

Technology Services Board Quarterly Meeting

June 20, 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 <ul style="list-style-type: none"> 3/15/16 Meeting Notes 	Michael Cockrill	Information/Approval	9:00
Strategic Plan	Rob St. John	Discussion/Feedback	9:10
Next Budget Cycle <ul style="list-style-type: none"> Decision Package Revised Criteria 	Jim Hammond	Information/Discussion	9:40
Crosswalk of Supplemental Budget Funding <ul style="list-style-type: none"> Top Issues 	Jim Hammond	Information/Discussion	9:50
Recap of Subcommittee <ul style="list-style-type: none"> Improving Project Outcomes <ul style="list-style-type: none"> IT Project Assessment Tool Approval Oversight Plan of Action Principles for Project Review Status of 3 Recent Projects 	Rob St. John	Discussion/Approval	10:00
Break			10:45
IT Project Dashboard Walkthrough	Rob St. John	Discussion	10:55
Project Approvals Status Report	Rob St. John	Information	11:30
Security <ul style="list-style-type: none"> Non-Disclosure Agreement 	Agnes Kirk Scott Bream	Discussion	11:40
Public Comment			11:55

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

Marcie Frost - DRS

Vikki Smith – DOR

Other Government

Bill Kehoe – CIO King County

Jeff Paulsen – Labor Rep

Blue – members present

Black – members absent

Strategic Plan

Information / Discussion

6/20/16

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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

