



Photo by Manu Esteve



Washington
Department of
**FISH and
WILDLIFE**

Technology Strategy

Topics



- What is IT and why do we care?
- Is there a technology strategy?
- What did we accomplish last year?
- What are our goals for this year?



Role of IT in an Organization

- Maximizes the productivity of agency staff.
- Maximizes the effectiveness and efficiency of business processes
- Increases the capability of the agency to better achieve its mission
- Achieved through the management of 20 technology disciplines

End-user Management
Device and Peripheral management
Storage Management
Server Management
Local and Wide Area Networking
Telephony
Application Development
Application Support
User Interface Design
Web Services Administration

IT Architectural Engineering
Data Modeling
Database Administration
QA and Testing
Business Analyst
Project Management
Database Engineering
Spatial Data Development
Spatial Data Support
IT Service Management

2011 Technology Strategies

- Make science and recreational information more accessible to our internal and external customers
- Improve the agency's effectiveness at performing our science
- Improve the agency performance through operational efficiencies and effectiveness
- Build stronger IT and line-of-business partnerships

Agency Goals and Objectives

1. Conserve and protect native fish and wildlife
2. Provide sustainable fishing, hunting and other wildlife-related recreational experiences
3. Deliver high-quality customer service
4. Use sound business practices and maintain a dedicated workforce

Agency IT Strategies and Connections to Agency Objectives

Strategy 1. Make science and recreational information more accessible to our internal and external customers (3C, 1A)

- Improve interactivity of our information on the web
- Provide real time access to science and information
- Create more value-add services on the web

Strategy 2. Improve the agency's effectiveness at performing our science (4F, 1A)

- Increase mobility of staff and their access to agency resources
- Improve the systems to better understand and conduct the science
- Advance the science of the agency by leveraging emerging technologies and practices

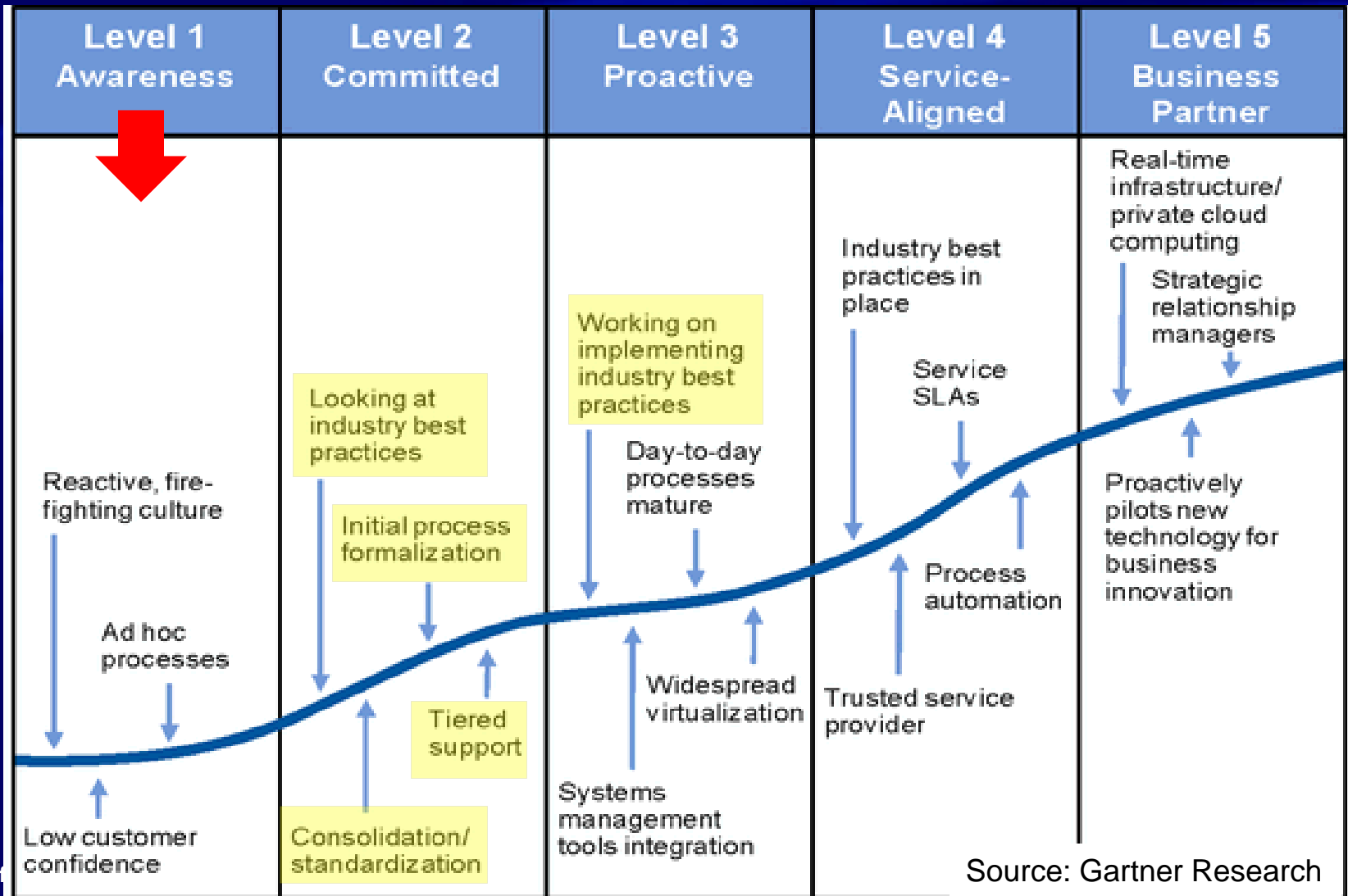
Strategy 3. Improve the agency performance through operational efficiencies and effectiveness (4B)

