



ONE

WASHINGTON

Newsletter

September 2020



Upcoming dates & activities:

- System integrator vendor selection in progress
- 2021-23 biennial budget request

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Executive director's corner

Did you know that Washington would rank as a Fortune 100 company if we were a commercial enterprise? As a state, we perform many of the same finance, procurement, budget, HR and payroll activities as Fortune 100 companies. Yet unlike these companies, we have done it with 1960s technology. Over the years, our use of a COBOL-based system to manage these business functions has limited our ability to manage our money, leverage our purchasing

power and take advantage of modern data analytics and reporting. I am excited about selecting Workday as Washington's new Enterprise Resource Planning solution because it provides us with new functionality that better fits our needs as a business today.



When I reflect back on where One Washington was last fall, I am amazed at how far we have come. It is hard to believe that nearly a year has passed since Gov. Inslee signed the executive order signaling the administration's support for One Washington and for modernizing our administrative business functions and systems.

Since that time, we have made important strides toward implementing a new ERP. A few highlights include:

- Visited other states and entities such as UW and WSU to collect ideas and learn about 'lessons learned' on how to best implement this system.
- Created the One Washington Implementation Plan.
- Selected and onboarded industry partners who have guided other ERP implementations.
- Documented and analyzed current state business processes and system architecture.
- Conducted an inventory of agency IT systems and interfaces.
- Completed a baseline readiness assessment and developed performance metrics.
- Held readiness and engagement meetings with 36 agencies.
- Selected Workday as our ERP solution.
- Released an RFP for a Systems Integrator to implement Workday.
- Developed One Washington's 2021-23 biennial budget decision package request.

For all of these accomplishments, I extend a big thank you for your hard work and dedication to the One Washington program. We would not be here today without your continued sponsorship, support and desire to help make a lasting positive impact on Washington state government.

Despite the progress we have achieved to date, there is a long road ahead. During implementation, the SI vendor will facilitate design sessions to decide how Workday will be configured. In these sessions, our business owners and Subject Matter Experts (SMEs) will make some design decisions that may be challenging because they will reflect what is best for the enterprise rather than individual agencies.

Hearing that change is coming will be uncomfortable, especially change that you may not feel is in the best interest of your agency. To make this implementation effective, I encourage all of you to please remain collaborative and continue the excellent teamwork that has brought us this far.

I look forward to working with you to implement our new, modern ERP system that will allow the state to perform like a leading commercial business and better serve Washingtonians. Thank you for all that you do.

Best,

Vann

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Welcome to Workday

With the help from our agency partners, Workday was selected as our ERP system vendor. What is Workday and what are they known for? Workday offers its financial management and ERP system on a common platform on the cloud. This company is expanding rapidly to support large enterprises and

focuses on service-centric sectors, including healthcare, financial services, insurance, professional services, retail, higher education and government. Workday is highly rated for their customer satisfaction, service and support. They are known for having high-quality technical support and vendor responsiveness, as well as their strong deployment services in their ease of deployment and integration.



Why Government Entities Choose Workday ¹

- 1. Proven Public Sector Experience** – Over 50 public sector organizations use Workday, employing over 400,000 workers across the country. Workday customers include six state governments as well as several city and county governments with populations of more than 500,000 people.
- 2. World-Class Security** – Applications designed specifically for the cloud, such as Workday, have proven to meet the requirements of organizations in the most heavily regulated and risk-averse industries worldwide.
 - Security is a top priority within the public sector. You can be confident that Workday's security model will also meet the needs of Washington state.
 - The cloud offers secure gateways for data access to protect sensitive information.
 - Security measures prevent data loss and ensure proper authentication of user access to the system as a whole.
- 3. The Power of One** – Workday delivers one security model, one source for data, one user experience and one community.



- 4. Predictable Cost Model** – Workday is delivered through a subscription-based, predictable cost model that includes services not found in traditional licensing models including:
 - Mobile solutions
 - Ongoing software maintenance
 - Regulatory compliance updates
 - Secure data backups
 - Disaster recovery
 - Third-party data integrations

- Embedded business intelligence and processes
- Configurable and actionable analytics
- Emerging technologies, including Artificial Intelligence (AI) and machine learning

5. **Extraordinary Results** – Workday public sector customers have been able to achieve:

- 80% reduction in paper usage
- 90% less time on depreciation processing
- 60% decrease in payroll over-payments
- 50% increase in payable compliance
- 86% reduction in time to onboard

For more information about Workday, visit their website at workday.com/gov.

¹ Information from the [Workday for Government Guide](#). NOTE: Content is from the Workday guide/website and requires free registration.

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Software as a Service (SaaS) FAQs

We host the current AFRS system on an on-premises, state-run data center built by the state. In shifting to Workday, Washington will move away from the on-premises server and use a Software as a Service (SaaS) licensing model that will be hosted on a cloud server. We recognize this is a new concept for many people. We are here to help you become as informed as possible about the One Washington program and the changes from the new Workday ERP system.



What is SaaS?

SaaS is a software licensing and delivery model in which a service provider hosts applications for customers and makes them available to customers through the internet. Software is licensed on a subscription basis and is centrally hosted on a cloud server.

Why SaaS?

Many private and public sector organizations use SaaS solutions to outsource software maintenance and control costs. This type of model is helpful because it is quick to deploy, requires no infrastructure, delivers automatic updates, and manages all backups and data recovery. This frees up valuable state resources and time to focus on tasks that support their agency's mission.

What is the difference between SaaS and cloud computing?

