By Senators Talmadge and Cantu.

## SENATE BILL 6006

State of Washington 52nd Legislature 1991 1st Special Session

Read first time June 28, 1991. Referred to Committee on Governmental Operations.

- 1 AN ACT Relating to state information systems and services; and
- 2 amending RCW 43.105.005, 43.105.017, 43.105.020, 43.105.032,
- 3 43.105.041, 43.105.047, 43.105.052, 43.105.055, and 43.105.057.
- 4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:
- 5 **Sec. 1.** RCW 43.105.005 and 1990 c 208 s 1 are each amended to read 6 as follows:
- 7 It is a purpose of this chapter to provide for the coordinated
- 8 planning, acquisition, and management of state information systems and
- 9 services. The legislature recognizes that information systems((7
- 10 telecommunications, equipment, software,)) and services must satisfy
- 11 the needs of end users ((and that)). Many appropriate and cost-
- 12 effective alternatives exist for meeting these needs $((-))_{i}$  such as
- 13 ((shared)) mainframe ((computing, shared)) mini and microcomputing
- 14 systems; wide area voice, data, and video telecommunications

- 1 ((services,)) networks, and local area networks((, departmental
- 2 minicomputers, and microcomputers)).
- 3 Sec. 2. RCW 43.105.017 and 1990 c 208 s 2 are each amended to read
- 4 as follows:
- 5 It is the intent of the legislature that:
- 6 (1) State government use voice, data, and video telecommunications
- 7 technologies to:
- 8 (a) Transmit and increase access to live, interactive classroom
- 9 instruction and training;
- 10 (b) Provide for interactive public affairs presentations, including
- 11 a public forum for state and local issues;
- 12 (c) Facilitate communications and exchange of information among
- 13 state and local elected officials and the general public;
- 14 (d) Enhance state-wide communications within state agencies; and
- 15 (e) ((Through the use of telecommunications,)) Reduce time lost due
- 16 to travel to in-state meetings;
- 17 (2) Information be shared and ((administered)) planned for in a
- 18 coordinated manner between executive agencies, and between the
- 19 executive, legislative, and judicial branches of state government,
- 20 except when prevented by ((agency responsibilities for)) the need to
- 21 protect the accuracy, integrity, security, privacy, or confidentiality
- 22 of the information;
- 23 (3) The primary responsibility for the planning, acquisition, and
- 24 management ((and use)) of executive agency, legislative, and court
- 25 information, information systems, ((telecommunications, equipment,
- 26 software,)) and services rests with ((each agency)) the chief executive
- 27 officer of an executive agency, with the chief justice of the supreme
- 28 court, and jointly with the president of the senate and the speaker of
- 29 the house of representatives, or by their designated representatives;

- 1 (4) <u>Information systems resources shall</u> be ((used)) planned,
- 2 acquired, and managed in the most efficient manner and services shall
- 3 be shared when cost-effective;
- 4 (5) A structure be created to:
- 5 (a) ((Plan and manage telecommunications and computing networks))
- 6 Coordinate the planning of all executive agency and judicial branch
- 7 information systems, and oversee the acquisition and management of all
- 8 executive agency and judicial branch information systems projects;
- 9 (b) Increase ((agencies')) awareness of information\_sharing
- 10 opportunities among all three branches of state government and with
- 11 <u>federal and local governments</u>; and
- 12 (c) Assist executive agencies and the judiciary in identifying and
- 13 implementing such <u>shared</u> possibilities;
- 14 (6) An acquisition process for <u>information systems or</u> equipment,
- 15 proprietary software, and related services be established that meets
- 16 the <u>specific</u> needs of the <u>end</u> users, considers the <u>relevant</u> exchange of
- 17 information between all government entities, and promotes fair and open
- 18 competition by allowing qualified potential vendors to demonstrate
- 19 prototype information systems prior to a predetermined date on which no
- 20 <u>further demonstrations will be evaluated</u>. A contractor shall be
- 21 selected on criteria that are relevant in both content and construct
- 22 terms and shown to predict a potential vendor's capacity to
- 23 successfully provide information systems or equipment, proprietary
- 24 <u>software</u>, and related services sought by the state;
- 25 (7) ((The)) State agencies and the judiciary shall make it a
- 26 priority to improve recruitment, retention, and training of
- 27 professional and technical staff who possess state-of-the-art skills in
- 28 planning information systems, completing feasibility studies, and
- 29 acquiring and managing information systems;

