



One Washington Project Charter

Facilities Portfolio Management Tool

(FPMT)

September, 2016

Table of Contents

- Background 3
- Introduction 4
- Vision 4
- Goals 4
- Objectives 4
- Scope 5
- Schedule and Approach 5
- Key Project Activities 6
- Deliverables 7
- Governance 8
 - Program Governance 8
 - Background - One Washington Program 8
 - Project Governance 10
 - Project Roles and Responsibilities 11
 - Future State Roles & Responsibilities 18
- Project Budget and Cost Estimates 20
 - Project Budget 20
 - Project Cost Estimate 20
 - Ongoing Maintenance and Operations Costs 20
- Acceptance 21
- Document Revision History 21

Background

The inventory of state-owned and leased facilities used by state agencies represents a significant financial investment by the citizens of Washington. Washington's facilities inventory consists of approximately 112 million square feet of facilities. This includes 13.5 million square feet of leased space and 98.4 million square feet of owned space. The inventory contains more than 10,500 facilities records.

To understand and manage this investment, RCW 43.82.150 requires the Washington State Office of Financial Management (OFM) to develop and maintain an inventory system of all facilities owned and leased by state government. OFM is currently manually gathering and maintaining facilities inventory data. A commonly used, comprehensive facilities inventory and portfolio management technology solution does not currently exist within the state enterprise. Approximately eighty (80) agencies, boards, commissions and institutions of higher education are required to report to OFM annually and are currently using Microsoft Excel for that purpose. Spreadsheets for gathering the required data are transmitted to and from these organizations through email. The process and tools used to maintain the inventory are cumbersome, require a large amount of staff time, and limit the amount of data that can be gathered and analyzed, the frequency of reporting, and reporting capabilities.

The state of Washington employs a federated facility planning and management model for overseeing, managing, acquiring and disposing of the real estate in this inventory. OFM has responsibility for:

- Gathering statewide facilities inventory data from agencies (including location and related characteristics, condition, last major project information, and space use data),
- Establishing and enforcing statewide facilities policies and workplace strategies,
- Developing strategic facilities plans,
- Conducting analysis of facilities alternatives,
- Evaluating leasing and ownership alternatives,
- Reviewing (and where necessary developing) operating and capital budgets,
- Approving requests for new space, relocation, expansion and other complex real estate transactions,
- Facilitating decisions by the governor, legislature, and other key decision makers as needed, and
- Consulting on real estate transactions.

The facilities inventory data is one of the primary sources of information used for OFM to complete its' responsibilities.

Introduction

The purpose of the Facilities Portfolio Management Tool (FPMT) project is to acquire a hosted, web-based technology solution that enables OFM to gather, validate, visualize, and store facilities inventory information for all state agencies, boards, commissions and higher education institutions. The system will be used to provide comprehensive and accurate facilities data for decision-making, conduct thorough analysis of facilities, develop alternatives, and improve long-term planning. OFM will use this system to make key decisions in an effort to maximize the use of the State's leased and owned real estate assets and their related funding.

Vision

The vision of the FPMT project is "to optimize the state's facilities portfolio using reliable facilities data managed through a trustworthy and user-friendly technology solution."

Goals

The goals of this project are to:

1. Improve the accuracy of the state's facilities inventory by providing a stable platform for the collection, validation, and storage of data from all reporting state agencies.
2. Reduce OFM and reporting state agencies' staff time associated with the annual facilities inventory process.
3. Have a facilities portfolio management tool that can be used by OFM to conduct analysis and make space use and cost-efficiencies decisions.

Objectives

By June 30, 2017, at the end of this project, OFM anticipates that it will have:

1. Procured a vendor hosted, web-based facilities portfolio management technology tool, with vendor implementation support, that meets the defined business needs.
2. Migrated all current facilities inventory data into the new FPMT.
3. Updated policies and business processes to support the timely and reoccurring collection of data into the Facilities Portfolio Management Tool.
4. Acquired reports.
5. Established training for users.

6. Trained all users.
7. Rolled-out the FPMT to all state agencies required to report to OFM.

Scope

The scope of this project is to acquire a vendor hosted, web-based facilities portfolio management technology tool that meets the defined business needs, to develop necessary documentation to support implementation, to train OFM Facilities Oversight staff and administrators in the use of the tool, and to train and roll-out the tool to all reporting agencies. The scope includes contracting with the vendor for tool implementation and support services.

