

# Technology Services Board Quarterly Meeting

December 6, 2016

9:00 a.m. – 12:00 p.m.



WA • Office of the

**Chief Information Officer**

December 6, 2016

# AGENDA

TOPIC	LEAD	PURPOSE	TIME
Welcome and opening remarks	Michael Cockrill	Information	9:00
<b>Policy Review</b> <ul style="list-style-type: none"> <li>Policy 151 – Disaster Recovery</li> <li>Policy 188 – Accessibility</li> <li>Policy 184 – Data Center Investments</li> </ul>	Rob St. John Sue Langen Ryan Leisinger Cammy Webster	Discussion / Policy Approval	9:05
Rhythm of Business	Rob St. John	Information	9:25
<b>Subcommittee Recap</b> <ul style="list-style-type: none"> <li>Status of Projects: <ul style="list-style-type: none"> <li>ctcLink (Bd for Comm. &amp; Tech Colleges)</li> <li>Electronic Medical Records – DSHS</li> </ul> </li> <li>Response to Governor's Request</li> </ul>	Rob St. John	Update / Discussion	9:30
Decision Package Ranking Results	Rob St. John Jim Hammond	Information	10:15
BREAK			10:45
Privacy Assessment Report	Michael Cockrill Alex Alben	Information	10:55
Privacy Modeling Tool	Michael Cockrill Alex Alben	Demo / Discussion	11:05
Legislative Agenda	Michael Cockrill	Information	11:30
Public Comment			
ADJOURN – 12:00 noon			

# Current TSB Members

## Industry Members

Kris Kutchera – Alaska Airlines\*

Butch Leonardson – BECU\*

Paul Moulton – Costco

## Legislative Members

Sen. Karen Fraser - Senate D

Sen. Mark Miloscia - Senate R

Rep. Derek Stanford - House D

Rep. Chad Magendanz - House R

## Executive Branch (Agency Directors)

Michael Cockrill – CIO & Chair

Dave Danner – UTC

Tracy Guerin - DRS

Vikki Smith – DOR

## Other Government

Bill Kehoe – CIO King County

Jeff Paulsen – Labor Rep

Blue – members present

Black – members absent

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# Policy Review

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Discussion / Approval Required

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# 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