- 1 (8) All plans, proposals, <u>feasibility studies</u>, and acquisitions
- 2 ((for)) of information ((services)) systems shall be reviewed from a
- 3 financial standpoint that considers the state's cost of acquiring
- 4 capital and the time value of money, and from a strategic management
- 5 perspective as part of the budget process; and
- 6 (9) State government adopt policies and procedures that maximize
- 7 the cost-effective use of ((existing video telecommunications))
- 8 <u>information systems</u> resources, coordinate and develop ((video))
- 9 <u>information systems</u> in a manner that is cost-effective and encourages
- 10 shared use((-)) and ensures the appropriate use of ( $(\frac{\text{video}}{\text{video}})$
- 11 telecommunications)) information systems to fulfill identified
- 12 <u>strategic</u> needs.
- 13 Sec. 3. RCW 43.105.020 and 1990 c 208 s 3 are each amended to read
- 14 as follows:
- 15 As used in this chapter, unless the context indicates otherwise,
- 16 the following definitions shall apply:
- 17 (1) "Information systems" collectively means data processing
- 18 hardware, software, and application systems; voice, data, and video
- 19 telecommunications hardware, software, and applications systems; and
- 20 office automation hardware, software, and application systems;
- 21 (2) "Department" means the department of information services;
- 22  $((\frac{2}{2}))$  (3) "Board" means the information services board;
- 23 (((3))) (4) "Local governments" includes all municipal and quasi
- 24 municipal corporations and political subdivisions, and all agencies of
- 25 such corporations and subdivisions authorized to contract separately;
- 26 (((4))) (5) "Director" means the director of the department;
- 27 (((5))) (6) "Purchased services" means services provided by a
- 28 vendor to accomplish routine, continuing, and necessary functions.
- 29 This term includes, but is not limited to, services acquired for

- 1 equipment maintenance and repair, operation of a physical plant,
- 2 security, computer hardware and software installation and maintenance,
- 3 data entry, ((keypunch services,)) programming services, and computer
- 4 time-sharing;
- 5 (((6))) "Backbone network" means the shared high-density
- 6 portions of the state's telecommunications transmission facilities. It
- 7 includes specially conditioned high-speed communications carrier lines,
- 8 multiplexors, switches associated with such communications lines, and
- 9 any equipment and software components necessary for management and
- 10 control of the backbone network;
- 11  $((\frac{7}{1}))$  <u>(8)</u> "Telecommunications" means the transmission of
- 12 information by wire, radio, optical cable, electromagnetic, or other
- 13 means;
- $((\frac{8}{8}))$  (9) "Information processing" means the electronic capture,
- 15 collection, storage, manipulation, transmission, retrieval, and
- 16 presentation of information in the form of data, text, voice, or image
- 17 and includes telecommunications and office automation functions;
- 18  $((\frac{9}{10}))$  (10) "Information services" means data processing( $(\frac{1}{10})$ ) and
- 19 telecommunications((<del>, and office automation</del>)) <u>services</u>;
- 20  $((\frac{10}{10}))$  "Equipment" means the machines, devices, and
- 21 transmission facilities used in information processing, such as
- 22 computers, word processors, terminals, telephones, ((and)) cables, and
- 23 all ancillary items necessary for their proper operation;
- $((\frac{11}{11}))$  <u>(12)</u> "Proprietary software" means that software offered
- 25 for sale or license;
- 26  $((\frac{12}{12}))$  "Video telecommunications" means the electronic
- 27 interconnection of two or more sites for the purpose of transmitting
- 28 and/or receiving visual and associated audio information. Video
- 29 telecommunications shall not include existing public television

