

# Technology Services Board

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Quarterly Full Board Meeting  
March 14, 2023  
9:00 am – 11:00 am

# Welcome New Board Member

Cami Feek, Commissioner  
Employment Security  
Department



# Current TSB Members

## Industry Members

Butch Leonardson – Retired CIO  
Paul Moulton – Retired CIO  
Tanya Kumar – Oracle

## Legislative Members

Rep. Matt Boehnke – Senate R  
Rep. David Hackney – House D  
Sen. Joe Nguyen – Senate D

## Executive Branch (Agency Directors)

Bill Kehoe – State CIO & Chair  
David Danner – UTC  
Cami Feek - ESD  
Tracy Guerin – DRS

## Other Government

Viggo Forde – Snohomish County

### Vacancies:

House Representative  
Labor Union Representative

Members present

Members absent

## Agenda

TOPIC	LEAD	PURPOSE	TIME
Welcome, New Board Member, Agenda Review	Bill Kehoe	Introductory remarks	9:00
Review and Approve 9/12/22 Meeting Minutes	Bill Kehoe	<b>Approval</b> of minutes	9:05
Program Status: One Washington	Amy Pearson Cristie Fredrickson	Program status, demo and Board feedback	9:10
Policy & Standard Approvals: <ul style="list-style-type: none"> <li>• Policy 113, Standards 113.10, 113.30, 113.40 - Technology Business Management</li> <li>• Data Sharing Policy</li> <li>• Data Classification Standard</li> <li>• Risk Management Policy</li> <li>• Risk Assessment Standard</li> <li>• Encryption Standard</li> </ul>	Bill Kehoe	<b>Approval</b> required	9:35
Program Status: Integrated Eligibility & Enrollment	Amy Pearson Dan Renfroe	Program status and Board feedback	10:00
IT Enterprise Strategic Plan Update	Deanna Brocker Bill Kehoe Amy Pearson	Plan update and Board feedback	10:25
Connected Government - Lightning Round <ul style="list-style-type: none"> <li>• Resident Portal</li> <li>• Identity and Access Management</li> <li>• Accessibility</li> <li>• Data Strategy</li> <li>• GIS</li> </ul>	Bill Kehoe Wendy Wickstrom Nick Stowe Derek Puckett Bill Kehoe Joanne Markert	Quick updates on the initiatives	10:40
Public Comment			10:55

# Review 9/13/22 Minutes – Bill

# Program Status – One Washington

# As of 02/24/2023: Phase 1A Schedule is under Change Control

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Proposed changes are sent to the schedule leads



Schedule team will evaluate impacts and ensure cross-program collaboration



Changes having an impact on key milestones, project budget or go-live date will be referred to the Schedule Change Control Board (SCCB)



Schedule Change Control Board recommends whether to accept or reject the change.

One Washington Executive Program Director decides:

- Whether to make the change (key milestone)
- Whether to recommend to Executive Steering Committee (go-live date, budget)