Modernize / 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

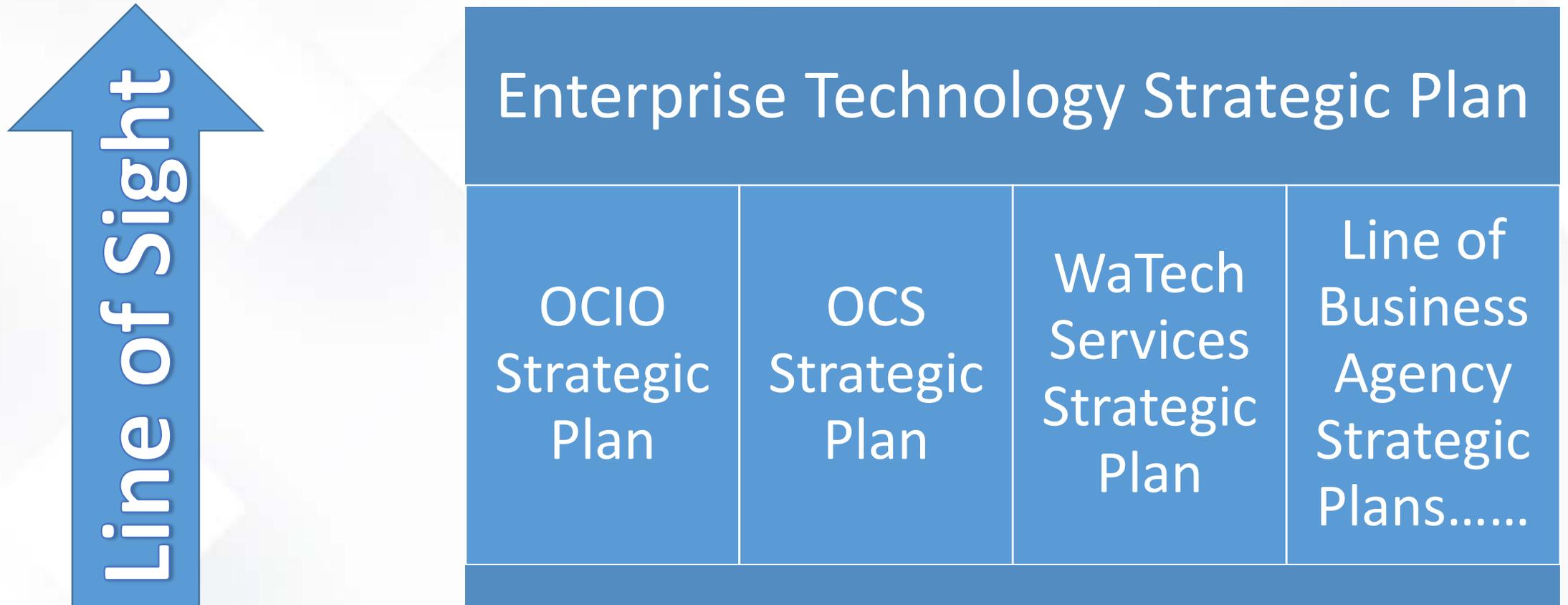
Governance

Project / Program management (PMO)

Taskforce

In progress

How we see the various plans fitting together



Next Steps

- Socialize with Agency Deputy Directors and CIO Community
- Identify an Owner for each Goal Area
- Form Goal Area Teams to Identify Initiatives and Deliverables
 - Short-Term – SFY 2017
 - Mid-Term – '17—'19 Biennium
 - Long-Term, '19-'21 Biennium
- Report Publish Progress Through “Biennial IT Report”

The Plan in Action

Enterprise Plan

Decision Package
Prioritization

Biennial Report

Next Budget Cycle

Information / Discussion / Feedback

IT Budget Request Prioritization PROCESS STEPS

1. Priorities

Establish
Criteria

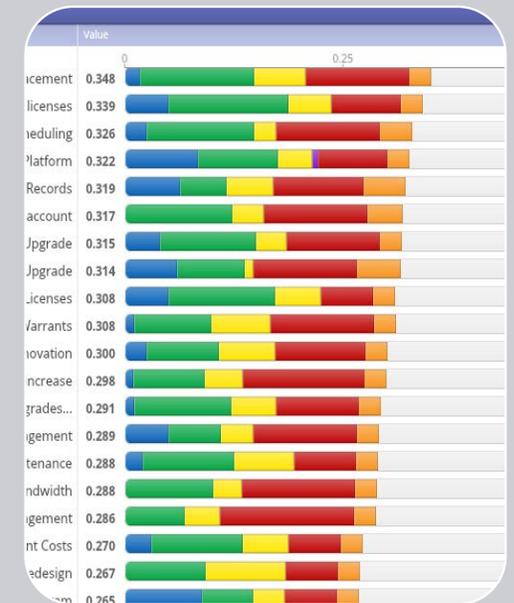
2. Weight

Establish
Relative
Weight
of
Criteria

3. Score

Assess
each
Budget
Request

4. Ranking



Criteria Development/Grouping

2015

Security

Feasibility/Risk

Technology Strategic
Alignment

Financial Benefit

Business Importance

2016

Business

Transformation

Technology Strategic
Alignment

Financial Benefit

2017

?

?

?