- 1 broadcast stations as currently designated by the department of
- 2 community development under chapter 43.63A RCW;
- 3 (14) "Executive agency" is any executive branch agency in which the
- 4 chief executive officer is appointed directly by the governor or by a
- 5 board that is appointed in whole or in part by the governor. Executive
- 6 agency shall also include, but shall not be limited to, the offices of
- 7 other independently elected state officials such as the lieutenant
- 8 governor, the superintendent of public instruction, the insurance
- 9 commissioner, the state treasurer, the state auditor, the secretary of
- 10 state, the commissioner of public lands, the attorney general, and
- 11 <u>universities and colleges;</u>
- 12 (15) "Chief executive officer" means the director, secretary, or
- 13 commissioner of an executive agency as defined in RCW 43.17.020 and
- 14 50.08.010. This definition shall include, but shall not be limited to,
- 15 other independently elected state officials such as the lieutenant
- 16 governor, the superintendent of public instruction, the insurance
- 17 commissioner, the state treasurer, the state auditor, the secretary of
- 18 state, the commissioner of public lands, the attorney general, and
- 19 presidents of universities and colleges. This definition shall be
- 20 <u>interpreted liberally and in a manner consistent with subsection (14)</u>
- 21 of this section.
- 22 **Sec. 4.** RCW 43.105.032 and 1987 c 504 s 4 are each amended to read
- 23 as follows:
- 24 There is hereby created the Washington state information services
- 25 board. The board shall be composed of nine members. ((Seven)) Four
- 26 members shall be appointed by the governor, and serving at the
- 27 governor's pleasure as follows: ((Three)) One representative((s)) from
- 28 <u>a</u> cabinet ((<del>agencies</del>)) <u>agency</u>, one representative from higher education
- 29 <u>specializing in the information systems field</u>, one representative from

- 1 a noncabinet executive agency, and ((two)) one representative ((s)) from
- 2 the private sector. Two representatives, one from each major political
- 3 party, shall be chosen from the legislature, one member chosen by the
- 4 speaker of the house of representatives, and one member chosen by the
- 5 <u>president of the senate.</u> One member shall represent the judicial
- 6 branch and be appointed by the chief justice of the supreme court and
- 7 one member shall be the director of the information systems division of
- 8 the office of the administrator for the courts. One member shall
- 9 ((represent the legislative branch and shall be selected by the
- 10 president of the senate and the speaker of the house of
- 11 representatives)) be the director of the legislative service center.
- 12 These ((members)) persons shall constitute the membership of the board
- 13 with full voting rights. The director shall be an ex officio,
- 14 nonvoting member of the board. The board shall select a chairperson
- 15 from among its members.
- 16 Vacancies shall be filled in the same manner that the original
- 17 appointments were made.
- 18 A majority of the members of the board shall constitute a quorum
- 19 for the transaction of business.
- 20 Members of the board shall be compensated for service on the board
- 21 in accordance with RCW 43.03.240 and shall be reimbursed for travel
- 22 expenses as provided in RCW 43.03.050 and 43.03.060.
- 23 Sec. 5. RCW 43.105.041 and 1990 c 208 s 6 are each amended to read
- 24 as follows:
- 25 The board shall have the following powers and duties related to
- 26 executive agency and judiciary information systems planning and
- 27 services:
- 28 (1) To develop standards governing the planning, acquisition,
- 29 <u>management</u>, operation, and disposition of <u>executive agency information</u>

- 1  $\underline{\text{systems}}$  equipment, proprietary software and purchased services, and
- 2 confidentiality of computerized data;
- 3 (2) To ((purchase, lease, rent, or otherwise acquire, dispose of,
- 4 and maintain equipment,)) oversee the planning of information systems
- 5 and direct policy in areas related to acquiring, purchasing, leasing,
- 6 renting, or other acquisition, management and disposal of proprietary
- 7 software, ((and purchased services, or to)) and information systems.
- 8 The board shall delegate to other executive agencies and institutions
- 9 of state government, if necessary and under appropriate standards, the
- 10 authority to purchase, lease, rent, or otherwise acquire, operate, and
- 11 dispose of((<del>, and maintain</del>)) equipment, proprietary software, and
- 12 purchased services: PROVIDED, That, executive agencies and
- 13 institutions of state government are expressly prohibited from
- 14 acquiring or disposing of equipment, proprietary software, and
- 15 purchased services without such delegation of authority. The
- 16 acquisition and disposition of equipment, proprietary software, and
- 17 purchased services is exempt from RCW 43.19.1919 and, as provided in
- 18 RCW 43.19.1901, from the provisions of RCW 43.19.190 through 43.19.200.
- 19 This subsection does not apply to the legislative branch of state
- 20 government;
- 21 (3) To develop state-wide ((or interagency)) technical policies,
- 22 standards, and cost-benefit analysis procedures that maximize the
- 23 efficient use of existing state information systems;
- 24 (4) To assure the cost-effective development and incremental
- 25 implementation of a state-wide video telecommunications system to
- 26 serve: Public schools; educational service districts; vocational-
- 27 technical institutes; community colleges; colleges and universities;
- 28 state and local government; and the general public through public
- 29 affairs programming;

