



"the consolidated technology services agency -RCW 43.105.006"

# Overview

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**Nick Fuchs** | Assistant Director, Tech Support Services  
**Stephen Backholm** | Assistant Director, Enterprise Applications



# Outline

- ▶ A Brief History
- ▶ Our Strategy
- ▶ Services
- ▶ Application Services
- ▶ Support Center
- ▶ Q & A



# A Brief History

- ▶ Formed on 7/1/2015
- ▶ Joined three groups: CTS, OCIO, and IT Portion of DES (ETS)
- ▶ Legally still called Consolidated Technology Services (CTS) DBA WaTech



# Our Strategy: Three Challenges



## Change the Way We Work Together

- Enhance our working experience
- Build a new identity for Washington's central IT organization
- Build a diverse workforce of the future

## Transform our Customers' Experiences

- Supply the technical foundation that enables agencies to focus on their highest value
- Become the supplier of choice for state agencies
- Be intentional with customer relationships

## Execute with Excellence

- Increase accountability and trust with stakeholders
- Simplify; increase reliability and resilience.
- Continuous improvement is paramount

# Services

## What We Do

### Systems access and support

- Supporting more than 150 different applications that agencies, the legislature, and the governor's office use to do business
- Hosting more than 40,000 reports for 150 agencies
- Providing eLearning training opportunities

### Communications support

- Providing telephony, voice mail, email, teleconferencing, and video/web conferencing services.

### Data processing

- Supporting mainframe bulk data processing services that create an output, such as: warrants, letters, personalized forms, reports, and data archives.

### Networks

- Establishing connections to State Government Networks, the Enterprise Active Directory, and server hosting in the State Data Center.

### Remote Access

- Creating connections to data, applications, and networks over the Internet.

### Security

- Providing solutions to keep your agency's data, firewall, and transactions safe both on-site or when connected to the public Internet.

### Storage and backup

- Obtaining space to store data, and a way to protect it against loss.

### Web

- Requesting a URL, Shared Webhosting, and several content management systems to help create your organization's presence for the Internet.

### IT policy and direction

- Creating clarity and alignment for IT investments
- Establish standards and policies for efficient and consistent operations

# Application Services

- ▶ HRMS, AFRS, FNS, SPS, BATS, and many other applications
- ▶ OFM is the Business Owner of these systems and approves/sets priorities



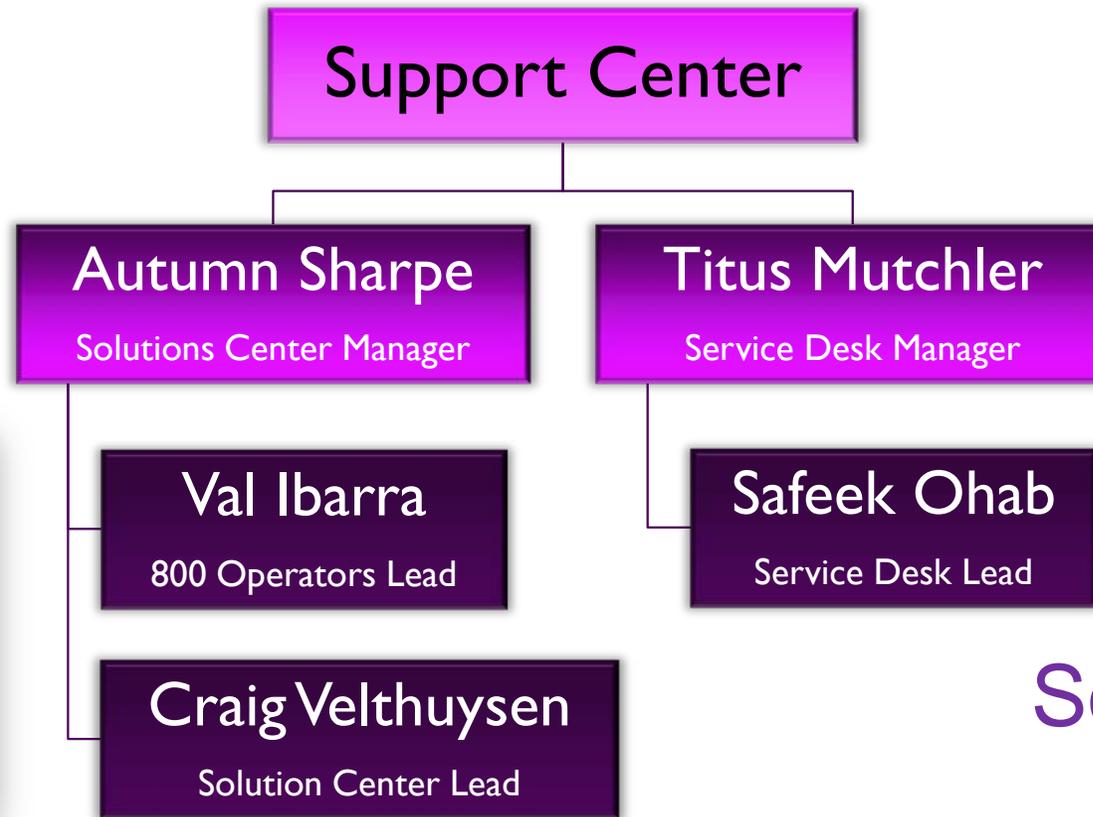
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# Support Center

