

JAY INSLEE
Governor



WILLIAM S. KEHOE
Director &
State Chief Information Officer

STATE OF WASHINGTON

WASHINGTON TECHNOLOGY SOLUTIONS

Washington's Consolidated Technology Services Agency
1500 Jefferson Street SE • Olympia, Washington 98504-1501

August 28, 2023

Subject: Notice of Intent to explore biometric capabilities to benefit Washington residents

Washington Technology Solutions (WaTech), the state's Consolidated Technology Services agency, is in the beginning stages of developing Resident Identity and Access Management solutions that will modernize how residents, constituents and other external customers interact with state services. This project, which was funded in the 2023 operating budget, will ultimately replace and expand on the capabilities of SecureAccess Washington. SecureAccess Washington currently provides self-administered single sign-on access to multiple agency applications, shields online services from harmful activity, and allows access only to known users.

WaTech plans to engage industry partners to understand the range of identity and access management capabilities available to reduce fraud, increase accessibility and streamline access to state services. We anticipate that these capabilities may include the optional use of biometrics, such as the use of voiceprints or facial recognition to provide a secure, easy option for residents to verify their identity.

These types of solutions require consideration of benefits and risks to the people we serve, such as digital equity and potential bias. To begin understanding opportunities and concerns, we have had preliminary conversations with the Washington State Office of Equity and the Washington State Department of Services for the Blind.

WaTech will continue to engage with our community and agency partners. If we ultimately elect to pursue facial recognition services, we will follow the accountability and community engagement requirements outlined in [chapter 43.386 RCW](#) as part of our commitment to ensure accuracy, equity and transparency.

If you have any questions, please contact me directly.

Sincerely,

A handwritten signature in cursive script that reads "William S. Kehoe".

William S. Kehoe
Director & State Chief Information Officer