- 1 (5) To ((provide direction concerning)) direct strategic planning
- 2 ((goals)) and goal-setting objectives for the state's information
- 3 systems. The board shall ((seek input from the legislature and the
- 4 judiciary)) provide the office of financial management and legislative
- 5 appropriations committees with biennial reports, and other reports as
- 6 requested, that forecast the long-term fiscal impact of the state's
- 7 <u>information systems plan and goals</u>;
- 8 (6) To develop and implement a process for the resolution of
- 9 appeals by:
- 10 (a) Vendors concerning the conduct of an acquisition process by an
- 11 <u>executive</u> agency, the judiciary, or the department; or
- 12 (b) A customer agency concerning the provision of services by the
- 13 department or by other state agency providers;
- 14 (7) To establish policies for the periodic review by the department
- 15 of executive agency and judiciary performance which may include but are
- 16 not limited to analysis of:
- 17 (a) Planning, management, control, and use of information systems
- 18 and services;
- 19 (b) Training and education; and
- 20 (c) Project management;
- 21 (8) To set its meeting schedules and convene at scheduled times, or
- 22 meet at the request of a majority of its members, the chair, or the
- 23 director; and
- 24 (9) To review and approve that portion of the department's budget
- 25 requests that provides for support to the board.
- 26 Sec. 6. RCW 43.105.047 and 1987 c 504 s 6 are each amended to read
- 27 as follows:
- 28 There is created the department of information services. The
- 29 department shall be headed by a director appointed by the governor with

- 1 the consent of the senate. The director shall serve at the governor's
- 2 pleasure and shall receive such salary as determined by the governor.
- 3 The director shall:
- 4 (1) Appoint a confidential secretary and such deputy and assistant
- 5 directors as needed to administer the department. However, the total
- 6 number of deputy and assistant directors shall not exceed four;
- 7 (2) Maintain and fund a <u>strategic</u> planning ((<del>component</del>)) <u>and</u>
- 8 project management division separate from the services component of the
- 9 department. The strategic planning and project management division
- 10 shall be managed as a separate branch of the department for accounting
- 11 and auditing purposes, and shall operate solely on funds appropriated
- 12 by the legislature for administering the duties of the strategic
- 13 planning and project management division;
- 14 (3) Appoint such professional, technical, and clerical assistants
- 15 and employees as may be necessary to perform the duties imposed by this
- 16 chapter;
- 17 (4) Report to the governor and the board any matters relating to
- 18 abuses and evasions of this chapter; and
- 19 (5) Recommend statutory changes to the governor and the board.
- 20 **Sec. 7.** RCW 43.105.052 and 1990 c 208 s 7 are each amended to read
- 21 as follows:
- The department shall:
- 23 (1) Perform all duties and responsibilities the board delegates to
- 24 the department, including but not limited to((÷
- 25 (a) The review of agency acquisition plans and requests; and
- (b))) <u>implementation</u> of state-wide and interagency policies,
- 27 standards, and guidelines;

