

Technology Services Board

Portfolio-Policy Subcommittee Meeting

July 13, 2023

9:45 am – 11:00 am

Current TSB Members

Industry Members

Butch Leonardson – Retired CIO

Paul Moulton – Retired CIO

Tanya Kumar – Oracle

Legislative Members

Sen. Matt Boehnke – Senate R

Rep. Travis Couture – House R

Sen. Joe Nguyen – Senate D

Rep. Chipalo Street – House D

Executive Branch (Agency Directors)

Bill Kehoe – State CIO & TSB Chair

David Danner – UTC

Cami Feek - ESD

Tracy Guerin – DRS

Other Government

Viggo Forde – Snohomish County

Members present

Members absent

Vacancies:

Labor Union Representative

TOPIC	LEAD	PURPOSE	TIME
Welcome Agenda review	Deanna Brocker	Introductory remarks	9:45 a.m.
Review and approve April 13 meeting minutes	Deanna Brocker	Approval of minutes	9:50 a.m.
WA Cares Fund	Richelle Glascock	Program update/Board feedback	9:55 a.m.
Policies & Standards Review: <ul style="list-style-type: none"> Establishing an Enterprise Service policy Enterprise Service (Standard) – Cloud Highway Policy on Policies Naming Convention standard Waiver Standard and Procedure IT Investments Approval and Oversight Policy, Procedures and Appendices Project Quality Assurance Policy 	Sam Zee Rob Allred Derek Puckett Diana Martin	Review and Recommend Approval to full Board on 9/14	10:25 a.m.
Enterprise IT Strategic Plan update	Deanna Brocker	Update/Board feedback	10:45 a.m.
Public comment			10:55 a.m.

Review 4/13/23 Minutes - Deanna

WA Cares Fund (WCF)

WA Cares Fund Overview

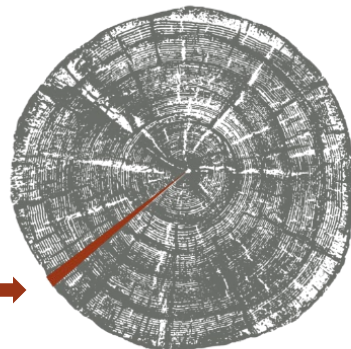
- Near-universal coverage
- Affordable premiums due only while working
- Everyone covered at same rate regardless of pre-existing conditions
- Earned benefit
- Self-funded by worker contributions

Typical Income:

\$50,091

Typical Contribution:

\$291/year



0.58%

Contributions

0.58%

Amount workers contribute from wages



Contributions begin

Benefits

\$36,500

Lifetime maximum benefit (adjusted annually up to inflation)