# Phase 1a Schedule and Program Focus: 90-Day View

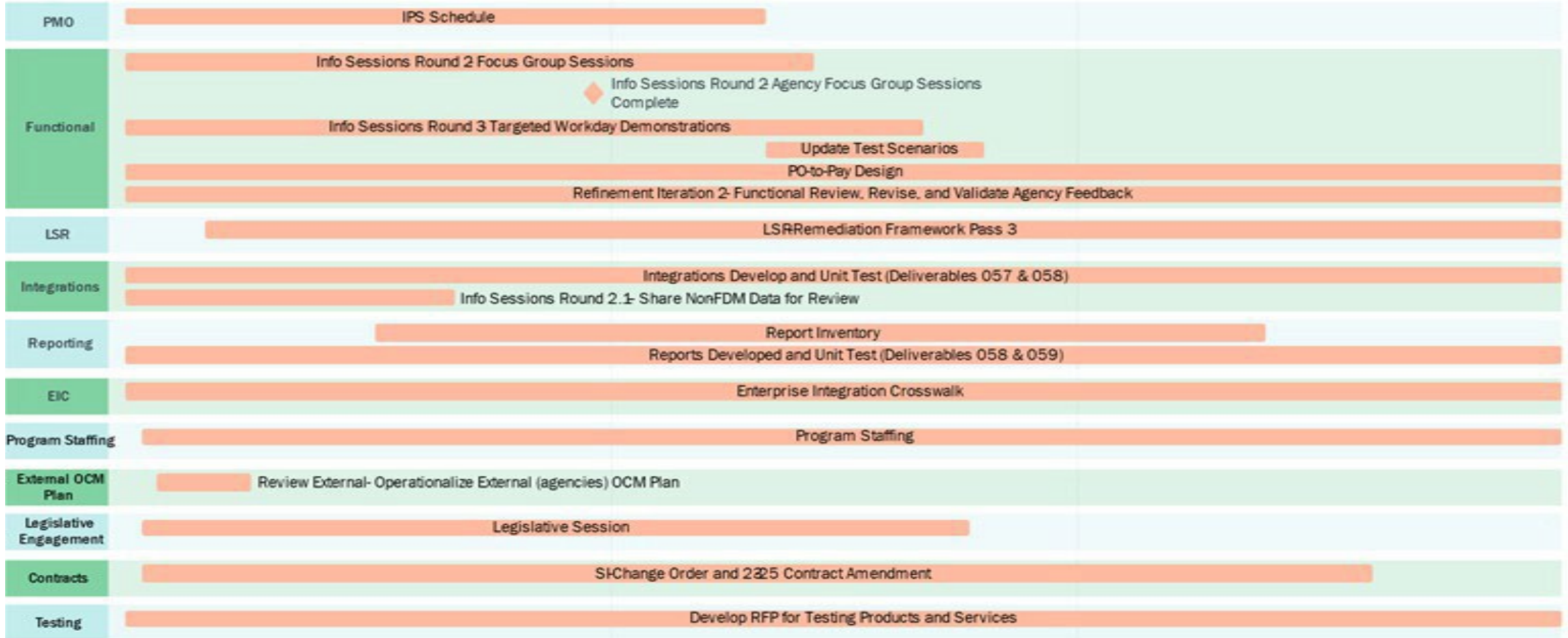
## 30-60-90 Timeline

2023

Mar

Apr

May





# AFRS Today

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=== AFRS ===== EXPANDED GENERAL ACCOUNTING TRANSACTION INPUT == C105P20E ===
TR: _____
FUNCTION: R (F=FRESH SCREEN, R=RETAIN DATA, V=VERIFY, X=RESET VENDOR)
SEQUENCE: _____ HEADER: 230207 JV 999 0 A 230207 BIEN: 23 FM: 20
DOC DATE: 020723 CURR DOC: _____ REF DOC: _____ DUE: 020723
VENDOR #: _____ SFX: _____ EXCPT CODE: _____ VENDOR TYPE: _____ PT: _____
VEND NAME: _____ TIN: _____
ADDR1: _____ TAX TYPE: _____
ADDR2: _____ USE TAX: _____
ADDR3: _____ UBI: _____
CITY/ST/ZIP: _____ US/FOR ADDR: _____ UI: _____
ACCOUNT #: _____ VEND MSG: _____
AGREEMENT ID: _____ ORDER ID: _____ CFDA: _____
TRANS CODE: _____ MOD: _____ REV: _____ POSTING FM: 20 AGENCY: _____
MSTR INDEX: _____ FUND: _____ APPN INDEX: _____ PROG INDEX: _____
SUB OBJECT: _____ SUB-SUB-OBJ: _____ IRS BOX: _____ OMWBE TYPE: _____
ORG INDEX: _____ ALLOC CODE: _____ BUDGET UNIT: _____ MOS (YYMM): _____
PROJECT: _____ SUB-PROJECT: _____ PROJ PHASE: _____ AGENCY FLAG: _____
WORKCLASS: _____ COUNTY: _____ CITY/TOWN: _____ COST OBJ: _____
MAJ GROUP: _____ MAJ SOURCE: _____ SUB-SOURCE: _____ CAFT: _____
GL ACCT: _____ SUBSID DR: _____ SUBSID CR: _____ RRW: _____
AMT: _____ INV DATE: _____ INV #: _____
F2=REL, F3=BATCH SUMM, F4=VEND SEL, F5=IAP VEND SEL, F6=BALNC, F8=ENC AUTO
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# February and March 2023: Live Workday Demonstrations

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Agency demonstrations of Washington configured Workday tenant are occurring February 21- March 28

The Phase 1A scope, Workday will replace AFRS and impact the following functionality:

- Supplier Accounts
- Customer Accounts
- Business Assets
- Financial Accounting
- Banking and Settlement
- Allocations
- Budgets
- Limited Purchase Order to Pay

# What problems will Workday solve?

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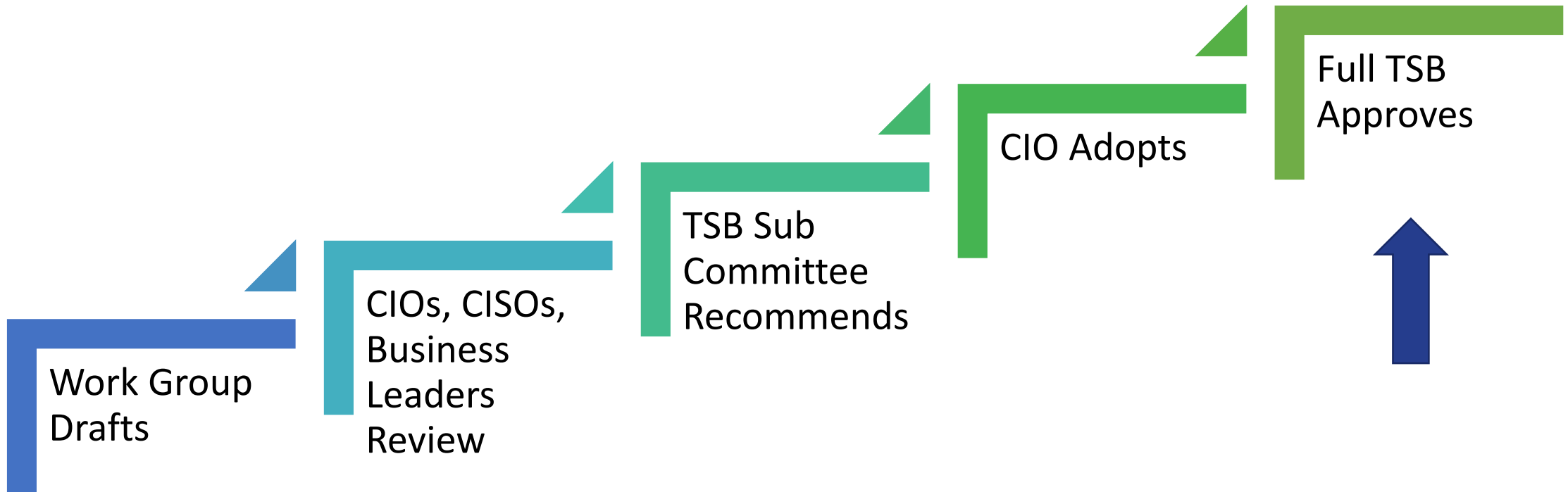
## Overall Benefits of Workday:

- Increased efficiencies will improve timeliness of data for making critical decisions.
- The quality of metrics, data, and reporting will be significantly improved.

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- + Enhanced **search** capabilities.
  - + **Automation** (i.e., configurable approval workflows) as well as more sophisticated processes
  - + **Multiple dimensions** – use of common words instead of numeric codes.
  - + **Real-time reports** with drilldown to actual record for researching discrepancies.
  - + **Controlled and Centralized data** with configurable security.
  - + **Unique data** with meaningful purpose, improving usage and quality for better future historical reporting.
  - + **Future Workday Features** driven by customer feedback

# Policy/Standard Approvals – Bill

# Where are we in the process?



# Technology Business Management

## 1. Sunset review of the following:

- a. **Policy 113** *requires agencies with over \$250,000 annual expenditures in IT to be in the TBM program, which represents 58 agencies.*
- b. **Standard 113.10** *establishes the use of the enterprise system of record ,the state's financial reporting system (AFRS) and Human Resources Management System (HRMS).*
- c. **Standard 113.30** *adopts the TBM Council taxonomy, which is the leading taxonomy in the IT financial management space.*
- d. **Standard 113.40** *which relates to the software program that supports the TBM program, Apptio.*

2. **No changes except to extend the next sunset review to 2024**, understanding that there may be further changes in the future, especially as we integrate with One Washington.

