



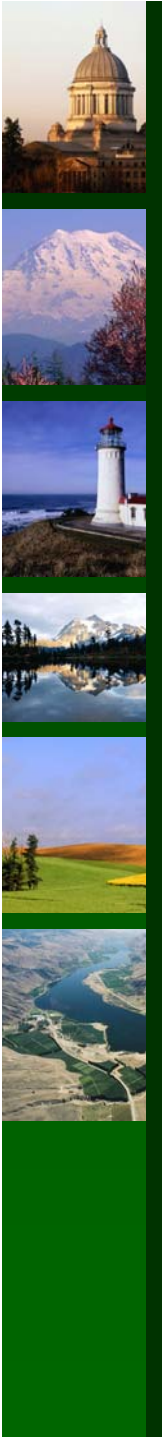
Washington State Department of
Information Services

IPMA

May 22, 2007

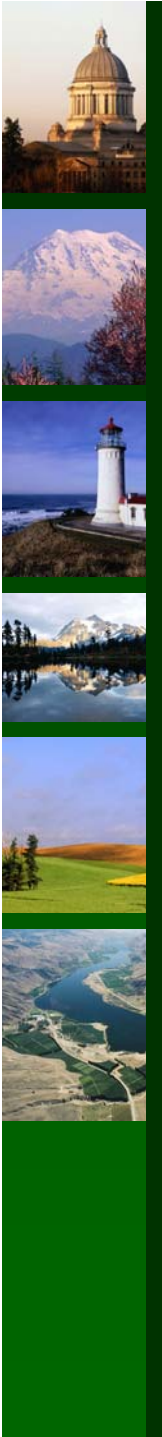
Gary Robinson

Director, Department of Information Services



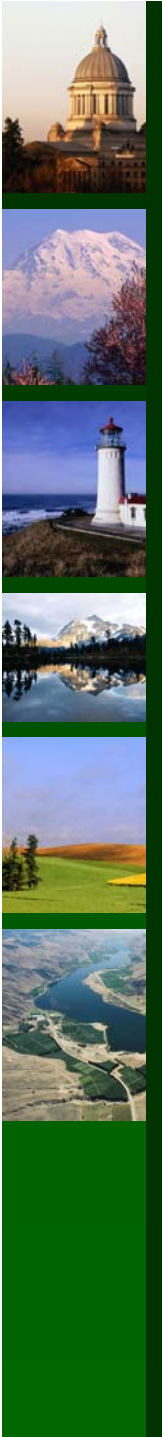
Information Technology and Performance Management

- Delivery of Public Services
- Management of Agency Programs
- Use of Data and Information
- Perform Transaction – Provide Service
- Manage Program – Achieve Results



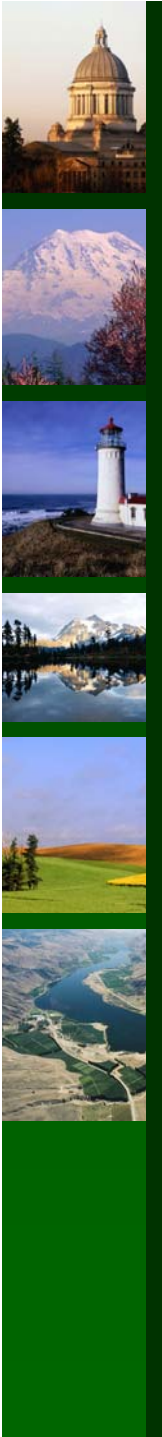
Department of Information Services

- Provide Innovative Technology Leadership
- Provide Quality, Reliable, Cost-Effective, Enterprise-Based Information Technology Services
- Implement Successful Department of Information Services and State Information Technology Projects and Infrastructure
- Promote a Valued and Satisfied Workforce
- Ensure Financial Stability
- Provide Quality and Reliable Internal Support Services



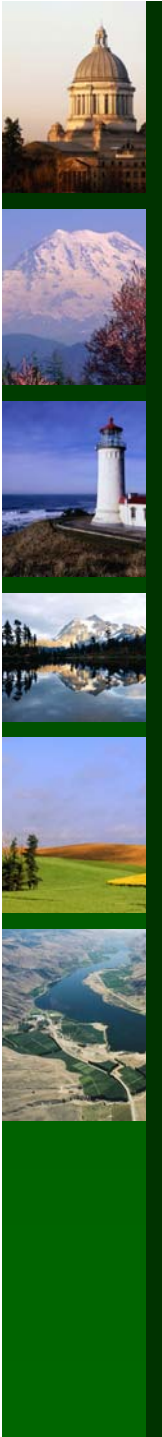
Common Services

- Computing
- Telecommunications/Networks
- State Web Portal – Access Washington
- Security
- Data Center
- Strategy, Planning
- Standards, Project Management



