



Information Technology Services Roadmap Office of Administrative Hearings July 1, 2022 - June 30, 2024



Executive Summary

Objective: Give a high-level overview of OAH technology work efforts planned from July 1, 2022 to June 30, 2024. These work efforts will support and enhance the OAH Strategic Plan or comply with Washington State Office of Chief Information Officer's mandates. OAH has a team of twelve dedicated technologists delivering all project and operational support for the agency.

Strategic Goals and Timelines

Goal #1: Major version update to Case Management System

- How: Upgrade Framework, refactor code base, dashboards and user interface
- Timeframe: Complete June 30, 2024
- Funding: Existing budget and resources

Goal #2: Implement data dashboards featuring Power BI

- How: Research, plan and implement Power BI
- Timeframe: Begin January 2023, Complete June 2024
- Funding: Existing budget and resources.

Goal #3: Cloud Transition Plan

- How:
 - Move file servers to cloud
 - Add Azure File Share to current DFS infrastructure and then decommission on-premises servers.
 - Cloud-based Long Term Storage Retention Strategy:
 - Prep offices for cloud connectivity:
 - Ensure each office has Gig links
 - Look at hardware to remotely manage networking hardware
- Timeframe: Begin July 1, 2022, Complete June, 2024
- Funding: Existing budget and resources

Goal #4: Relocation of Tacoma and Seattle Field Offices

- How: Site visit to new location, identify workstation locations, identify printer/MFD locations, identify data line locations, wireless access point mapping, transition users to new location
- Timeframe: Begin July 2022, Complete January 2024
- Funding: Existing Budget and resources.

Goal #5: Adopt Changes to Washington State Security Standards

- How: Review the new security standards set forth by The Office of Cyber Security.
- Timeframe: On going based on OAH prioritization of work efforts and the Office of Cyber Security's readiness to describe the changes to the existing standards.
- Funding: Existing budget and resources.



Goal #6: Refine and Plan IPv6 Implementation

- How: Execute the OAH IPv6 transition plan.
- Timeframe: On going based on OAH prioritization of work efforts. Target June 2024
- Funding: Existing budget and resources.

Goal #7: Print/Mail Consolidation

- How: Vendor solution evaluation, selection, and deployment.
- Timeframe: Complete June 2024
- Funding: Existing budget and resources.

Strategic Activities Defined

Goal #1: Major version update to Case Management System

To prepare to move to the cloud OAH will have a major version upgrade for our Case Management System. This will include upgrading to .Net 6 or above, upgrade the entity framework to the newest version of entity framework core, refactor the code to avoid session values thus avoiding issues with having the application open in multiple tabs, refactor the user interface with Bootstrap, refactor the dashboard to be more performant, and move to Azure Active Directory Authentication.

Goal #2: Implement data dashboards featuring Power BI

OAH has a need to view a variety of information on an ad hoc basis based on requests from external agencies, legislature, budgeting, management, and various other research needs. By implementing Data Dashboards using Power BI staff will be able to gather necessary information without waiting for IT staff, integrated data security, and Microsoft Excel interoperation. Part of this move may include creating a data warehouse.



Goal #3: Cloud Transition Plan

OAH will research, plan and structure the transition of physical infrastructure located at the State Data Center into the Cloud. Additionally, all applications will need to be prepared for transition to the cloud. The completion of this work effort will allow OAH to scale appropriately and will better serve the agency for disaster recovery options in the future. Moving to the cloud will position OAH to adopt new technologies quickly and securely in continued support of the agency strategic objectives.

Goal #4: Relocation of Tacoma and Seattle Field Offices

OAH has decided to relocate the Tacoma field office. The targeted date for completion is October of 2022. OAH Technology will be involved in site assessment, floor plans for workstations, data lines and MFD, engaging cabling vendors, working with WaTech for data line connectivity, validate completion of work with vendors, moving workstations to new location. Ensuring network connectivity is active at all workstations and telephony capabilities are active. Planning will begin to relocate the Seattle field office.