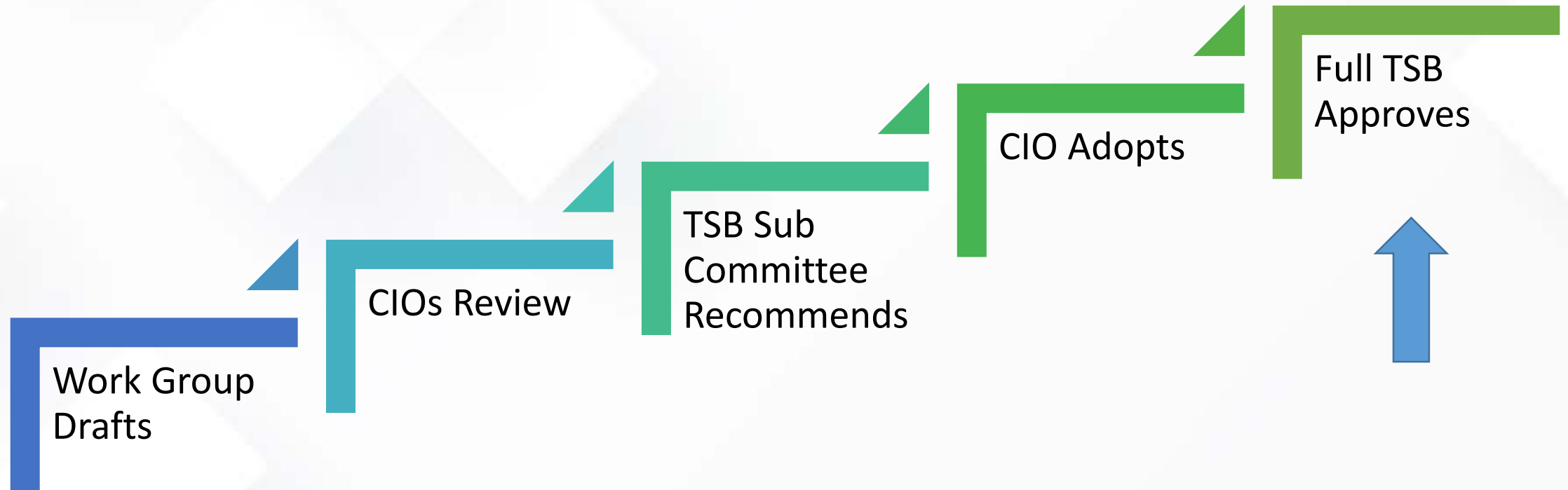


## Manage Risk

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



# Where Are We?



# New Way of Presenting Policies



## Purpose of action

- Is this new or update?
- What is Board being asked to do?



## Business case

- What problem does this solve or opportunity does it mine?
- Business driven rationale



## Key objectives

- What should policy standard accomplish?
- Standardize
- Address risk
- Define action needed



## Strategic alignment

- Big picture alignment



## Implementation

- What are the implementation impacts to agencies



## Success criteria

- Key planned measures

# IT Disaster Recovery Planning Policy



## Purpose of action

- Request approval of sunset review update of an existing policy
- Request recension of duplicative standard



## Business case

- Agency COOP plans identify critical systems
- Policy defines DR expectations for identified systems



## Key objectives

- Set minimum expectation for DR planning, testing and training



## Strategic alignment

- Support the State's overall emergency management plans and availability of critical systems



## Implementation

- No impacts identified



## Success criteria

- Periodic agency declarations to MIL or to OCIO
- Monitor requests for waivers and compliance
- Confer with MIL regarding agency preparedness assessment results



# Accessibility Policy & Related Standard



## Purpose of action

- Request approval of a new policy and related standard



## Business case

- For 26 years, ADA has protected disabled individuals – 900,000 Washingtonians
- ADA updates include access to digital services & content
- Uses established and testable standard aligned with new ADA requirements
- It's the right thing to do



## Key objectives

- Document a minimum level of compliance based on industry standards
- Provide agency accountability for existing non-compliant 'covered technology' as well
- Require agency plans and actions



## Strategic alignment

- Electronic delivery of information and services provides for greater efficiency and improved access for ALL customers



## Implementation

- Most agencies need to upgrade testing and QA
- Agencies must post areas of non-compliance and mitigation plans
- Agencies must identify an Accessibility Coordinator and create compliance plans
- Staff training



## Success criteria

- Dashboard for compliance (external applications)
- Demand for accessibility services
- Agencies with current accessibility plans

# Data Center Investment Policy



## Purpose of action

- Request approval of substantially rewritten policy



## Business case

- [RCW 43.105.375](#) requires servers and related be contained in SDC
- Policy interprets statute for agency implementation, including a timeline



## Key objectives

- Reduce investment in agency specific facilities
- Limit equipment at agency facilities based on use
- Require migration of physical servers to SDC by 6/30/19
- External cloud also an option but not a focus of this policy
- Minimize GF-S needed for SDC cost recovery



## Strategic alignment

- Supports efficient and effective government
- State of the art facility provides improved security



## Implementation

- Around 45 agencies have conditionally approved waivers
- Waivers based on agency identified triggers and timelines
- Most waivers provide agencies with time to plan



## Success criteria

- Progress against waivers
- Decreased expenditures for agency specific facilities
- Periodic attestations from agencies on local facilities