- 1 (2) Make available information system services to state agencies
- 2 and local governments on a full cost-recovery basis. These services
- 3 may include, but are not limited to:
- 4 (a) Telecommunications services for voice, data, and video;
- 5 (b) Mainframe computing services;
- 6 (c) Support for ((departmental and)) executive agency and judiciary
- 7 <u>mainframe</u>, <u>mini</u> and <u>microcomputer</u> evaluation, installation, and use;
- 8 (d) Equipment acquisition assistance, including leasing, brokering,
- 9 and establishing master contracts;
- 10 (e) Facilities management services for information technology
- 11 equipment, equipment repair, and maintenance service;
- 12 (f) ((Negotiate [Negotiation])) Negotiation with local cable
- 13 companies and local governments to provide for connection to local
- 14 cable services to allow for access to these public and educational
- 15 channels in the state;
- 16 (g) Office automation services;
- 17 (h) System development services; ((and))
- 18 (i) <u>Contract services;</u>
- 19 <u>(j)</u> Training; and
- 20 (k) Comprehensive information systems acquisition project
- 21 management assistance in areas that include, but are not limited to,
- 22 <u>feasibility studies</u>, acquisitions, the design of information systems,
- 23 financial analysis, job design and work measurement studies, capacity
- 24 planning and facility location, quality assurance, material
- 25 requirements planning, and critical path scheduling.
- 26 ((These)) The services in (a) through (j) of this subsection are
- 27 for discretionary use by customers and customers may elect other
- 28 alternatives for service if those alternatives are more cost-effective
- 29 or provide better service. This shall not release the department of
- 30 information services from the requirements of reviewing and approving

- 1 all executive agency and judiciary feasibility studies and purchasing
- 2 procedures related to information systems prior to their being
- 3 forwarded to the office of financial management and legislative
- 4 appropriations committees for further consideration. Agencies may be
- 5 required to use the backbone network portions of the telecommunications
- 6 services during an initial start-up period not to exceed three years;
- 7 (3) Establish rates and fees for services provided by the
- 8 department to assure that the service((s)) component of the department
- 9 is self-supporting. A billing rate plan shall be developed for a two-
- 10 year period to coincide with the budgeting process. The rate plan
- 11 shall be subject to review at least annually by the customer oversight
- 12 committees. The rate plan shall show the proposed rates by each cost
- 13 center and will show the components of the rate structure as mutually
- 14 determined by the department and the customer oversight committees.
- 15 The same rate structure will apply to all user agencies of each cost
- 16 center. The rate plan and any adjustments to rates shall be approved
- 17 by the office of financial management. The service((s)) component
- 18 shall not subsidize the operations of the ((<del>planning component</del>))
- 19 strategic planning and project management division;
- 20 (4) With the advice of the information services board, the
- 21 <u>judiciary</u>, and <u>the executive</u> agencies <u>it serves</u>, develop and publish <u>a</u>
- 22 state-wide ((goals and objectives)) information systems strategic plan
- 23 at least biennially;
- 24 (5) Develop <u>action</u> plans for the department's achievement of state-
- 25 wide goals and objectives. These plans shall address such services as
- 26 telecommunications, central and distributed computing, local area
- 27 networks, office automation, and end user computing. The department
- 28 shall seek the advice of customer oversight committees and the board in
- 29 the development of these plans;

- 1 (6) Under direction of the information services board and in
- 2 collaboration with the department of personnel, the higher education
- 3 personnel board, and other agencies or branches of government as may be
- 4 appropriate, develop training plans and coordinate training programs
- 5 that are responsive to the needs of <u>executive</u> agencies <u>and the</u>
- 6 judiciary;
- 7 (7) Identify opportunities for the effective <u>shared</u> use of
- 8 information ((services)) systems and coordinate appropriate responses
- 9 to those opportunities;
- 10 (8) <u>Biennially assess executive</u> agencies' ((projects,
- 11 acquisitions)) information systems, plans, or overall information
- 12 processing performance as requested by the board, agencies, the
- 13 director of financial management, or ((the legislature)) legislative
- 14 <u>appropriations committees</u>. Agencies ((may)) <u>shall</u> be required to
- 15 reimburse the department on a cost recovery basis for ((agency-
- 16 requested)) biennial reviews. The department shall present their
- 17 findings to the governor, the board, and the appropriate legislative
- 18 <u>oversight committees</u>;
- 19 (9) Develop planning, budgeting, and expenditure reporting
- 20 requirements((¬)) related to information systems acquisition projects
- 21 in conjunction with the office of financial management ((7)) and the
- 22 <u>legislative appropriations committees</u> for <u>all executive</u> agencies <u>and</u>
- 23 the judiciary to follow;
- 24 (10) Assist the office of financial management with budgetary and
- 25 policy review of agency plans for information services;
- 26 (11) Provide staff support ((from the planning component)) to the
- 27 board for:
- 28 (a) Meeting preparation, notices, and minutes;
- 29 (b) Promulgation of policies, standards, and guidelines adopted by
- 30 the board;