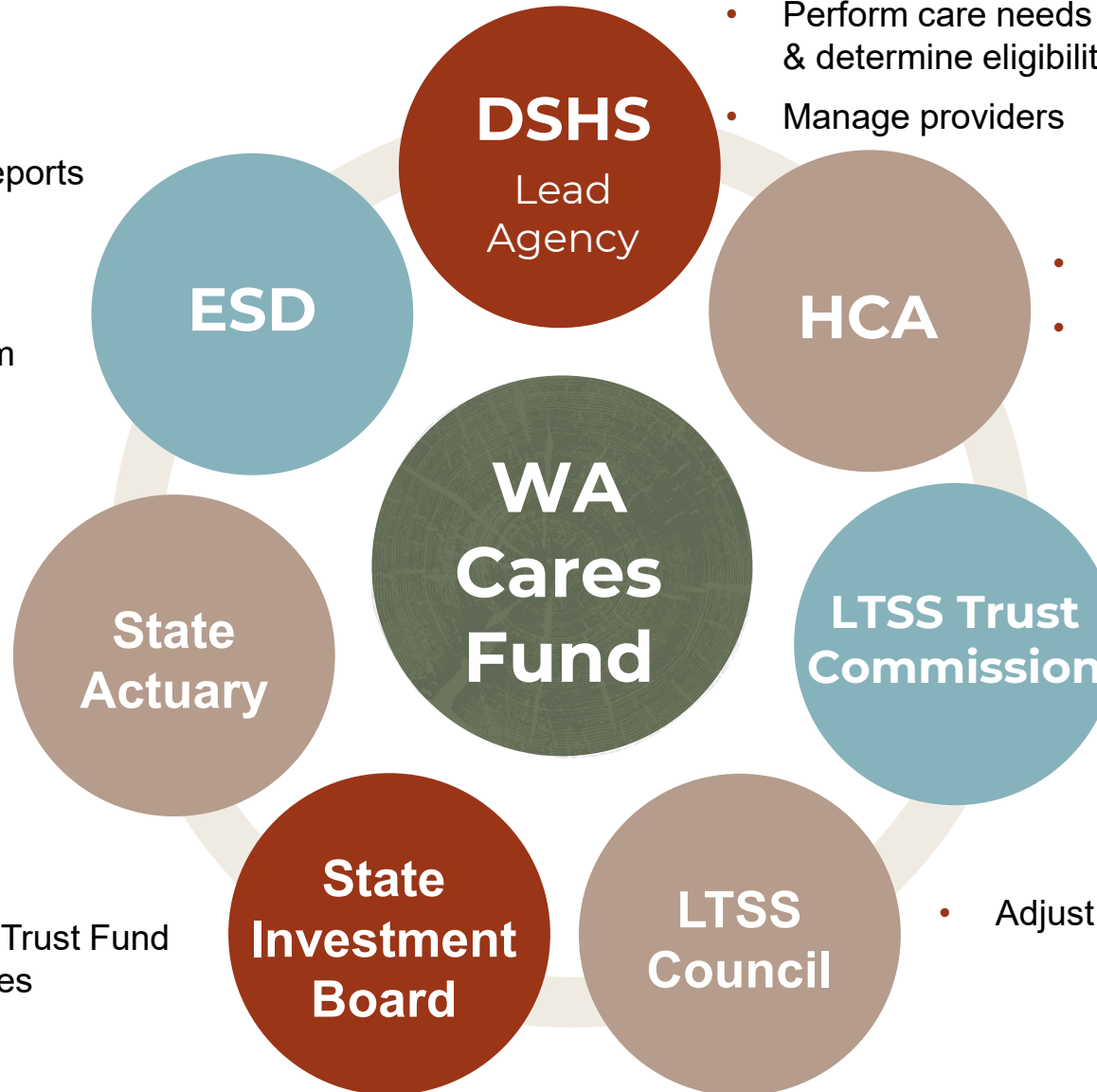
Benefits available

WCF Program Structure

- Collect premiums & wage reports
- Determine vesting status
- Process exemptions
- Process opt-in requests from self-employed individuals