# Rhythm of Business

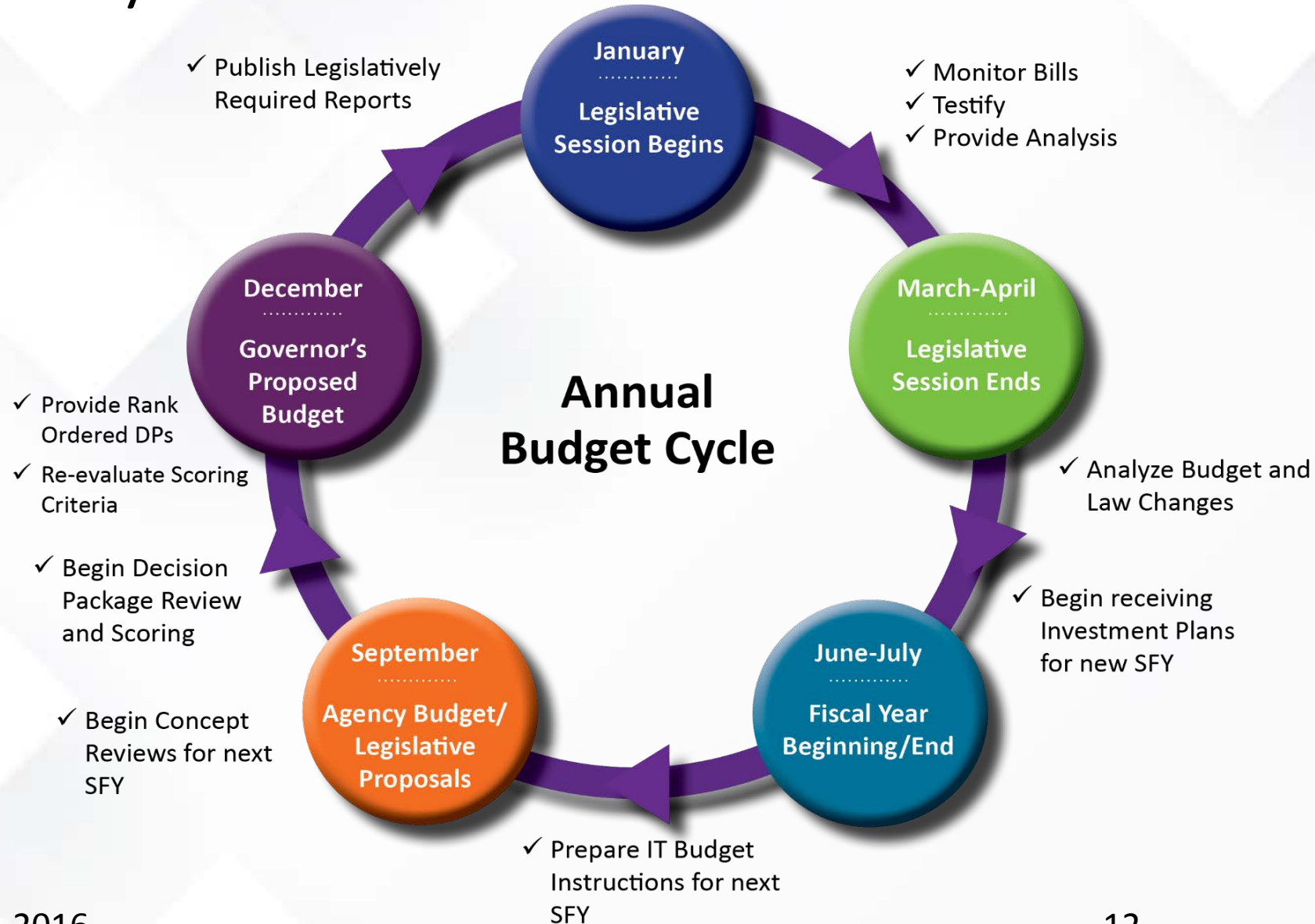
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# OCIO Rhythm of Business



# Concept for Oversight Framework



# Subcommittee Recap

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Update

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# 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

# Dashboard Review

## SBCTC – ctcLink

- Gartner IV&V Assessment
  - Governance, Pilot Remediation, Contract Management, Project Management
- January Deployment Cancelled
- Presidents Moving on Governance
- Follow-up required:
  - OCIO meet w/ Agency Director Scheduled
  - Amended Investment Plan
  - Organization Change Management