The FPMT will replace the current manual Microsoft Excel reporting processes, including data collected for the Annual State Facilities Inventory Report and the biennial Six-Year Facilities Plan. It will allow OFM to capture, manage, use and report relevant facility inventory data collected from all state agencies. Refer to the Statement of Work contained in the vendor contract for a full list of business needs to be addressed within the scope of this project.

The scope of this project does not include additional facilities management aspects including work order management, fiscal reporting, utility invoices, etc.

Schedule and Approach

R&K Implementation Deliverables	Target Date
a. Pre-Planning and Project Kick-off Services	9/14/2016
b. Requirements Gathering/Validation Services	10/21/2016
c. Software Configuration Services	3/30/2017
d. Data Migration Services	3/30/2017
e. Testing Services	5/2/2017
f. Training Services	6/30/2017
g. Production Deployment Services	6/30/2017
h. Project Support	6/30/2017

In addition, the following project management deliverables will help ensure project success:

- Deliverable #BP-1: Project Charter
- Deliverable #BP-2: Project Plan/Schedule
- Deliverable #BP-3: Communications Plan
- Deliverable #BP-4: Risk Management Plan
- Deliverable #BP-5: Weekly Status Reports

The above artifacts will be augmented by a project management plan that outlines the approach and methods used to manage and report on the project scope, schedule, and budget as well as project resources, risks, issues, communications, changes and close-out activities.

Key Project Activities

The FPMT Project encompasses the 2017 state fiscal year from July 1, 2016 through June 30, 2017. The Vendor implementation begins on September 9, 2016 with transition to SaaS production support beginning July 1, 2017.

Task ID	Task Description	Start	Finish
Project Initiation Phase			
1.0	Pre-Planning	9/9/2016	9/14/2016
2.0	Project Kick-Off	9/9/2016	9/14/2016
Project Planning Phase			
3.0	Project Planning	9/15/2016	9/30/2016
4.0	Requirements Gathering	9/14/2016	10/21/2016
Project Execution Phase			
5.0	Software Development/Configuration	10/24/2016	3/30/2017
6.0	Data Migration	3/30/2017	4/14/2017
7.0	Test Environment - Testing	4/17/2017	6/30/2017
8.0	Test Environment - Training	5/3/2017	6/30/2017
9.0	Production Environment	6/30/2017	6/30/2017
Project Monitoring and Controlling Phase			
10.0	Project Meetings and Status Updates	9/14/2016	6/30/2017
Project Closing Phase			
11.0	Project Close-out	5/1/2017	6/30/2017
12.0	Project Support	6/30/2017	6/30/2017

Deliverables

The following table provides a detailed description of each high-level project deliverables (or project segment/phase):

Project Segment/Phase	Deliverable Detail
a. Pre-Planning and Project Kick-off Services	<ul style="list-style-type: none"> ▪ A completed project kick-off meeting, ▪ A full executed project charter, and ▪ A mutually agreed upon project plan.
b. Requirements Gathering/Validation Services	<ul style="list-style-type: none"> ▪ A complete set of written requirements based on the R&K GoRPM Implementation Requirements Template.
c. Software Configuration Services	<ul style="list-style-type: none"> ▪ Configuration of: <ul style="list-style-type: none"> ○ Application, Login, Report, and Logout Branding ○ General settings ○ Geospatial settings ○ Security settings ○ Account settings ○ Email settings ▪ Schema Setup for: <ul style="list-style-type: none"> ○ Entity Definitions ○ Attributes ○ Display Hints ○ Relationships ○ Domain Definitions ○ Icons ○ Badge Sets ○ Models ▪ Reports with data <ul style="list-style-type: none"> ○ Basic Property/Facility Abstract ○ Basic Lease Abstract ○ Duty Station Summary ○ Statewide Owned Summary Statewide Leased Summary ○ Record Change/Audit Report ▪ User Defined Roles with associated Permissions ▪ Studio Data Importer for State of Washington data to be migrated ▪ Module to allow end users to import data via web interface based on the Microsoft Excel template defined in the user requirements stage ▪ Configured system ready for testing.
d. Data Migration Services	<ul style="list-style-type: none"> ▪ Data loaded into the configured system and ready for testing
e. Testing Services	<ul style="list-style-type: none"> ▪ A test plan

Project Segment/Phase	Deliverable Detail
	<ul style="list-style-type: none"> ▪ A test environment ▪ User acceptance training materials for testers ▪ Contractor report on testing results ▪ A fully tested FPMT solution.
f. Training Services	<ul style="list-style-type: none"> ▪ Training Plan that reflects a train-the-trainer training approach ▪ Training materials ▪ User management materials ▪ Record of completed training
g. Production Deployment Services	<ul style="list-style-type: none"> ▪ Deployed production environment
h. Project Support	<ul style="list-style-type: none"> ▪ <i>Refer to Project Completion requirements in vendor contract Statement of Work.</i>

Governance

Program Governance

This section relates to the governance for the Facilities Portfolio Management Tool (FPMT) Project, which is part of the One Washington program that is executing six distinct work streams in the 2015-17 Biennium. The graphic below highlights the FPMT Project and demonstrates the One Washington supporting governance.

