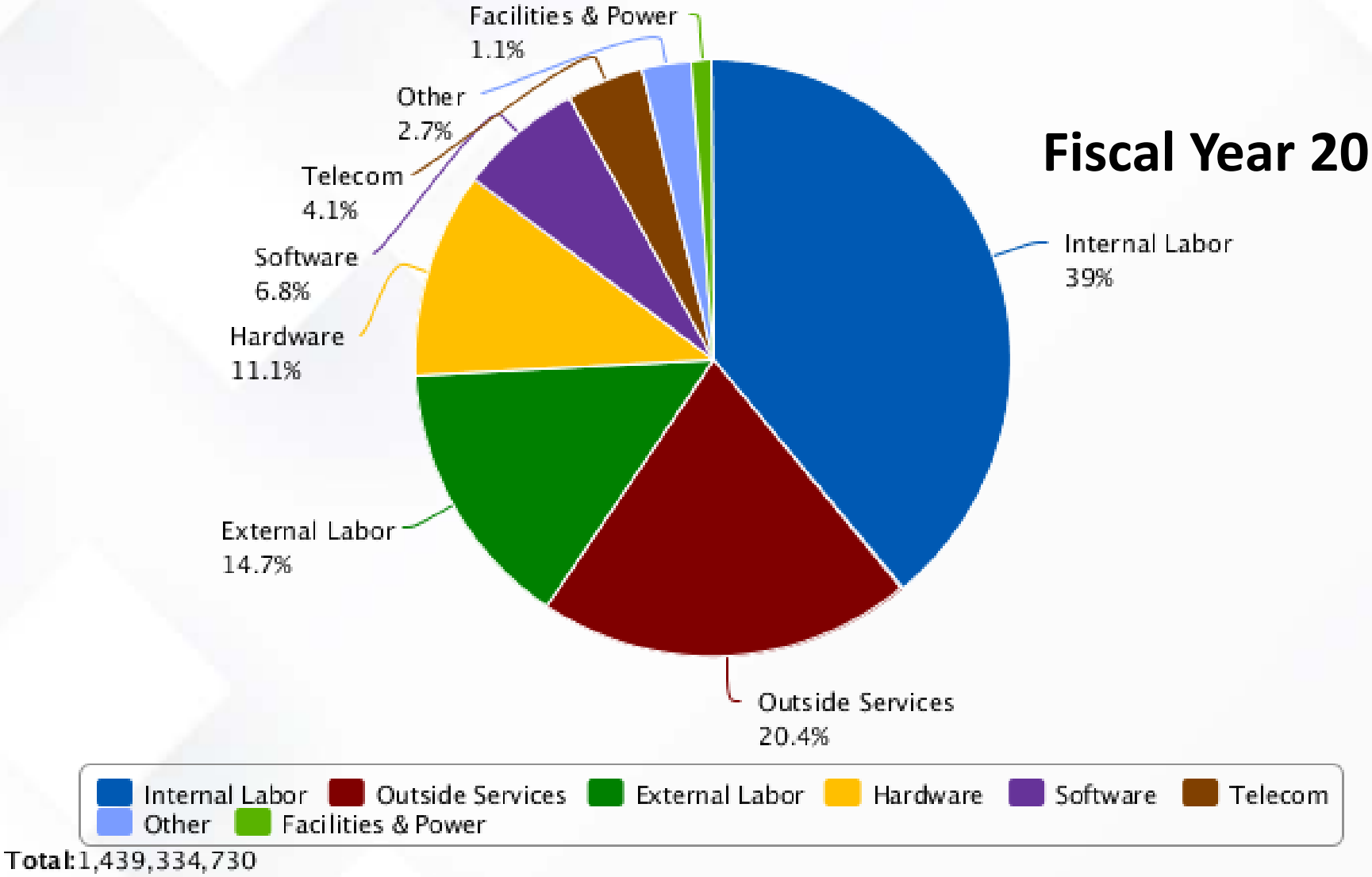
IT Spend by Cost Pool



Total: 1,439,334,730

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