Service Oriented Architecture

- Design Principles, Standards, and Practices to Support Common Business Services and Management
- Enterprise Architecture
- Designing for Reuse, Integration, and Data Sharing
- “What Is Similar and Common?” instead of, “What Is Different and Unique?”



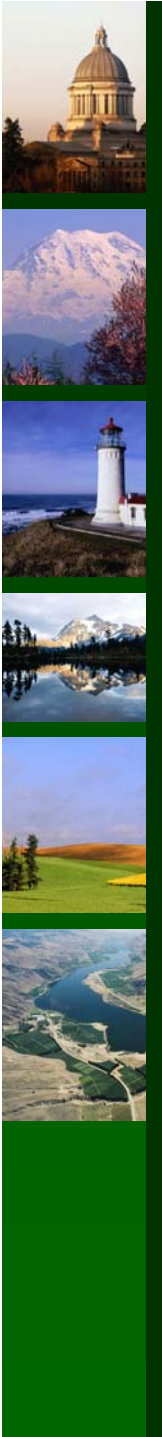
Adopted Standards and Guidelines

Accomplishments

- Integration Architecture
- Networking Standards
- Voice Over Internet Protocol Guidelines
- Justice Information XML Standards
- Project 25 Radio Interoperability Standards

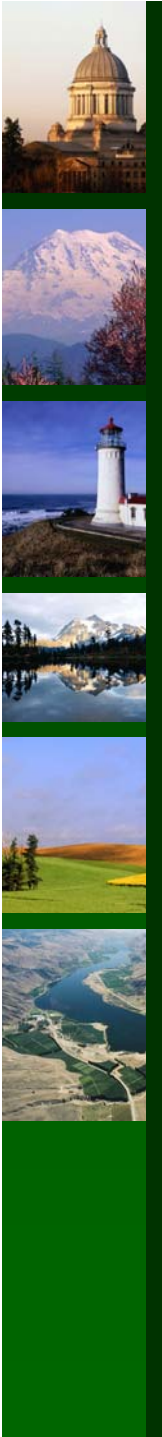
Current Focus

- Common Services
- Identity Management
- GMAP Data View



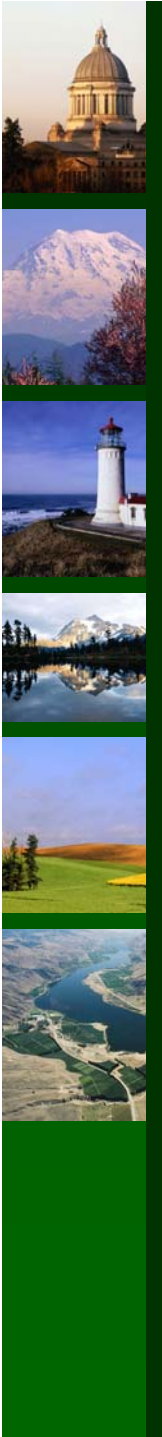
Future Initiatives

- Common Data Standards
 - Personnel
 - Service Providers
 - Student Records
- Common Administrative Services
 - Human Resource Management System
 - Health Care Projects
 - Electronic Medical Records
 - Roadmap Project
 - Provider One-Payment Systems
- Washington Learns, K-20 Network, Digital Learning Commons



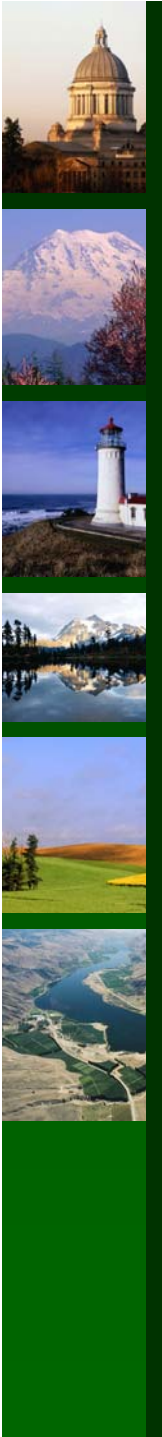
Integration Services

- Internet and Access Washington
- Business Portal
- Justice Information Network
 - Possible Criminal History and Case Criminal History--PCH/CACH
 - Statewide Electronic Collision and Ticket Online Records--SECTOR
- Network – MPLS – Multi-Protocol Label Switching
 - Next Generation Network—Dense Wave Division Multiplexing—Fault Tolerant Ring
 - Campus Fiber Expansion



