Technology Services Board

Portfolio/Policy Subcommittee Meeting
January 13, 2022
10:00 a.m. – 12:00 p.m.

Current TSB Members

Industry Members

Butch Leonardson – Retired CIO

Paul Moulton – Retired CIO

Legislative Members

Rep. Matt Boehnke – House R

Rep. David Hackney – House D

Sen. Joe Nguyen – Senate D

Executive Branch (Agency Directors)

Bill Kehoe – State CIO & Chair

David Danner – UTC

Tracy Guerin – DRS

Vikki Smith – DOR

Other Government

Viggo Forde – Snohomish County

Vacancies:

Industry Representative

Senate Representative

Labor Union Representative

Members present

Members absent

Agenda

TOPIC	LEAD	PURPOSE	TIME
Welcome and Introductions	**Bill Kehoe**	**Introductions**	**10:00**
Approve Minutes from November 18 Subcommittee Meeting	**Bill Kehoe**	**Approval**	**10:04**

Program Status – One Washington
• **Program Update – John Anderson**
• **Agency Legacy Remediation Update – Manoj Verma**
• **Health Care Authority Remediation Progress**
   ◦ **Jerry Britcher, Chief Information Officer**
   ◦ **Dineen Kilmer, Sr. Manager for IT Vendor Management**
• **Dept. of Fish and Wildlife Remediation Progress**
   ◦ **Morgan Stinson, Chief Financial Officer**
	Amy Pearson	**Program Status**	**10:05**

Oversight Transformation	**Nicole Simpkinson**	**Information**	**10:45**
Public Comment			**11:00**

Approve 11/18/2021 Minutes

OCIO

Office of Financial Management
One Washington

Technology Services Board Portfolio/Policy Subcommittee Meeting
January 13, 2022

Executive Summary

- OCIO does not recommend that the OneWa Program specify an extension to the October 2022 phase 1a go-live date.

- The OCIO recommends that the program take the next 6-9 months to gather more information within a number of phase 1a workstreams to develop a credible phase 1 (potential new scope) schedule and go-live date:
  - Complete the Legacy Systems Remediation (LSR) 30-60-90-day assessment.
  - Analyze and build an appropriately structured program foundation that includes a detailed assessment and schedule for all workstreams and an evaluation and stakeholder approval of scope.

The following recommendations and activities will inform options for a new Phase 1 go-live date.

OCIO Recommended OneWa Program Focus Areas

LEGACY SYSTEM REMEDIATION

INTERFACES AND INTEGRATIONS

COMPLETE INTEGRATED SCHEDULE

RESOLVE WORKDAY CONFIDENTIALITY ISSUES

SCOPE THE MVP FOR PHASE 1

BUDGET OFFICE

RESOURCE PLAN

TESTING PLAN

INCREASE QA & INITIATE IV&V

IMPROVE VENDOR MANAGEMENT

TRANSFORMATION APPROACH: ENTERPRISE TRANSFORMATION

ENTRY AND EXIT CRITERIA FOR EACH PHASE

MEANINGFUL PERFORMANCE MEASURES

GOVERNANCE AND DECISION-MAKING FRAMEWORK

Agenda

1. Welcome
2. Program Status Update
3. Agency Legacy Remediation Update
4. HCA Progress on Remediation
5. DFW Progress on Remediation
6. Q and A

Welcome

John Anderson

Program Status Update

John Anderson

One Washington
A Business Transformation Program

December Key Accomplishments

Onboarded Resources
Functional Project Manager, Agency Deployment Lead, and OCM Pool Personnel.

Customer Confirmation Sessions
Conducted Accounts Payable, Accounts Receivable, Banking and Leases sessions.

Employees Role Report
Developed changes to the Employees Roles Report to describe how agency staff roles and responsibilities will change based on Phase 1a design decisions.

End-to-End Tenant Build
Kicked off End-to-End Tenant Build for program and agencies.
Completed Security Role Mapping Template for End-to-End.

Reporting Sprints
Completed Spring 6 – one report produced.
Begun Sprint 7- three reports planned.