3. **TSB Portfolio/Policy Subcommittee recommended approval on 10/13/22.**

# Data Classification Standard

**Agencies must classify data into categories based on its sensitivity and handling requirements.**

a. Agency data classifications must translate to or include the following classification categories:

i. **Category 1 - *Public Information***

*Public information is information that can be or currently is released to the public.* It does not need protection from unauthorized disclosure but does need integrity and availability protection controls.

ii. **Category 2 - *Sensitive Information***

*Sensitive information is not specifically protected from disclosure by law but is for official use only.*

Sensitive information is generally not released to the public unless specifically requested.

iii. **Category 3 – *Confidential Information***

*Confidential information is information that is specifically protected from either release or disclosure by law.*

# Data Sharing Policy

- 1. Agencies must enter into written data sharing agreements when sharing Category 3 or 4 data outside the agency unless otherwise prescribed by law.**
  - a. Sharing involves any relationship where a person or organization outside the agency receives, hosts, or has access to information, including access to systems or applications.
- 2. Agencies must identify and evaluate the risks of sharing their data and must enter into a data sharing agreement that documents the relationship and includes appropriate terms to mitigate identified risks.**
- 3. Data sharing agreements can take different forms (details in the policy).**



# Risk Management Policy

**Replaces:** IT Security Standard 141.10 (1.2)

- 1. Prepare Step:** *Agencies must define and document a risk management strategy appropriate to their mission.*
- 2. Identify Step:** *Agencies must identify the security categorization of its systems based on the data processed.*
- 3. Select Step:** *Agencies must select controls appropriate for the environment.*
- 4. Authorize Step:** *Agencies must authorize and document their risk management strategy.*

# Risk Assessment Standard

**Replaces:** IT Security Standard 141.10 (1.2.1)

**1. Agencies must conduct risk assessments at critical points:**

*a. Prior to the acquisition of an information system, Cloud Service, or managed service which will store, process, or transmit Category 3 or Category 4 data.*

**2. Agencies must prepare for the risk assessment by identifying the purpose, scope, assumptions and constraints, threat intelligence sources, and risk model and analytic approach.**

*a. Identify Purpose: Agencies must identify how it will use the risk assessment and the information needed to achieve that goal.*

**3. Agencies must conduct risk assessments to identify threat sources, threat events, likelihood, impact, and risk.**

# Data Encryption Standard

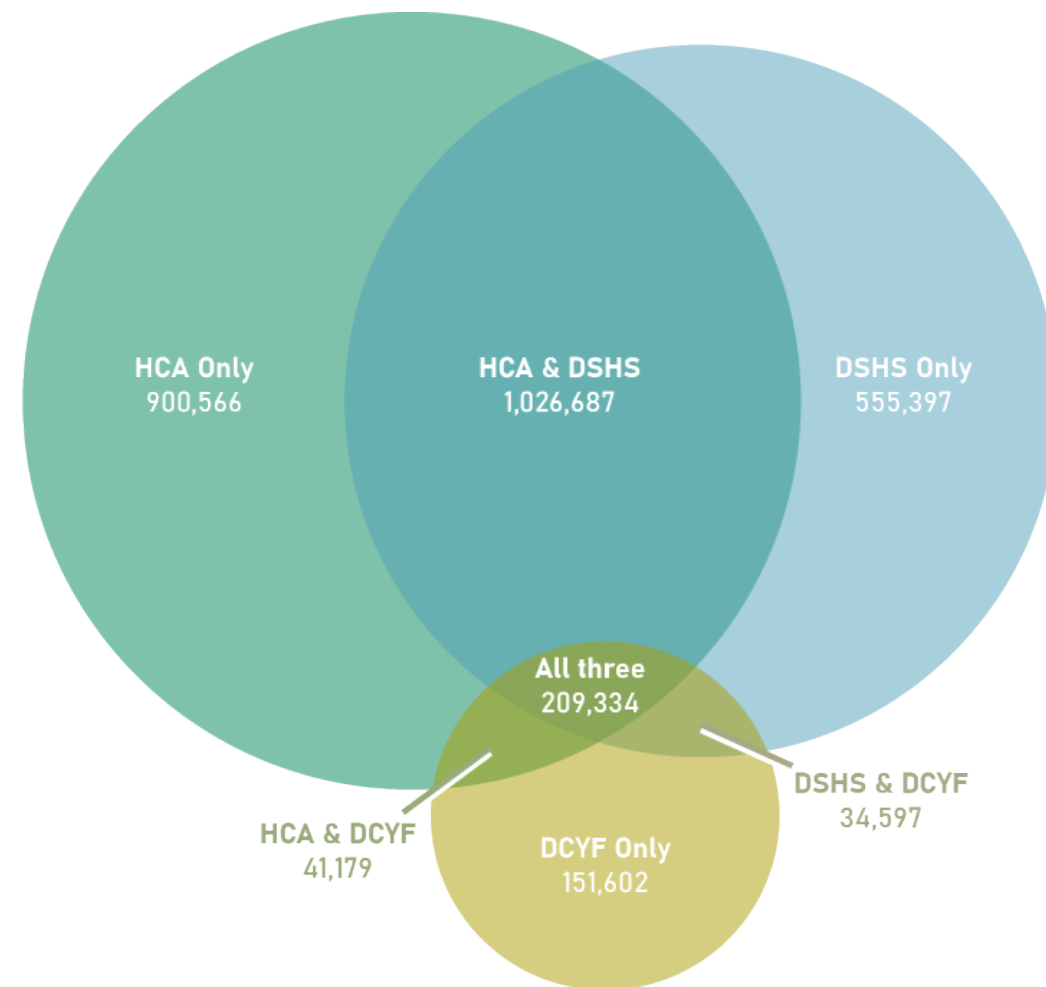
**Replaces:** IT Security Standard 141.10 (4.3 & 4.4) December 11, 2017

1. *Agencies must use approved standards to protect category 3 and category 4* and may use these standards for category 1 and 2 data as described in the Data Classification Standard.
2. *Agencies must perform full disk encryption for all workstations* that access or contain agency information.
3. *Agencies must use NIST FIPS approved encryption for the confidentiality and integrity of data at rest and data in transit.*
4. *Data must be encrypted at rest.*
5. *Agencies must use approved encryption algorithms for category 3 and category 4* data in addition to consideration for special handling requirements.
6. *Data must be encrypted while in transit.*
7. *Agencies must protect cryptographic keys.*

# Program Status – Integrated Eligibility & Enrollment






# Washington Health and Human Services Programs

- More than 2.9 million Washingtonians reach their full potential through over 75 health and human services programs, such as Medicaid, Basic Food, child care, and cash assistance.
- Over 1 million Washingtonians are served by programs from at least two HHS Coalition agencies and more than 200,000 clients are served by at least three agencies.
- Eligibility for these programs is considered part of Integrated Eligibility & Enrollment.