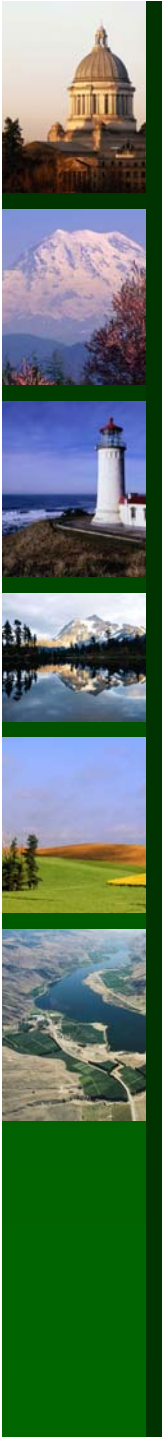
Integration Services (cont'd)

- Records Management—E-Mail Archiving
- Enterprise System Integration
- Security Services
 - Digital Certificates and Public Key Infrastructure
 - Virtual Private Networks
 - Device to Device, Small Office, and Branch Office
 - Secure Sockets, Layer Encryption, and Remote Access Service
- Identity Management
- Communications Interoperability
 - 800 MHZ Radio System-Rebanding



Information Technology Service Management

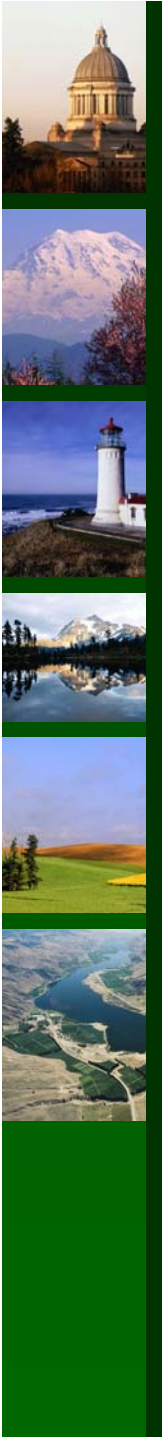
- Three Key Objectives
 - To align IT Services with the current and future needs of the business and its customers
 - To improve the quality of the IT services delivered
 - To reduce the long-term cost of service provision



Service Support

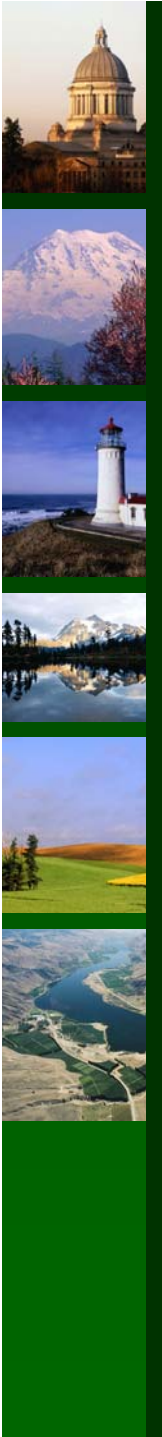
- Incident and Problem Management
- Change and Release Management
- Configuration Management
- Service Desk Support

- Performance Measurements for Trouble Tickets, Service Requests, and Resource Use



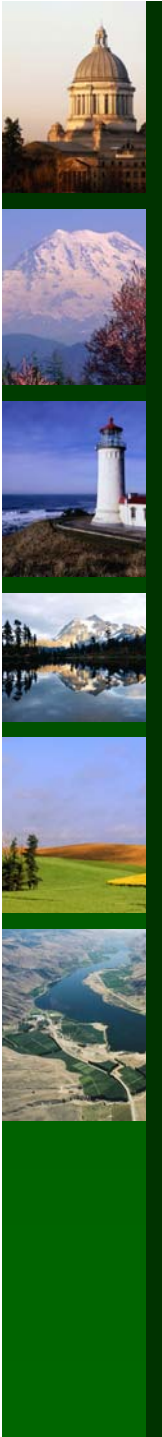
Service Delivery

- Availability Management
- Capacity Management
- Financial Management for IT
- IT Service Continuity
- Service Level Management