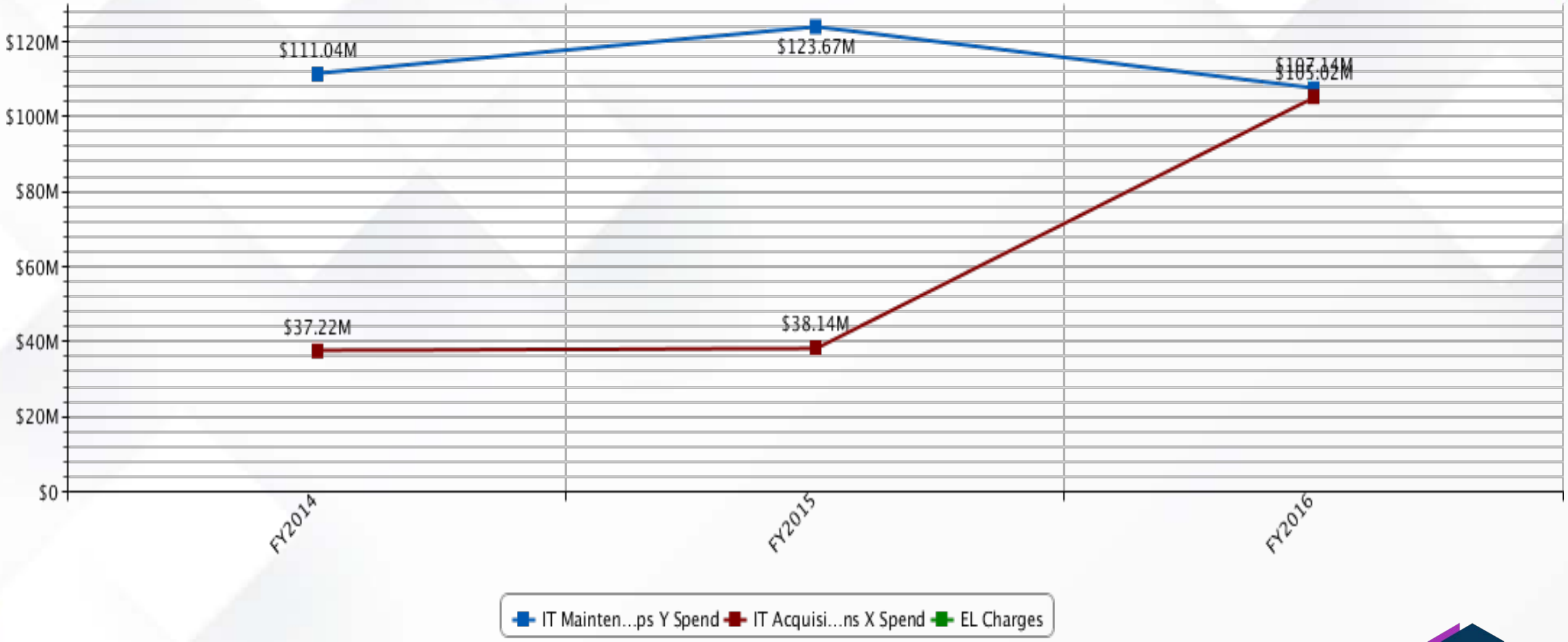
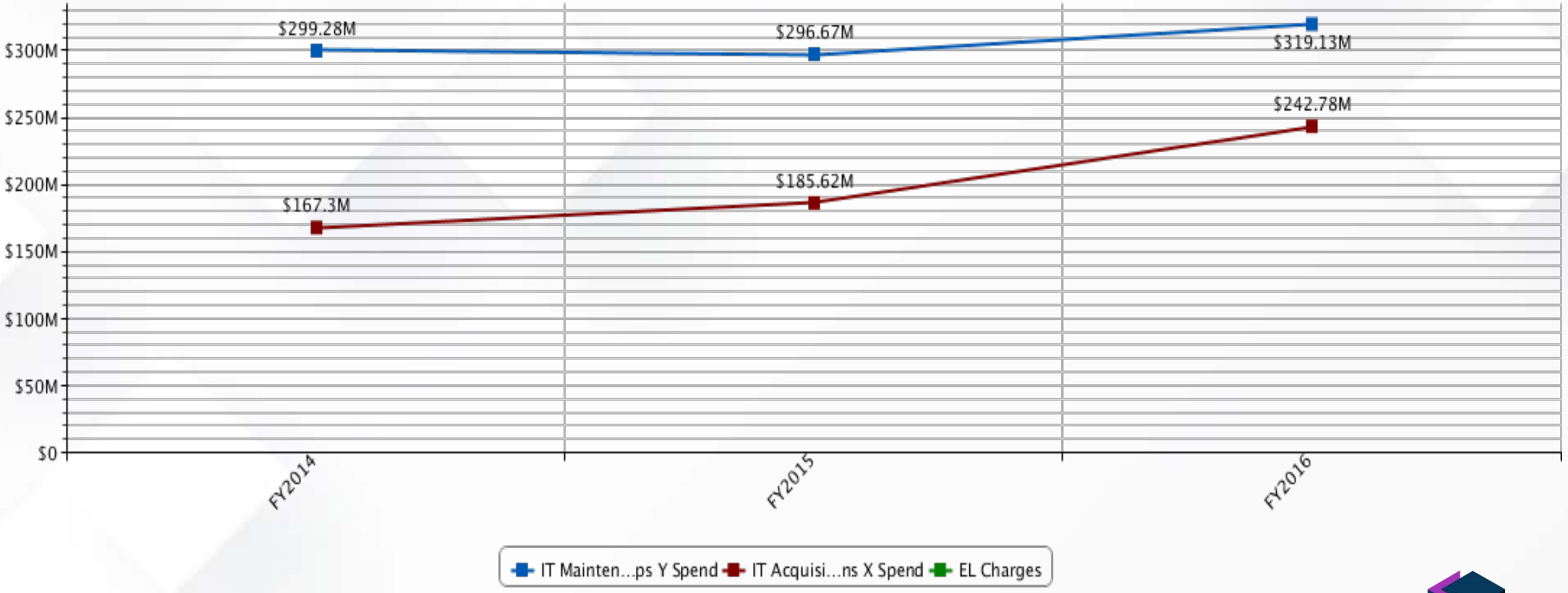
Increased IT Spend– Contract Services (External Labor)