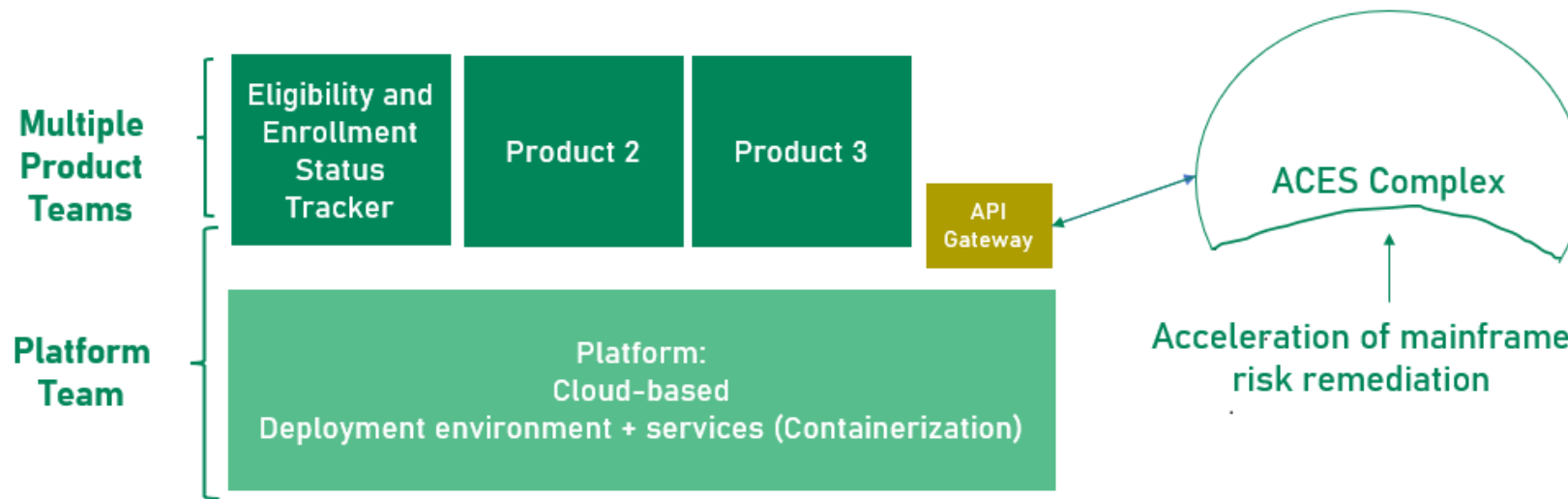
# Integrated Eligibility & Enrollment Vision

**We envision a world where** Washingtonians tell their story one time as the new system and underlying business processes securely guide them through the possibilities. This vision will be made possible by:

-  A singular, familiar experience
-  An accessible experience for all
-  An easier experience for Washingtonians
-  An improved user experience for client and community-based assistors
-  An improved experience for eligibility staff and case workers

**We envision a world where** HHS Coalition organizations can quickly respond to program, partner, client, and legislative needs, aided by improved technology and business processes, made possible by:

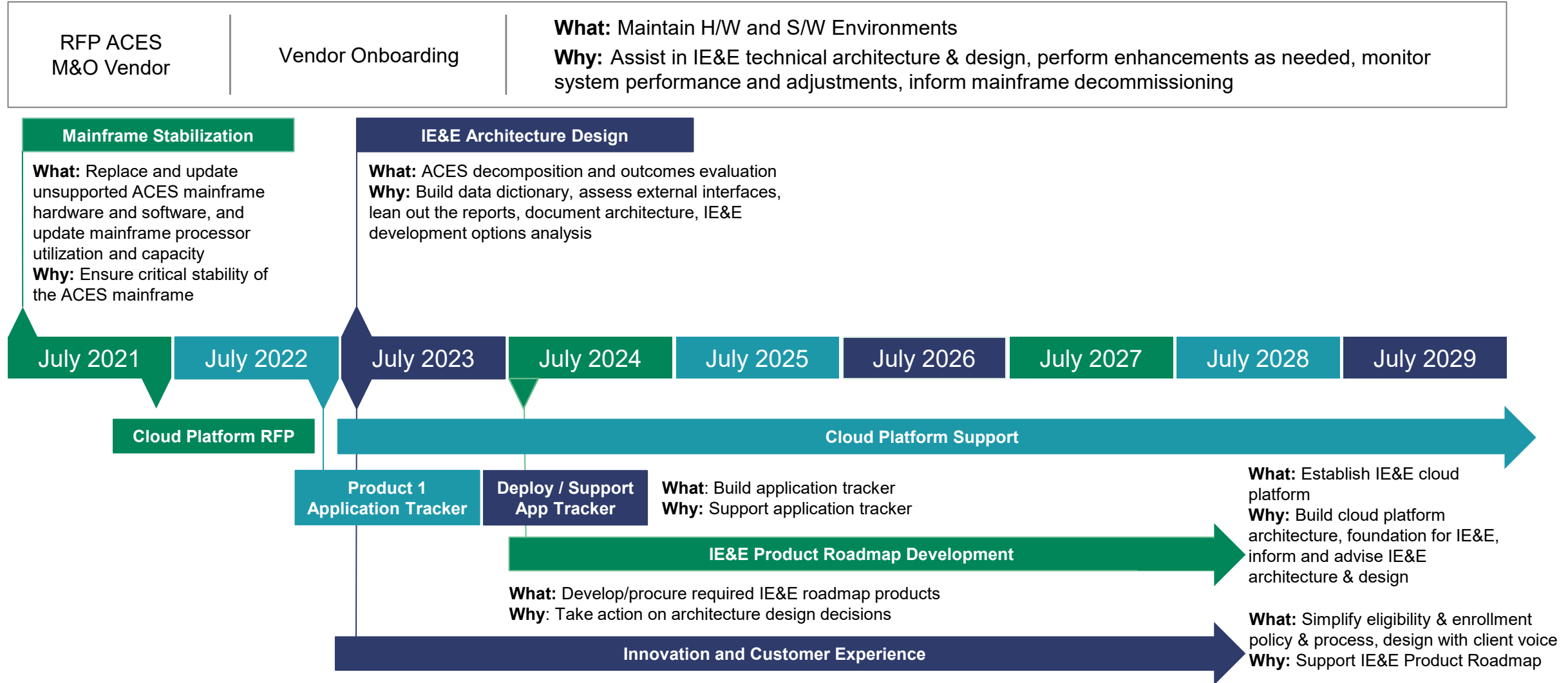
-  State technology ownership and self-service
-  Enabling modernization
-  Continuously integrating new and updated software
-  Engaging employees in streamlining business processes



