

## Washington State

### Roadmap Program - ERP Preparation Phase

*National Association of State Comptrollers*

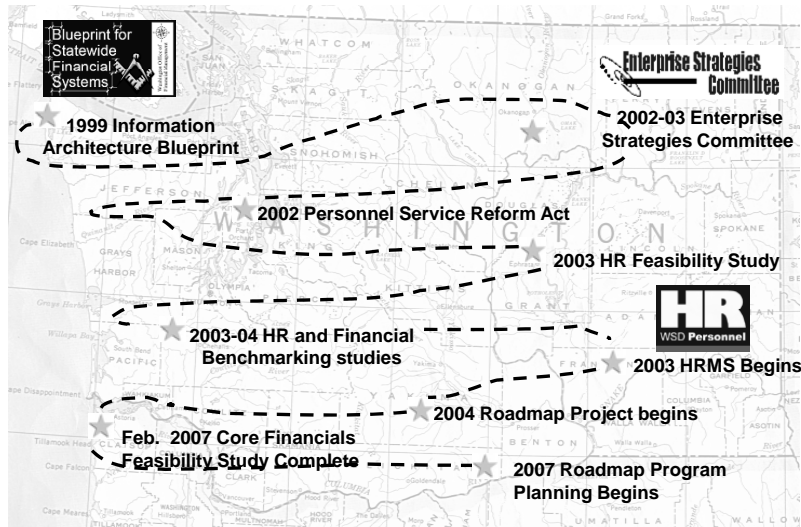
Denver, Colorado

March 12, 2008

## Agenda

- What is the *Roadmap*?
- Where we've been
- What's happening now?
- Where we're going





Sets the future direction for state finance and administration

- Solves today's common business problems
- Takes an enterprise approach
- Transforms policies, processes, systems and data
- Increases citizen's visibility into the day-to-day workings of their government



- In the past, Washington State has taken a decentralized governance approach. For example:
  - Many laws, policies, processes, organizations, systems and data support agency-unique missions and initiatives
  - Minimal enterprise requirements provide agencies with flexibility
- However, we are also exploring the benefits of an enterprise approach to achieve:
  - Better information, better decisions, better results
  - More efficient and effective government
  - Better customer and business relationships
  - Optimized return on investment
- As we explore enterprise options we will clarify where a specialized approach is absolutely needed

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**Milestone 1**

- Project and scope
- Common business problems & opportunities
- High-level business case

**Milestone 2**

- Solutions Framework
- Agency urgent business needs strategy

**Milestone 3**

- Business process modeling
- Integration architecture strategy

**Milestone 4**

- Feasibility study

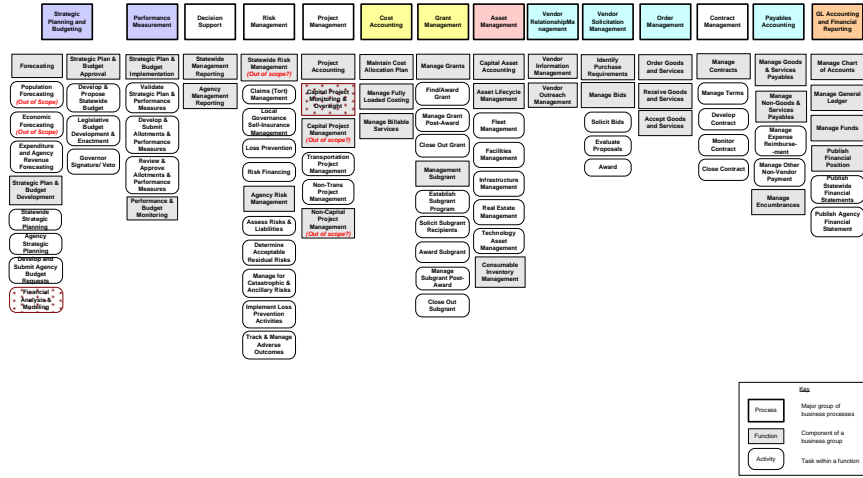
**Milestone 5**

- Positioning Activities

**April 2004 – June 2009**

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Scope



Urgent business needs

Systems approval process evaluation criteria:

- Use an existing central system
- Be flexible in meeting your agency needs
- Modify a central system
- Extend a central system
- Partner to create new, shared solution