- Provide actuarial analysis to assess ongoing solvency

- Invest Trust Fund reserves



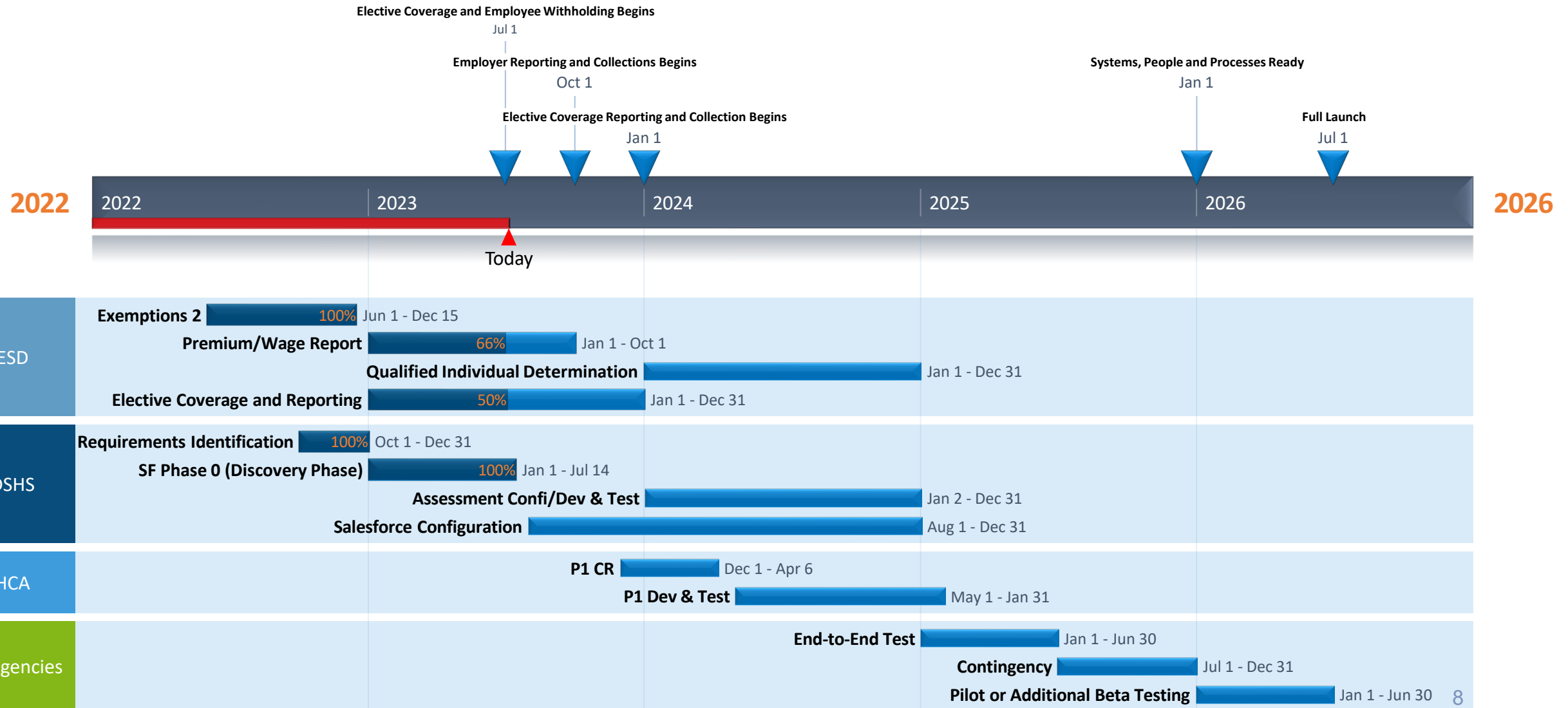
- Educate public and address questions/complaints
- Process applications
- Perform care needs assessments & determine eligibility
- Manage providers

- Pay providers
- Track benefit usage

- Make recommendations to legislature & agencies
- Monitor expenses

- Adjust benefits annually up to inflation

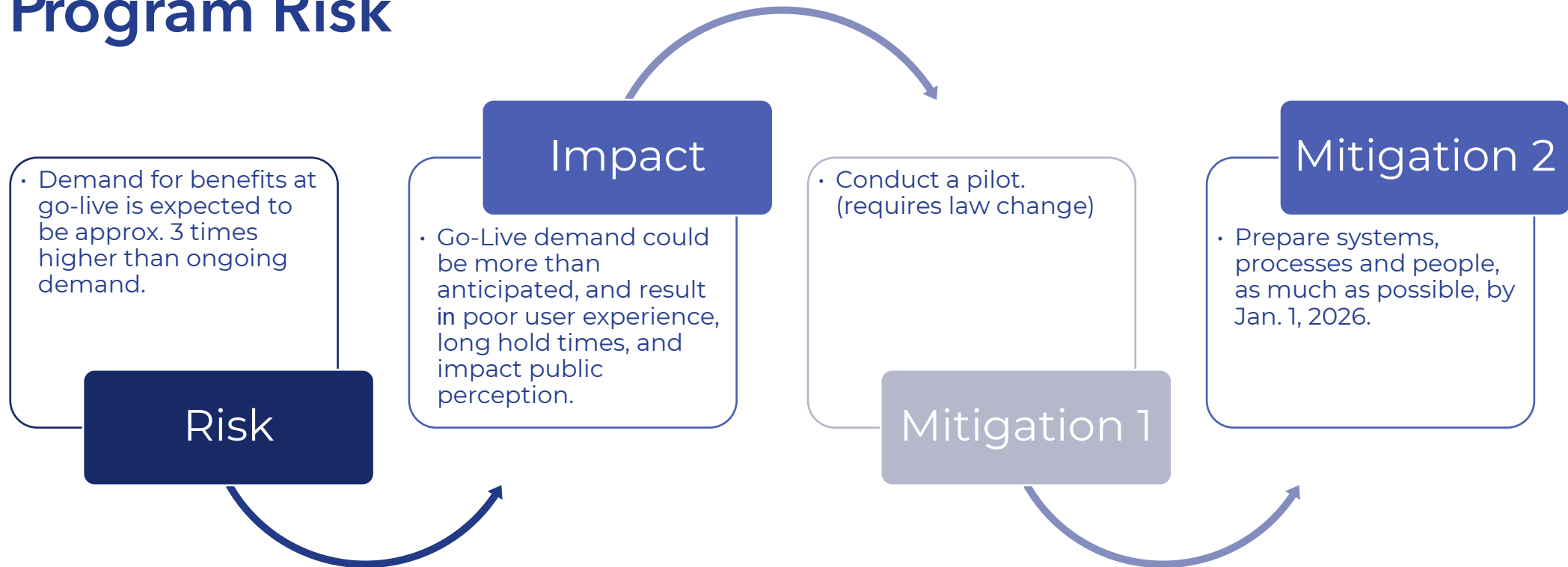
WA Cares Fund High-Level DRAFT Gantt Chart