## Integrated Eligibility & Enrollment (IE&E) Modernization Program Roadmap Background

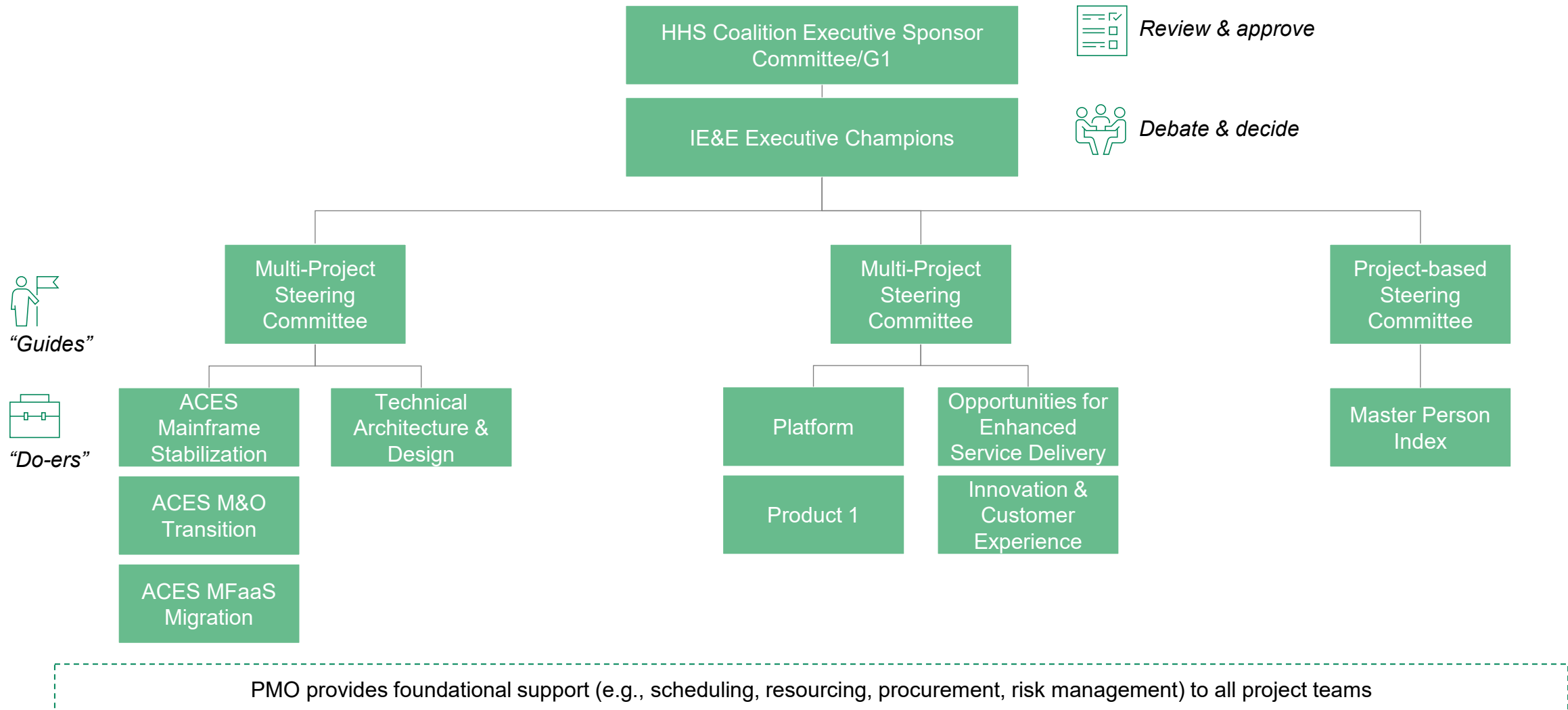
- Roadmap developed in January 2022 outlines vision and plan for incremental modernization of IE&E services for 75 HHS programs.
- Initial work is focused on foundational platform and client product for visibility of eligibility and enrollment status.

# Integrated Eligibility & Enrollment Roadmap and Related ACES Maintenance & Operations Activities





# IE&E Program Governance



# Contact Info



Dan Renfroe



Integrated Eligibility & Enrollment Deputy Program  
Director

360-764-0873

[dan.renfroe@dshs.wa.gov](mailto:dan.renfroe@dshs.wa.gov)

# Enterprise IT Strategic Planning

*Emphasizing Business Priorities to Improve  
Service Delivery for our Customers*

## Enterprise IT Strategic Planning (43.105.220)

(1) The office shall prepare a state strategic information technology plan which shall establish a statewide mission, goals, and objectives for the use of information technology, including goals for electronic access to government records, information, and services. The plan shall be developed in accordance with the standards and policies established by the office. The office shall seek the advice of the board in the development of this plan.

The plan shall be updated as necessary and submitted to the governor and the legislature.





## Statewide Information Technology Strategic Plan 2021-2025

### VISION

**Better Government Through Technology**

### MISSION

**Personalize and Optimized Government**

### PRINCIPLES

**Leadership | Enterprise Focused | Agility | Transparency | Data Driven**

## GOALS

### GOAL #1

**Efficient & Effective Government**



#### OBJECTIVES

- Advance digital government.
- Reduce barriers to access.
- Improve customer experience across channels.
- Expand integration between systems.

#### ENTERPRISE INITIATIVES

*In progress or Planned*

- Complete migration to cloud-based shared email service.
- Fully implement Enterprise M365 licensing approach.
- Implement One Washington.
- Increase access to broadband across state.
- Continue development of Master Person Index and Integrated Eligibility (HHS Coalition).

*Proposed*

- Develop digital citizen strategy to support "one government" view.
- Create shared accessibility community of practice and repository.
- Develop a statewide data management and integration solution.

### GOAL #2

**Accountable IT Management**



#### OBJECTIVES

- Promote reuse with in-cresed visibility into IT assets.
- Reduce technical debt.
- Align portfolio to statewide architecture.
- Improve project out-comes with better practices.
- Support value-based analysis of IT spend.

#### ENTERPRISE INITIATIVES

*In progress or Planned*

- Provide updated view of legacy applications and modernization needs.
- As part of One Washington, implement improvements to detailed technology spend data and analysis.

*Proposed*

- Design and implement enterprise configuration management strategy.
- Develop methods to identify business impact of IT spend to support savings or investment.

### GOAL #3

**IT Workforce**



#### OBJECTIVES

- Support a diverse, resilient workforce.
- Implement an enterprise workforce development strategy.
- Improve support for re-mote work.
- Maintain a competitive classification and compensation structure.

#### ENTERPRISE INITIATIVES

*In progress or Planned*

- Develop a workforce training plan for cloud adoption.
- Create an organizational change management strategy and training plan to address new technology adoption.
- Increase availability of communities of practice.

*Proposed*

- Monitor and adjust ITPS to better support career paths and evolution of technology.
- Identify and implement inclusive recruitment and retention practices.
- Identify holistic organizational change management.

### GOAL #4

**Enterprise Architecture**



#### OBJECTIVES

- Advance adoption of modern, cloud-based technologies.
- Support use of common, shared technologies across agencies.
- Align with WA Government service domains.

#### ENTERPRISE INITIATIVES

*In progress or Planned*

- Establish Enterprise Cloud Computing Program.
- Update enterprise identity management strategy.
- Develop state's enterprise architecture framework.
- Create shared hazards data sharing platform.
- Implement IPv6 across the enterprise.

*Proposed*

- Develop an enterprise integration strategy.
- Develop an enterprise data management and governance strategy.
- Assess state network in support of cloud strategy.
- Identify components and tools that can be standardized or shared across agencies.

### GOAL #5

**Security & Privacy**



#### OBJECTIVES

- Invest in proactive cyber solutions and practices.
- Recruit and develop cyber and privacy talent in state government.
- Deploy statewide privacy framework.
- Strengthen privacy capacity in state and local government.