Timeline

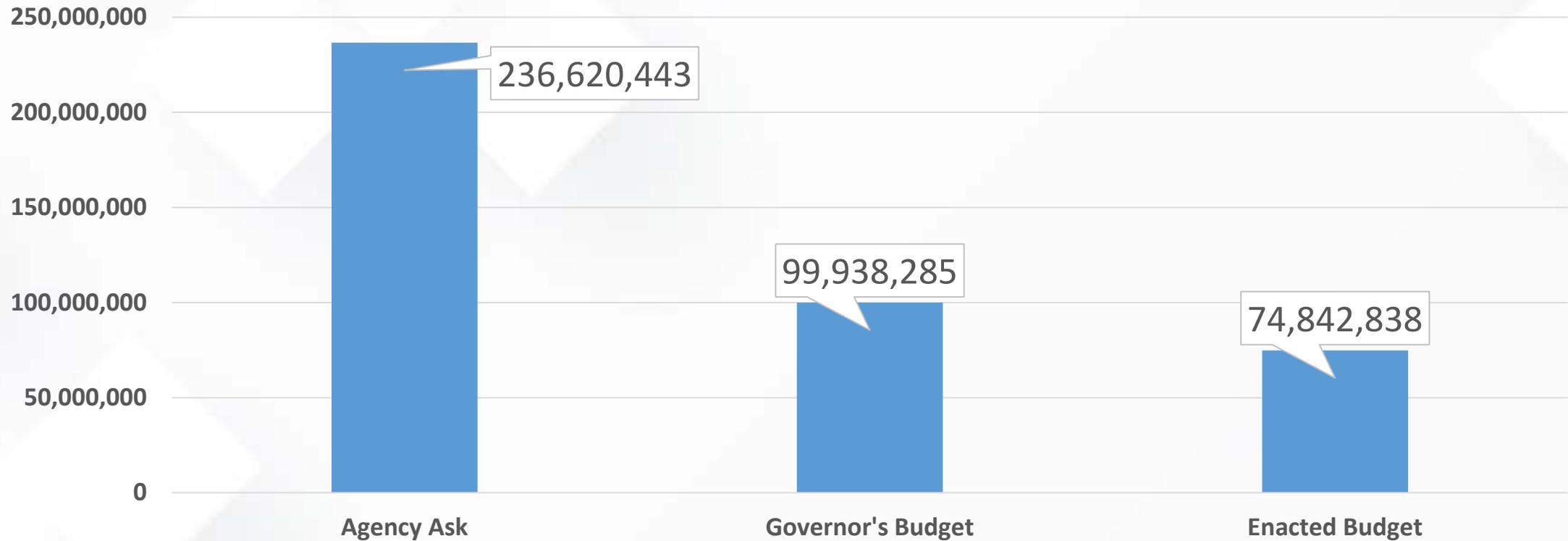
- **TSB Review of Criteria** **June**
- Concept Reviews July – August
- **TSB Weighting** **September**
- OCIO DP Scoring September – October
- OCIO Ranking / Report December

