

# Technology Services Board

## Full Board Meeting

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March 13, 2025

9 – 11:00 am

## Industry Members

**Kelly Dyer** - LexisNexis

**James Feore** – Aardvark Intelligence

**Tanya Kumar** – Oracle

## Legislative Members

**Sen. Matt Boehnke** – Senate R

Vacant – Senate D

**Rep. Travis Couture** – House R

**Rep. Chipalo Street** – House D

## Executive Branch (Agency Directors)

**Bill Kehoe** – State CIO & Chair

**Cami Feek** – Employment Security Dept.

Vacant – Agency Director

Vacant – Agency Director

## Other Government

**Viggo Forde** – Snohomish County

Vacant – Labor Union

TOPIC	LEAD	PURPOSE	TIME
Welcome   Agenda review	Bill Kehoe	Introductory remarks	9:00
Review 12/10/24 & 1/29/25 Meeting Minutes	Bill Kehoe	Review	9:05
Office of Financial Management - One Washington Program	Eli Hayes	Program status & Board feedback	9:10
Dept. of Labor & Industries - Workers' Compensation System Modernization Program (WCSM)	Jeff Pearson	Program status & Board feedback	9:35
Dept. of Health - Healthcare Enforcement and Licensing Management System (HELMS)	Brett Putney	Program status & Board feedback	10:00
Enterprise IT Strategic Plan	Deanna Bocker Bill Kehoe	Information, Board discussion	10:25
Legislative Update	Angela Kleis	Information	10:35
TSB Charter	Bill Kehoe	Review	10:45
Public Comment			10:55
Adjournment			11:00

# Review minutes



# One Washington Program



# One Washington: Key Risks and Updates

One Washington is focused on the first phase of implementation – aimed at replacing the state’s core financial systems with Workday, a cloud-based Enterprise Resource Planner (ERP). OneWA has made progress in key areas since the last TSB meeting in December 2024, however key risks exist, and the program is actively monitoring and mitigating, utilizing best practice risk management.



## PROGRAM EXECUTION

- Phased approach to Workday functionality
- Strong emphasis on agency change readiness
- Strong Governance
- Utilizing the 'six dimensions of agency readiness'

## KEY RISKS & ISSUES

- Completing the integrations
- Agency technical readiness
- Finalizing the go-live date

## SUCCESSES & LESSONS LEARNED

- Design and configuration
- Additional rounds of testing
- Additional Workday environment to support agency adoption
- Elevated agency technical support model



# Workers' Compensation System Modernization



# Department of Labor and Industries Workers' Compensation System Modernization

## Background

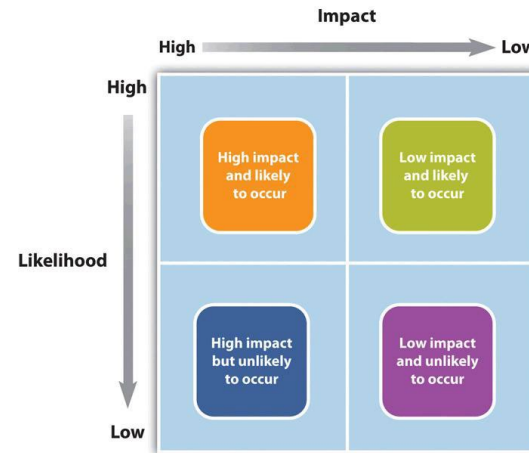
The Workers' Compensation Systems Modernization (WCSM) project aims to replace L&I's "legacy" workers' compensation computer systems and its cumbersome business processes with a modern technical solution(s). This will help streamline and automate manual processes, which will lead to additional efficiencies and even better return-to-work outcomes for injured workers.

## Discussion



### FROM PLANNING TO EXECUTION

- Wave-Based Development
- Foundational Capabilities
- Dedicated Team



### KEY ISSUES & RISKS

- Increasing Pace
- Contractors vs State FTEs
- Budget



### SUCCESES & LESSONS LEARNED

- Capabilities-Based Roadmap
- External & Internal User Features Early
- OCM



# Healthcare Enforcement and Licensing Management System

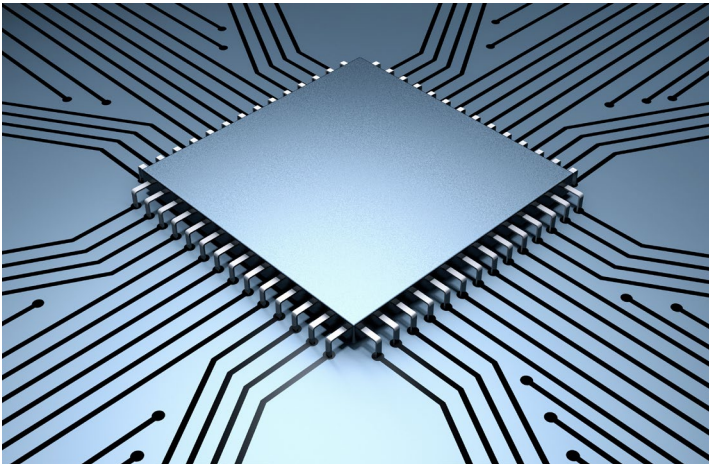


# Healthcare Enforcement and Licensing Management System (HELMS)

## Background

HELMS is a new electronic licensing system that will replace the outdated legacy system and 16 current applications. It will improve licensing and credentials, education programs, recognized designations, and enforcement and inspections. Currently in Phase 2 Release with go-live window in April 2025.