The cloud can refer to anything hosted remotely and delivered through the internet. It is a set of technologies (computers, servers, databases) that make up the technological infrastructure of the system on which the SaaS is hosted. All cloud programs are run by software, and SaaS modules are the business software applications that are delivered via the cloud.

Can we customize Workday?

Workday recognizes that organizations are unique and there is not always a one-size-fits-all solution. However, the software is generally designed to be configured rather than customized. Configuration is the process of changing the components of a system to make them compatible in your environment and within the needs of your business (e.g., time zones, languages, currencies, and platforms). Essentially, configuration means that we enter information into Workday that allows the standard components of the software to work best for us. Configuration will be the primary method building out the One Washington ERP solution in Workday. Customization on the other hand, is a change to the standard system functionality that requires changes to the coding and/or a specific system implementation. From a One

Washington perspective, this means the System Integrator would have to change the software's code to meet specific business needs. While this option is available within Workday, it is something that this project will only utilize in rare instances.

Is data safe in the cloud?

SaaS providers use highly secure cloud services to store and maintain their software and data. Whether your server is down the hall or halfway across the country, we can protect data regardless of the server's physical location. SaaS vendors can invest much more money into their security infrastructure, maintenance and backups than a typical in-house on-premises server. Data hosted on an on-premises server typically carries more risk with less funding dedicated to security, and employees or contractors could unintentionally expose data.

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Tech Talk

Below is a list of our recently completed technology activities as well as the 30, 60 and 90-day outlook for additional technology activities. For items with a green asterisk (*), you can expect communication from the Technology Team requesting additional inputs (if applicable to your agency).



<p>What is Tech Talk?</p> <p>Tech talk is information for state agency technical professionals who are supporting the Workday Enterprise Resource Planning (ERP) Solution implementation.</p>	<table border="1"> <thead> <tr> <th>Timeframe</th> <th>Activities</th> </tr> </thead> <tbody> <tr> <td rowspan="6">30 days</td> <td>* Validate data analysis reports</td> </tr> <tr> <td>Assess the system integrator's approach/proposal</td> </tr> <tr> <td>* Technology pool process (if a funding request was submitted)</td> </tr> <tr> <td>Security Plan of Action and Milestone (POAM)</td> </tr> <tr> <td>Technical deliverable inventory</td> </tr> <tr> <td>Testing strategy document</td> </tr> <tr> <td rowspan="3">60 days</td> <td>* OFM ITSD invitation to agencies to select AFRS standard interface move dates</td> </tr> <tr> <td>* Agency reporting needs (Survey)</td> </tr> <tr> <td>Validate integration plan with the system integrator</td> </tr> <tr> <td rowspan="3">90 days</td> <td>Office of cybersecurity review Phase 2 – Platform</td> </tr> <tr> <td>* Tech Talk Live! (A meeting for agency technical professionals that will be held on 10/29/20 at 11:00AM)</td> </tr> <tr> <td>Share/update the cybersecurity assessment and remediation version 1 with the system integrator</td> </tr> <tr> <td></td> <td>Share/update solution architecture document version 1 with the system integrator</td> </tr> <tr> <td></td> <td>Share/update technical implementation guide version 1 with the system integrator</td> </tr> </tbody> </table> <p>* Agency Action: Your agency will be contacted directly if involvement is required.</p>	Timeframe	Activities	30 days	* Validate data analysis reports	Assess the system integrator's approach/proposal	* Technology pool process (if a funding request was submitted)	Security Plan of Action and Milestone (POAM)	Technical deliverable inventory	Testing strategy document	60 days	* OFM ITSD invitation to agencies to select AFRS standard interface move dates	* Agency reporting needs (Survey)	Validate integration plan with the system integrator	90 days	Office of cybersecurity review Phase 2 – Platform	* Tech Talk Live! (A meeting for agency technical professionals that will be held on 10/29/20 at 11:00AM)	Share/update the cybersecurity assessment and remediation version 1 with the system integrator		Share/update solution architecture document version 1 with the system integrator		Share/update technical implementation guide version 1 with the system integrator
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Completed Activities | September
The following documents were updated and approved:

- Assessment & Remediation
- Solution Architecture Document
- Technical Implementation Guidance

For questions related to One Washington **Tech Talk**, please email the [One Washington mailbox](#) and use the subject "Tech Talk."

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One Washington accomplishments and upcoming milestones

The following section outlines the accomplishments – achieved and upcoming – for the One Washington program based on the [modernization roadmap](#).

- **System integrator RFP submissions.** The state closed its Request for Proposals on August 10 for a system integrator, the company we will eventually hire to build and implement the software. One Washington started evaluating submissions. Our goal is to select a vendor before November.
- **Biennial budget deadline passed.** On August 15 the deadline passed for agencies to submit their One Washington related budget requests for the next biennial period. The review process has begun.

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The One Washington program manages [an agency resources page](#) with resources related to the project and how the state will oversee it. The following list represents some of the resources available on the site:

- [ERP 101](#): Find information about what an Enterprise Resource Planning system is to help ground your understanding of the changes you can expect with the One Washington project.
- [AFRS case for change one-pager](#): Find information to help answer the “Why Now?” question and understand the case for modernizing the state’s financial administrative system.
- [Modernization roadmap](#): Find more detail about upcoming One Washington milestones.
- [List of agency points of contact \(updated weekly\)](#): Learn who the POC is for your agency.
- [Frequently asked questions](#): Find answers to common One Washington questions on our FAQ page. This month’s updated FAQs will answer your budget-related questions.

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Have questions to ask or feedback to provide?

Questions, comments and feedback related to this newsletter's content, structure and organization and the OneWa program broadly are welcomed at onewa@ofm.wa.gov.

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