



Washington State Department of  
**Information Services**

# *Information Technology Work Group*

---

Gary Robinson

Department of Information Services, Director

Information Services Board, Vice Chair

September 26, 2007



# Overview

---

- State Information Technology (IT) Budget
- Role of Department of Information Services (DIS)
- Role of the Information Services Board (ISB)
- 2007 Legislative Changes



# 2003-05 Biennium Information Technology Budget

---

- Expenditures over \$1.5 billion
- Over 4,800 Information Technology Staff
- Major IT projects under ISB or DIS oversight totaled \$424.5 million



# 2007-09 Biennium Information Technology Budget

- 153 Information Technology Projects Totaling \$337.2 million
  - Major Impact Projects (Level 3) 12
  - Moderate Impact Projects (Level 2) 44
  - Agency Projects (Level 1) 97
- 68 Information Technology Pool Projects Totaling \$77.8 million
- 85 Projects not in the Information Technology Pool Totaling \$259.4 million

NOTE: Grants, Contacts, and Loan Management System was identified as three projects on the LEAP Document IT-2007. For purposes of this report, the project is counted as one investment, rather than three separate investments.



# Department of Information Services

---

- Provide discretionary technology products and services on a cost-recovery basis to:
  - State and local government agencies
  - Education institutions
  - Tribal governments
  - Qualifying non-profit organizations
  
- 2007-09 Biennium Budget Totals \$265.6 million
  
- 478 Full Time Equivalent Positions



# 2007-09 Biennium Strategic Plan Goals

---

- Provide innovative technology leadership
- Provide quality, reliable, cost-effective, enterprise-based IT services
- Implement successful DIS and state IT projects and infrastructure
- Promote a valued and satisfied workforce
- Ensure financial stability
- Provide quality and reliable internal support services

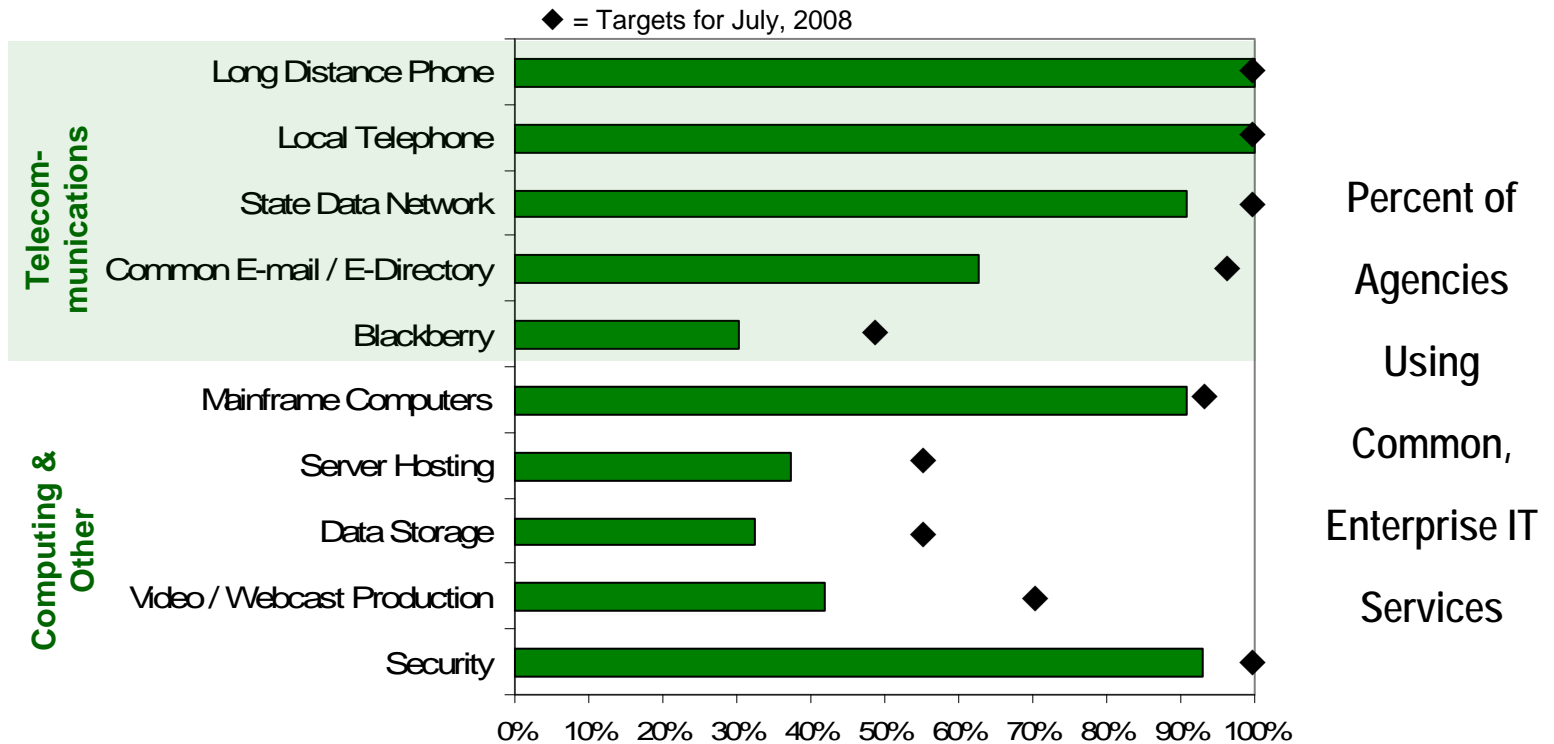


# Common Services

---

- Computing Services
  - Mainframes and Servers
  
- Telecommunication Services
  - Data and Voice Networks
  - State Operators and Call Centers
  - Telephones, Cellular, and Long Distance
  