Crosswalk of Supplemental Budget Funding

Information / Discussion

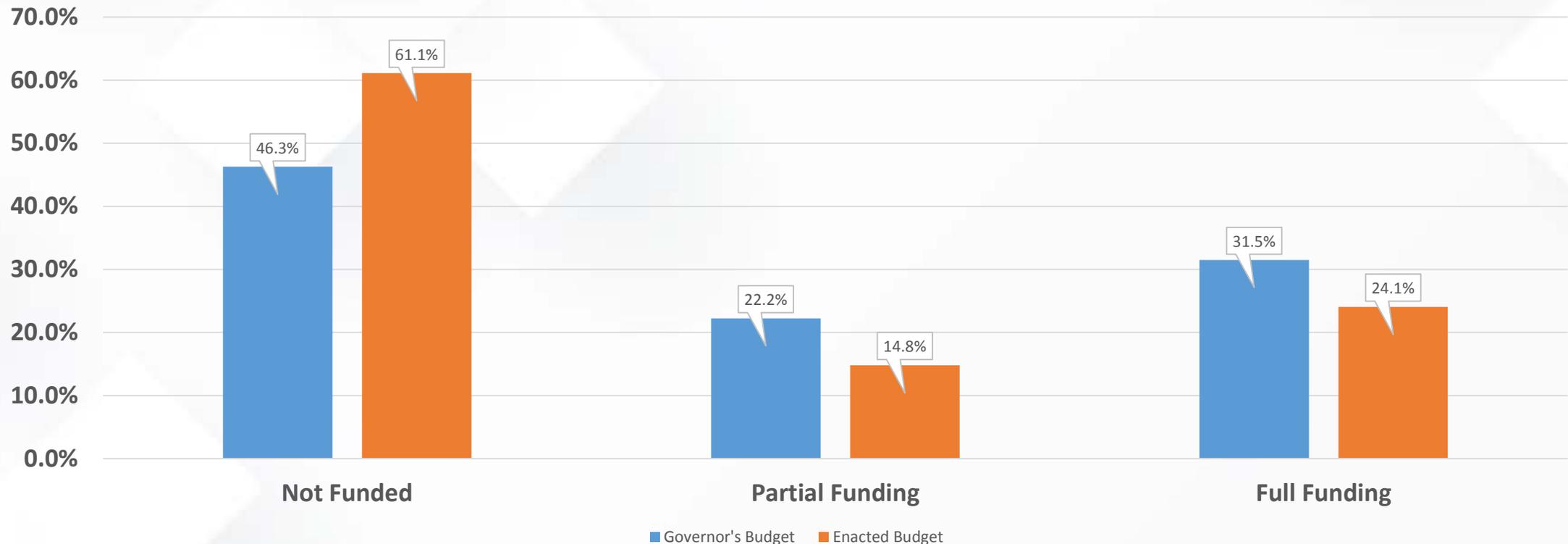
Supplemental IT Budget Funding

2016 IT Request in Dollars



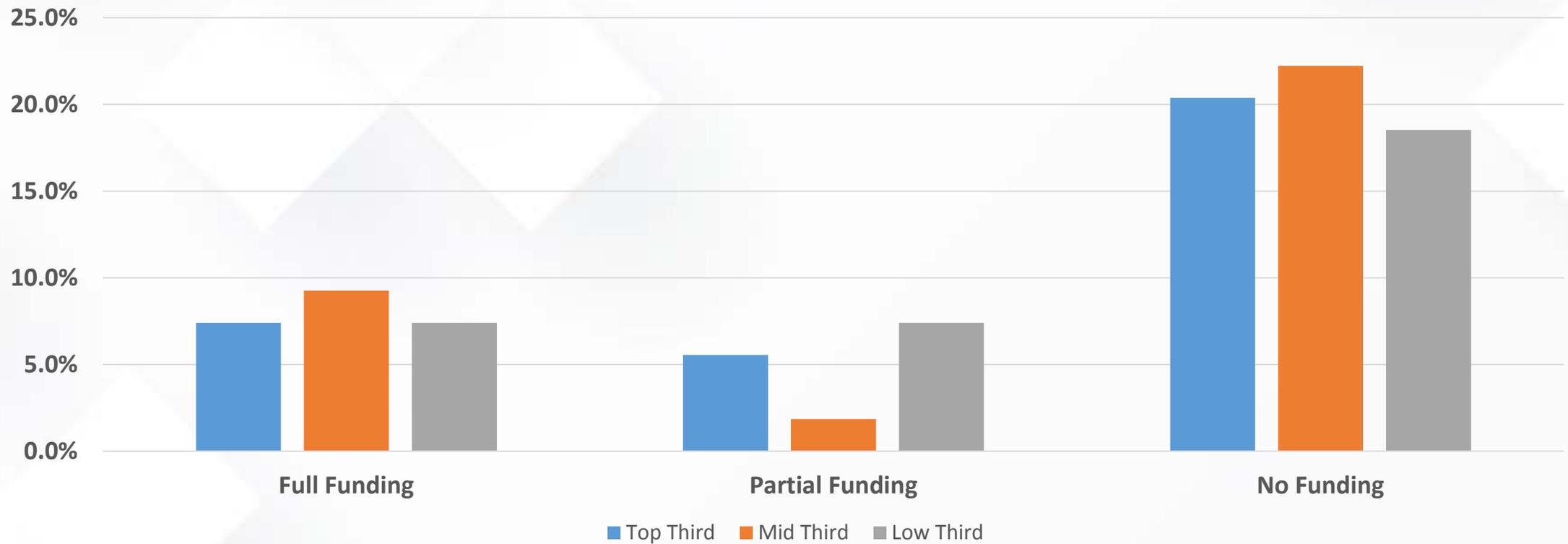
Supplemental IT Budget Funding

2016 IT Requests - Percent Funded



Supplemental IT Budget Funding

2016 IT Requests and OCIO Rank



Subcommittee Recap

Discussion / Approval

6/20/16

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Improving project outcomes

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Align technology strategy & public policy



