

Information Technology Portfolio 2018-2021

(Adopted August 2018)



**Washington State
Parks and Recreation Commission**

Mandate

The Information Technology (IT) Portfolio for Washington State Parks and Recreation Commission (WSPRC) is developed pursuant to Policy 112 – Managing Information Technology Portfolios established by the Office of the Chief Information Officer (OCIO) and is intended to satisfy the requirements of applicable statute, including RCW 43.105.230 – State Agency Information Technology Portfolio – Basis for Decisions and Plans.

Portfolio Organization

The IT Portfolio is organized by the elements outlined by OCIO Policy 112 and used in support of managing existing technology assets and for prioritizing new investments. These elements include:

1. State Parks Information Technology (IT) Strategic Plan
2. Portfolio of technology services
 - a. Application inventory (OCIO Standard 112.10)
 - b. IT services provided (OCIO Standard 112.20)
3. Portfolio of IT related projects (OCIO Standard 112.30)

State Parks Information Technology Strategic Plan

Alignment with Agency and State IT Plans

The State Parks [Agency Strategic Plan](#) sets the agency direction under which all divisions, programs and activities are to align. The current and proposed agency strategic plans are hosted on the State Parks public website at <http://parks.state.wa.us/152/Strategic-planning>.

The State [Enterprise Technology Strategic Plan](https://ocio.wa.gov/strategy) at <https://ocio.wa.gov/strategy> outlines state-level OCIO strategies and guidelines whereby agencies are also to align their technical efforts and procurements.

This [State Parks Information Technology Strategic Plan](#) details IT strategies, priorities, and technology roadmaps in support of both the Agency and the OCIO Enterprise strategic plans.

Practical Application

Rather than a request-driven approach where business areas perceive what IT solutions may meet their needs and IT attempts to respond, a strategic approach evaluates requests for alignment to overarching strategies, priorities and technical directions/roadmaps. A strategic alignment assessment of proposed IT projects or procurements can help objectively determine on the front-end, whether or not to move forward and if so, with what priority.

IT Strategies and Priorities for 2018-2021

- **Increase utilization of Cloud technologies** to better support State Parks staff with decentralized state-wide IT solutions and to minimize the maintenance overhead of on-premise systems. Align with the state “Cloud Smart” strategy and Cloud legislation in vetting all IT solutions.
- **Facilitate strategic and enterprise project efforts** for the agency such as One Washington, Central Reservation System (CRS), Law Enforcement Records Management System (RMS).
- **Improve IT Infrastructure**
 - **Add parks to the State Government Network (SGN)** as part of the Modernizing Park Operations strategy. Continue implementation of virtual private networks (VPNs) and connectivity infrastructure, enabling staff to have needed network access for daily work assignments and serving the public.
 - **Rollout new Windows workstations** to staff across the agency for a network joined, common workstation platform to leverage new technologies and to normalize support & maintenance.
- **Facilitate better data systems** for decision making.
 - Pursue a data strategy with the key foundational features in the short-term:
 - Develop a centralized customer contact database as a foundation for customer engagement and CRM efforts.
 - Migrate data/database resources from legacy databases or spreadsheets to more robust enterprise Microsoft SQL Server databases. This also stages the data for better reporting tools and for an eventual data warehouse or operational datastore.
 - Facilitate and support business intelligence adoption by agency programs.
 - Enable ad hoc reporting through business intelligence software implementations.
 - Hone data extracts for better ingestion by in-house custom apps for generating reports used in forecasting (e.g., attendance extract).
 - Increase open data offerings – expand the publishing of datasets to the public for greater transparency of state government
- **Improve IT security** to protect client and agency data as well as to ensure the continuity of business operations.
 - Update IT Security Plan
 - Conduct OCS security design reviews for IT projects/major enhancements
 - Ensure staff compliance with IT security awareness training
 - Utilize Secure Access Washington (SAW), and strategic state identity management integration for application authentication and authorization.

- Update and improve system disaster recovery and incident response plans and procedures.
- Recruitment of a CISO (Chief Information Security Officer).
- **Increase and optimize point-of-sale solutions** for State Parks products.
 - Increase automated pay station locations
 - Support passes/permits eCommerce – Discover Pass, eCommerce sites
 - Migrate the permitting site to Azure Cloud for optimization and strategic alignment.
- **Provide IT strategic roadmaps** to help visualize and plan for key IT initiatives over the next five years.
 - Produce a State Parks IT Strategic Roadmap as a guide for IT Services.

Portfolio of Technology Services

Application Inventory

State Parks software application inventory is updated by agency IT staff through the secure Application Inventory Collection Tool provided by OCIO and certified annually.

IT Services Provided

State Parks Information Technology Services unit is responsible for providing statewide technology resources and support to the entire agency. These services include:

- Network Services and Park Connectivity
- Application Development, Web Services, eCommerce Systems
- System Administration (i.e., account and access management, server configuration)
- Telecommunications
- IT Strategic Planning
- IT Portfolio Management
- IT Procurement
- IT Security Services and Management
- IT Project Management
- IT Business Analysis Services
- IT Project and System Consultation, Testing and Training Support
- Professional Consultation to Executive Leadership
- IT Help Desk Support
- Automated Pay Station Support
- Hardware Management – configure, deploy and support computers, servers, peripherals
- Agency IT Policy, Standards and Procedures

Portfolio of IT Related Projects

List of State Parks Information Technology Services unit related projects:

- VPN and Infrastructure Installations in Parks for SGN access for Staff
- Central Reservation System (CRS)
- One Washington
- Pay station rollout support
- Common Workstation Platform Computer Rollouts
- Windows Server Replacements
- Records Management System for VPLE
- WaTech Message Routing for RMS
- State Data Center Migration
- Azure Website Hosting (site transfers from WaTech hosting)
- State Parks Intranet Site
- Microfilm and Microfiche - digitization of records.
- Customer Relationship Management (CRM) and Data Consulting
- Mobile device and management system rollout
- Fleet Management System
- Boating Marine Law Enforcement CRM
- Boating Accident Mapping
- Discover Pass and Permitting Websites
- Online Merchandising Store
- Temporary employee account processing pilot
- Guest WiFi Pilots

List of in-house custom app work efforts:

- Migrate the applications from WaTech Hosting to Azure Cloud
- Boating Inspection Reports and Enhancements (violations for Aquatica Invasive Species, Whale)
- Migrate Custom-Apps Databases onto Enterprise Databases
- Evaluate and Update Data Entry UIs for Accessibility Compliance
- Permitting Site Accessibility Assessment
- Convert Windows Services to an XML Based Web Services
- System to Capture, Store and Analyze Boat Vessel Inspections
- Park Code Management System
- Enhance/Upgrade Artifact Inventory System
- Custom In-House Data Entry Apps Enhancements for O365