- Modernize and automate our business processes
- Remove complexity and redundancy of operational systems
- Improve accountability through business intelligence

Strategy 4. Build stronger IT and line-of-business partnerships (4C)

- Realign roles and responsibilities to empower program and position IT as a service provider
- Create consulting services to help programs maximize utilization of IT services
- Lead statewide efforts in IT shared service and interagency collaboration

Infrastructure Maturity Model - 2011



Source: Gartner Research

2011 Technology Initiatives

Implement IT best practices that increase cost, and improve customer service

- ✓ Modernize IT processes, structure and delivery
- ✓ Establish process for identifying and requests
- ✗ Establish operational metrics to monitor
- ✓ Create feedback mechanism for customer service
- ✓ Review and establish principles and service
- ✓ Identify external service providers that capacity and provide greater service

DFW Projects Requiring ITS Staff Resources

Project Name	Business Area	Sponsor	Hrs	Start	End	Scope	Sched	Budget
PLANNED (0) - projects being presented to the steering committee for approval and scheduling								
COMPLETED (3) - projects completed within the last two months								
CAPT Financial Phase 3 Enhancements	Fiscal	Lee Rolfe	290	08/05/2011	09/30/2011			
Requests/Incident Management Process Reform	ITS	Michael DeAngelo	308	02/01/2011	07/31/2011			
Service Desk Implementation	ITS	Michael DeAngelo	300	03/01/2011	07/31/2011			
IN PROGRESS (14) - projects currently in progress and committing IT resources								
Android Deployment (DOK Phase)	Agency	Michael DeAngelo	52	10/01/2011	11/30/2011			
Android Deployment (Android Server Phase)	Agency	Michael DeAngelo	23	07/07/2011	08/31/2011	Y	R	U
Redefined Portal Infrastructure Upgrade	Agency	Michael DeAngelo	136	07/01/2011	11/30/2011			
Internet Re-Hosting	Agency	Michael DeAngelo	170	07/01/2011	11/30/2011			
Roll Phase I	Enforcement	Chief Eskin	60	03/01/2011	10/31/2011			
CPMS	Fiscal	Lee Rolfe	150	08/06/2011	10/31/2011			
Financial Reporting System (FRS)	Fiscal	Lee Rolfe	130	08/01/2011	09/30/2011			
LIFT2 Project Planning	Fish	Jim Smith	108	07/17/2011	10/31/2011		Y	
Change Management	ITS	Michael DeAngelo	270	08/01/2011	02/01/2012			
Data Sensitivity Classification	ITS	Michael DeAngelo	270	10/01/2010	06/01/2012			
ITS Division Reorganization	ITS	Michael DeAngelo	48	03/01/2011	12/31/2011			
WIS System Rollout	Licensing	Bill Dignen	400	03/01/2011	12/31/2011			
Golfcart 2011	Wildlife	Dave Ware	1200	03/01/2011	08/31/2012			
Quality Hunt Reservation System - Requirements	Wildlife	Dave Ware	190	07/01/2011	09/31/2011		Y	U
IN PREPARATION (9) - project ideas currently being prepared by the Programs to be presented to the committee								
Enterprise Reporting	Agency	Michael DeAngelo		08/01/2011	02/01/2012			
COOP Ad-Hoc Reporting Tool	Enforcement	Bruce Bjork						
NetMotion - 2 Factor authentication	Enforcement	Chief Eskin	40		08/31/2012			