- Acquisition Services
  - Computing Software and Hardware
  - Technology Consulting
  
- Website, E-mail, Multimedia Services

# Use of Common Services

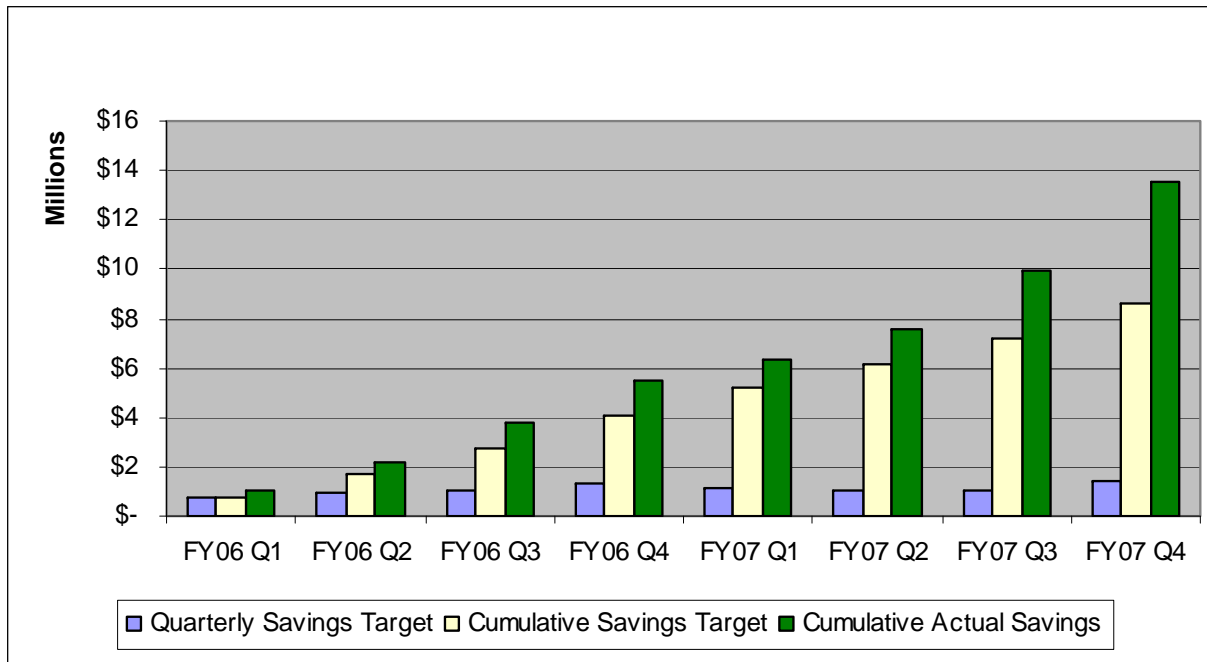


## Notes:

- Energy Savings services to be added to targets in Fall of 2007
- Data for December 2005 through July 2007
- 43 state executive agencies with greater than 50 employees are included in the calculations, including executive branch agencies of elected officials. Legislative, Judicial, and Higher Education agencies are not included.
- An agency is counted as using the enterprise service if it uses DIS for any portion of its need for that service between December 2005 and November 2006. There are many instances in which an agency uses DIS for some, but not all, of its needs within a service.
- Source: DIS Financial Information System (FINS, the DIS billing system).



# 2005-07 Biennium Savings Resulting from Common Computer and Software Purchases



- \$147 million in total purchases
- Achieved \$13.5 million in savings
- 130 State agencies and higher education institutions reported purchases from common contracts



# 2007-09 Biennium Common Service Projects

---

- Project Managers
- Portfolio Management
- Data Center and Office Buildings
- Department of Transportation Migration to State Network
- Utilities and Transportation Commission and Department of Fish and Wildlife Migration to Common E-mail System
- Records Storage Services
- Common Methodology for Data Sharing



# ISB Overview

---

- 15 Member Board responsible for
  - Strategic Planning
  - IT Policy Development
  - Oversight of Major Projects
- Members represent
  - Legislative, Judicial, and Executive Branches
  - K-12 and Higher Education
  - Private Sector and System Users
- Authority
  - State Agencies and Higher Education Administrative Applications
  - Exempted: Legislature and Higher Education Academic and Research Applications