Background - One Washington Program

One Washington is a comprehensive business transformation program to modernize and improve aging administrative systems and related business processes that are common across state government.

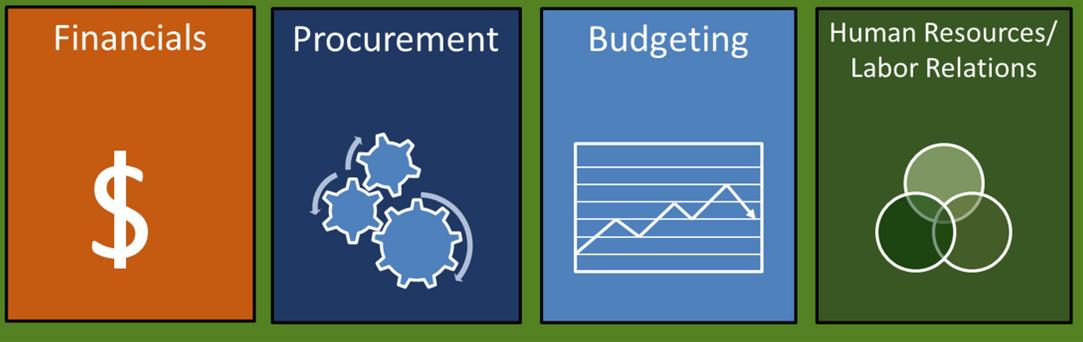
OFM will lead efforts to improve the methods and systems that support statewide administrative processes. Business processes under the One Washington umbrella are:

- Core financials
- Procurement
- Budgeting
- Human resources

One Washington

A program for the management of business processes that are common across state government, and the oversight of systems that support those processes

One Washington Enterprise Systems



One Washington is an effort to transform our administrative business processes through both innovation and improvements supported by technology. Through the One Washington program, OFM will focus on improving statewide financial, procurement, budgeting and human resource processes and systems. These business processes will be reviewed and common processes will be incorporated into the One Washington program. The systems that support these business processes are considered Enterprise. Enterprise business functions are included in planning, readiness and implementation activities.

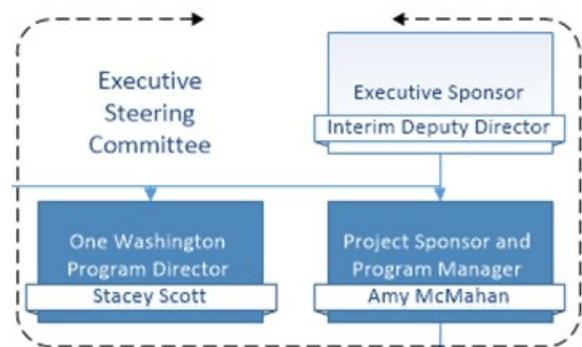
Outcomes from the FPMT Project are critically important to the One Washington strategy. As a result, there will be participation and support from the One Washington leadership team to ensure that intended outcomes are achieved and that the project meets the necessary timeline and expectations.

One Washington Executive Sponsor					
One Washington Director					
One Washington Manager					
<p>Chart of Accounts Improvements</p> <p>Design future state COA for Washington</p> <p>Establish & Implement COA Governance</p> <p>Brian Tinney</p> <p>Future COA Design</p> <p>Governance to manage changes in place before technology</p> <p>Better data</p>	<p>Procurement Readiness Activities</p> <p>Map Sampling of procurement processes</p> <p>Understand complexity & opportunity for standard work</p> <p>Stacey Scott</p> <p>Standardization of Key Business processes to facilitate the collection of critical data</p>	<p>WSDOT Readiness Assessment</p> <p>Partner with WSDOT to understand scope of the TRAINS replacement</p> <p>Begin Change management and readiness activities</p> <p>Amy Arnis</p> <p>Ensure that DOT will be able to maximize use of an ERP system, maximizing efficiencies and minimizing redundant or unnecessary systems</p>	<p>Strategic Partner Selection</p> <p>Identify and procure strategic partnerships for One Washington</p> <p>Stacey Scott</p> <p>Contracted State PMO Support</p> <p>Contracted Strategic SI Partnership</p>	<p>Facilities Portfolio Management Tool</p> <p>Implement a facilities portfolio management tool to collect, manage and report on facilities data for all state agencies, boards, commissions and higher education Institutions</p> <p>Amy McMahan</p> <p>Provide accurate facilities data for decision making</p>	<p>Budget Systems Modernization</p> <p>Transfer LEAP Budget Systems to OFM</p> <p>Identify improvements in agency budget systems</p> <p>Stacey Scott</p> <p>Improvement in process and data between administrative and legislative branches</p>