Agency Legacy Remediation Update

Manoj Verma

Update on 30-60-90 Day Plan

30 Learn and Assess
January 17th

GOAL
Learn the current state, what is working well and what are the areas of improvement? Right size the work and develop a team structure to support the work effort

ACTION
☑ Meet Program leadership team to learn about vision, mission and the strategy
☑ Meet Project team to learn about the work to date and review existing artifacts
☑ Meet high impact agencies leaders and authorizing stakeholders (OCIO and QA) to assess gaps and opportunities

OUTCOME
☑ Clear understanding of the current state of the FDM and remediation activities
☐ Clarify Integration vs. Remediations
☐ Approved list of systems (with disposition) that must be remediated prior to go live

30 DAY PLAN

- ▶ Continued meeting with High Impact Agencies, Program Leadership, Authorizing Stakeholders (OCIO), and Quality Assurance vendor partner
- ▶ Streamlined the status reporting for consistent tracking of all impacted systems. Consolidated the data to understand current gaps in system remediations activities
- ▶ Need to clarify the definition/intent of system remediations. Working closely with the communication team for broader message to clarify the definition of systems remediations

Status Update (What did we Learn?)

System Disposition		Count	%age
Remediate with Workday FDM		98	43%
Use Cross-Walk (future FDM)		66	29%
Use Cross-Walk (future Retire)		21	9%
Unknown		24	10%
(blank)		15	7%
		5	2%
Grand Total		**229**	**100%**

System Count by Disposition
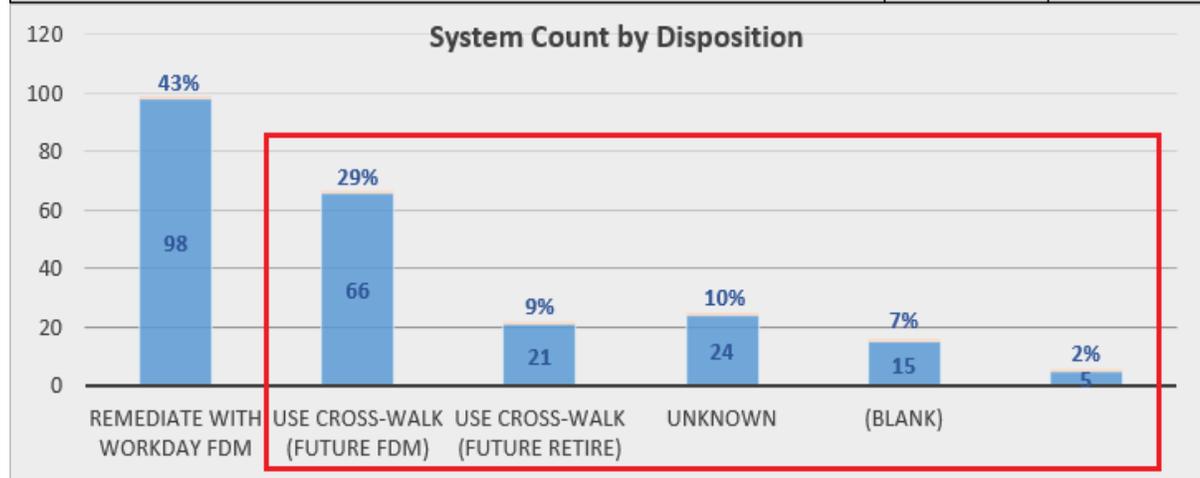
- ▶ 131 of 229 (over 50%) systems are planning to use cross walk instead of WorkDay FDM work tags and values. This implies that we will not be able to retire AFRS at Phase1A go live

Planned Actions   validate the scope and explore different options for remediations

- ▶ 44 of 229 (~20%) systems are undecided on the system disposition

Planned Actions   focused group meetings with agencies managing systems with 'unknown' disposition

** Data is reconciled from December 2021 Status report, based on assumption that Phase 1A (Core Financial) will be implemented for all agencies in one big bang. If there are changes in current implementation/phasing approach, the list of systems identified and/or disposition may change.

Status Update Contd. (What did we Learn?)

Requirements & FDM Mapping Status	Count	%age
Final Review (75% or more complete)	6	3%
In Progress (51% - 75% complete)	22	10%
In Progress (26% - 50% complete)	5	2%
In Progress (1% - 25% complete)	42	18%
Not Started (0%)	52	23%
Paused (info needed from OneWa)	42	18%
	44	19%
(blank)	16	7%
Grand Total	**229**	**100%**

Requirements & FDM Mapping Status

- ▸ 154 of 229 (over 50%) systems has not started, or paused FDM mapping work, waiting on the additional information

