



It's Not Magic

PROJECT SELECTION IN WASHINGTON STATE

RONDA TENTARELLI, LEGISLATIVE SERVICE CENTER

2015 NCSL SUMMIT

Some info about Washington

- ▶ 147 members
- ▶ About 600 permanent staff (more staff during regular sessions)
- ▶ 43 people in LSC handling infrastructure, communications, security, customer support, training, custom applications
 - ▶ Operating systems, servers, networks, email environment, voice mail, phones, web sites, security, identity management, PCs and tablets supported by 10 staff in Technical Support Group
 - ▶ Over 100 custom applications supported by 18 staff in the Applications Support Group
 - ▶ Front-line customer support, Help Desk, classroom training, documentation, deployment of PCs and tablets, floor support when they're in session supported by 10 staff in Customer Support Group

IT Governance Structure

Systems Committee

One legislator from each caucus

“... **oversee** the direction of the information processing and communications systems of the legislature and to enforce the policies, procedures, and standards . . .”

Administrative Committee

Chief Clerk, Secretary of the Senate, their deputies, Code Reviser

“... **manage** the information processing and communications systems of the Legislature.”

Advisory Committee

Representative from each legislative workgroup/agency

“... makes **recommendations** pertinent to and **monitors** the Legislature's information systems needs, plans, priorities, and performance.”

Types of Requests

Windows Server 2008

Committee Sign-In

Mobile Access

Office 365

Bill Drafting Tools

Security

Tablets

- ▶ Next phases for continuing projects
- ▶ Changes to existing systems
- ▶ New infrastructure
- ▶ New applications
- ▶ Help executing a legislative mandate
- ▶ Life-cycle maintenance

Formal Process

- ▶ Take in requests and manage them on a SharePoint list for each year
 - ▶ Requests come over the phone, via email, from customer support staff, through channels
 - ▶ Infrastructure, life-cycle management, and “next phase” requests come from LSC
- ▶ LSC takes a crack at high-level estimates and priorities
 - ▶ S-XL in size, High-Medium-Low priorities
- ▶ Advisory, Admin, and Systems committees review LSC’s suggestions as we come out of regular session
- ▶ LSC adjusts

Recommended 2015 Information Technology Projects

Mobility • Cloud Computing • Security • Lifecycle Maintenance (change requests, OS'es, etc.)						
Direct Customer Impact	Law-Making	Committee & Caucus / Web	Admin & Architecture	Technical Infrastructure		
SharePoint Online Governance / Migration	LDR for codification and publishing	EBB / CMD extended to non-standing Committees	Core back-end Data Services and Data Organization	Account Management		
Mailbox Permissions	Workroom & Rostrum Integration and Streamlining	WS 2003 (Committee and Web apps) Internal Applications		Complete Exchange Archival		
Exchange Archiving		Journal System Rewrite	Next thing for Bill Notes	Core / Personnel Portal Application to Replace Existing Core Application	O365 for Exchange / Pilot Implementation	
Desktop Replacements & Image / Mobile Workstation Deployment	LawMa Maintenance (architecture, WS 03, change requests)	Bill Reports Formatting Tools	Accounting / Payroll Apps (reporting, relationship to HRMS)			
O365 Pilot / Implementation	LDP Rewrite (?)	FAR Changes		Authentication Phase 2	Data Center Relocation	
Disabled Account Review Process Changes	Budget Bill Automation					
Web Filter Replacements	Rules Pull for Senate Admin and SDC rewrite	Committee & Web Apps Changes (remote testimony, video testimony (?))	Leave System / TLA	Network / NAC / EPP		
Lync / Unified Messaging				Audio Server Upgrade		
	Reorganize Amendment and OOC Processing	Public Mobile Site integration with rest of Public Site	Mobile / DMZ Architecture Initiatives	Routine Hardware / Software Upgrades		
	UELMA Research	SharePoint Online	Security Documentation			
		Public Bill Comments Integration		Cloud Computing Research	WiseTrack Consolidation	
		LegSearch Update	Event Notification	Windows Server 2012		
SharePoint	•	Windows Server 2012	•	Office 365	•	SQL Server 2012

Informal Process

- ▶ A request emerges after the project list has been approved
- ▶ Someone wants to use a currently non-supported tool
- ▶ Up to now the mandates for other legislative agencies have emerged outside the formal project selection process
- ▶ Technical staff in the workgroups leave and LSC inherits support

We have to think about:

The effect on scheduled projects

Possible strategic benefit in taking on the work now

Institutional perspective

Commercially-available options

What Works Well

- ▶ Building relationships between the legislative community and IT
- ▶ Representation from throughout the Legislature → cross-pollination
- ▶ All the workgroups and legislative agencies hear about each other's projects
- ▶ Good discussion of projects, staff and budget available, legislative priorities, at least annually
- ▶ The best ideas for applications come from the legislative community

Challenges

- ▶ Level of detail that works for governing committees
- ▶ Describing the business need behind the request
- ▶ Tackling policy issues associated with IT
- ▶ Considering requests from an institutional point of view
- ▶ Level of engagement of the affected group
- ▶ It takes time to research options, costs, ramifications
- ▶ Not fun being the wet blanket