Project Governance

Governance for the FPMT Project is comprised of a Project Executive Sponsor, Project Sponsor, and Steering Committee defined as follows:

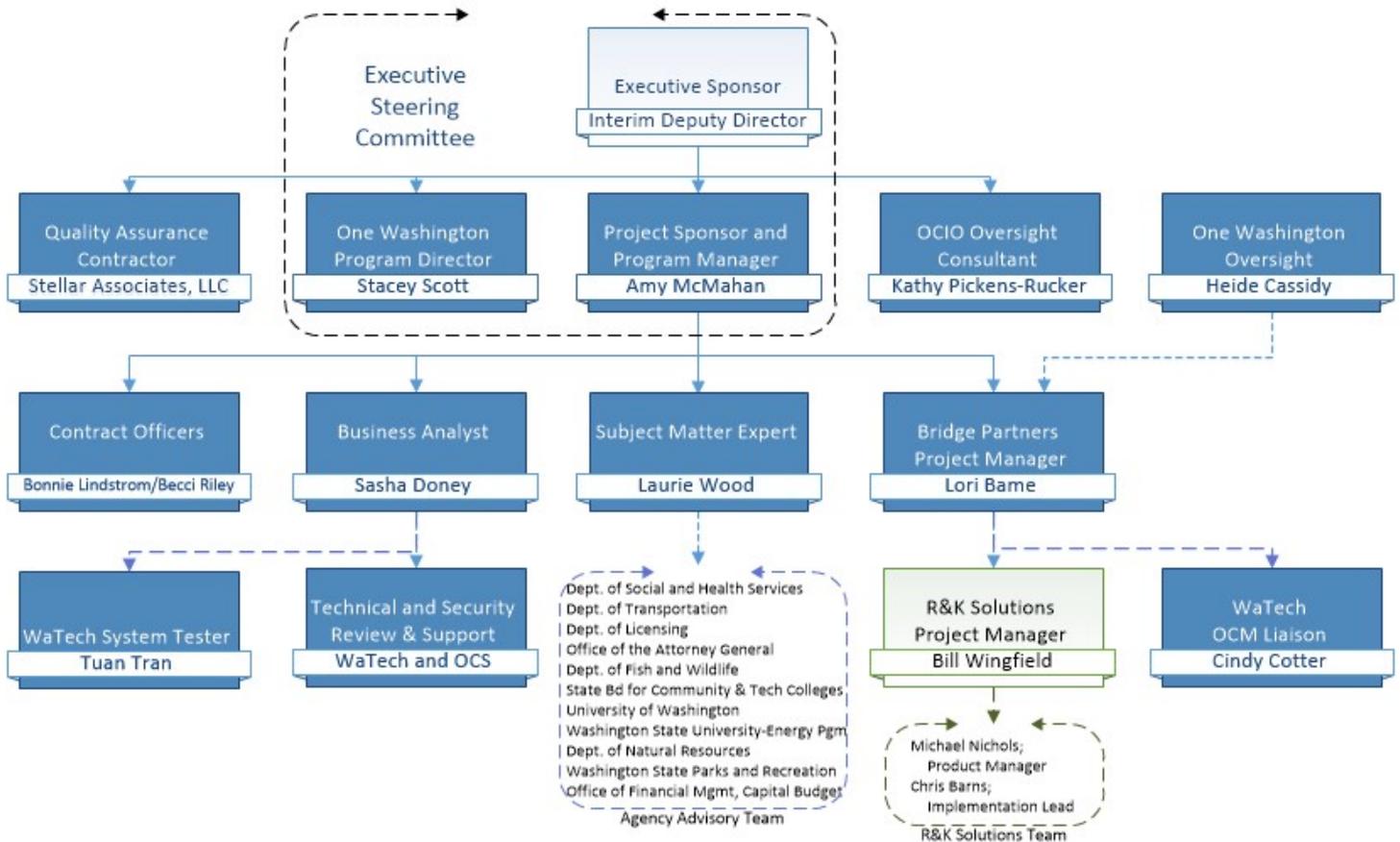
- Project Executive Sponsor: Interim/Acting OFM Deputy Director
- Project Sponsor: Amy McMahan, Facilities Oversight Program Manager for the OFM State Facilities Oversight Program
- Steering Committee: Interim/Acting OFM Deputy Director; Amy McMahan; Stacey Scott, OFM Program Director for One Washington and Interim/Acting Executive Sponsor.



