IT Portfolio Management Community of Practice

Last updated: 10-05-2023

The Information Technology Portfolio Management (ITPfM) Community of Practice (CoP) is a peer network of state agencies ITPfM enthusiasts and professionals that foster the exchange of best practices, lessons learned, helpful resources, tools, and templates in support of transforming ITPfM delivery in Washington state. It sponsors virtual learning and networking events, real-time discussion boards, white papers, and an online ITPfM lessons learned repository and other helpful resources. The ITPfM CoP positions Washington to serve as the center of excellence for other government entities.

Performance metrics:

- The ITPfM CoP hosts at least 12 networking or educational opportunities per calendar year.
- To demonstrate the increased value of the CoP and the training events, the average number of attendees and organizations are tracked.
- Increase the number of agencies joining the CoP by 24 in 18 months.

Intended customers

This service is available to any state and local government staff interested in learning and networking opportunities in ITPfM. This includes IT portfolio stakeholders such as IT portfolio managers and directors, technology business managers, IT project managers, CIOs, and other individuals who are responsible for their agency's IT portfolio.

Options available with this service

- To request membership to the ITPfM CoP, agency employees will need to E-mail the WaTech dl OCIO TBM Program Office organizational inbox for membership.
- All CoP events are recorded. Videos of the sessions are available to all CoP members.
- Participation of the events can be used for Professional Development Units (PDU) for certification with Project Management Institute.

Helpful information

Service category
Professional Services

Service availability
24/7/365

Planned maintenance
N/A

Related services
- Internal WaTech IT Portfolio Management Program
- Enterprise WaTech IT Portfolio Management Program
- Technology Business Management

How to request service
Submit a request for service through our Customer Portal.

Service owner
Jeremy Schlake

Customer engagement

- The CoP conducts regular surveys to solicit feedback, identify improvement opportunities, and prioritize learning and networking topics.
- WaTech provides networking opportunities for the ITPfM CoP.
- WaTech encourages and provides opportunities for staff to volunteer with the development of events and topics.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy, and investments.

Action plan

Current activity

- The ITPfM CoP is currently developing an advisory board to maintain the greatest customer engagement and satisfaction.
- Developing a strategic plan and creating a sustainable model to support ongoing learning, best practice sharing, and peer networking.
- Expanding to provide a Center of Excellence in the development of industry-wide standards.
- Published an ITPM program guide to help establish Washington state best practices and standards for enterprise ITPfM use and a business owner guide in efforts to encourage the highest level of support from individual agencies.
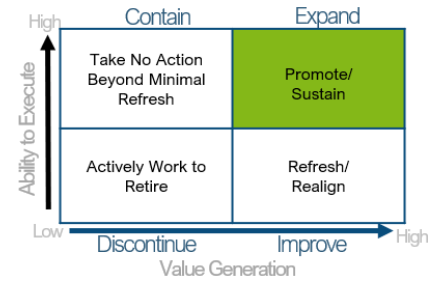
One- to two-year goals

- Increase utilization of the IT portfolio management guide by 50% of participating CoP members.
- Increase WaTech-affiliated agency membership into the CoP by 25% each year.
- Facilitate 12 networking or learning events in 2024 and 2025.
- Creation of a people-centric database of ITPfM best practices, tools, and training materials for use by state agencies and public institutions supporting our goal of being the Center of Excellence.
- Develop reports outlining the effectiveness of shared best practices with new agencies regarding cost savings and efficiency of FTE use within each organization.
- Present at a National Association for State CIO (NASCIO) event on ITPfM practices.

Three- to five-year goals

- Establish 100% participation in the CoP by agencies that report IT portfolio statuses.
- Establish 100% utilization of the IT portfolio manager guide by agencies in the CoP that report to the state enterprise portfolio manager.
- Washington state is recognized as the Center of Excellence for enterprise ITPfM.

Revenue source

The service is bundled and funded using revenue from the OCIO central service model.

Profit/loss over time

Note: FY 21 and 22 are actual spending. FY 23 is a projection and FY 24 and 25 are budgeted.