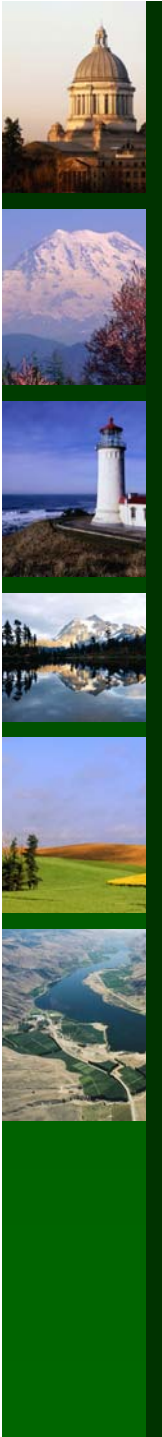
DIS Initiatives

- Align IT Services with Business Needs
 - Agency Management Meetings and GMAP Sessions
 - Customer Advisory Board
 - Quarterly Agency CIO Meetings and Committees
- Improve Quality of IT Services
 - Operational Support System
 - Service Monitoring
 - Portfolio and Project Management
 - Account Representatives
 - Compensation for Information Technology Staff
- Reduce the Long-Term Cost of Service Provision
 - Service Oriented and Enterprise Architecture
 - Common Services
 - Computer/Production Center and Office Building



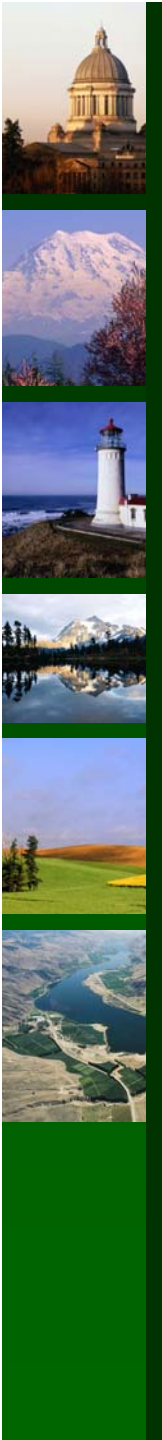
2007 Legislative Actions

- Technology Pool
- Use of Common Services
- Information Technology Study



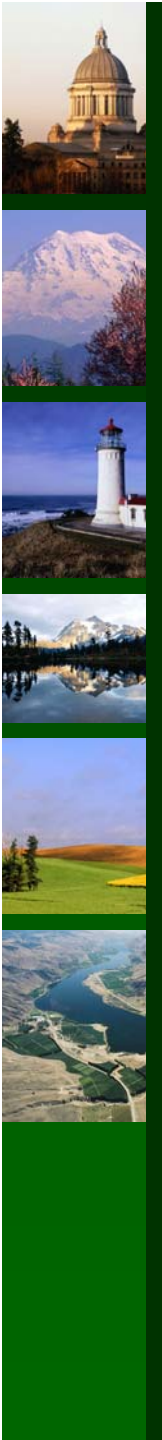
GMAP

- GMAP Goal: To move state government away from focusing on **how** things are done, to looking at **results** by making every agency, program and employee accountable to citizens every day.
- Information Technology Performance
- GMAP Panel Membership