# Dashboard Review

## DSHS – Electronic Health Record

- Agency seeking third party assistance
- Western State Hospital implementation on hold
- Decision Package submitted for next biennium funding
- Follow-up required:
  - Amended Investment Plan,
  - Requirements traceability, and
  - Readiness criteria

# Governor's Request



Emphasize need for engaged executives & accountability



Reiterate agency & OCIO are partners in success



Improved practice & policy

# Decision Package Ranking

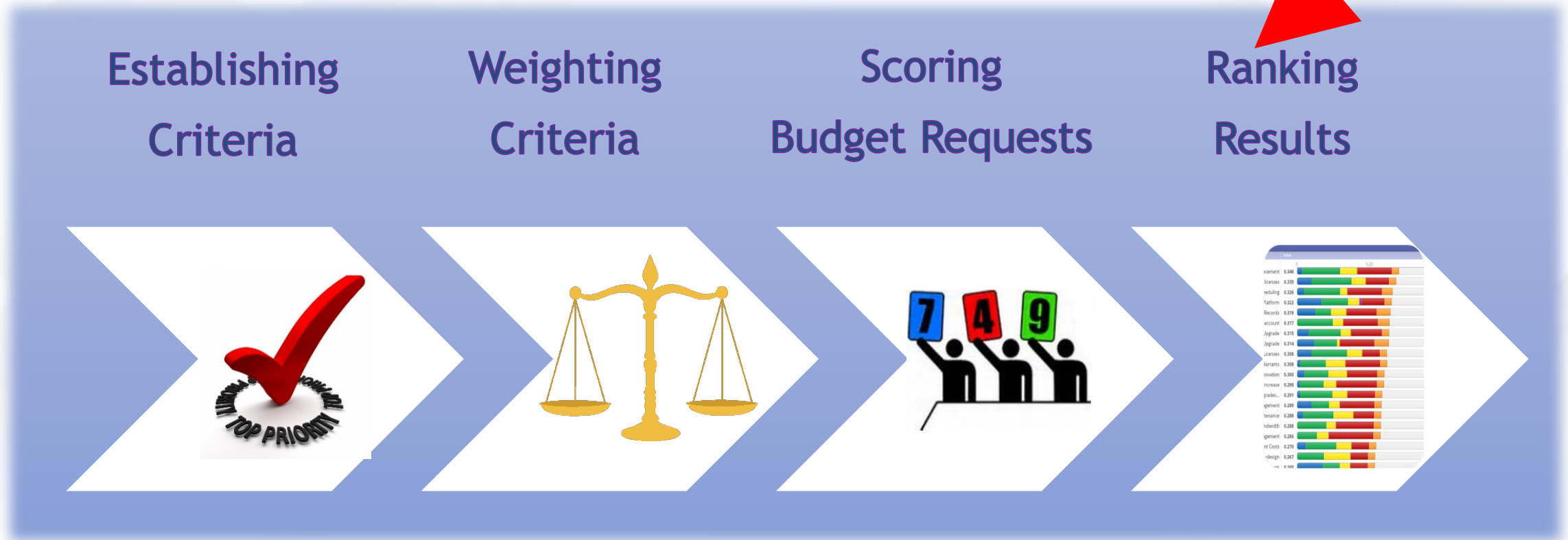
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# DP Prioritization Process Steps