#### ENTERPRISE INITIATIVES

*In progress or Planned*

- Create a catalog of standard security services.
- Update cybersecurity incident response processes and associated policy.
- Implement a privacy framework for agencies.
- Collaborate with local government to improve practices.
- Improve security operations and governance.

*Proposed*

- Improve disaster recovery practices.
- Develop cyber workforce initiative and associated measures.

# Large Programs Drive the Strategic Plan Forward

- One Washington Program 

**GOAL #1**  
Efficient & Effective  
Government



**GOAL #2**  
Accountable IT  
Management



- Integrated Eligibility & Enrollment Program 

**GOAL #1**  
Efficient & Effective  
Government



**GOAL #2**  
Accountable IT  
Management



**GOAL #4**  
Enterprise  
Architecture



- Workers Compensation Modernization Project 

**GOAL #1**  
Efficient & Effective  
Government



- WaTech Cloud Program 

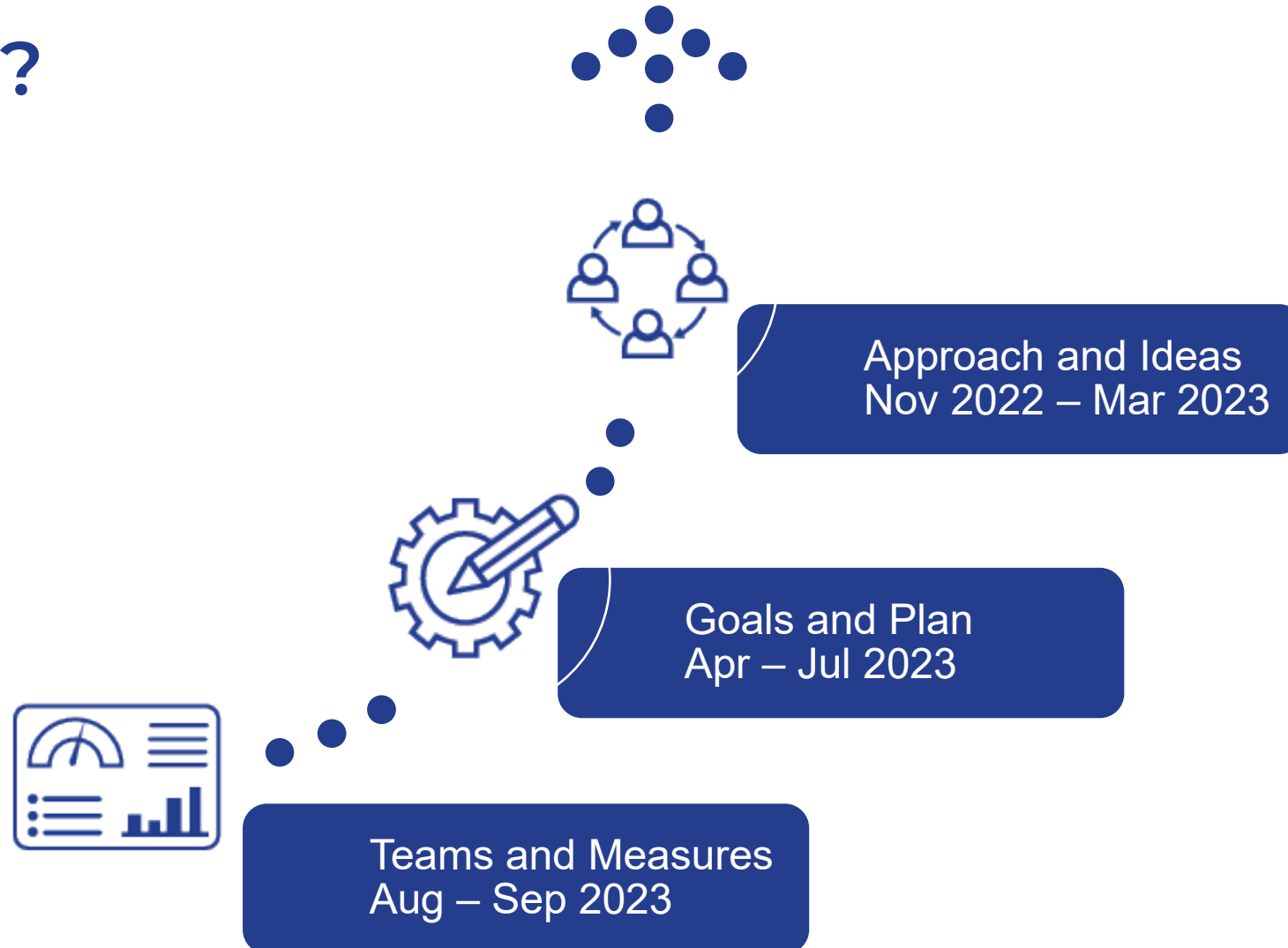
**GOAL #1**  
Efficient & Effective  
Government



**GOAL #3**  
IT  
Workforce



## Now What?







# TSB Review and Input Guidance On the IT Enterprise Strategic Plan Goals, Objectives and Measures

# Connected Government – Lightning Round Updates



**Transform Public  
Service through a  
Connected  
Government**

# Connected Government Strategic Enterprise Initiatives

- Resident Portal
- Resident Identity and Access Management (SAW replacement)
- Accessibility Program
- Enterprise Data Strategy, Platform, and Resources
- GIS Expansion



# Resident Portal



## **WA.gov (anonymous experience)**

- Phase I - Released in July 2022
- Modern platform provides flexibility for ongoing enhancements, content and features
- Currently partnering with a number of agencies to develop more content and new features on the portal
- Phase 2 – Anonymous HHS Service Finder