Roll Phase II	Enforcement	Chief Eskin						
Call Receipts	Fiscal	Lee Rolfe						
HRMS Generation 3 Requirements	HR	Jeff Davis	330	08/15/2011	03/30/2012			
Land Information System	Wildlife	Jennifer Quan/John Flannery						
USFWS TRAC - WDFW CAPS Enhancements	Wildlife	N.Pamplin/Scott		08/01/2011	07/01/2012			
PENDING (24) - projects not expending IT resources for a couple of months or currently prioritized as low by the Program								
CapWay and Union Street Move	Agency	Julie Howard						
Create Mobile Device Management Plan	Agency	Michael DeAngelo		08/01/2011	04/01/2011			
Office 2010 Migration	Agency	Michael DeAngelo		10/31/2010	01/01/2011			
Web Work-Capital and Fleet	CAMP	Dave Brittel						
Conservation Initiative	Director's Office	Dave Brittel						
Form consolidation - Employee Services Application	Director's Office	Cindy Cahm						
COOP - Phase II - Automated Vehicle Locator (AVL)	Enforcement	Chief Eskin						
CAPT (Clean) Generation 3 Upgrade	Fiscal							
OSAS Composite Rate (IT and Fiscal)	Fiscal	EMT						
Data Warehouse	Fiscal							
EPIC Agency Capital Assets and Inventory Management	Fiscal	Lee Rolfe						
Labor Reports-Internal Costs (detail for every pay check-reporting from I)	Fiscal	Lee Rolfe						
Total Time Enhancements	Fiscal	Lee Rolfe						
TRMS Vehicle Mileage Tracking System Enhancements	Fiscal	Lee Rolfe						
Automate the TRMS Database Monthly Review	Fish	Eric Neatherton						
EPA Dcng, Network, NPD Migration	Fish	Ken Werhart	190	10/01/2011	09/30/2013			
LIFT2	Fish							
HRMS/Paralegal Fish Program Data Conversions	Fish	Bridle Cox						
Samon/Scope Re-Write	Fish	Bridle Cox						
Habitat Mobile Consulting	Habitat	Jeff Davis	100	07/01/2011	06/30/2012			
Claims and Injury database	HR	Cindy Cahm						
Employee Location Database	HR	Cindy Cahm		11/01/2010	06/30/2011			
Employee Location Survey	HR	Cindy Cahm		11/01/2010	06/30/2011			
Training Database	HR	Cindy Cahm						
Class Web - 2 Factor authentication	ITS	Michael DeAngelo	40		08/31/2012			
Forward Front Endpoint Protection - Server/OT Migration	ITS	Michael DeAngelo		12/01/2010	02/01/2011			
ITS Knowledgebase/FAQ move to SharePoint	ITS	Michael DeAngelo		10/15/2010				
Master Software Database cleanup	ITS	Michael DeAngelo		08/01/2010	12/01/2010			
Virtual desktops	ITS	Michael DeAngelo		08/17/2010				
Capital Street Tracking	Wildlife							
Falconry Database	Wildlife	Roddy Beach						
Game Surveys Corporate Database	Wildlife	Dave Ware						
Scientific Collection Permits (Web-Based System)	Wildlife	Roddy Beach						
Small Game Conversion to Web-Based	Wildlife	Dave Ware						
CLOSED - projects cancelled or otherwise removed from the list of projects within the last two months								
HPA Fee Collection	Habitat	Jeff Davis	140	04/15/2011	08/31/2011			
HRMS - Cleanups/Maintenance Code	Habitat	Jeff Davis						
HRMS - External Viewer Enhancements	Habitat	Mark Niles						
Network Monitoring Bandwidth	ITS	Michael DeAngelo	40	02/14/2011	06/30/2011			



