

<b>Agency Name</b>	Department of Health
<b>Decision Package Name</b>	Drinking Water Dedidated Funds
<b>Email</b>	heidi.wasem@doh.wa.gov
<b>A. Will this investment renew or procure a facial recognition service?</b>	No
<b>B. Does this investment provide for acquisition of, or enhancement to, an administrative or financial system as required by technology policy EA-122 - administrative and financial system investment approval?</b>	No
<b>D. For the Department of Children, Youth and Families, the Department of Health, the Department of Social and Health Services, the Health Care Authority and the Washington Health Benefit Exchange only: Has this project been screened for inclusion in the Health and Human Service (HHS) Coalition portfolio?</b>	Yes
<b>E. Does this decision package support the adoption of modern, cloud-based technologies?</b>	Yes
<b>A. Type of Investment - Identify the decision package investment classification from the following list (select only one):</b>	Continues existing project
<b>B. Does this decision package fund the acquisition, development, enhancement, or replacement of a new or existing software solution?</b>	Yes
<b>If Yes, where will the software solution be hosted?</b>	External Cloud
<b>C. Do you expect this solution to exchange information with the state financial system (AFRS) or the OneWA solution (Workday)?</b>	No

**D. Does this decision package fund the acquisition or expansion of hardware capacity?**

No

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**E. Does this decision package fund the continuation of a project that is, or will be, under WaTech oversight? (See Technology policy PM-01 - IT Investments - Approval and Oversight Policy.)**

No

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**Due diligence: Summarize the research, feasibility or due diligence work completed to support this decision package. Attach a copy of the feasibility study or other documentation of due diligence to the decision package.**

Current project is underway, but additional spending authority is required to successfully implement the new Safe Drinking Water Information System due to project delay until May 2023.

Office of Drinking Water (ODW) is currently using Sentry, a custom, in-house built application. The EPA developed a national database that assists states in implementing the Safe Drinking Water Act and reporting required drinking water data. The EPA database - SDWIS State - meets the needs of states and is maintained by the EPA. Moving to SDWIS state will ensure our data quality compliance and better communicate our drinking water status with EPA. SDWIS State will impact or touch every program in the Office of Drinking Water.

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**Governance and management: What governance processes will support this project? Examples of governance processes include: appropriately placed executive sponsor, representative steering committee, resourced vendor/contract management, change control, and incorporating stakeholder feedback into decision making processes. Provide examples of how your proposed budget includes adequate funding and planning for governance processes, if applicable.**

The Department of Health (DOH) is committed to effective management of information technology (IT) in support of public health programs and services. New technology offers capabilities that are needed to fulfill the agency's mission and goals. The department has augmented leadership and technical engagement to support effective project governance, leveraging lessons learned to inform planning and decision-making. DOH has established an IT governance process to oversee Information Technology projects, ensure processes are followed, documented, and approved in compliance with requirements of the State of Washington and the Department of Health.

All IT projects are required to use the Department of Health Project Pre-Initiation Process. The Project Pre-Initiation Process requires business to seek expert assistance from the Office of Innovation and Technology in the development of project proposal documentation. Together, we assess risk and impact using the IT Investment Intake (ITII) Tool to determine level of WaTech visibility/oversight. A Business Case is submitted to the IT Solutions Team for analysis and development of recommended solution options and cost estimates. Next, a decision paper goes before IT governance for scoring and a decision on approval to add the project to the agency queue or not. Based on the results of the ITII, external quality assurance and Organizational Change Management may be engaged and WaTech oversight initiated.

Once the project is active, our Chief Information Officer or designee partners with the Executive Sponsor to manage resources and sits on the Project Steering Committee. The Project Steering Committee, which includes the Executive Sponsor, Business Sponsor, Project Management Team, and key partners, assumes responsibility for project governance until the project concludes. If a major project, the assigned WaTech Consultant and External QA Consultant also attend.

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**Planning and readiness: Describe how your agency will resource the implementation of this investment request. Will in-house resources be used, or will resources be acquired? How has organizational change management been factored into planning and approach? Does the investment require a project management approach to be used? Describe whether project and organizational change management resources are included in this request or will be provided by in-kind resources. Describe whether the proposed budget includes costs associated with independent quality assurance.**

All IT projects are required to use the Department of Health Project Initiation Process. The Project Initiation Process requires business to seek expert assistance from the Office of Innovation and Technology in the development of project proposal documentation. During the pre-initiation stage of a project, the IT Solutions Team evaluates the need for resources and their technical expertise level to best support the project.

Project is already active. It was previously determined that this project would require the following positions:

- IT Project Manager, (will have Journey level experience).
  - IT Business Analyst.
  - IT App Developer.
  - IT Quality Assurance.
  - Business Subject Matter Experts.
  - Project Sponsor.
  - Executive Project Sponsor due to its risk, severity and impact level.
- These resources will be in-house in support of the effort that will be completed with a vendor.

The Department of Health assesses the degree of organizational change presented by each project through a series of questions in the IT Business Case document, which is developed in the pre-initiation phase. The scope of expected change drives the level of organizational change management employed during the project. The department has selected the Prosci ADKAR Model which is a goal-oriented change management model to guide individual and organizational change. We have invested in training to certify agency staff in application of the ADKAR model to guide staff, partners and customers engaged in business and IT projects through the change and to successful completion.