## For Discussion



### GO-LIVE READINESS

- Criteria
- Dependencies
- OCM



### KEY ISSUES & RISKS

- Dual Systems during interim
- Vendor Management
- Impacts of the Macro Environment
- Budget



### SUCCESSES & LESSONS LEARNED

- Phased releases
- Improved ways of working
- OCM / Business readiness



# Enterprise IT Strategic Plan



# Enterprise IT Strategic Plan 2023-2025

Connected Government, Stronger Communities, Better Washington

## 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 #3

Innovative Technology Solutions Create a Better Washington

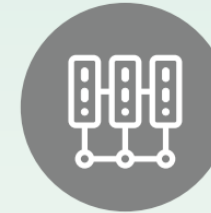
**Goal Statement:** Prioritize solutions emphasizing access, technology, and innovation to address systemic societal challenges and align our decision-making for those we serve.



## Goal #2

Better Data, Better Decisions, Better Government, Better Washington

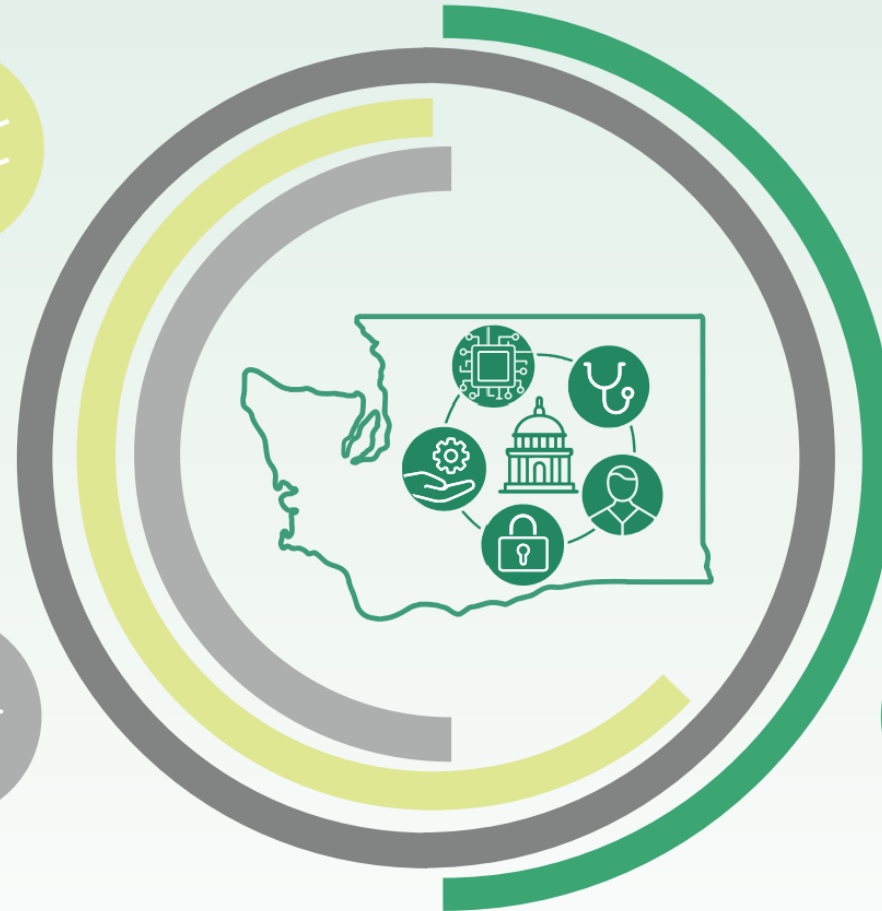
**Goal Statement:** Use data and insights to improve the experience of those we serve, prioritize service improvements, drive strategic decisions, and improve transparency.



## Goal #4

Transform How We Work. Best Workforce Ever.

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



**Our Pillars** Digital Trust | Shared Governance | Equitable Outcomes | Service Excellence

**Our Values** Human-Centered | Inclusive Ideas | Courageous Innovation | Accessibility | Stay Nimble | Community + Connectivity

# Quarterly Business Review (QBR) Framework



## **Strategic Goals: Broad, high-level outcomes.**

Example: Create a Government Experience that Leaves No Community Behind



## **Objectives (O): What we want to achieve.**

Example: Streamlined Digital Services



## **Key Results (KR): How success is measured.**

Example: Envision a strategy and develop a plan to launch a “resident portal” focused on improving access to services and programs across state of Washington’s agencies.