Major IT Projects – Status Chart – 1/07

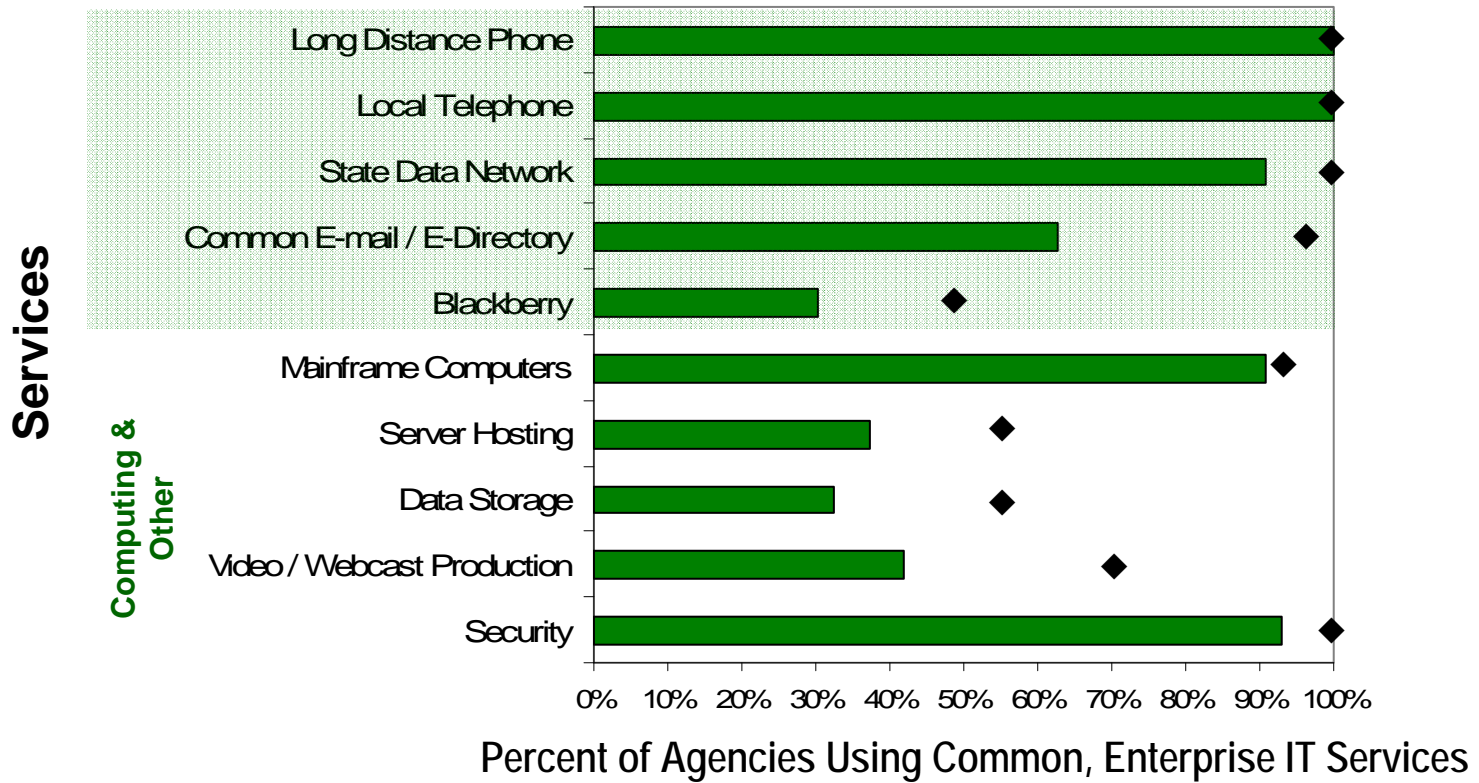
Agency	Level 3 Project	Project Description	Project Status Compared to Original Plan			Project Outlook			Success Factors
			Scope	Sched	Budget	Scope	Sched	Budget	
Department of Social and Health Services	ProviderOne*	Replace existing Medicaid system and legacy payment system (SSPS)	Green	Red	Red	Green	Green	Green	Yellow
Department of Corrections	OMNI*	Replace existing offender management and tracking system	Red	Red	Red	Green	Green	Green	Green
Health Care Authority	Benefits Administration/ Insurance Accounting	Replace existing system that supports the Public Employee Benefit Board and Basic Health Plan	Gray	Gray	Gray	Gray	Gray	Gray	Gray
University of Washington	On-line Record of Clinical Activity*	Implement electronic integrated medical record system	Yellow	Red	Red	Green	Yellow	Green	Green**
University of Washington	Workforce Management System	Implement a time and attendance and human resources management system	Yellow	Red	Red	Green	Green	Green	Green
Community and Technical Colleges	Center for Information Services Re-hosting Project*	Move legacy administrative applications from old, unsupported platforms to modern platform and databases	Yellow	Red	Red	Yellow	Red	Red	Yellow**
Office of the Insurance Commissioner	Hewlett Packard 3000 Replacement*	Replace current system that supports the majority of applications and data repositories	Green	Red	Green	Green	Green	Green	Green
Department of Social and Health Services	Statewide Automated Child Welfare Information System	Replace existing legacy system used to track Children's Administration clients	Gray	Gray	Gray	Gray	Gray	Gray	Gray
Department of Licensing	Hewlett Packard 3000 Replatforming	Replace existing system that provides vehicle and vessel titling, registration, and permitting services	Green	Green	Green	Green	Yellow	Green	Green
Department of Transportation	Project Management and Reporting System	Replace existing legacy systems for project management tracking and the tracking of highway project delivery	Gray	Gray	Gray	Gray	Gray	Gray	Gray
Washington State Patrol	Automated Fingerprint Identification System (AFIS)***	Migrate AFIS from the Department of Information Services to the Western Identification Network	Gray	Gray	Gray	Gray	Gray	Gray	Gray
Washington State Patrol	IWN-East*	Convert portions of WSP analog radio network to digital	Green	Red	Green	Green	Green	Green	Green