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**Strategic alignment: Using specific examples, describe how this investment aligns with strategic and technical elements of the Enterprise IT Strategic Plan. Examples of strategic principles that tie back to tenets of the strategic plan include, but are not limited to: initiatives focused on improving government experiences and emphasizing service delivery, improving equitable outcomes across communities through technology, improving service delivery through data and insights, using data and insights to drive strategic decisions, deploying solutions emphasizing access, technology, or innovation to solve business problems, and advancing skillsets to instill an innovation culture. Decision packages should include references to the Pillars (Digital Trust, Shared Governance, Equitable Outcomes, Service Excellence) and Values (Human-centered, Inclusive ideas, Courageous innovation, Accessibility, Nimble, Community + connectivity) of the strategic plan.**

The Department of Health, through the efforts of the Enterprise Architecture Group and the IT Solutions Team, assesses each proposed solution to determine if a SaaS solution that supports low code operations is available that can be leveraged as a shared solution for the agency. The Agency's application portfolio is reviewed to determine what products could make use of the solution as well as being evaluated to determine if a product already in use can be leveraged to meet the business need. All acquisitions or builds are thoroughly reviewed by automated tools to determine if they meet accessibility standards and requirements. All products or services are evaluated against a set of requirements that stipulate the solution must embrace open standards, support, and have reusable components, and will be interoperable with other data sources, systems, and products.

Goal 1: Create a Government Experience that Leaves No Community Behind

Goal 1 Statement: Through a connected government that emphasis service delivery and the experience of those we serve, we can achieve equitable outcomes across our communities.

Efforts Alignment to Goal/Goal Statement: Migration to the national drinking water data system will allow us to focus our limited resources to ensure safe and reliable drinking water instead of using these resources to upgrade and maintain our internal data system. This will ensure the public has equitable access to the water quality data on Washington's public water systems and allow staff to focus on technical assistance instead of performing data cleanup to ensure proper reporting from the state's antiquated database to the national system.

Goal #2: Better Data, Better Decision, Better Government, Better Washington

Goal #2 Statement: Use data and insights to improve the experience of those we serve, prioritize service improvements, drive strategic decisions, and improve transparency.

Efforts Alignment to Goal #2/Goal Statement: The data migration will allow ODW to meet its obligations and commitment to EPA on full data reporting on all violations and compliance actions. In addition, SDWIS State updates will be provided by the EPA when necessary to meet new Safe Drinking Water requirements, freeing up both business staff time and IT resources needed to track information separately from our current data systems.

The migration could negatively impact local health partners that use the current data system to maintain data for Group B water systems not

regulated by the Safe Drinking Water Act. ODW will work with local partners to help maintain the necessary data they need to complete their work under our Memorandum of Agreements or Joint Plan of Responsibilities contracts.

**Reuse and interoperability: Does the proposed solution support interoperability and/or interfaces of existing systems within the state? Does this proposal reuse an existing solution or existing components of a solution already in use elsewhere in the state, including an evaluation of services provided by WaTech? If the solution is a new proposal, will it allow for such principles in the future? Provide specific examples.**

The Department of Health (DOH) applies the guidelines set forth in the Washington State Architecture Handbook, MITA, CDC (SOA) and industry best practices for evaluating proposed solutions to identify opportunities for leveraging support from existing state, federal and commercial systems. We also ensure a thorough assessment is completed to identify opportunities for reuse of existing components and code during the evaluation of the solution as well as identifying opportunities to create components and services that can be reused in the future.

Reuse is not within the state of Washington, but within region 10 of the EPA, and this solution is currently used by over 30 states. The solution is interoperable and is able to integrate with external solutions as required as the State of Washington has regulations that the EPA doesn't monitor.

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**Business driven technology: What are the business problems to be addressed by the proposed investment? These business problems should provide the basis for the outcome discussion below. Describe how end users (internal and external) will be involved in governance and implementation activities.**

The migration to SDWIS State is supported by EPA to fulfill ODW commitments on full data reporting on all violations and compliance actions. The data migration to SDWIS State could impact local health partners that use the current database to track information on Group B water systems not regulated by the Safe Drinking Water Act. In addition, SDWIS State updates will be provided by the EPA when necessary to meet new Safe Drinking Water requirements, freeing up both business staff time and IT resources needed to track information separately from our current data systems.

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**Measurable business outcome: Describe and quantify the specific performance outcomes you expect from this funding request. Provide specific examples of business outcomes in use within your agency, and how those outcomes will be improved as a result of this technology investment. What outcomes and results, either positive or negative will occur? Identify all Lean initiatives and their expected outcomes. Include incremental performance metrics.**

The migration to SDWIS will allow ODW to meet its obligations and commitment to EPA on full data reporting on all violations and compliance actions. In addition, SDWIS State updates will be provided by the EPA when necessary to meet new Safe Drinking Water requirements, freeing up both business staff time and IT resources needed to track information separately from our current data systems.

Cost savings moving to a modern solution that will be supported by the EPA lowering our ongoing maintenance and support costs.

Resolving Technical Debt - once WA joins other states using SDWIS State, we will be able to partner with and leverage community (other states and EPA) support in the ongoing improvement of the safe drinking water programs.

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