WA Cares Fund Highlights

- As of July 1, 2023, we've successfully launched:
 - Exemptions for people with existing long-term care insurance.
 - Exemptions for non-immigrant visa holders, veterans with a service-connected disability, military spouses, and out-of-state residents.
 - Elective coverage for self-employed people.
 - Functionality for wage reporting and premium payments (will "turn it on" for quarterly reporting in October).
- Launched new WA Cares Fund website June 1.
- DSHS wrapping up Phase 0 (Discovery Phase) with Salesforce and is now working on contracts with Carahsoft for implementation at which time schedule will be finalized.

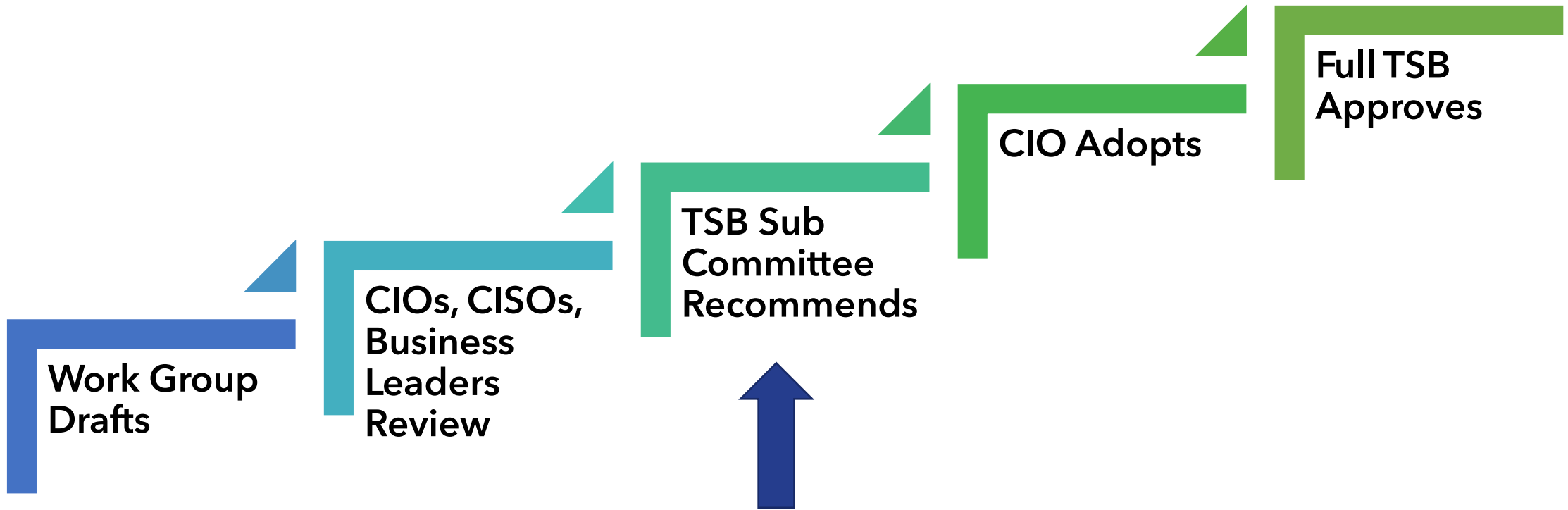
Top Program Risk



Other Considerations?