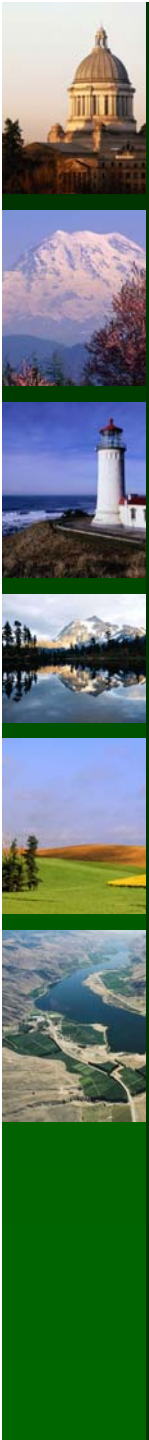


Use of Enterprise IT Services

December 2005 – November 2006

◆ = Targets for July, 2008





Data View

Welcome Krieger, Matthew (DIS)



Transportation Forum May 23, 2007

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- [Action Plan](#)
- [Budget Activity Measures](#)
- [Performance Audits](#)
- [Enterprise Measures](#)

Transportation Forum

Key Performance Measures

Measure	Target	Actual	Status
1. Highway Capital Project Delivery: % of Projects Both On Time and On Budget	90%	75%	⬮
2. Bridges: % in Fair or Better Condition	97%	97.5%	●
3. Pavement Condition: % Lane Miles in Fair or Better Condition	90%	93.5%	●
4. Incident Response: Decrease Average Duration of Major Incidents to 165 Minutes	165 min	162 min	●
5. Highway Maintenance Program: % of Targets Achieved	100%	97%	▲

Introduction to the Forum

This Governor's GMAP Forum on Transportation focuses on current Department of Transportation performance in five key areas discussed at prior GMAP forums. Measures for topics #1 through #4 below are also being reported in the 2007 Cabinet Strategic Action Plan.

- 1) Highway Project Delivery
- 2) Bridge Condition
- 3) Pavement Condition
- 4) Highway Incident Response
- 5) Highway Maintenance Activities

Performance targets are currently being met for bridge condition, pavement condition, and highway incident response.

Highway Project Delivery

Highway project delivery performance is currently below target, primarily as a result of the construction costs increases being experienced throughout the country. DOT is continuing to work with the contracting community to implement strategies to moderate construction cost increases. The results of this work, as well as the impact of 2007 legislative budget actions on project delivery performance, will be reported at the next GMAP forum scheduled for 11/7/07.

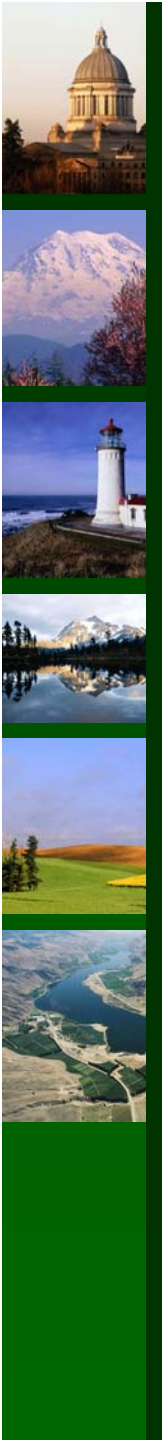
Highway Maintenance

On a statewide basis, DOT met 30 of 33 highway maintenance activity targets in 2006. Statewide targets were missed for traffic signal, highway lighting system, and intelligent traffic system maintenance. On a regional basis, targets for 16 activities were missed in at least one region; and no region met all targets. DOT is in the process of analyzing how to refine highway maintenance budgeting and management in order to improve performance.