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4-6 year projection

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In progress

Identifying Major Projects Initiative

Launched by TSB Subcommittee in March

Current Tool

- Risk/Severity based assessment
- Results determine project level (1, 2, or 3)
- Levels 2 and 3 placed under oversight; considered “major”

Needed Improvements

- Reduce ambiguity; increase precision
- Add missing assessment criteria
- Capture and store the data

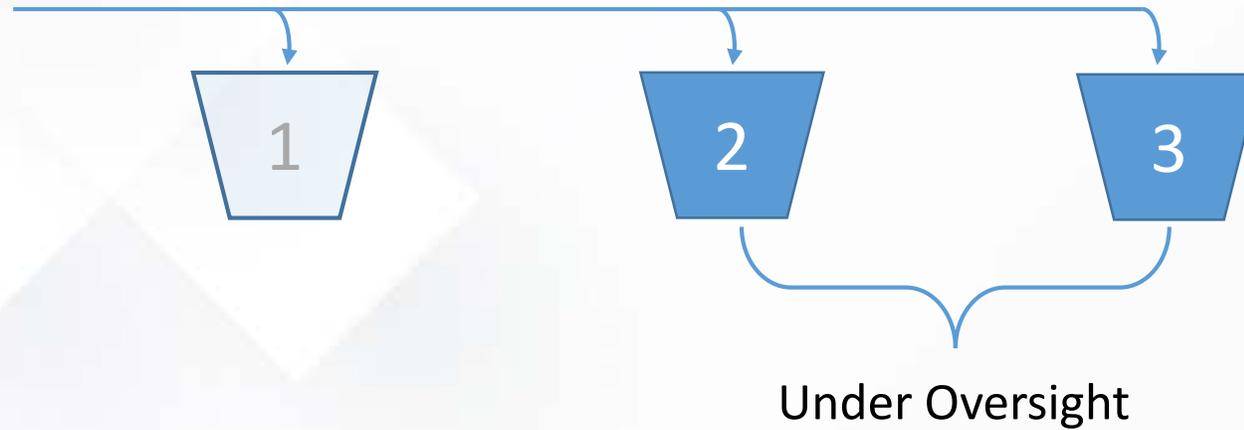
Proposed IT Project Assessment Tool

- Engaged 20+ agency representatives
- New series of 20 questions; 18 are multiple choice
- Plan to run parallel in production with current tool

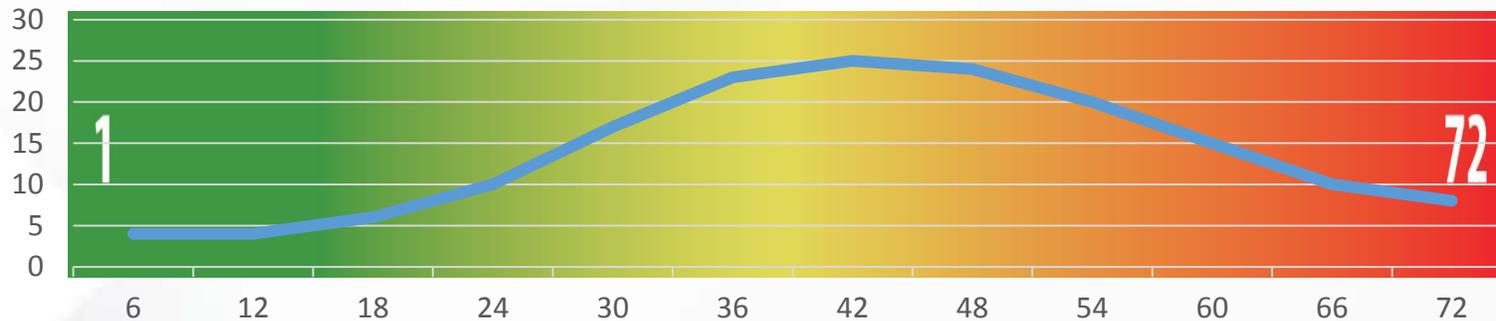
Question	Choose the best answer from the options below			
5 Does the project change a system that impacts citizens, other state or local organizations, or service providers?	The impact is to internal agency business processes / operations only.	The system is accessed by citizens only for information and research purposes.	The system indirectly impacts citizens, other state or local organizations, or service providers through management systems that support important public services.	The system is directly used by citizens, other state or local organizations, or service providers (e.g. Medicaid payment systems, online driver's license renewals, reservation systems such as parks and ferries).
6 What is the degree of impact to agency operations or business rules/processes?	There is no change to business rules/processes. The project only impacts low complexity business processes.	There is moderate impact to business rules/processes in one program within a single agency.	There is significant impact to business rules/processes to multiple programs within one agency.	There are technical or business rule/process impacts to more than one agency.