Goal #5: Adopt Changes to Washington State Security Standards

The Office of Cyber Security for Washington State has made the decision to adopt new security standards. These standards are based on cybersecurity framework from NIST (National Institute of Standards and Technology). Policy and controls will need to be developed by members of the OAH network, security, and application teams. These new policies and controls will bring OAH into compliance with the new standards and will apply to all OAH employees.

Goal #6: Refine and Plan IPv6 Implementation

OAH will be transitioning all IP addresses from IPv4 to IPv6 during the next two years. Industry migration to IPv6 is already underway and IPv4 will become unsupported. OCIO policy 300 mandates all agencies must transition to IPv6 no later than December 2025. WaTech has allocated IPv6 address blocks to all state agencies and has recently completed the work on their core to allow the use of IPv6 addresses.

Goal #7: Print/Mail Consolidation

OAH is consolidating printing and mailing services into the Olympia field office and the Spokane Valley field office. All case related printing and mailing will be conducted from these two offices. Reception of mail will be exclusive to the Olympia field office. Vendors have examined field office processes and will be making presentations for technical solutions. A solution will be selected followed by facility construction and staffing decisions.



Summary

OAH has transitioned to a mobile workforce to deal with the current worldwide pandemic. Their feedback is paramount in how we move forward to provide the mobile solutions needed for OAH to continue delivering its services to the public and referring agencies. Adopting the OCIO/WaTech mandates for changes to our technology tools while vetting the compatibility with our current applications will allow a smoother transition as we bring modern software and hardware to the OAH user in a structured and timely manner. O365 and the recent Tech Refresh will structure OAH user with new tools and hardware to provide a continually evolving business needs, into a proficient and mobile workforce that continues to deliver a high level of service to the people of Washington and the referring agencies that engage our services.

This roadmap continues to support OAH's strategic objectives.

Goal #1: Major version update to Case Management System

OAH's case management system is the crucial application supporting the core work. The major version update maintains the effectiveness and suitability of the application to support OAH business in maintaining performance excellence.

Goal #2: Implement data dashboards featuring Power BI

Better data visibility will allow caseload managers to monitor and manage performance at a more granular level. This goal will support performance excellence and OAH's strategic objectives 1) to review and improve quality control and timeliness performance measures, and 2) to achieve our performance commitments and standards.

Goal #3: Cloud Transition Plan

Moving OAH applications into a cloud-based platform will allow accessibility and redundancy outside of the dependencies of physical hardware maintained in a single location. This supports all of OAH strategic objectives by allowing for accessibility, stability, and continuity in our key systems.

Goal #4: Relocation of Field Offices

This goal furthers OAH's strategic objective to support modern workplace strategies, all the more critical with the vastly increased remote work dynamics of the post-pandemic environment.

Goal #5: Adopt Changes to Washington State Security Standards

Compliance with changing security standards supports the OAH's efforts to expand access and remove barriers, while appropriately protecting privacy.

Goal #6: Refine and Plan IPv6 Implementation

This goal supports all OAH's strategic objectives by maintaining operational continuity.

Goal #7: Print/Mail Consolidation

This project takes advantage of the trend toward electronic access, to allow OAH to more effectively and efficiently use its resources to deliver core services.

Definition of Terms

MFD – Multi Function Device. Hardware that combines several functions in one unit.

OAH – Office of Administrative Hearings. OAH offers the people of Washington a convenient, easy to navigate system to request and receive fair and impartial hearings on their appeals of government actions. OAH is the preferred neutral forum for Washingtonians to resolve their disputes with state and local government agencies.

WaTech – Washington Technology Solutions. Washington Technology Solutions (WaTech) is "the consolidated technology services agency" (RCW 43.105.006) for Washington state, providing enterprise IT services, support, strategy and security for public agencies and municipalities.

OCIO – Office of Chief Information Officer. The Office of the Chief Information Officer (OCIO) sets information technology (IT) policy and direction for the State of Washington. The State CIO is a member of the Governor's Executive Cabinet and advisor to the Governor on technology issues.

UI – User Interface. The user interface is the point of human-computer interaction and communication in a device.