## **KPIs: Specific metrics to monitor performance.**

Example: Number of Agencies Not Participating in the Portal (First Year)  
Example: Number of User Stories Collected  
Example: Baseline Survey Results



## Goal 2: Better Data, Better Decisions, Better Government, Better Washington

**OKR:** Establish a statewide enterprise data strategy framework to drive coordinated data initiatives that improve services, decision-making, and transparency.

**KPIs:** Completion of the Enterprise Data Strategy  
# of agencies participating on goal teams  
# of related initiatives successfully completed

## Goal 3: Innovative Technology Solutions Create a Better Washington

**OKR:** Drive the responsible evaluation and adoption of AI-enabled technologies to improve state services.

**KPIs:** # of statewide AI opportunities reported  
# of AI use cases documented across agencies  
# of published statewide AI guidance  
# of members in the AI Community of Practice

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

**OKR:** Positively impact workforce retention by expanding access to professional development through Pluralsight (learning platform).

**KPIs:** % of agencies onboarded to Pluralsight  
# of licenses issued to staff  
# of learning path's in Pluralsight and usage  
% of training by persona/training modules

# Washington's Resident Portal







**Transform and personalize the way Washington residents engage with state government.**



# Resident Portal Goals & Objectives

Serve every WA resident



Connect residents to all WA state government services



Improve residents' digital experience



Maintain high levels of trust

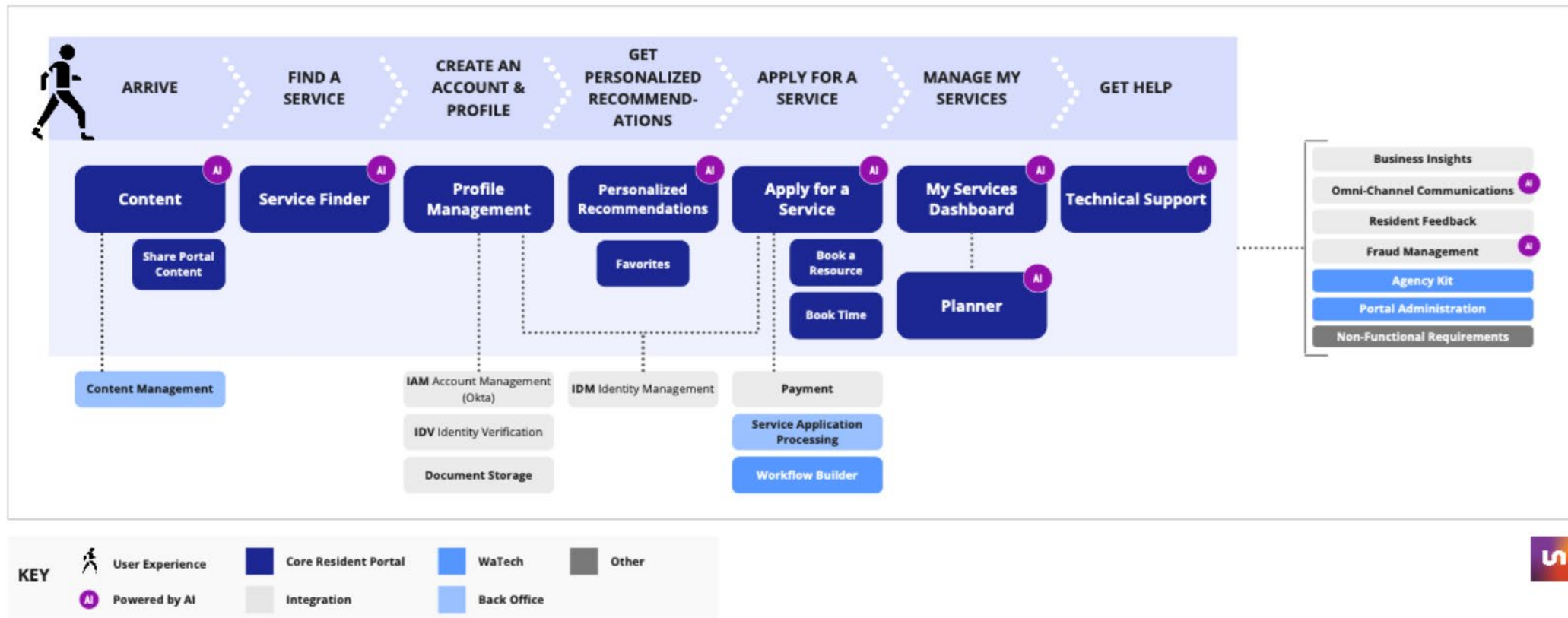


Increase awareness of Federal, local, and community services



# Resident Portal Capabilities Overview

We employed a human-centered process to define the resident capabilities that the Resident Portal should enable. The resulting set of capabilities aligns at a high level with a resident journey, solving the needs presented at each phase.





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# Legislative Update





- WaTech is actively tracking 15 bills.
- Bills still under consideration relate to:
  - Artificial intelligence
  - Cybersecurity
  - Digital equity
  - Geographic information systems
- Adopted Resolutions
  - Data privacy day (House Resolution 4609)
  - Women in cloud (Senate Resolution 8621)

# TSB Charter





**Public comment**