Comparing Data from Both Tools

Old Tool



New Tool



Risk level scale:

- Negligible
- Low
- Moderate
- High

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In progress

Concept for Oversight Model/Framework

Risk Level	Green	Blue	Orange
Negligible	No OCIO involvement	No OCIO involvement	No OCIO involvement
Low	Limited	Limited with independent reporting	Gated
Moderate	TBD	TBD	TBD
High	TBD	Gated; TBD procedures	Gated w/Leg Reporting

- OCIO sets the Risk Level after agency does a self assessment
- Legislature selects an oversight level
 - Green = Oversight based on the Risk Level alone (this would be the “default”)
 - Blue = Enhanced oversight and reporting
 - Orange = Gated oversight and independent reporting

Project Oversight Model/Framework Initiative

To be launched in July

Scope

- Review current definitions, methods and procedures for 'project oversight',
- Review emerging 'technical oversight' requirements
- Obtain TSB Subcommittee input and insight
- Review research from industry and other states
- Evaluate oversight over the life of a project

Deliverables

- Finalized tool
- Updated model/framework
- Updated Policy 121

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Principles for board review of projects

1. Projects that are named in statute, budget or proviso
2. Significant dollar threshold – “significant” based on judgment (guidance is \$3M)
3. Early exposure for greatest impact
4. Impact project has on entire enterprise or multiple agencies, on the public, or strategy
5. Judgment call by oversight consultants or QA consultants based on review of dashboard status

Status of three recent projects

Status of recent projects:

- UW (principles each of them touched, letters, IP amends)
- ctcLink
- WILD

Break

I.T.'s Transparent: Project Dashboard

Discussion

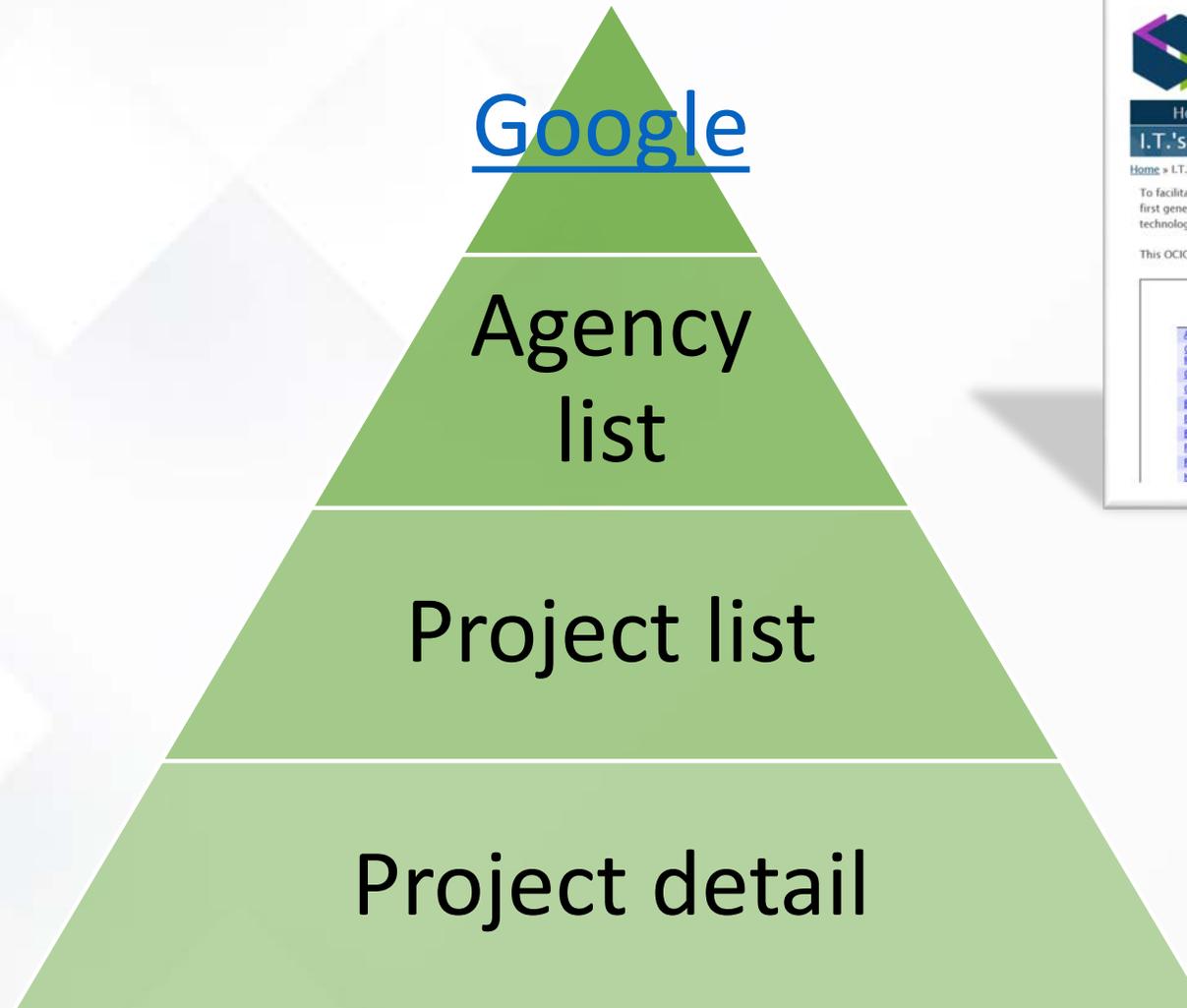
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IT Project Dashboard - purpose

- “Approve and monitor all major IT projects”
 - Statute ([RCW 43.105.245](#) and [RCW 43.105.255](#))
- “Web-based transparency into the documents that support approval and oversight”
 - Statute ([3ESSB 5034](#); Section 944)
- Enterprise Goal Areas
 - Efficient & Effective Government
 - Accountable IT Management

IT Project Dashboard



Washington State - Office of the Chief Information Officer

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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.

[View all projects](#)

Agency	Number of Projects	Total Projects Budget
Arts Commission, Washington State	1	\$305,000
Community and Technical Colleges, State Board for	1	\$100,000,000
Corrections, Department of	3	\$3,181,999
Crews, Administrative Office of the	1	\$0
Early Learning, Department of	1	\$0
Ecology, Department of	3	\$2,842,213
Employment Security, Department of	3	\$112,644,178
Financial Management, Office of	2	\$2,300,000
Fish and Wildlife, Department of	4	\$3,124,000
Health Care Authority, Washington State	4	\$9,409,000

Project Approvals Status Report

Information

6/20/16

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Security

Discussion

6/20/16

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Public Comment