Policies & Standards Review & Recommendations

Where are we in the process?



Establishing an Enterprise Service Policy



Purpose of action

- Request approval of existing policy and standards updates.
- Request rescind of outdated policy.



Business case

- WaTech is directed to create a roadmap for Enterprise Architecture by RCW 43.105.265.
- Enterprise services deliver economies of scale and reduce technical debt through shared services.



Key objectives

- Reduce overall technology spending by consolidating services centrally.
- Expand enterprise service designations to services offered by other pillar agencies, such as DES and OFM.
- **Clear process and criteria for designating an enterprise service.**



Strategic alignment

- **Goal 2: Strengthen IT architecture/security.**
- Promotes economies of scale to reduce technical debt, promotes reuse and portfolio alignment.
- Advances adoption of modern technologies, supports use of shared technologies, and security and privacy.



Implementation

- WaTech will need to communicate changes to the policy to all agencies.
- **Moving services to standards falling under this policy organizes them differently and will need to be communicated.**



Success criteria

- Enterprise services are identified, codified, and certified across the state.
- Agencies of all sizes are utilizing the state enterprise services.
- IT community is better informed of expectations and designated Enterprise services.

Enterprise Service Standard – Cloud Highway



Purpose of action

- Request approval of existing policy and standards updates.
- Request rescind of outdated policy.



Business case

- Secure, high-speed, private connectivity to mission-critical cloud services.
- Includes proactive monitoring and 24/7/365 support for increased security.
- Reliable, scalable and is cost efficient as use increases.



Key objectives

- Ensure the necessary safeguards to secure data-in-transit between state government and public clouds provides best-in-class security for state cloud traffic.
- Increase connectivity through the state's cloud highway service to improve economies of scale.



Strategic alignment

- **Goal 2: Strengthen IT architecture/security.**
- Creates economies of scale to reduce technical debt, promotes reuse and portfolio alignment.
- Advances adoption of modern, cloud-based technologies, supports use of common, shared technologies, and supports security and privacy through shared proactive cybersecurity solutions.



Implementation

- Agencies will be prepared to consume the service through the onboarding process.
- As there are no approved Cloud Highway replacement solutions at this time, agencies will not need to make significant changes in direction.



Success criteria

- All eligible state agencies will leverage the state's cloud highway service.
- Agencies will privately share data and access cloud-based IT resources on a state secured digital system.
- The overall cost to connect to the public clouds will decline.

Policy on Policies



Purpose of action

- Request approval of existing policy and updates.
- Request rescind of outdated policy.



Business case

- **This policy governs how our policies are structured & governed.** This ensures we create policies that work together to support all the aspects of Business IT.



Key objectives

- Overall rules guiding documents outlining rules and requirements will be clear.
- Governance for all types of documents is clear.



Strategic alignment

- **Goal 1: Champion Governance and Accountability.** By having clear rules and processes for creating rules, we can have more transparency and accountability.



Implementation

- WaTech will need to be clear in communications regarding the governance process.



Success criteria

- **Agencies will participate in governance processes for creating and maintaining policy documents.**
- Policies and standards will be maintained in a regular fashion.
- **Equitable: We added a requirement to consider equity and using person-first/non-gendered language when drafting policies and standards.**

Naming Convention Standard



Purpose of action

- Request approval of new standard.



Business case

- **Currently we have random seeming number assignments for policies.** There is no coherent naming scheme because none was ever written down.
- Reliable, scalable and is cost efficient as use increases.



Key objectives

- **The policies and standards will have a clear, functional naming system.**
- Relationships between policies, standards, procedures, and guidance will be easier to follow.