# Decision Package Themes

## SDC

- 7 Agency Requests, 1 WaTech
- OCIO Policy Spurs Agency Action

## Security

- X Agency Requests, 3 WaTech
- OCIO Strategy, Heightened Concern

## Financial

- 10 Agency Requests, 1 OFM
- Agency Business Needs v. Enterprise Service

# Decision Package Themes

## Cloud

- 18 Agency Requests, 1 WaTech
- WaTech DP Supporting Agencies

## Radio

- 5 Agency Requests
- Interoperability and Shared Infrastructure

# Break

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# Privacy Review

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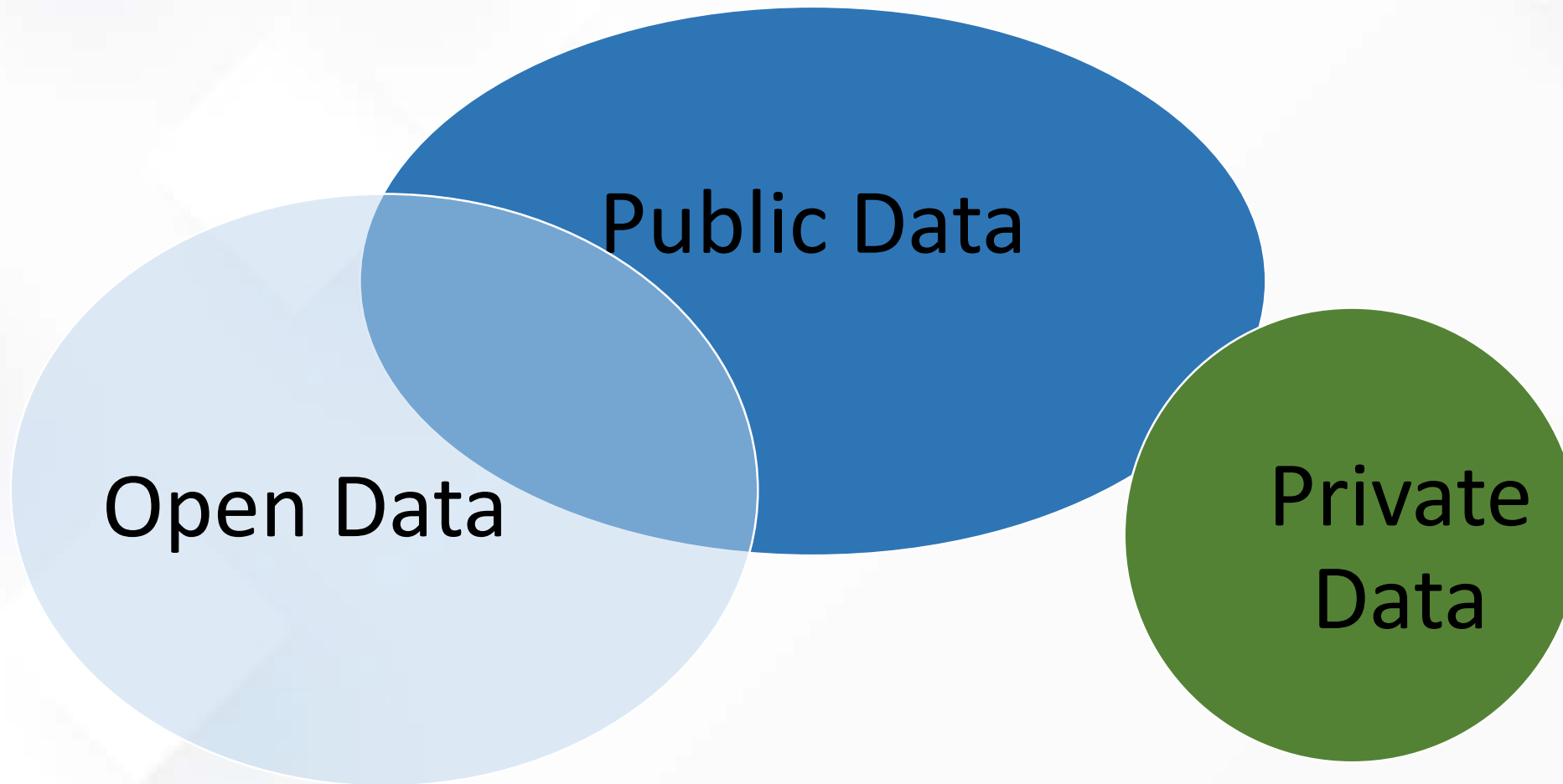
Information / Demo

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# The desired data Venn diagram for Washington state?



