WaTech
Washington Technology Solutions

Service action plans: Executive summary

April 2023

Message from Director and State CIO Bill Kehoe

Several months ago, we performed an in-depth review of our service catalog, and outlined the goals, plans and activities for each service over the next one to five years. We asked ourselves to view this planning process through the eyes of our customers and describe how these activities will add value and benefit to the organizations consuming our services.

The result of that effort is this collection of service action plans for more than 60 IT programs and services WaTech manages—many services your agency uses and depends on to deliver critical services to the residents of Washington state every day. These action plans are designed to provide a high-level overview of our current offering of services to help our customers understand each service more fully and make informed decisions about their organization's IT strategy.

This initiative continues our collective effort to address IT service gaps and improve service delivery. As an agency, we have established meaningful goals that will improve, expand, maintain or discontinue our services. The action plans contained in this report support WaTech's strategic planning efforts, which are focused on aligning technology strategy with the governor's priorities, agency strategic plans, Washington Enterprise IT Strategic Plan, and WaTech's strategic goals and initiatives.

As a result of this work, these action plans will provide a clear path forward for each service and program over the next one to five years, while enabling agencies to better realize their business and customer service goals and make better, more informed decisions.

If you have any questions about these service action plans, please feel free to contact me or Deputy Director of Technology & Operations Mark Quimby.

Sincerely,

Bill Kehoe
WaTech Director and State CIO

Executive Summary

In 2018, WaTech commissioned Gartner to audit our service catalog and make recommendations about the path forward for each of those services. Gartner's input provided an excellent foundation for the actions taken on each service to date. It was also a good reflection point for informing our future strategy as we developed these action plans.

After careful consideration of those independent recommendations and current feedback from our customers and staff, WaTech took definitive measures to address IT service gaps while improving service delivery. We also improved our engagement with customers by seeking new ways to expand our communications, solicit their input and incorporate their feedback into our service offerings. For example, we initiated our new approach to enterprise-wide governance seeking to engage our key stakeholders to help realize a connected government.

In 2019, WaTech developed its Strategic Roadmap, the blueprint that guides the agency's strategic goals and initiatives. In late 2021, the Roadmap was updated for 2021-2023 and expanded to include many of WaTech's external-facing strategic initiatives across key domains: governance, identity and access management, data management, cybersecurity, cloud, network modernization, GIS, project oversight transformation, enterprise architecture, risk management, and the expansion, decommissioning and modernization of WaTech services.

With the 2021-2023 Strategic Roadmap in place, WaTech will enable the state's cloud architecture, modernize and expand services and delivery, and establish stronger security and privacy protections.

Where we are headed

WaTech's strategic initiatives are linked to connected government, which seeks to transform public service by connecting horizontally across the state enterprise to present an efficient, one-face-of-government experience to the people that need to engage with us and obtain critical services. In practical terms for the residents of Washington, that translates to easier, more equitable access to state services.

These action plans are a part of the broader connected government effort. By sharing information and being more transparent about our services with our customers, they can make better informed business decisions to serve their customers better. This also aligns with the governor's goals of Efficient, Effective and Accountable Government, Healthy and Safe Communities, and a Prosperous Economy.

Please refer to WaTech's Strategic Planning page, which further outlines the linkages between the agency's current and future Strategic Initiatives with the Governor's goals and the Washington Enterprise IT Strategic Plan.

Understanding the service action plans

These service action plans are designed to provide a high-level overview of our current service and program catalog. Each action plan follows a consistent template to help our customers understand each service more fully and make informed decisions about their organization's IT strategy.

What follows is a brief description of what each section covers in the action plans.

Service name & description

This section provides details about the service such as business processes and functions it supports, typical usage and service parameters, like storage allocations and usage limitations. It may also include benefits of the service which would be of interest to our customers, including why they want to use the service, and what value it brings to the agency.

Other helpful information includes hours of availability, the name of the service owner, related services (if any), and how to contact WaTech to request service. If you wish to learn more about WaTech's service offerings, please visit watech.wa.gov/services.

Intended customers

This describes the organizations for which the service offering is intended, as well as who our potential customers are, and anticipated demand for that service. Categories that qualify an organization for a particular service include:

- Being a member of the Enterprise Active Directory (EAD).

- Having a Master Service Agreement (MSA).

- Being connected to the State Government Network (SGN).

- Having a connection to the Inter Government Network (IGN).

- Being a part of the Small Agency Services.

Options available with this service

If any options are included or available with the service, they will be listed here. Options are an 'add on' to the service and may or may not have a cost. If the function is a standard part of the service, it would not be an option, but could be highlighted as a benefit in the description section at the top.

Related services

This identifies other services within WaTech's catalog that are either required or commonly used with the service being featured in the action plan. Related services are distinct and standalone but may often be used by customers with the service.

Customer engagement

This section describes the various methods of outreach WaTech is conducting with its customers for a given service. These engagement methods may include fireside chats, townhalls, weekly CIO calls, monthly status meetings or service-specific user group meetings.

Action plan

This section describes current and future activities to accomplish goals to develop, improve or expand the service. Future goals and activities stretch over one-to-two-year and three-to-five-year time horizons. If a service is being decommissioned or replaced, the action plan will list out the plans, strategy and activities for the decommission.

It will also attempt to address the question of how the current activities for the service are tied to the agency's strategic plan and roadmap. The intent of this section is to describe as boldly as possible our

vision for the service, explain how these activities benefit the customer, and provide a timeline to illustrate the sequence of activities, key deliverables and milestones.

Service Review and Budget Projection

This last section of the action plans compares the revenues and expenses for the service over a six-year period (2018-2023 fiscal years).