Strategic alignment

- **Goal 1: Champion Governance and Accountability.** By having clear structure for our policies, end users will be able to find relevant policies and standard more easily.



Implementation

- **Forming “Chapters” allows agencies to reference the security chapter rather than the original single standard** for contracting and policy purposes, but agencies will need to make significant changes to documentation.
- WaTech will need to post a crosswalk from the old policy numbers to the new policy numbers.



Success criteria

- **Achievable: New policies and standards will become part of the existing structure and be easily located.**
- **Relevant: Especially as 141.10 is being broken apart, it's necessary to offer a naming convention that works for the new policies and standards.**

Waiver Request Standard



Purpose of action

- Request approval of updated standard.
- Request rescind of outdated policy.



Business case

- Sometimes, agencies cannot meet a state policy or standard due to technical or business considerations. This standard provides a path for agencies to request a waiver.



Key objectives

- Establish the process by which agencies request waivers and by which waivers are approved.
- Allow for appropriate delegation of authority.



Strategic alignment

- **Goal 1. Champion Governance and Accountability.** Clear process when agencies cannot meet state policies and standards, ensures the situation is tracked and addressed in a reasonable timeframe. Waiver may also highlight where we need to address a problem within a policy or standard.



Implementation

- Agencies will now be able to delegate authority.
- The Waiver Procedure offers agencies an easy form to request the waiver, reducing the time to get the information necessary to begin the waiver process.
- Waivers can also be submitted during the annual certification survey.



Success criteria

- Measurable: More waivers will be submitted with the necessary information on the first submission.
- Equitable: Waivers ensure that any sized agency can work through technical and business limitations preventing policy compliance.

IT Investment Approval and Oversight Policy



Purpose of action

- Request approval of existing policy and updates.
- Request rescind of outdated policy.



Business case

- Establishes roles and responsibilities to ensure the success and transparency of major IT investments through a relevant and responsive evaluation, approval and monitoring process that commences early in the lifecycle of projects.



Key objectives

- Major IT investments will require approval to ensure business and technical needs are aligned.
- Projects will undergo an appropriate level of oversight based on the project complexity and risk.



Strategic alignment

- **Goal 4: Transform service delivery.** We are partnering with customers to deliver quality IT services for project oversight that provides valuable insight and support.
- **Goal 1: Champion governance and accountability.** Oversight of large projects ensures transparency, collaboration, for effective and informed decision making.



Implementation

- WaTech will need to clearly communicate the new requirements.
- Agencies may need to adjust internal policies and practices to align with the new policy.



Success criteria

- Time spent on project oversight **will reflect more efforts for complex and high-risk projects.**
- Projects will receive appropriate levels oversight at all phases of the project.
- By scaling requirements for QA, new vendors can gain experience with lower complexity projects. This offers opportunities for diverse vendors to grow into larger project engagements.⁸

Project Quality Assurance Policy



Purpose of action

- Request approval of existing policy and updates.
- Request rescind of outdated policy.



Business case

- QA and oversight provide guidance to keep projects on track with respect to time, budget, and scope. Regular assessments, continuous monitoring, and proactive sharing of findings to agencies supports successful implementation.



Key objectives

- Clear quality assurance requirements to align with tiered oversight.
- Focus efforts and budget based on the complexity and risk profile of the project.



Strategic alignment

- **Goal 4: Transform Service Delivery.** Increasing our engagement on more complex and impactful projects and allow flexibility to scale the engagement for low complexity investments.



Implementation

- WaTech will need to communicate the new policy to agencies with current and pending projects.
- WaTech needs to communicate changes to the QA service providers.
- WaTech will include this information in the initiation phase of all upcoming projects.
- WaTech will post the changes on a public website.



Success criteria

- QA service delivery meets reporting engagement and reporting requirements as specified in the policy and the legislature.