# Information Services Board Actions

---

- Adopt Policies, Standards and Procedures Governing Technology Resources
  - Security, Network Standards, and Integration Standards
  
- Oversight of Major Projects
  - 17 Projects in 11 agencies, As of September 2007
  
- Delegated Purchasing Authority
  - Authorizing agencies to make technology purchases without prior ISB approval
  - Authority maybe revoked for non-compliance with policies



# February 2006 JLARC Study Evaluation of Budget Process for IT Projects

---

- Recommendations:
  - Require agencies to submit complete and consistent IT portfolio reports, project expense, and budget information
  - Submit Statewide IT Performance Report Biennially
  - Identify necessary staffing levels for ISB decision support
  - Time funding actions closer to project actions
  - Investigate methods to improve early IT project cost estimates



# Responses to the JLARC Report

---

- Biennial Performance Report completed
- Biennial Budget instructions directed agencies to:
  - Submit IT decision packages to DIS
  - Consider common solutions first
  - Include a full description of the proposed investment
- DIS reviewed 2007-09 Agency Budget Requests and provided recommendations to OFM
- DIS received funding to
  - Hire state project managers
  - Implement a statewide Portfolio Management Solution



# 2007-09 Biennium Operating Budget IT Provisions

---

## Existing Provisions

- Section 902 – Project Management
- Section 904 – Video Telecommunications

## New Provisions

- Section 903 – Information Technology Enterprise Services
- Section 962 – Information Technology Work Group
- Section 1621 – Information Technology Funding Pool



# New Section 903

## Information Technology Enterprise Services

---

Agencies **may** make use of the Department of Information Services when acquiring information technology services, products, and assets.

If an information technology enterprise service is provided by the department, or an agency has a specific requirement to acquire hardware, software or purchased or personal services directly, the agency **shall consult** with the Department of Information Services.





# New Section 903 Consultation Process

**Step One**  
**Agency Provides Information  
on Upcoming IT Needs**

Agency goes to:  
<http://dis/wa/gov/sec903/index/htm>  
to complete form with brief description of the products and/or services requested and the issues needing to be addressed.

If DIS requires more information from the agency than was provided in the submitted form, a follow-up request will be made.

**Step Two**  
**DIS Responds with Product and  
Service Information**

Within two weeks of receiving the agency information, DIS provides written descriptions of the products and services available to address the agency's needs.  
  
At this time, DIS will request time for a consult to discuss the needs and services.

After the consult occurs, follow-up work will start, which may include formalized quotes for products and services, or finalizing a Service Level Agreement.

**Step Three**  
**Agency and DIS Complete  
Consultation**

DIS staff and agency representative conduct consult.  
  
DIS will provide confirmation that the consult occurred.

# New Section 903 Consultation Website

**Section 903 Consultation Form**

(All fields are required)

Agency **Please Select An Agency From List (1)**  
Or  
**Enter An Agency in Box (2)**

1) ACCOUNTANCY, STATE BOARD OF

2)

Emergency

Consult Type

- Request Information About DIS Products and Services
- Purchase DIS Services or Products
- Questions About Section 903
- Other

Point of contact information

Name:

Email address:

Phone number:

Consultation Subject

Description

Submit This Request Cancel This Request



# New Section 903 Consultations

Total Number Received	1,856
Total Number Closed	1,716
Open	140
Average Number of Days to Complete	5
Types	
■ Services (security, storage, mainframe computing, multimedia productions, professional services, website design)	18%
■ Products (computers, laptops, servers, telephones and telephone systems, printers)	82%

As of September 21, 2007



# New Section 1621 Information Technology Funding Pool

Total Appropriation Available to IT Pool Investments	\$83.27 million
Total Approved by OFM/DIS	\$29.11 million
Future Annual Commitment as a Result of Approval	\$1.92 million
Number of Agencies with Investments in the IT Pool	39
Total Number of Investments Included in the IT Pool	*68
Number of Investment Plans Submitted	39
Number of Investment Plans Approved	24
Number of Investment Plans Under Review	15

\*Grants, Contacts, and Loan Management System was identified as three projects on the LEAP Document IT-2007. For purposes of this report, the project is counted as one investment, rather than three separate investments.

As of September 21, 2007



# New Section 1621 Information Technology Funding Pool

---

Conditions are typically included as part of the investment approval and are applied to:

- Ensure that common services are being considered or used
- Ensure policy and standards are being followed
- Foster the development of applications that can be utilized in more than one agency



# New Section 1621 Information Technology Funding Pool

## Example Conditions

- Providing state contract information to eligible grant recipients identified in RCW 43.105.052 (2) as an option to consider when purchasing information technology products or services.
- Providing leadership in the planning and design phase that ensures the project is complementary to similar initiatives being undertaken in the state.
- Providing direction that utilizes common data sources, networks, standards, and security structures to implement the project when or where possible.
- Working with state agencies that utilize similar systems to develop a common architecture to allow for reuse by other agencies.
- Ensuring that the technology is supportable and ready for integration with the Enterprise Business Portal.
- Evaluating utilization of the common business continuity solutions available through the Department of Information Services.