Nick Fuchs, Asst Director, Tech Support Services



# Who We Are



Service Desk

Operators

Solutions Center

24 Total Staff



# Whom We Serve

## Major Customer Groups

### Full Service

GOV, OFM, DES, 11 Small Agencies, WaTech

### Select Service

Any Authorized User

### Citizens

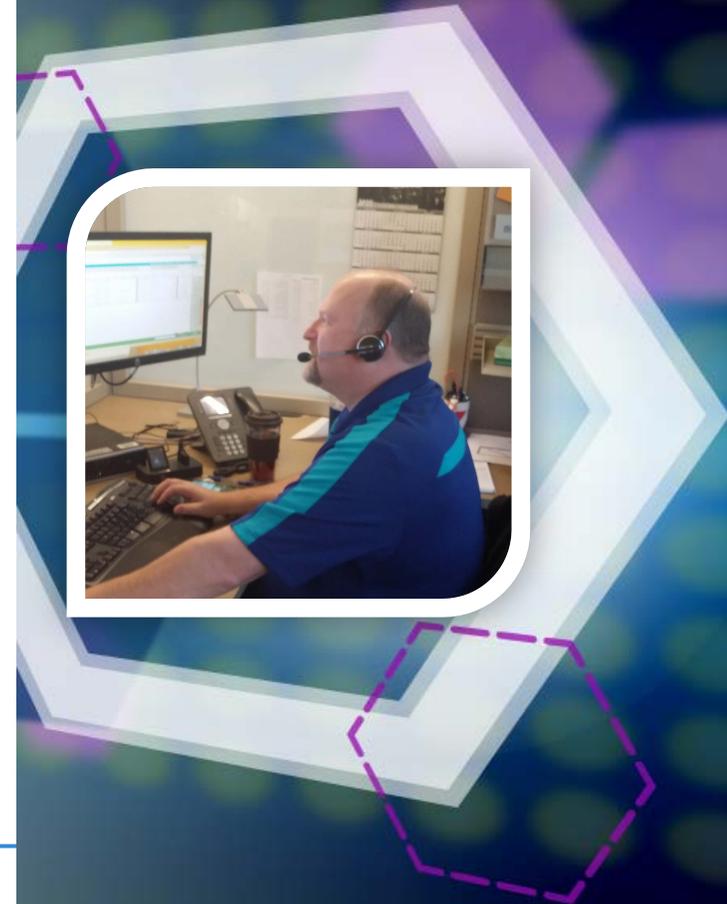
Info, SAW, NeoGov, WebEx, Conf Calls, etc.

### Vendors

Circuits, Network Maintenance

### After Hours

Service Desk & Solutions Center



# Service Desk

Titus Mutchler – Manager

Mahad Mohamed

Safeek Ohab – Lead

Marilou Picardal

Imtiaz (TAZ) Hoosain

Not Pictured:

Don Burkhard

Sandy Nelson

Sharon Cunningham

Teresa Beers



Hours of Operation: 24x7

Core Hours: 6:00am - 7:00 p.m. Monday – Friday (incl. Holidays)

\*Coverage Outside these Hours Provided by Command Center Team

Core Functions:

Single Point of Contact for Legacy-CTS Customers

Provide 1st Level Support for Service Catalog Services

Password Resets / Account Unlocks

Customer Support for Secure Access Washington

# Operators

Autumn Sharpe – Manager

Val Ibarra – Lead

Rhonda DeTray

Sharon Espiritu

Sinive Sua

Sue Rundle



## Hours of Operation:

7:30 a.m. – 5:00 p.m. Monday – Friday

## Core Functions:

Directory Services

Conference Bridge Setup & Support (Accounts & Systems)

WebEx Setup & Support (Accounts & Systems)

Washington State On-line Telephone Directory ([dial.wa.gov](http://dial.wa.gov))

# Solutions Center

Autumn Sharpe – Manager  
Craig Velthuysen – Lead  
Christine Lyon  
Heidi Hughley  
Hui Chon  
Karina Baublits  
Phillip Sutherland  
Robin McCord (not pictured)  
Tim Dahlberg  
Tracy Simpson



## Hours of Operation:

7:00 a.m. – 5:30 p.m. Monday – Friday  
24/7 by Phone – Urgent After Hours Support

## Core Functions:

Single Point of Contact for IT Support  
Tier 1 & 2 Support for Desktop, Network, Infrastructure & Security  
Qualification & Escalation of Tickets to Appropriate Groups  
Management of WaTech ITSM Tool, Enterprise Solutions Platform (ESP)

## January

1 Phone #

855.WaTech1 or 360.586.1000

## March

1 Floor/Section  
SD, OPS & SC

1 Incident Response  
WaTech Infra & Apps

# What's Coming



# WaTech

## February

1 Staff Change Process  
(WaTech, DES, GOV, OFM, Smalls)

1 ITSM KickOff  
EasyVista

## April & Beyond

1 After Hours  
Service Desk & Solutions Center

1 Website  
Comprehensive, Interactive, Mobile

1 Chat  
Service Desk & Solutions Center

1 eMail  
Support@WaTech.wa.gov