Planned Actions: focused work group meetings to respond to outstanding questions and work with agencies to determine the current status
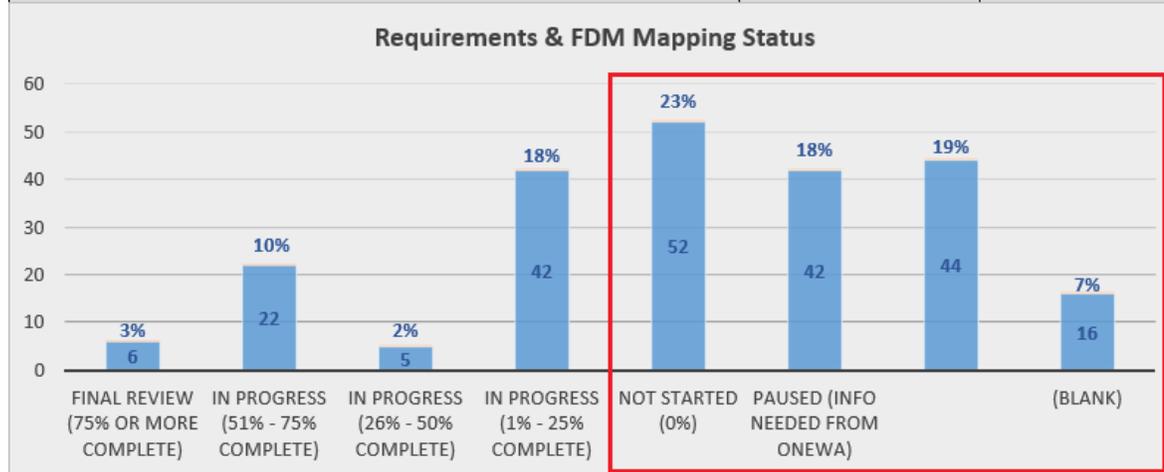
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HCA Progress on Remediation

Jerry Britcher
Dineen Kilmer

- Legacy application and system-of-record for Public Employees Benefits Board (PEBB) and School Employees Benefits Board (SEBB) programs
- Allocated funding to make the system enhancements
- Current interface to AFRS is a one-way send, which will be replicated with WorkDay/OneWA
- Procuring services for a new, short-term resource to replace data interface between Pay1 and AFRS with the new WorkDay product
- Timeline
  - Begin Pay1 changes on 2/7/2022
  - Complete system testing by 7/28/2022
  - Pay1 enhancements complete by 9/30/2022

ProviderOne

Washington State's Medicaid Management Information System (MMIS)

➢ Covers over 2M clients

➢ Transaction-based payments to Managed Care Organizations, Medical Providers, Social Services Providers, and Clients

➢ Supports payments for 3 agencies: Health Care Authority, Department of Social and Health Services, and Department of Corrections

Allocated funding to make the system enhancements
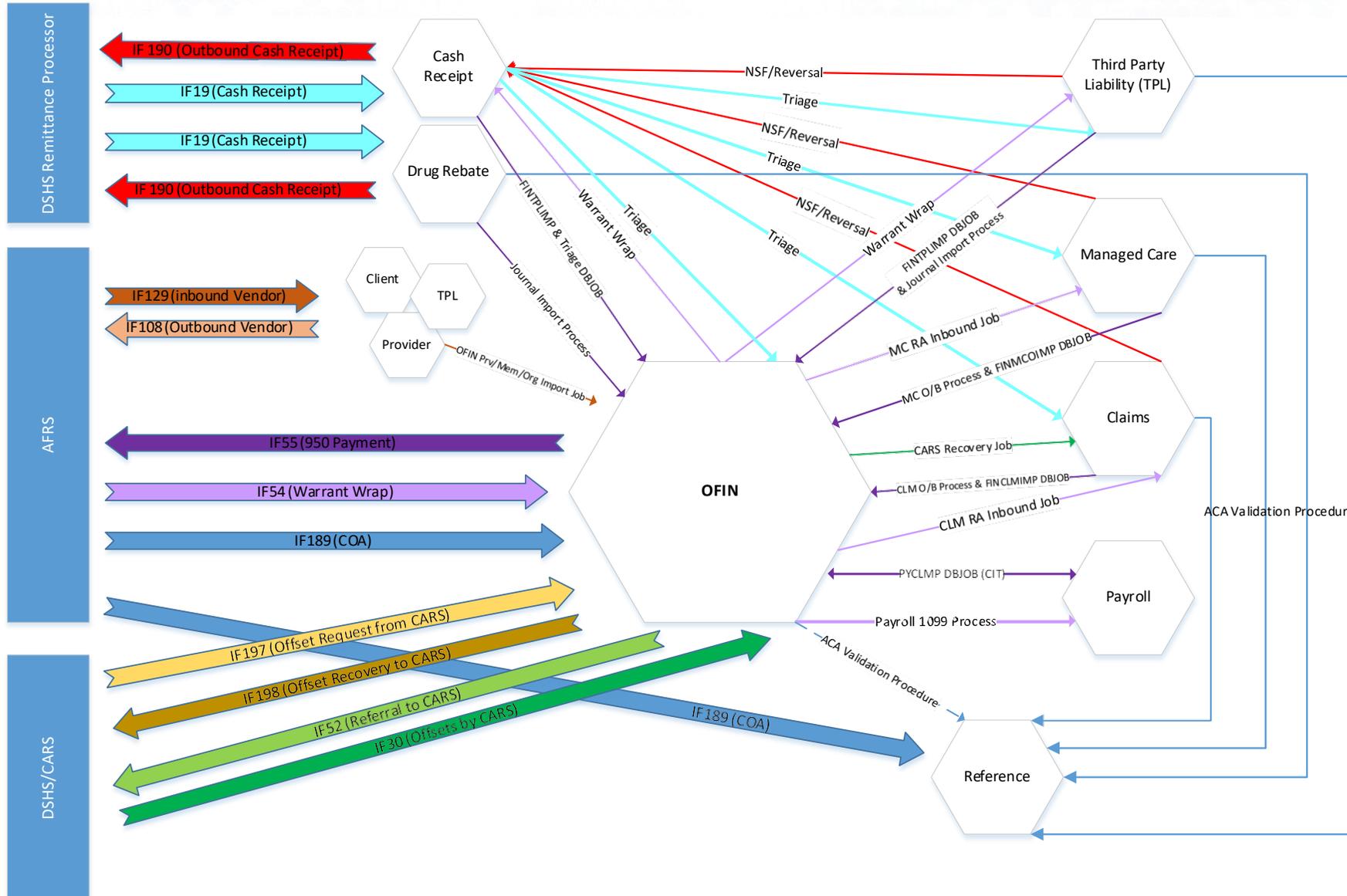
ProviderOne