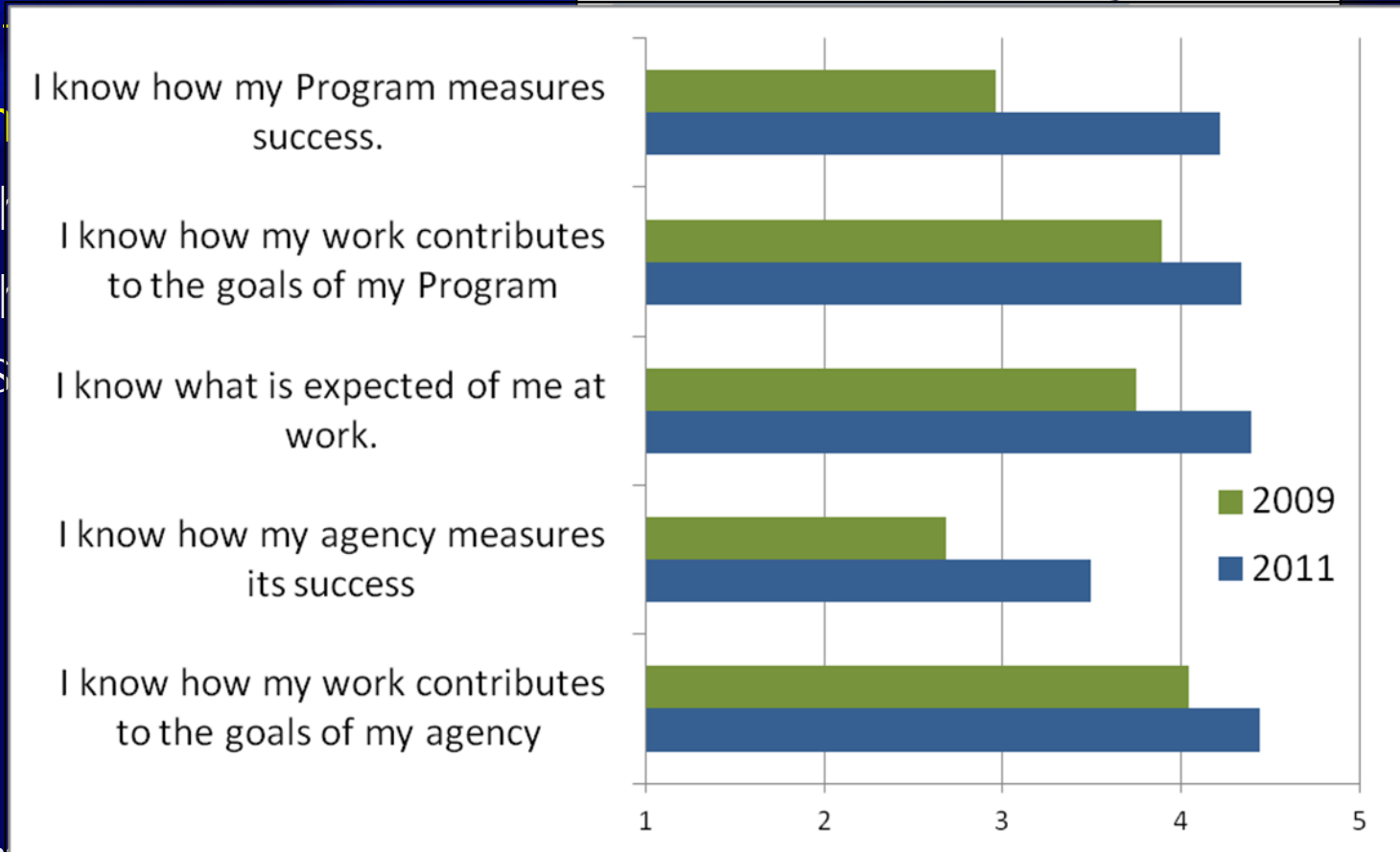
2011 Technology Initiatives

- Improve the Program's strategic use of technology by building trust and Program partnerships
 - ✓ Realign roles and responsibilities to empower program and position IT as a business partner
 - ✗ Create consulting services to help programs maximize utilization of IT services
 - ✓ Lead statewide efforts in IT shared services activities