Increased IT Spend – Internal Labor



Statewide FTE Count Reported in AFRS

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Authorizing Environment Reporting

Biennial Report

- IT Spend by Government Sector
- Spend by Technology Towers
- Cost Pools

Annual Trend

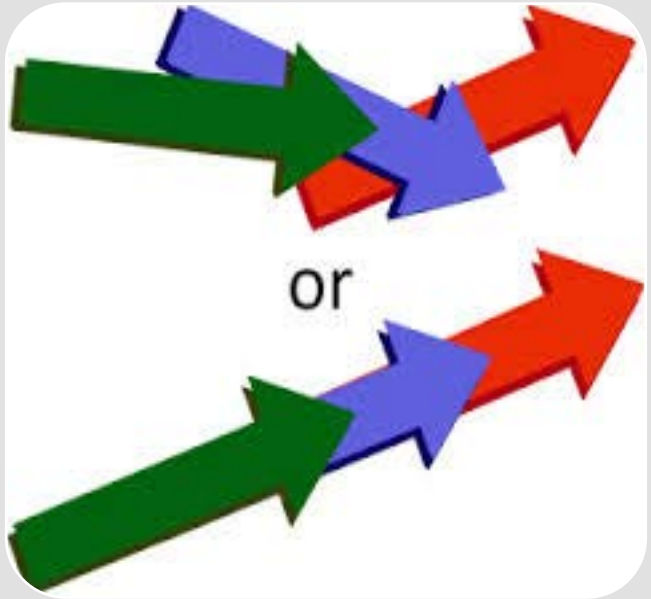
- Compare fiscal year IT Spend

QUESTIONS?