Project Roles and Responsibilities

Facilities Portfolio Management Tool

Office of Financial Management



Role	Responsibilities
<p>Executive Sponsor: Interim/Acting OFM Deputy Director</p>	<p>The Executive Sponsor oversees the business processes addressed by the project and is ultimately accountable for the project's success. The Executive Sponsor has fiscal authority over the project and is willing to mandate business process alignment with state agencies where necessary.</p> <p>Ensure:</p> <ul style="list-style-type: none"> ▪ Overall success of the project ▪ Project supports strategic business goals ▪ Scope is clearly defined and managed ▪ Business requirements are complete and reflect agency priorities ▪ Issues escalated are addressed <p>Provide support to the project team:</p> <ul style="list-style-type: none"> ▪ Guide project direction and resources (budget and people)

Role	Responsibilities
<p>Executive Steering Committee:</p> <ul style="list-style-type: none"> ▪ Interim/Acting OFM Deputy Director ▪ Stacey Scott ▪ Amy McMahan 	<ul style="list-style-type: none"> ▪ Remove barriers for project success <p>Provides guidance to the Executive sponsor on resolution of policy and/or project related issues brought before it by the Project Manager. The Committee is composed of Sponsors who can address issues that may span multiple programs and functional areas. The Project Manager and Sponsors inform the Steering Committee, providing information concerning the project progress and resources, and high priority issues, risks, and change decisions as needed.</p> <p>Ensure:</p> <ul style="list-style-type: none"> ▪ Project meets the scope, schedule and budget commitments made in the decision package <p>Provide support to the project team:</p> <ul style="list-style-type: none"> ▪ Review and provide feedback on project deliverables in a timely manner ▪ Assist in the resolution of project issues in a timely manner ▪ Review and provide feedback and mitigation strategies on monthly QA reports <p>Approve:</p> <ul style="list-style-type: none"> ▪ The project charter including scope, resources, and budget ▪ The project investment plan ▪ Any changes to the project charter that affect scope, resources or budget ▪ Required vendor contracts
<p>Project Sponsor: Amy McMahan</p>	<p>Represents the Executive Sponsor on a day-to-day basis; makes most of the decisions requiring Sponsor approval except for decisions regarding scope, schedule, or budget. Serves as Contract Manager for FPMT project contracts.</p> <p>Ensure:</p> <ul style="list-style-type: none"> ▪ Support for making day-to-day decisions for project direction ▪ Project priorities are established that support program area needs ▪ Appropriate stakeholders are identified and make available the resources as required to support the project ▪ Project schedule is coordinated with other program area plans and projects ▪ Project risks are identified and appropriately mitigated ▪ Issues about project direction are escalated to the Executive Sponsors if they cannot be resolved at the lower

Role	Responsibilities
	<p>level</p> <ul style="list-style-type: none"> ▪ Communication with the Executive Steering Committee <p>Approve:</p> <ul style="list-style-type: none"> ▪ Contract procurement materials and vendor contracts ▪ Project plan/schedule ▪ Project communication and risk plans ▪ Project specifications for reports and interfaces ▪ Project test plan ▪ Project training plan and training documentation ▪ Any other project deliverables
<p>Project Manager: Lori Bame, Bridge Partners LLC</p>	<p>The Project Manager is the person assigned to achieve the project goals and objectives and to manage the project’s scope, budget, schedule and risk. The Project Manager is responsible for ensuring the end product meets the needs and expectations of the state. This will be a contracted resource.</p> <p>Advise:</p> <ul style="list-style-type: none"> ▪ The Executive Steering Committee on project scope, budget, and timeline as needed. ▪ The state on vendor contract negotiations by providing technical knowledge on project timeline, deliverables and resource needs. <p>Develop and Manage:</p> <ul style="list-style-type: none"> ▪ The project plan/schedule. This includes identifying project implementation tasks and dependences, confirming resources, estimating completion time and costs. Making recommendations for changes to the project plan as needed to the project sponsor. ▪ The communications plan. This includes establishing communications strategies for stakeholders throughout the project to support the change management necessary for implementation. ▪ Risk management plan. This includes identifying risks associated with the project and establishing mitigation strategies for any significant risks. <p>Facilitate:</p> <ul style="list-style-type: none"> ▪ Weekly project team meetings that include FPMT Vendor. ▪ Monthly Executive Steering Committee meetings. ▪ The state meeting its obligations under the vendor contract. <p>Monitor and report out on:</p> <ul style="list-style-type: none"> ▪ The project plan/schedule. The project manager shall