## **Resident Portal (authenticated experience)**

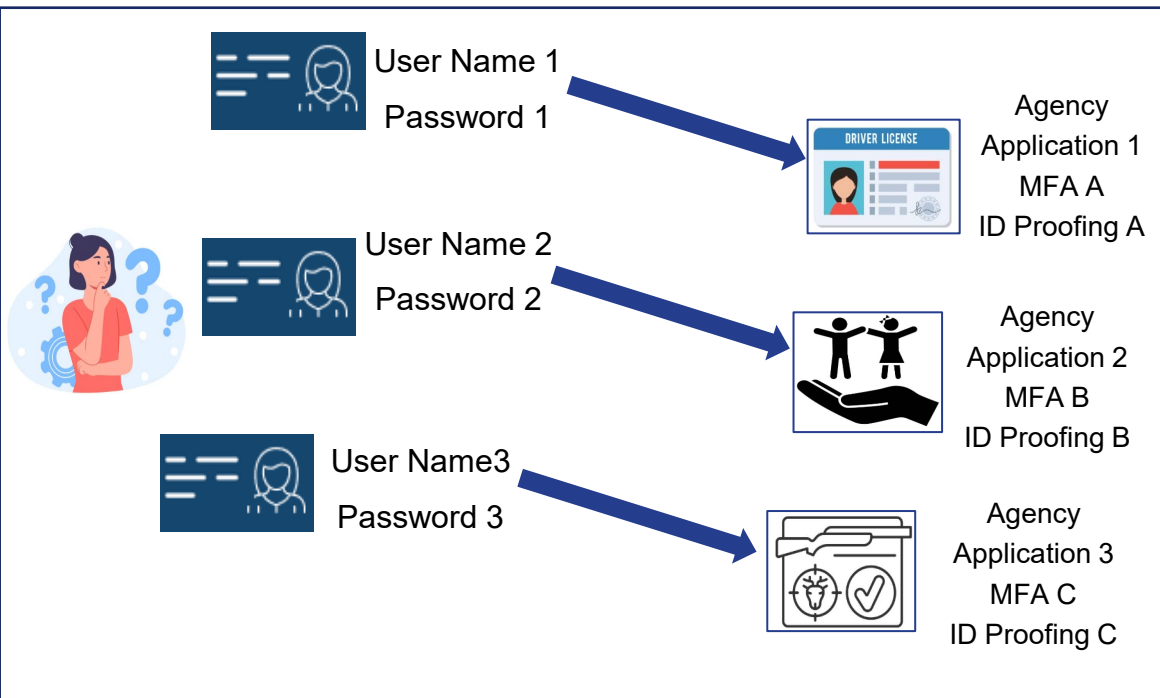
- Vision in development
- Will provide the face of connected government to residents of the state
- Tightly coupled with IAM
- Phase 3 – Planning and design of infrastructure/technology/proposed solution

# Identity and Access Management



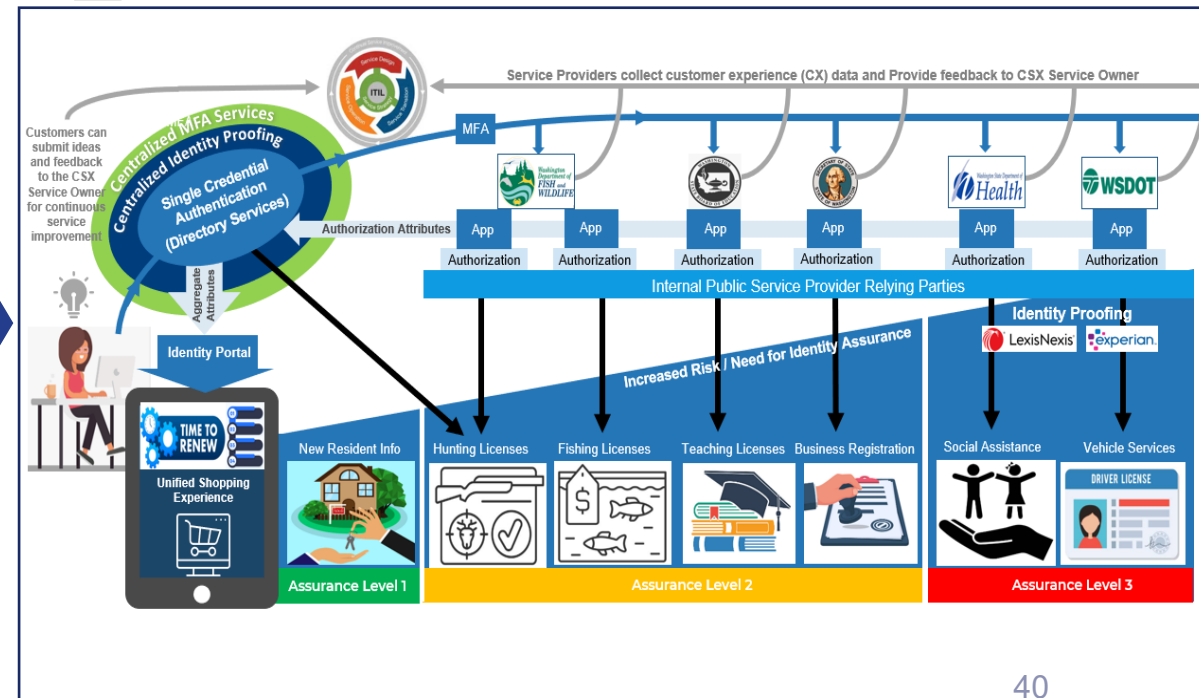
## Today

- ⚠️ A generally **disconnected view of government's interactions** with customers, siloed by agency and application
- ⚠️ **Hundreds of online services may** exist with dozens of logins and user repositories for government customers
- ⚠️ **Hard to enforce** and inconsistent security standards
- ⚠️ **Hundreds of separate user repositories, duplication of architecture, credentials and work**