## Business Process Modeling

### Objectives:

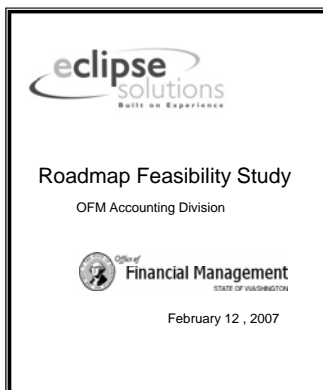
- Reach concurrence on future business processes and data
- Establish value proposition and measures
- Identify business policy issues and recommendations

### Approach:

- “As-is” models to understand what we do today and why
- “Could-be” models based on industry best practices and lessons learned from other states
  - Identify where core business processes can be common and where they must be unique
- Value proposition
- Bold ideas for change

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## Core Financials Feasibility Study - Results



- Two options were found to be viable
  - Leverage the state’s existing suite of financial systems and
  - Leverage the state’s current investment in SAP
- Identified twelve Positioning Activities to prepare the state for the future
  - Positioning Activities will benefit the state, regardless of next steps
- Put gates in implementation approach to ensure each next step is complete

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### Positioning Activities

- 1 Upgrade the Human Resource Management System and implement eRecruiting
- 2 Further define the financial and administrative enterprise and state direction
- 3 Review the existing *Roadmap* governance structure to be more program-oriented
- 4 Complete a chart of accounts review and common data definition analysis to determine degree of consistent data requirements
- 5 Review state procurement rules, policies and procedures to identify areas for potential improvement
- 6 Continue providing leadership and necessary oversight to complete the implementation of major agency line-of-business systems, such as:
  - Grants, Contracts and Loans Management System
  - Benefits Administration Information Administration System
  - Constituent Relationship Management Project

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### Positioning Activities

- 7 Provide the direction and guidance necessary to move agencies toward established standards and approaches through review of existing policies and processes
  - Projects to move agencies to a common technical infrastructure
- 8 Lead a cross agency effort to further examine and document existing interface/integration processes or issues
- 9 Lead implementation of a strong Change Management Program
- 10 Incorporate lessons learned from other states and the HRMS implementation
- 11 Establish an Enterprise Program Office
- 12 Develop detailed requirements when other activities substantially complete

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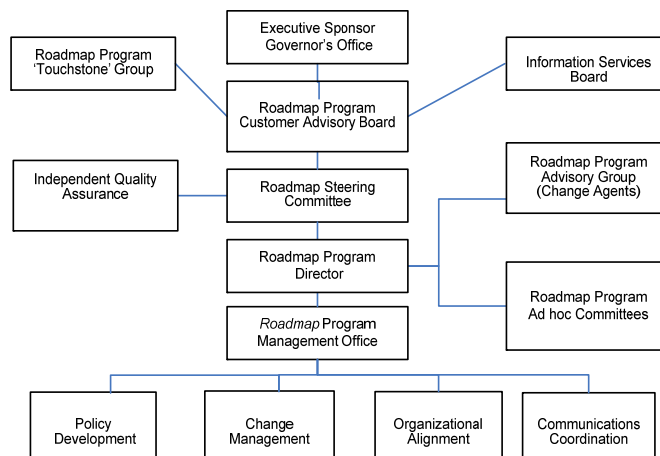
Further define financial and administrative enterprise and state direction

## Roadmap Realities

- The impact on agencies will be huge, no matter which path we take
- The Legislature and the Governor will continue to ask agencies for more
- Washington State agencies value their “uniqueness”



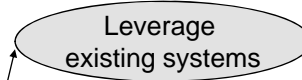
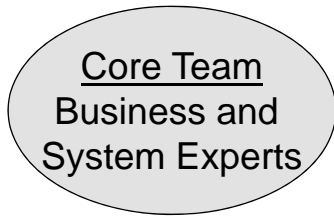
## Roadmap Program Governance



### Enterprise Data Definitions/Chart of Accounts

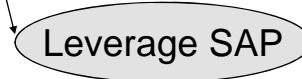
**Key Deliverables:**

1. Common data definitions
2. Proposed chart of accounts
3. Business value of a new chart of accounts



**Key Deliverables:**

1. Expert training
2. Fit gap analysis
3. Impact on agencies
4. Impact on other WA state SAP implementations
5. Report Value, cost and risk.



## Questions?



## Contact Information

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