# State initiative:

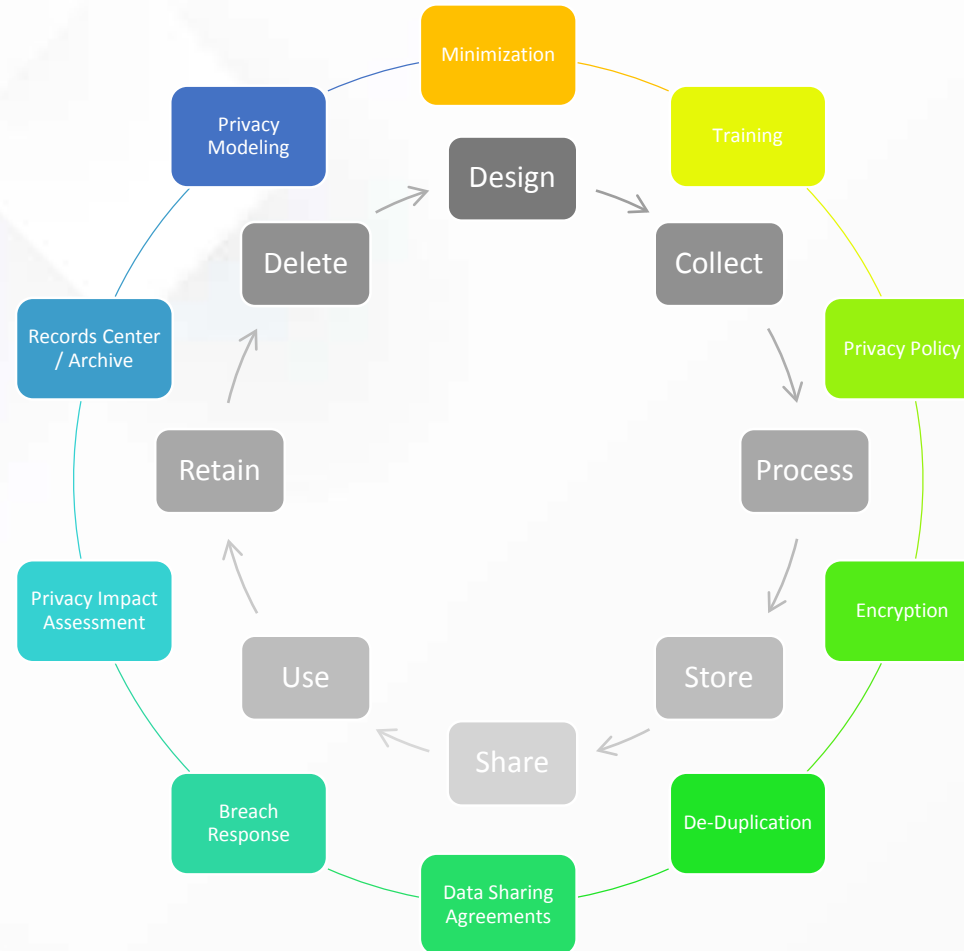
## I. Privacy assessment

- Privacy questionnaire for state agencies will lead to report on state privacy practices
- A strong majority rank privacy as a high priority
- Agencies want more training and coordination
- Agencies collect a range of data, depending on mission
- Agencies use multiple tools to manage data
- Agencies share private data by agreement; public data openly



# State initiative:

## II. Privacy training and best practices



# State initiative:

## III. Consumer education

Visit:

- [Privacy.wa.gov](http://Privacy.wa.gov)
- Privacy guide



# State initiative:

## IV. Privacy modeling

- Build privacy into product design
- First of a kind web application
- Draws on Federal and WA state law
- Open and extensible architecture
- Funded by Hewlett Foundation grant

# State initiative:

## IV. Privacy modeling

### Privacy Modeling Tool

This **Privacy Modeling Tool** is designed to help you identify privacy laws based on personal information you wish to use. It offers general guidance on Washington State and Federal law. The tool searches through a database to find the laws which apply to your situation.

LEGAL DISCLAIMER

The tool includes a [User Guide to Privacy](#) with recommendations on how to create a product or service that uses personally identifiable information. For specific legal questions, please consult an expert familiar with privacy law.

USER GUIDE

GET STARTED!

# Legislative agenda

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# Legislative Agenda



Cloud Services



Security



Procurement  
Authority





# Public Comment

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