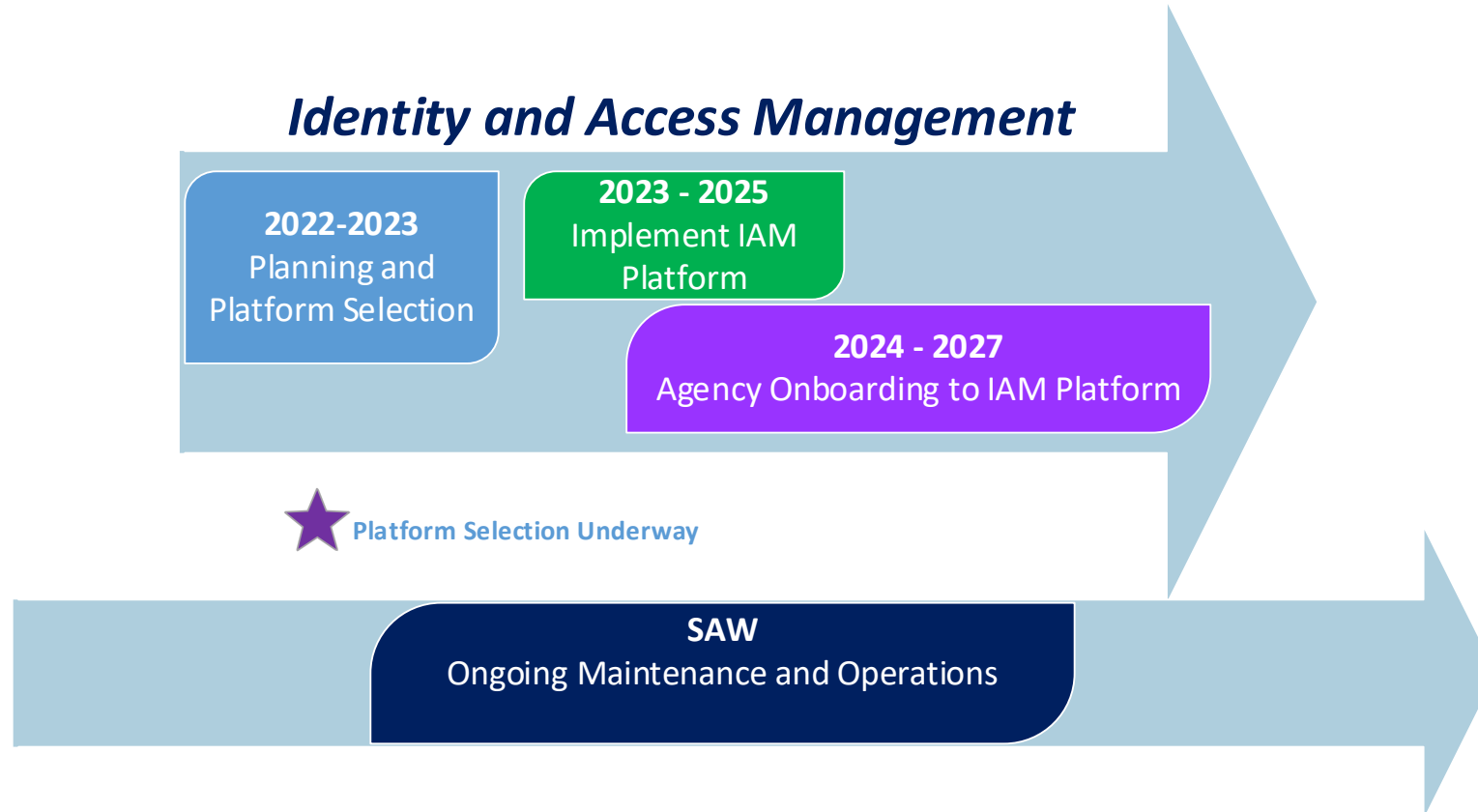
## Tomorrow

- ✅ **Create a unified and customer centric** online experience
- ✅ **unified secure access** to service provider applications
- ✅ **Establishes a single user credential** across many systems
- ✅ **Enables a single multi-agency framework** for digital identity removing duplication of work and duplicative architecture
- ✅ **Enables sharing of identity attributes** across all agencies securely
- ✅ **Identities are verified**

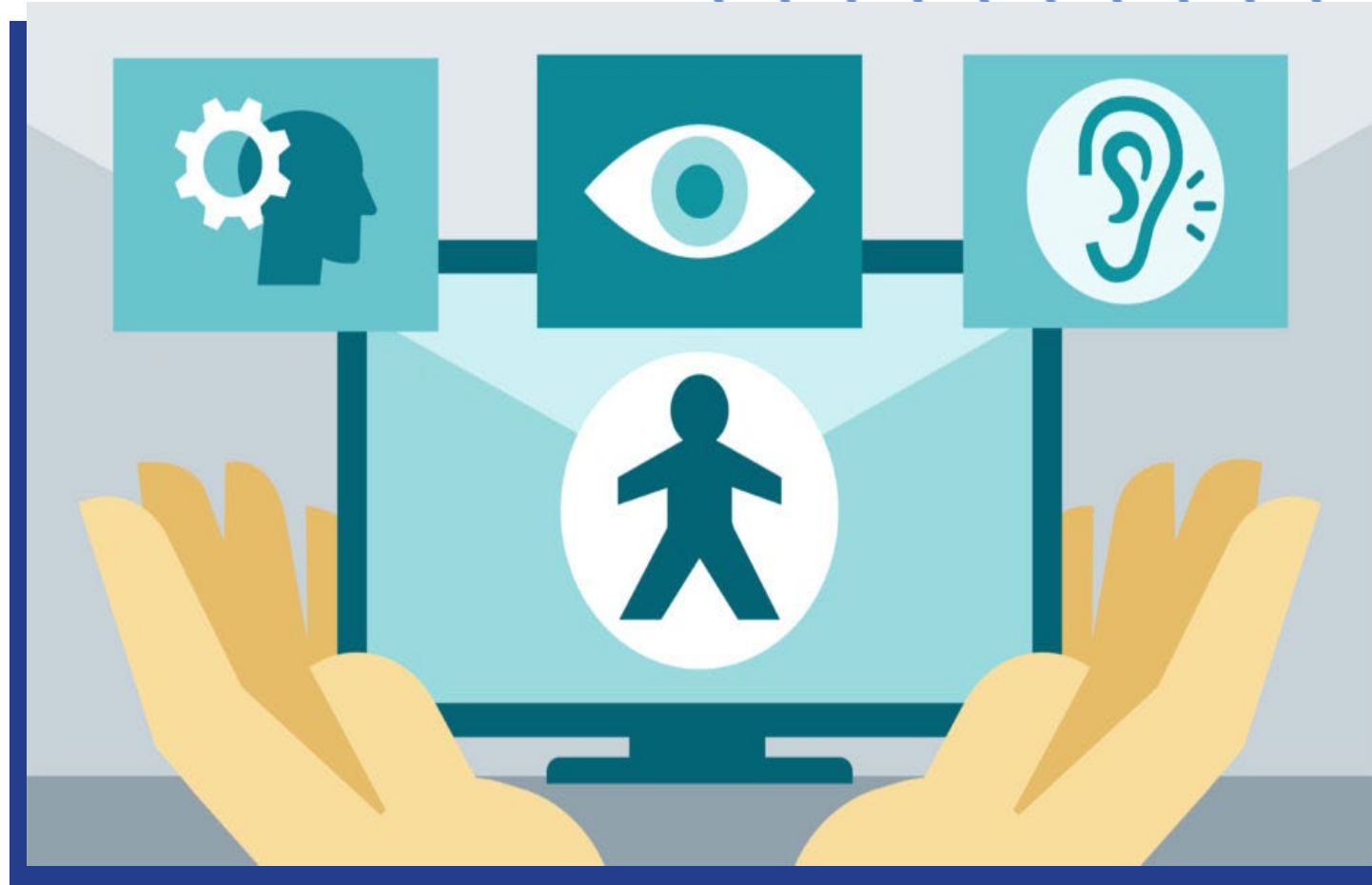




# Identity and Access Management Timeline



# Accessibility



# Accessibility Committee

## **Important Discussion / Decision Points:**

- Decision package submittal for \$1.3M
- Accessibility Community of Practice
- Agency PEAR projects

## **Upcoming Topics:**

- Charter review and adoption
- Policy 188

# Data Strategy



# GIS



## **Accomplishments:**

- Successful implementation of GeoPortal 2.0 as funded by legislature, data sharing of sensitive natural hazard mitigation data with support from over 10 other state agencies.

## **What's next:**

- Decision Package approved for \$1.2 million to expand data services to tribal and local government.
- WaTech GIS is beta testing the CCM for large datasets.
- Strategies for developing the state's GIS workforce.

## **Why:**

- These initiatives and projects support the business of government such as salmon recovery goals, non-carbon energy objectives, tsunami hazard mitigation and equity.
- Supports the mission for WaTech's Geospatial Program to ensure that all agencies can use and access geographic information when making business decisions.
- GIS in Every App.

# Public Comment