Role	Responsibilities
	<p>report out to the project sponsor regularly on tasks that are past due including what factors are contributing to that delay. Recommend corrective action when necessary to control the project's progress, cost and scope.</p> <ul style="list-style-type: none"> ▪ Risks. The project manager shall report out on any significant project risks. ▪ Vendor performance. The project manager shall report out regularly on the status of the deliverables in the contract. Recommend corrective action when necessary to control the project's progress, cost and scope. ▪ Project team performance. The project manager shall coordinate the project team's assignments and report out on the status of their deliverables. Recommend changes to resource needs when necessary to control the project's progress, cost and scope. ▪ Prepare regular project updates for the Executive Steering Committee. ▪ Post monthly status updates and state responses to QA findings on I.T.'s Transparent: Project Dashboard. ▪ Attend weekly One Washington meetings and provide a weekly status report to that team. <p>Ensure:</p> <ul style="list-style-type: none"> ▪ Efficient communication and coordination among project team members (including vendor) for timely completion of tasks. ▪ Project work proceeds on schedule by holding resources and vendor accountable to timeline. ▪ The state meets our obligations as part of the contract. ▪ The work meets state expectations.
<p>Subject Matter Expert: Laurie Wood</p>	<p>The Subject Matter Expert exhibits the highest level of business expertise and skill within the specific business area.</p> <p>Prepare:</p> <ul style="list-style-type: none"> ▪ Draft RFP for FPMT solution. ▪ Requirements with the assistance of the Business Analyst and WaTech review. ▪ Current state and future state modeling. ▪ Stakeholder and agency advisory team communications. ▪ Internal and agency business processes and policies updates. ▪ Data for migration into the FPMT system. <p>Assist:</p>

Role	Responsibilities
	<ul style="list-style-type: none"> ▪ The contracts officers with the development of contract materials. ▪ WaTech with developing a user acceptance testing plan. ▪ WaTech with user acceptance testing. ▪ The FPMT Vendor with system configuration with the Business Analyst. ▪ The FPMT Vendor with development of training plan and training documentation. ▪ The FPMT Vendor with the development of report and interface specifications. ▪ The FPMT Vendor with data migration. ▪ The Business Analyst with development of user stories and acceptance criteria. <p>Act:</p> <ul style="list-style-type: none"> ▪ As the subject matter expert for the line of business in all aspects of the project providing review and feedback on all deliverables before project sponsor approval. ▪ As the data expert for the current FIS data. ▪ As a liaison between the project team and the Facilities Oversight team. ▪ As a liaison between the project team and the Agency Advisory Team ▪ As your business area expert for post implementation support.
<p>Business Analyst: Sasha Doney</p>	<p>The Business Analyst is responsible to work with business area and subject matter experts to manage and facilitate the documentation and implementation of projects with the business area.</p> <p>Prepare:</p> <ul style="list-style-type: none"> ▪ The information technology investment plan with the assistance of the Subject Matter Expert and the Project Sponsor. ▪ User stories and acceptance criteria for testing with the assistance of the Subject Matter Expert. <p>Assist:</p> <ul style="list-style-type: none"> ▪ The Contracts Officers with the development of contract materials. ▪ The Project Manager with project team coordination and communication. ▪ WaTech with developing a user acceptance testing plan. ▪ WaTech with user acceptance testing.

