



Overview

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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

Re-invent the Everyday Public Service Experience

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

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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.

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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



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graph TD
    SC[Support Center] --> AS[Autumn Sharpe  
Solutions Center Manager]
    SC --> TM[Titus Mutchler  
Service Desk Manager]
    AS --> VI[Val Ibarra  
800 Operators Lead]
    AS --> CV[Craig Velthuysen  
Solution Center Lead]
    TM --> SO[Safeek Ohab  
Service Desk Lead]
  
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Service Desk
Operators
Solutions Center

24 Total Staff




February 25, 2016

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



February 25, 2016

January
1 Phone #
855-WaTech1 or 360-556-1000

March
1 Floor/Section
SD, OPS & SC
1 Incident Response
WaTech Infra & Apps

February
1 Staff Change Process
(WaTech, DES, GOV, OFM, Smallbiz)
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

What's Coming



1 WaTech



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