



Washington State Department of  
**Information Services**

# Where Do We Go From Here?

IPMA

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# What we've accomplished

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- Shared service definitions
  - Working Governance
    - Email
    - Servers
    - Desktop management
  - IT Transformation
- Data Center being built
  - Executive Order consideration
  - RFI/RFP
  - 3178
  - DIS Organizational Transformation

# What Does the Future of IT in Washington Look Like?

- “Metered” utility pay-as-you-use
- Ubiquitous citizen self-service
- More value-added work for IT staff
- Secure online transactions



# What Will it Take?



- Consolidation



- Executive and legislative support



- Realistic goals and timeline



- Collaboration



- Functioning, engaged governance

## *Strategy*

# Three simple questions

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- Where are we now?
- Where do we want to be?
- How do we get there?



Where are we now?



How do you  
allow  
innovation?

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How do you  
scale it?

## DOT

- Great use of social media to inform public
  - Flickr
  - YouTube
  - Twitter
- Answers the question: how do you get the efficiencies without staffing?

What are the structural features  
keeping the state misaligned from  
authority, accountability and  
governance?

Where do we  
want to be?



# Where?

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- State Agencies consolidated into a single state Data Center with redundancy
- Need to squeeze more value out of IT spend
- Utility computer model based on use *only pay for what you use*
- Highly standardized utility platform *90% vs. 10%*
- Must have governance model





# Where?

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- Highly redundant, better DR
- Vastly improved deliver of services online to citizens
- Dramatically reduce time and expense of major projects
  - *Can we be more able in setting up applications?*



# How Do we Get There?



# Getting there . . .

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- Secure online transactions
  - Healthcare
  - Student
  - Employee
- Robust enterprise architecture
- Consolidation
- Ubiquitous citizen service



# Still getting there . . . .

- Changes in governance to get to and control standards
- Better coordination mechanisms
- Shared services
  - Faster, better, cheaper



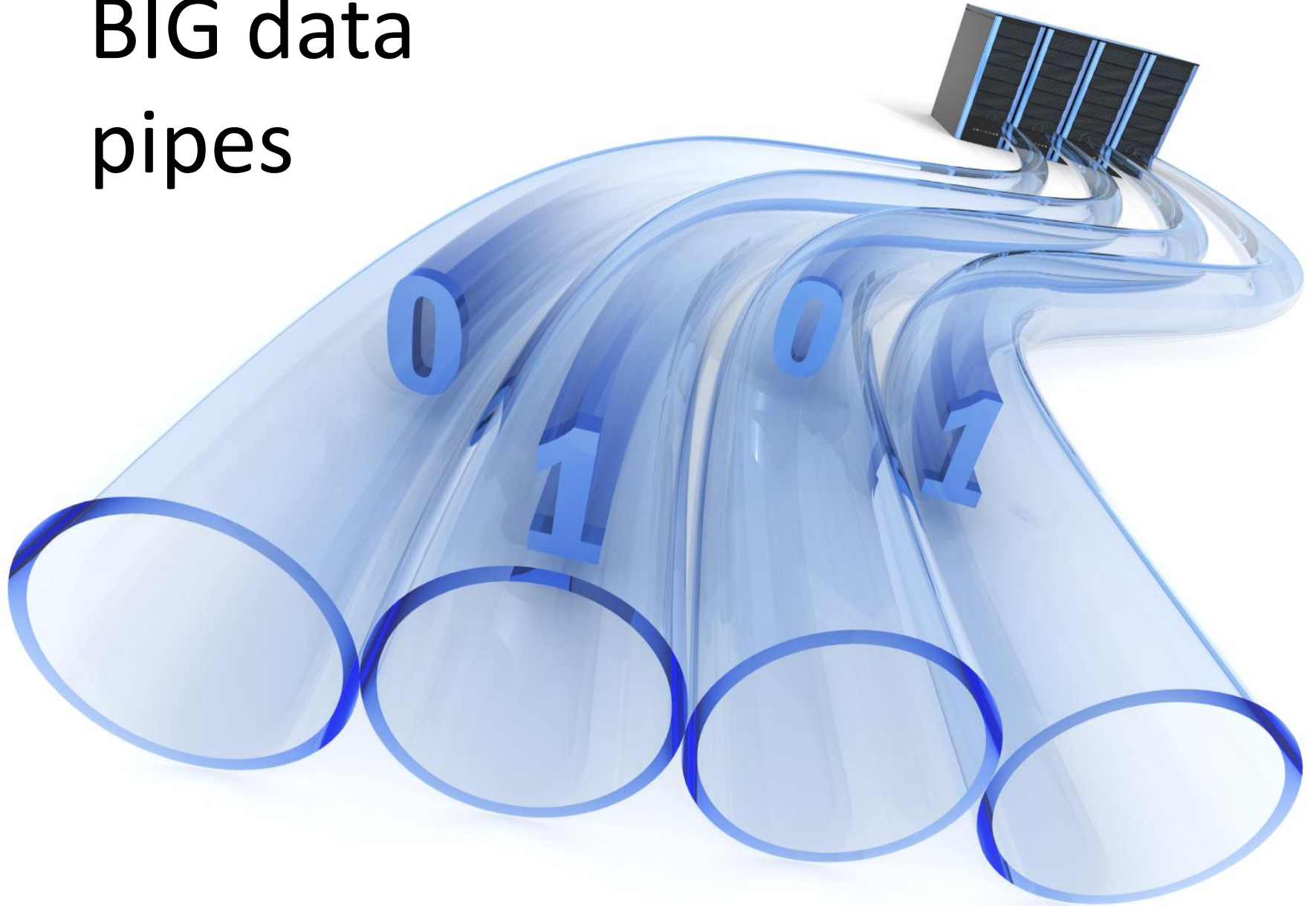
# Enabling Technologies

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- Master Data Platform
- Enterprise application platform
  - Document management
  - Facilities management
  - Public record requests
  - ERP
- Mobile devices
- Social Media for citizen service



# BIG data pipes



# The Cloud



# Next Steps

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- Develop strong working body in CAB
- Accelerate Data Center consolidation to achieve value
  - Data Center construction is moving faster
- Drive down costs of utility computing
- Enterprise application strategy
- RFP for buy-side consultant
- Executive order

*Consolidated  
Approach  
vs.  
Stovepiped*



Questions?