Enterprise IT Strategic Plan Update

In March - Inclusive Process Emphasizing Engagement

7 Workshops Facilitated

62 Agencies Represented

100 Business and IT Leaders in Attendance

2000+ Ideas + Themes Created By Agencies

In May - Validate and Draft Goal Recommendations

2 Workshops Facilitated

40+ Workshop Summaries Created

70+ Business and IT Leaders in Attendance

300+ Drafted Goal Statements

150+ Additional Inputs Provided by Participates

Draft

Enterprise IT Strategic Goals

Goal 1: Create a Government Experience that Leaves No Community Behind

- Goal Statement: Through a connected government that emphasizes **service delivery** and the **experience** of those we serve, we can achieve equitable outcomes across our communities.

Goal 2: Data Insights Improve Lives and Our Communities

- Goal Statement: Elevate **data insights** across the enterprise to improve customer outcomes, prioritize service improvements, drive strategic decisions, and improve transparency.

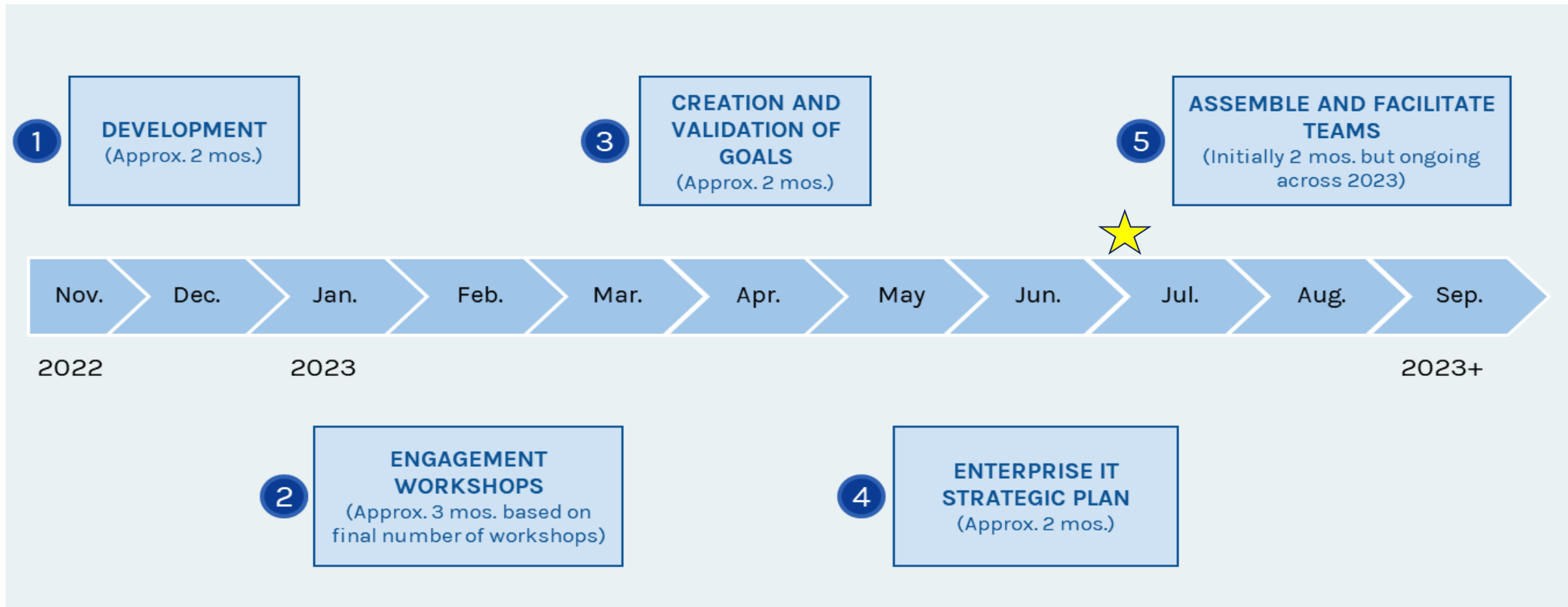
Goal 3: Innovative Technology Solutions Create a Better Washington

- Goal Statement: Prioritize **innovative technology solutions** to address systemic societal challenges and integrate our decision-making.

Goal 4: Transform How We Work. Best Workforce Ever.

- Goal Statement: **Attract and retain talent**, advance our agencies' skill sets, instill an **innovation culture**, and establish new and **agile processes** and practices to achieve our future vision.

Strategic Planning Timeline



Public Comment