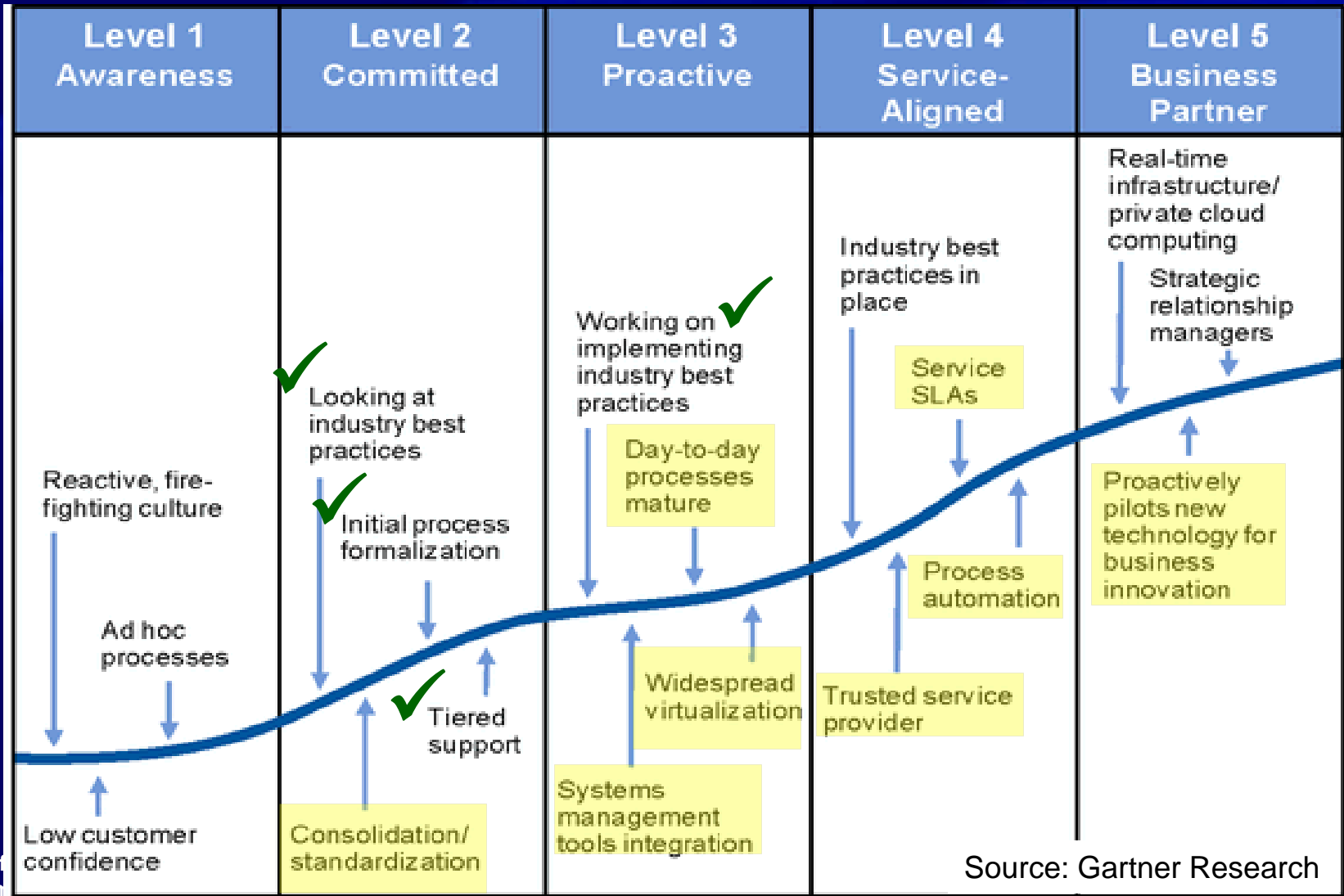
2011 Technology Initiative

- Improve employee satisfaction and connection to agency goals

- ✓ Create IT goals and objectives
- ✓ Establish IT strategies
- ✓ Establish IT priorities



Infrastructure Maturity Model - 2012



Source: Gartner Research



2012 Technology Initiatives

- Increase the ability to perform science in the field
 - Leverage mobile technology
 - Biologist data collection and reporting
 - Harvest reporting
 - Citizen science

Agency Goal 1: Conserve and protect native fish and wildlife

Agency Goal 2: Provide sustainable fishing, hunting, and other wildlife-related recreational and commercial experiences

(Technology Strategy 1 and 2)



2012 Technology Initiatives

- Increase our scientific capabilities and reduce costs
 - Use “cloud” services for scientific computing
 - Genetic analysis
 - GIS modeling

Agency Goal 1: Conserve and protect native fish and wildlife

Agency Goal 2: Provide sustainable fishing, hunting, and other wildlife-related recreational and commercial experiences

(Technology Strategy 2)



2012 Technology Initiatives

- Make data more available
 - Use services to make data publically accessible (free the data)
 - Build capability and infrastructure to integrate new technology

Agency Goal 1: Conserve and protect native fish and wildlife

Agency Goal 2: Provide sustainable fishing, hunting, and other wildlife-related recreational and commercial experiences

(Technology Strategy 1)

2012 Technology Initiatives

- Develop roadmap for replacing aging core systems
 - Commercial harvest system
 - Creating easier methods of reporting for dealers
 - Make harvest information more accessible and quicker
 - Hydraulic permitting system

*Agency Goal 4: Build an effective and efficient organization by supporting our workforce, improving business processes, and investing in technology
(Technology Strategy 3)*

2012 Technology Initiatives



- Continue incremental improvements of operations
 - Continue improving processes to lower cost and increase capacity
 - Identify key indicators to manage performance
 - Improve governance of agency technology strategies and priorities

*Agency Goal 4: Build an effective and efficient organization by supporting our workforce, improving business processes, and investing in technology
(Technology Strategy 3 and 4)*

Summary

2011 Theme

2012 Theme



Information is subject to change and amendments over time

April 13-14, 2012