Decision Package Criteria Weighting

Budget Law for Decision Packages

Strategic Alignment



Transparency

Enterprise View

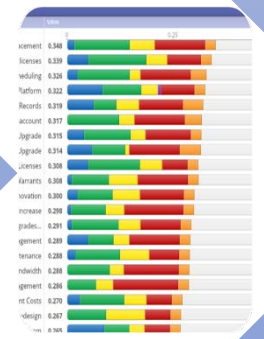
DP Prioritization Process Steps

Establishing Criteria

Weighting Criteria

Scoring Budget Requests

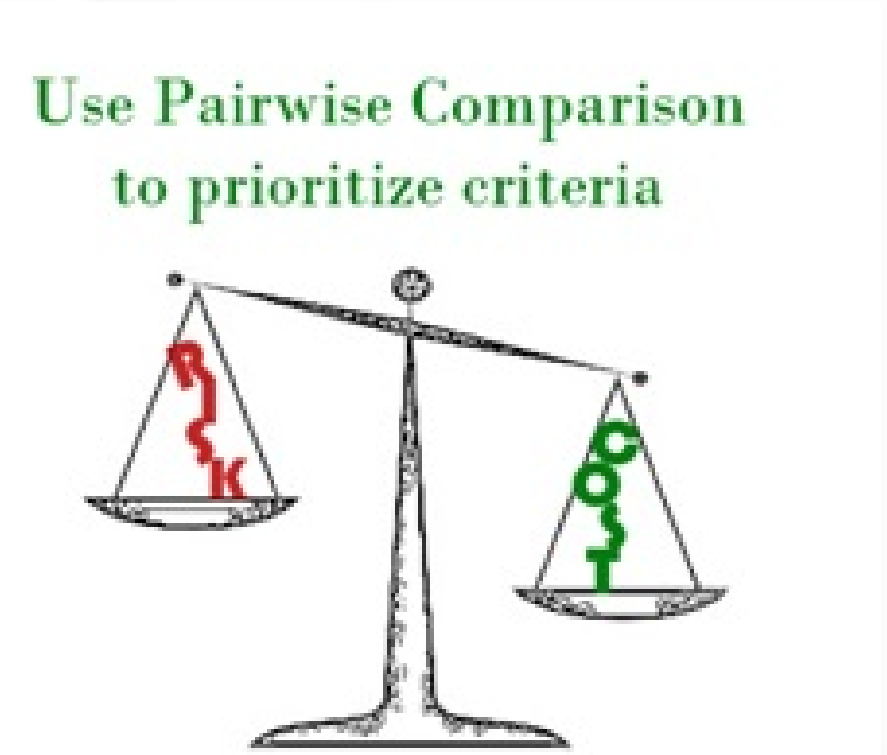
Ranking Results



FY17-19 DP Budget Request Criteria

- Business Driven IT Management
- Architectural Standards
- Technology Alignment
- Security / Privacy

Criteria Weighting - Pairwise Comparison



Privacy Initiatives Update

Privacy Modeling

- First of a kind effort to create a tool to identify applicable privacy laws for end users
- Will have utility for state and local governments
- A web-based application that takes a set of user inputs (types of personal information) and delivers outputs (guidelines for use based on applicable privacy laws)
- Funded by a Hewlett Foundation grant
- Here's a "sneak preview" . . .

WaTech
Washington Technology Solutions
Privacy Modelling Tool

Step 1: *Category*

Step 1: Select Agency Category

Please input or select the type of personal information your agency is working with

Healthcare | Finance | Licensing (1)

Step 2: Personal Information Items

Name	Social Security Number	DL
Citizenship	Legal Status	Gender
Race/Ethnicity	DOB	Place of Birth
Contact Information	Security Clearance	

Step 3: Purpose

Please select how your agency will use the information

Store	Sell/Rent	Share
Publish/Disclose	ID or Grant License	Protection/Shield
	Benefits Services	

Step 4: Results

Dashboard

(4) No Restriction

Contact Information | Place of Birth

Limitations Apply

Race/Ethnicity (1)
- Store for a limited time
- Share with Restriction
- Do not share publicly

DL (2) (3)
- Store for a limited time
- Share Internally

Restricted

Citizenship
- Do not share

Legal Status
- Do not share
- Do not process

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Launched new Privacy Web Site

- Better “tips and tools” for consumers
- Part of “Education and Outreach” charter
- Current privacy articles

Two more projects

One-Click Data Sharing

- Promote ease of use for authorized data sharing
- Complement existing legal forms
- Web-based application

Privacy Assessment Report

- Based on 45 agencies completing survey
- First of a kind assessment
- Will develop “best practices” based on results

Public Comment

Executive Session