- 1 (c) Supervision of studies and reports requested by the board;
- 2 (d) Conducting reviews and assessments as directed by the board;
- 3 (12) Be the lead agency in coordinating video telecommunications
- 4 planning and services for all state agencies and develop, pursuant to
- 5 board policies, standards and common specifications for leased and
- 6 purchased telecommunications equipment. The department shall not
- 7 evaluate the merits of school curriculum, higher education course
- 8 offerings, or other education and training programs proposed for
- 9 transmission and/or reception using video telecommunications resources.
- 10 Nothing in this section shall abrogate or abridge the legal
- 11 responsibilities of licensees of telecommunications facilities as
- 12 licensed by the federal communication commission on March 27, 1990;
- 13 ((<del>and</del>))
- 14 (13) ((Perform all other matters and things necessary to carry out
- 15 the purposes and provisions of this chapter)) The director of the
- 16 <u>department shall approve all feasibility studies, advanced planning</u>
- 17 documents, and requests for proposals related to executive agency and
- 18 judiciary information systems acquisitions prior to their being
- 19 forwarded to the board, the office of financial management, and
- 20 <u>legislative appropriations committees for further consideration. The</u>
- 21 director shall quarantee vendors have sufficient time to prototype and
- 22 <u>demonstrate their information systems before a reasonable closing date</u>
- 23 is set upon which no further demonstrations will be reviewed. The
- 24 director shall monitor all information systems acquisitions projects of
- 25 <u>executive agencies and the judiciary and report jointly with the chief</u>
- 26 executive officer of the executive agency or the administrator of the
- 27 office of the administrator for the courts, upon request, to the board,
- 28 the office of financial management, and legislative appropriations
- 29 committees on the content of feasibility studies, project status, and

- 1 budget variances associated with executive agency and judicial
- 2 information systems acquisitions;
- 3 (14) The department shall monitor and give final approval of all
- 4 rule making activities of any state executive agency or the judiciary
- 5 in the areas of planning, feasibility analysis, and acquisition
- 6 procedures for information systems projects;
- 7 (15) The department shall guarantee that the following minimum
- 8 requirements are adopted by all executive agencies and judiciary:
- 9 (a) Each executive agency and the judiciary shall produce and keep
- 10 up-to-date documents that detail the key business issues to be resolved
- 11 by their present and desired information systems. These documents
- 12 shall define the systems' major objectives and justifications, scope,
- 13 approach, and requirements, and answer, consistent with RCW 43.105.017,
- 14 that they are feasible and cost-effective. The analysis shall also
- 15 evaluate the costs and benefits of maintaining the status quo;
- 16 (b) Information systems acquisition projects shall be divided into
- 17 the following phases:
- 18 (i) The preliminary design phase. This conceptual design and
- 19 feasibility analysis phase will allow the department and an executive
- 20 agency or department and the judiciary the opportunity to design the
- 21 project conceptually and present preliminary feasibility studies and
- 22 cost-benefit estimates to the board, the office of financial
- 23 management, and legislative appropriations committees;
- 24 (ii) A review and funding phase. This phase will provide the
- 25 board, the office of financial management, and the legislative
- 26 appropriations committees with the information they need to prepare
- 27 budgets and appropriate funding for the next phase;
- 28 (iii) The detail design and request for proposal phase. This phase
- 29 will complete the detail design of the project, issue final requests
- 30 for proposal, permit a reasonable period of time for potential vendors

