

FREQUENTLY ASKED QUESTIONS

What is the Roadmap?

The Roadmap is a program to look across agencies for ways to modernize and improve the state's administrative, or "back office", operations.

Which back office operations are included in the scope of the Roadmap?

The scope of the Roadmap includes the business processes that are common across all agencies, such as accounting, budget, procurement, performance measurement, human resource management, asset management, agreement management (contracts, grants and loans), revenue management and reporting.

Why do we need the Roadmap?

Many statewide and agency financial and administrative systems are aging and not adequate to meet core business needs. Agencies have had to build secondary systems to support missing functionality.

Also, the state now operates without the ability to view and manage at the enterprise level because key operational information is maintained in a variety of locations with different formats and inconsistent meanings.

The modernization of the state's civil service rules and new payroll/personnel system provide Washington state government with the foundation to extend these improvements to other back office management functions.

Who sponsors the Roadmap?

The Roadmap executive sponsors include the director of the Department of Information Services and the deputy director of the Office of Financial Management. The assistant director of the Office of Financial Management Accounting division is the Roadmap program director.

Who is on the Steering Committee?

The steering committee includes the executive sponsors from DIS and OFM, as well as representatives from the following agencies:

- Governor's Office—representing small agencies and performance management;

- Departments of Revenue, Social and Health Services, Transportation and Corrections—representing several lines of business;
- Liquor Control Board—representing an enterprise business;
- Washington State University—representing higher education institutions;
- Departments of General Administration and Personnel—representing major enterprise initiatives

How are agencies involved in the Roadmap?

An Agency Advisory Group of chief financial officers and chief information officers has met monthly since 2004. The original membership of 17 agencies expanded in late 2008 to bring total membership to 38 agencies.

The Agency Advisory Group provides business content expertise, agency priority, perspective and impact of Roadmap initiatives, participation in work groups, offers advice to executive sponsors and serves as advocates for the Roadmap within their agencies.

What are the goals of the Roadmap?

- Streamlining financial and administrative business processes to support more efficient delivery of services — including removal of outdated or unnecessary administrative policies and rules;
- Leveraging the state's investments in systems and data to reduce costs and achieve economies of scale; and
- Improving core management systems to align with performance management directions, provide valuable management information, and assure accountability and transparency.

What if the goals of the Roadmap conflict with the goals of my agency?

With the advice of agencies, the Roadmap will weigh the needs of the state as an enterprise over the needs of single agencies.

What are the expected benefits of the Roadmap Program?

- Provide direction and a comprehensive plan to guide financial and administrative systems decisions and investments
- Provide a mechanism to enable agencies to move together and reduce the cost, duplication and complexity of government operations
- Improve information understanding and sharing across state agencies and with citizens and other stakeholders
- Provide efficiencies in financial and administrative functions within agencies, freeing up more resources for other agency priorities
- Promote more transparent and responsive government to improve citizens' interaction with their government and provide a better understanding of how the state works for them