July 31, 2020

TO: Honorable Christine Rolfes, Chair
      Honorable John Braun, Ranking Member
      Senate Ways & Means Committee

      Honorable Timm Ormsby, Chair
      Honorable Drew Stokesbary, Ranking Member
      House Appropriations Committee

      Honorable Steve Hobbs, Chair
      Honorable Curtis King, Ranking Member
      Senate Transportation Committee

      Honorable Jake Fey, Chair
      Honorable Andrew Barkis, Ranking Member
      House Transportation Committee

FROM: David Schumacher
      Director

SUBJECT: **ONE WASHINGTON QUARTERLY REPORT TO LEGISLATIVE FISCAL COMMITTEES (APRIL – JUNE 2020)**

I am writing to transmit the quarterly report for the One Washington program for April – June 2020.

We completed the following external items this quarter

- We selected an enterprise resource planning (ERP) software vendor and released the request for proposal for the system integrator (the company we will eventually hire to build and implement the software product we choose).

- We began revisions to the overall project cost model.

- We continued to refine our governance processes. We are working to better define roles and responsibilities between the program, business owners and governance bodies. This will ensure that decisions we make include the needs of all agencies.

- We began meetings for the budget advisory committee.

- We completed the chart of accounts model draft and business process map to help agencies prepare to modernize their financial systems.

- We started a draft of the collective bargaining agreement work plan with State HR Labor Relations.

- We completed the communications plan, continuous improvement model, stakeholder engagement plan, organizational change management program, and OCM framework. As the building blocks of the Organizational Change Management Plan, they will outline how we will support agencies through their upcoming business transformations.

- We completed the OCM Plan, which provides a comprehensive roadmap for the project's implementation phase. The plan recommends who should do what for successful adoption of the new system and business processes.

How we engaged with the Office of the Chief Information Officer

- We received approval from the OCIO for Gate 3 certification conditions. The OCIO also approved our current investment plan conditions.

- We collaborated with the OCIO and OFM Budget to finalize the Phase 1a core financial subproject technology budget and investment plan (the detailed spreadsheet of every deliverable in this subproject). We expect approval any day. This means the Legislature will have a more informative resource to monitor spending on this project.

- We collaborated with the OCIO to refine the agency IT request process. This will limit the potential for duplicate spending across agencies.

- We collaborated with OFM Budget and the OCIO to develop a 2021-23 budget process that will calculate agencies' precise resource needs. We also developed a cost model tool for agencies. This means we now have a standard formula that tells us how much money and technical support each agency needs.

- We collaborated with the OCIO to make improvements to the agency readiness approach.

How we connected to other agencies

- We conducted 25 readiness and engagement meetings with agency directors to provide program updates and review each agency's readiness dashboard from the OCM Baseline Readiness Assessment. Each agency readiness package provides a dashboard that measures people, process and technology readiness. We met with these agencies:
  - Department of Services for the Blind
  - Office of Minority and Women's Business Enterprises
  - Office of Financial Management
  - State Parks and Recreation
  - Department of Transportation
  - Arts Commission
  - Department of Enterprise Services
  - Department of Licensing
  - Consolidated Technology Services (WaTech)
  - Office of the State Auditor
  - Office of the State Treasurer
  - Department of Fish & Wildlife
  - Utilities and Transportation Commission
  - Department of Ecology

- We continued engagement with the Washington State Department of Transportation to ensure that we have a workable plan in place to replace TRAINS, WSDOT's 30-year-old financial system, before the current maintenance agreement expires in June 2023. We are drafting a memo of understanding to formalize how WSDOT can support us in developing a detailed plan and schedule for replacing TRAINS.

- We engaged stakeholders in affected business communities (human resources, payroll, budget, finance, etc.) to inform them of change and upcoming work for future conversations.

- We began collaboration with Department of Enterprise Services and business owners on recommended changes to existing WACs/RCWs. This offers agencies (and the state as a whole) a more efficient way forward.

- We completed new and ongoing communication products; for example, the AFRS Case for Change publication (to explain why the state is replacing AFRS), an ERP 101 presentation, a monthly newsletter, and monthly agency point of contact talking points. This keeps our numerous stakeholder audiences informed.

- We began scheduling and preparing for the second set of agency engagements focused on technical deep dives to discuss people, process and technology readiness requests. This means agencies will be better prepared for the technical issues that lie ahead.

- We continued collecting data around agency system and interface inventories. We also helped agencies clean up their data. This will ensure that agencies have quality data moving into and coming out of the new system.

Other stakeholder engagements included:

- Two program update sessions for legislative staff.
- Monthly interagency workshops with WaTech, OCIO and DES IT leaders.
- One-on-one meetings with 13 agency technical teams to go over their current agency systems, data and interfaces.
- The beginning of monthly interagency workshops with DES leaders and managers.
- Briefing to the Technology Services Board.
- Briefing to Senator Carlyle and specific Senate staff.
- Two budget preparation meetings for agencies.
- Two agency point-of-contact update sessions.

What OneWa internally completed this quarter

- Finalized the quality, change, schedule and resource management plans and the vendor oversight plan.

- Finalized the position descriptions and began recruitment for the project coordinator and business intelligence project manager.

- Completed an interagency workforce agreement memorandum of understanding so that agency staff can work side-by-side with our team.

- Continued work on data conversion, governance and integration.

- Began the integration readiness subproject with OFM IT.

- Developed new and/or updated existing technical strategy documents and plans to prepare for the system integrator.

How we plan to use our funding to deliver value for the state

The attachment includes information on how we have used our funding to deliver value for the quarter including:

- Next quarter's projected spend.

- List of agencies that received OCM work from the IT pool.

- The list of quantifiable deliverables and the related expenditures.

Questions?

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