- 1 to demonstrate their prototype systems, secure final bids from
- 2 potential vendors for completing an acquisition project, and finalize
- 3 the selection process for a contractor;
- 4 (iv) A review and funding phase. This phase will provide the
- 5 board, the office of financial management, and legislative
- 6 appropriations committees with the information they need to prepare
- 7 budgets and appropriate funding for the next phase;
- 8 <u>(v) The development and implementation phase. During this phase,</u>
- 9 the department and an executive agency or the department and the
- 10 judiciary will monitor and apply all the concepts and details
- 11 identified in the detail design and request for proposal phase, and
- 12 <u>bring the information systems into operation;</u>
- 13 (vi) The phases outlined above may be combined, compressed, or
- 14 extended if necessary and agreed to by the board, the office of
- 15 financial management, and the legislative appropriations committees, to
- 16 ensure the uninterrupted progress of these projects while considering
- 17 the constraints imposed by the legislative session in making
- 18 appropriations for information systems acquisition projects;
- 19 (16) The department and an executive agency or the department and
- 20 the judiciary shall provide a project progress report to the board, the
- 21 office of financial management, and appropriate legislative
- 22 appropriations committees at each review and funding phase. Authority
- 23 to expend funds for an information systems acquisition project is
- 24 conditional upon the receipt, review, and approval of the progress
- 25 report by the board, the office of financial management, and
- 26 <u>legislative appropriations committees</u>. <u>Progress reports shall examine</u>
- 27 and evaluate project management, accomplishments, budget variances,
- 28 actions taken and planned to address budget and schedule variances,
- 29 risk management, cost and benefit updates, and other aspects determined

- 1 by the office of financial management and the legislative
- 2 appropriations committees to be critical for evaluating the project;
- 3 (17) The department shall not allow work to commence on any
- 4 subsequent phase of a project until the progress report of the
- 5 preceding phase has been reviewed and approved by the board, the office
- 6 of financial management, and legislative appropriations committees;
- 7 (18) The department and an executive agency or the department and
- 8 the judiciary shall perform a project review at any time during a
- 9 project if requested by the office of financial management or
- 10 <u>legislative appropriations committees. If a project review is</u>
- 11 requested, the review shall examine and evaluate: System requirements;
- 12 the scope of a project; system architecture; change controls;
- 13 documentation; user involvement; availability and capability of
- 14 personnel and financial resources to complete a project; programming
- 15 languages and techniques; system inputs and outputs; plans for testing,
- 16 implementation, and postimplementation; and other aspects critical for
- 17 <u>successful construction</u>, <u>integration</u>, <u>and implementation of information</u>
- 18 systems;
- 19 (19) A written postimplementation report shall be prepared by the
- 20 <u>department for each information systems project. This report shall</u>
- 21 evaluate the degree to which the project accomplished its major
- 22 objectives including, but not limited to, a comparison of the original
- 23 cost-benefit analysis to the actual costs incurred. Copies of the
- 24 postimplementation report shall be provided to the board, the office of
- 25 financial management, and the legislative appropriations committees;
- 26 <u>and</u>
- 27 (20) Perform all other matters and things necessary to carry out
- 28 the purposes and provisions of this chapter.

- 1 Sec. 8. RCW 43.105.055 and 1987 c 504 s 9 are each amended to read
- 2 as follows:
- 3 (1) The director shall appoint advisory committees to assist the
- 4 department. Advisory committees shall include, but are not limited to,
- 5 customer oversight committees.
- 6 (2) Customer oversight committees shall provide the department with
- 7 advice concerning the type, quality, and cost of the department's
- 8 services. The number of customer oversight committees and their
- 9 membership shall be determined by the director to assure that all
- 10 services are subject to oversight by a representative selection of
- 11 customers. At least annually, these committees shall meet to
- 12 recommend, review, and comment on the service goals and objectives of
- 13 the department and the budgets for operations of those services and the
- 14 rates to be charged for those services. The committees may call upon
- 15 the board to resolve disputes between <u>executive</u> agencies, the
- 16 judiciary, and the department which may arise with regard to service
- 17 offerings, quality, and budgets, or rates.
- 18 (3) Any advisory committee created by the director may be convened
- 19 by a majority of its members, by its chair, or by the director.
- 20 **Sec. 9.** RCW 43.105.057 and 1990 c 208 s 13 are each amended to
- 21 read as follows:
- The department ((of information services)) and the information
- 23 services board, respectively, shall adopt rules as necessary under
- 24 chapter 34.05 RCW to implement the provisions of RCW 43.105.005,
- 25 43.105.017, 43.105.032, 43.105.041, and 43.105.052((, and section 5 of
- 26 this act)).