

Information System Services

RCW 43.20A

The Information System Services Division of the Services and Enterprise Support Administration is the primary service provider for DSHS wide Information Technology (IT) services. The division is responsible for network and video infrastructure and support, telephone and voice services, document imaging services, production control, data security and disaster recovery, application development services for the DSHS executive administration; maintenance of the Social Service Payment System, Internet/Intranet services, enterprise architecture, formulating agency IT policy, maintaining an IT portfolio, facilitating application governance and the setting of agency IT standards; and coordinating oversight reporting to the Office of Financial Management Office of the Chief Information Officer.

Program Mission

To transform lives by helping those who serve succeed.

Program Level Summary

Employment Summary

	2012-13 Actual	2013-14 Estimated	2014-15 Estimated	2015-16 Proposed	2016-17 Proposed
FTE Staff Years	177.0	176.3	198.4	198.8	198.4