Enterprise Measures

Measures on budget, human resources, information technology, and risk management are included under the "Enterprise Measures" tab.

[User Guide](#)



Enterprise Measures

Transportation Forum - May 23, 2007

DOT Information Technology
Discussion
Library

Transportation Forum Home > Enterprise Measures > Department of Transportation > DOT Information Technology

Status of Major IT Projects

Open ▾
Update ▾

Drill Down Measures

ISB Level 3 Projects

Project: DOT: Project Management and Reporting System
Description: Replace existing legacy systems for project management tracking and the tracking of highway project delivery.

	Outcome			Outlook			Success Factors
	Scope	Schedule	Budget	Scope	Schedule	Budget	
Date: 3/8/2007							
Date: 1/4/2007							

Legend

●
▲
◆

Project Outlook Stoplight Criteria
Project Outcome Stoplight Criteria

Source: Department of Information Services
Data Comments: The gray boxes indicate that project reporting to the Information Services Board has not yet started. See legend and analysis points on the right of this page.

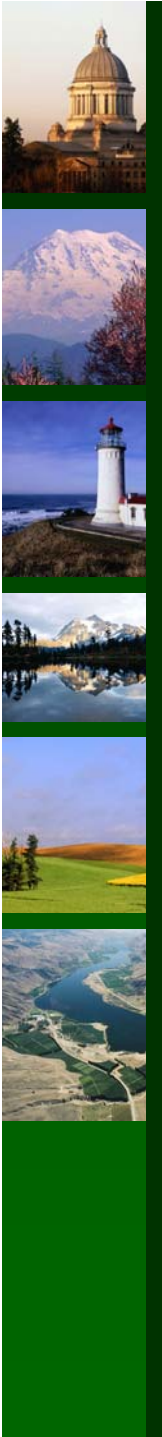
DOT IT Action Plan

Actions ▾

What	Who	When	Status
There are no items to show in this view of the "DOT IT Action Plan" list.			

Analysis

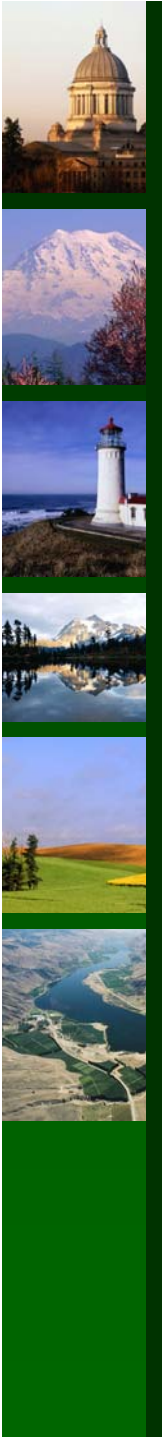
- The gray boxes indicate that IT project reporting to the Information Services Board (ISB) has not yet started. More detailed project reporting on the Project Management Reporting System (PMRS) scope, schedule, and budget will start at the next (July 12, 2007) Information Services Board meeting, after contracts in support of the project are signed. The contracts will provide detail on all these aspects of the PMRS project.
- PMRS will provide tools for DOT project and agency managers to better identify risks early, track performance of individual projects, and improve planning and decision making with regards to future projects.
- PMRS will replace DOT's existing Project Delivery Information System (PDIS). PDIS was one of the eleven systems targeted for replacement in the Critical Applications Assessment study requested by the Legislature in 2005. The study was completed in December 2005.



Making Changes Families Can Count On

We must think of ourselves not as a state, but as a small nation – a nation with the skilled workforce, sound infrastructure and diverse economic base to compete globally.

- Building Prosperity
- Educating to Compete
- Taking Charge of Our Health
- Reducing Our Dependence on Foreign Oil



Making Changes Families Can Count On

- Concern For Our Environment
- Holding Government Accountable
- Protecting Our Health and Safety
- Strengthening Families
- Building a Safe And Efficient Transportation System
- Keeping Our Commitment to Veterans
- One Washington

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