- ProviderOne Change Request (CR) has 77 system requirements to-date

- Software provider, CNSI, will need at least 1 year after receipt of CR to make all required changes and complete two release cycles

- Target final CR by 2/8/2022

- ProviderOne go-live by 3/3/2023

DFW Progress on Remediation

Morgan Stinson

Starting place for remediation

The DFW Agency Support Team lead has attended Customer Confirmation Sessions and is versed on remediation needs and is actively working together with OCM support on FDM focus and role mapping.

Current State

- Security role mapping draft is completed.
- Working on OCM plan, over the next few weeks, to draft which teams need Workday training, based on security role mapping.

IT Dev Team

- Rapid prototyping
- Lots of questions remain due to the detailed and highly complex financial structure DFW currently has.

The major obstacle in our way

- Field to field mapping – time constraint is currently present. Looking ahead to bring in a Project Manager to help with Workday Phase 1a and implementation.
- Foundational Data Model Abstract Layer

Questions:
- We don't know what the new fields are? (Data dictionary)
- We don't know who will select them? (User stories)

FDMAL

- Foundation Data Model Abstract Layer- A tool that allows an end user to translate between old AFRS coding and a new string of worktags.

Realization

- One Washington will be able to support the use of AFRS merger to Workday by providing training support on Workday to DFW administrators. At the moment, the support level is unclear as to how much training will be provided.

- It is unclear how we will define new FDM fields.

How did we get started and where did we start

- FDM
- AST Lead guidance to what was defined.
- Fiscal side collaboration and scoping.
- Definitions documents for AFRS (we had to create these). Iterative definitions.
  - Collin iterations
  - Tiffany iterations
  - Anna iterations

Now (loops)

- Actual mapping (in iterations)
- User stories
- Clear scope on Workday capacity to ensure we alleviate concerns on whether Workday will be able to support all DFW financial functions.
- Will training be available to key role players, particularly on this mapping and implementation.

Future State – Estimated

- IT Dev Team, when asked about timeline:

  We are currently out of questions.

Q and A

John Anderson

IT Project Oversight Transformation Project

Technology Services Board Portfolio and Policy Subcommittee Meeting
January 13, 2022

The OCIO has delegated authority to review, approve and provide oversight of major information technology projects.

What do we want to accomplish?

Today…

- Oversight processes can be difficult to decipher and often don't effectively mitigate project risk.

- One-size-fits-all project oversight adds time and cost to agency projects.

- Resources are not allocated to highest value.

Tomorrow…

- Integrated oversight processes enable higher value oversight for larger, more complex, higher risk projects.

- Scaled oversight reduces time and cost for smaller, lower risk projects.

- Resources are allocated to highest value and for maximum efficiency.

What's next?

1 → **2** → **3**

Establish governance   **Formally kickoff**   **Begin work!**

OCIO

Public Comment