Role	Responsibilities
	<ul style="list-style-type: none"> ▪ The FPMT Vendor with system configuration with the Subject Matter Expert. ▪ The FPMT Vendor with the development of report and interface specifications. ▪ The FPMT Vendor with development of training plan and training documentation. ▪ The Subject Matter Expert with updating of internal business processes. <p>Act:</p> <ul style="list-style-type: none"> ▪ As a liaison between the project team and WaTech and OCIO. <p>Ensure:</p> <ul style="list-style-type: none"> ▪ WaTech provides timely testing resource. ▪ WaTech provides a security design review.
<p>Contract Officers:</p> <ul style="list-style-type: none"> ▪ Bonnie Lindstrom ▪ Becci Riley 	<p>The Contract Officers will work with the Project Sponsors, Subject Matter Expert, and Business Analyst to develop, review and approve relevant contract documents to procure an FPMT contract, QA contract, and a project management contract.</p>
<p>FPMT System Tester: Tuan Tran; WaTech</p>	<p>Act as a dedicated resource to test the R&K technology solution.</p> <p>Prepare:</p> <ul style="list-style-type: none"> ▪ A user acceptance testing plan with the Subject Matter Expert and the Business Analyst with the support of R&K Solutions. <p>Conduct:</p> <ul style="list-style-type: none"> ▪ User acceptance testing of the system with the Subject Matter Expert and the Business Analyst.
<p>Security Design Review and Technical Support:</p> <ul style="list-style-type: none"> ▪ Chris Martin; Office of Cyber Security (OCS) ▪ Matt Stevens; OCS ▪ John Wright; WaTech ▪ WaTech Technical Support Staff 	<p>A consistent technology professional or team that will conduct the following:</p> <p>Prepare:</p> <ul style="list-style-type: none"> ▪ In collaboration with the FPMT Project Team, a plan for transitioning SaaS product Tier-1 support to WaTech. <p>Provide:</p> <ul style="list-style-type: none"> ▪ Expert technical services. ▪ Technical review of the RFP requirements. ▪ Timely support for infrastructure and other technology needs. <p>Conduct:</p> <ul style="list-style-type: none"> ▪ A security design review.

Role	Responsibilities
<p>Quality Assurance Contractor:</p> <ul style="list-style-type: none"> ▪ Melanie Roberts, Stellar Associates ▪ Julie Boyer, Stellar Associates 	<p>Act as a neutral, unbiased party to the project that participates in Executive Steering Committee meetings, provides project oversight, monitors project progress and assists the project manager in compliance with WaTech requirements. The QA consultants will review documentation as needed to provide advice, evaluate project risks, help develop solutions and mitigation strategies, and provide additional project management expertise.</p>
<p>Office of the Chief Information Officer (OCIO) Oversight Consultant: Kathy Pickens-Rucker</p>	<p>Provide project oversight by reviewing and approving the IT investment plan for the project, including signing off on project risk/severity assessment and participating in regular Executive Steering Committee meetings as appropriate.</p>
<p>Organizational Change Management Liaison: Cindy Cotter; WaTech</p>	<p>Provide organizational change management (OCM) consultation to the FPMT project as needed.</p>
<p>Agency Advisory Team: Multiple State Agencies</p>	<p>Comprised of a subset of state agency FPMT stakeholders, the Agency Advisory Team will advise the Project Sponsor and Subject Matter Expert on the system's implementation issues such as:</p> <ul style="list-style-type: none"> ▪ Updated business processes ▪ System usability ▪ Training resources
<p>Facilities Portfolio Management Tool Vendor: R&K Solutions Inc.</p>	<p>Provide the FPMT technology solution and vendor support in compliance with the terms of the negotiated contract.</p>
<p>R&K Project Manager: Bill Wingfield</p>	<ul style="list-style-type: none"> ▪ Coordinates and oversees R&K implementation of the FPMT solution. ▪ Works collaboratively with OFM project team to guide project delivery. ▪ Provides ongoing status updates and works in partnership with state Project Manager to manage project scope, schedule, budget, resources, risks, issues, changes. Ensure R&K supports OFM needs for stakeholder outreach and engagement.
<p>R&K Product Manager:</p>	<ul style="list-style-type: none"> ▪ Coordinates with State of Washington GoRPM Implementation Lead and Project Manager, GoRPM Product

Role	Responsibilities
Michael Nichols	Manager, Subject Matter Experts, and R&K Network Manager as necessary to resolve support issues. <ul style="list-style-type: none"> ▪ Works with Product QA and Product Team to prioritize product issues for resolution. ▪ Works with Help Desk Manager to produce FAQ's, forums, and Knowledge Base articles.
R&K Implementation Lead: Chris Barns	<ul style="list-style-type: none"> ▪ Leads requirements gathering and configures GoRPM to meet State of Washington branding, organizational hierarchy, data elements and relationships, preconfigured reports, roles and permissions. ▪ Provides tier two/three product support for the State of Washington implementation of GoRPM as assigned by Helpdesk Manager ▪ Coordinates with State of Washington GoRPM Implementation Lead and Project Manager, GoRPM Product Manager, Subject Matter Experts, and R&K Network Manager as necessary to resolve support issues. ▪ Works with State of Washington staff as appropriate to resolve issues ▪ Escalates product specific issues to product team QA for analysis and resolution.

Future State Roles & Responsibilities

As outlined in "Schedule B-2 Statement of Work To Contract Number K1971 For SaaS Services," the following roles will be supported for R&K and the State in the post-implementation future state:

Role	Responsibilities
System Administrator: State Resource	State system manager responsible for roles, account approval, account resets, lost password resets, and other general administrative functionality related to the specifics of the State implementation.
Subject Matter Expert: Laurie Wood	Contact to work with R&K in the event that an issue is deemed not to be a technical product deficiency but a functional question.

Role	Responsibilities
Technical Point of Contact: WaTech Help Desk	Contact for the State of Washington who can help diagnose technical and network issues associated with State infrastructure if they are deemed not to be R&K SaaS related issues. Provides Tier-1 Support for FPMT users.
R&K Product Manager	<ul style="list-style-type: none"> ▪ Coordinates with State of Washington GoRPM Implementation Lead and Project Manager, GoRPM Product Manager, Subject Matter Experts, and R&K Network Manager as necessary to resolve support issues. ▪ Works with Product QA and Product Team to prioritize product issues for resolution. ▪ Works with Help Desk Manager to produce FAQ's, forums, and Knowledge Base articles.
R&K Implementation Lead	<ul style="list-style-type: none"> ▪ Provides tier two/three product support for the State of Washington implementation of GoRPM as assigned by Helpdesk Manager ▪ Coordinates with State of Washington GoRPM Implementation Lead and Project Manager, GoRPM Product Manager, Subject Matter Experts, and R&K Network Manager as necessary to resolve support issues. ▪ Works with State of Washington staff as appropriate to resolve issues ▪ Escalates product specific issues to product team QA for analysis and resolution.
R&K Helpdesk Manager	<ul style="list-style-type: none"> ▪ Provides tier one/two product support for customer calls, e-mails, and web requests once the product has gone live. ▪ Coordinates with State of Washington GoRPM Implementation Lead and Account Manager, GoRPM Product Manager, Subject Matter Experts, Helpdesk technicians, and R&K Network Manager as necessary to resolve and manage support issues. ▪ Manages customer issues through the life of the support process. ▪ Accumulates customer feedback that may be incorporated into future product features, FAQ's, forums, and Knowledge Base articles.
R&K Network Manager	<ul style="list-style-type: none"> ▪ Provides tier one/two product support for customer calls, e-mails, and web requests once the product has gone live. ▪ Resolves or assigns staff to support technical issues (non-product related) raised by customer support issues.

Role	Responsibilities
	<ul style="list-style-type: none"> Communicates or ensures communication back to Helpdesk manager when technical issues are resolved.

Project Budget and Cost Estimates

Project Budget

OFM has \$408,000 in the 2015-17 Budget for the development and ongoing support of the Facilities Portfolio Management Tool.

Project Cost Estimate

Cost Item	Cost Estimate	Assumptions
Project Manager	\$128,000	Estimate for a part time, contracted project manager from 8/2016-6/2017.
Quality Assurance	\$30,000	Estimate for a part time, contracted QA resource from 8/2016-6/2017.
Business Analyst (BA)	N/A	Included in One Washington Program Costs.
Subject Matter Expert (SME)	N/A	Included in Facilities Oversight Program Costs.
WaTech Technical & Security Design Review	N/A	Included in existing IT support agreement.
WaTech Testing Resource	N/A	Included in existing IT support agreement.
Facilities Portfolio Management Tool including Vendor Support	\$200,000	R&K Solutions
Other Resources and Contingency	\$50,000	DES contract services and other items as needed.
Total Project Budget	\$408,000	

Ongoing Maintenance and Operations Costs

OFM estimates approximately \$200,000 a year in ongoing software as a service costs for FPMT maintenance and operations support and system upgrades as they become available.

Acceptance

We, the undersigned project members, have reviewed this document and approve its contents:

Name	Title	Approval Signature	Date Signed
Amy McMahan	OFM Facilities Oversight Program Manager		9/28/2016
Stacey Scott	OFM Program Director for One Washington and Interim/Acting Executive Sponsor	S.S. - Signed Copy on File	9/29/2016

Document Revision History

Version	Date	Description
1.1	08/31/2016	Initial draft for review
1.2	09/08/2016	Revised draft for review
1.3	09/14/2016	Final draft reflects Steering Committee review
2.0	09/26/2016	Final for approval.