



Information Technology Services Roadmap

Office of Administrative Hearings

July 1, 2024 - June 30, 2026



Executive Summary

Objective: Give a high-level overview of OAH technology work efforts planned from July 1, 2024 to June 30, 2026. These work efforts will support and enhance the OAH Strategic Plan or comply with WaTech's policies and mandates. OAH has a team of twelve dedicated technologists delivering all project and operational support for the agency.

Strategic Goals and Timelines

Goal #1: Major version update to Case Management System

- How: Upgrade framework, refactor code base, dashboards, and user interface
- Timeframe: Complete June 30 2026
- Funding: Existing budget and resources

Goal #2: Implement data dashboards featuring Power BI

- How: Research, plan and implement Power BI
- Timeframe: Begin January 2024, Complete June 2026
- Funding: Existing budget and resources.

Goal #3: Cloud Migration

- How: Target all remaining active production applications for replacement, upgrade or decommission
- Timeframe: Begin July 2024 through June 2026
- Funding: Existing budget and resources

Goal #4: Border Services Rewrite Planning

- How:
 - Research replacement technology.
 - Formulate a work breakdown structure identifying dependencies and needed resources.
 - Identify referring agency impact and technical resources.
- Timeframe: Begin January 2025, Complete TBD
- Funding: Existing budget and resources

Goal #5: Tech Refresh Planning

- How: Research new workstation requirements. Procure OAH technology pilot hardware.
- Timeframe: July - September 2024
- Funding: Existing budget and resources

Goal #6: Adopt Changes to Washington State Security Standards

- How:
 - Review the new security standards set forth by WaTech.
 - Write/Edit OAH policies to conform to the new state security policies and standards.
 - Design and implement needed security controls to support the security program.
- Timeframe: On going based on OAH prioritization of work efforts and WaTech's readiness to describe the changes to the existing standards.
- Funding: Existing budget and resources.



Goal #7: Refine IPv6 Implementation plan

- How: Refine the OAH IPv6 transition plan based on new requirements from WaTech.
- Timeframe: On going based on OAH prioritization of work efforts. Target September 2024
- Funding: Existing budget and resources.

Goal #8: Audit Security Program

- How:
 - Implement security controls needed to comply with changes to OAH security program.
 - Contract with third party auditor.
- Timeframe: Complete December 2025
- Funding: Existing budget and resources

Strategic Activities Defined

Goal #1: Major version update to Case Management System

To prepare to move to the cloud OAH will have a major version upgrade for our Case Management System. This will include upgrading to .Net 8 or above, upgrade the entity framework to the newest version of entity framework core, refactor the code to avoid session values thus avoiding issues with having the application open in multiple tabs, refactor the user interface with Bootstrap, refactor the dashboard to be more performant, and move to Azure Active Directory Authentication.

Goal #2: Implement data dashboards featuring Power BI

OAH has a need to view a variety of information on an ad hoc basis based on requests from external agencies, legislature, budgeting, management, and various other research needs. By implementing Data Dashboards using Power BI staff will be able to gather necessary information without waiting for IT staff, integrated data security, and Microsoft Excel interoperation. Part of this move may include creating a data warehouse.

Goal #3: Continued Cloud Migration

OAH will research, plan and structure the transition of physical infrastructure located at the State Data Center into the Cloud. Additionally, all applications will need to be prepared for transition to the cloud. The completion of this work effort will allow OAH to scale resources appropriately and will better serve the agency for disaster recovery options in the future. Moving to the cloud will position OAH to adopt



new technologies quickly and securely in continued support of the agency's strategic objectives. All applications will be upgraded to reflect cloud native technology.

Goal #4: Border Service rewrite planning

Though compliant with all security standards the current architecture utilizes aging technology. A new version of border services will allow agencies to upgrade at their will so as not to conflict with existing projects and resources. The new version will allow for the same features and maintain data encryption requirements.

Goal #5: Tech Refresh Planning.

OAH is on a four-year lease cycle for network and workstation hardware. The first step to refreshing these technologies is to identify workstation requirements and procure workstations that will be piloted by OAH technology to identify compatibility issues and stability.

Goal #6: Adopt Changes to Washington State Security Standards

The Office of Cyber Security for Washington State has made the decision to adopt new security standards. These standards are based on cybersecurity framework from NIST (National Institute of Standards and Technology). Policy and controls will need to be developed by members of the OAH network, security, and application teams. These new policies and controls will bring OAH into compliance with the new standards and will apply to all OAH employees.

Goal #7: Refine and Plan IPv6 Implementation

OAH will be planning the transition of all IP addresses from IPv4 to IPv6 during the next two years. Industry migration to IPv6 is already underway and IPv4 will become unsupported. WaTech is modifying Policy 300 to reflect the following criteria.

1. All agencies must require that purchases of IT products and services that use the Internet Protocol (IP) are compatible with IPv6.
2. All agencies must report their status of migration to IPv6 as part of the annual certification process by September 30, 2024.
3. Agencies must share a migration plan reflecting IPv6 compatible equipment lifecycle management as part of the annual certification process by September 30, 2025.

Goal #8: Audit of OAH Security Program

Washington State Agencies are required to have an independent audit of their security programs every three years. This year will involve an audit of the revised OAH security program and controls that have been implemented to be compliant with the WaTech rewrite of state security standard 141.10. The audit will be completed in December of 2025.



Summary

OAH has transitioned to a predominant mobile workforce. Feedback is paramount to how we move forward in providing the mobile solutions needed for OAH to continue delivering services to the public and referring agencies. Adopting the OCIO/WaTech mandates for changes to our technology tools while vetting the compatibility with our current applications will allow a smoother transition as we bring modern software and hardware to OAH users in a structured and timely manner. Continued focus on transitioning to our cloud environment will allow network scaling and expanded DR capability.

This roadmap continues to support OAH's strategic objectives and comply with Washington governance policies.

Goal #1: Major version update to Case Management System

OAH's case management system is the crucial application supporting the core work. The major version update maintains the effectiveness and suitability of the application to support OAH business in maintaining performance excellence. This work will update the technology and ready the application for cloud transition.

Goal #2: Implement data dashboards featuring Power BI

Better data visibility will allow caseload managers to monitor and manage performance at a more granular level. This goal will support performance excellence and OAH's strategic objectives.

- 1) To review and improve quality control and timeliness performance measures
- 2) To achieve our performance commitments and standards.

Goal #3: Cloud Migration

This work effort requires that OAH rearchitect its infrastructure and applications. The work effort will allow for the scaling of needed technical support for the entire infrastructure as the agency needs change. Granular costing will be available that can be used fiscally to evaluate costs associated with server and application use. The ability to recover from a failure will be significantly enhanced and save days as physical hardware needs on premise will be greatly reduced. Geographically dispersed disaster recovery solutions will be an option at the conclusion of this work effort. This work effort supports the OAH strategic objective of supporting modern workplace strategies and will enhance the tools that allow access to performance data and the OAH strategic goal area of being Good Stewards.

Goal #4: Border Services Rewrite Planning

OAH Border Services will need to be upgraded. The current platform is approaching end-of-life and could move to end of support based on decisions made at Microsoft. OAH needs to offer the same service on a new supported platform so that referring agencies can have a supported option should the current platform move to end-of-life. This goal supports performance excellence by embracing and adapting to change and delivering excellent customer service.

Goal #5: Tech Refresh Planning



Identifying technology tools and planning the transition of the equipment to new and supported models will allow OAH users to have reliable, supportable hardware to conduct the business processes that deliver needed services of OAH to the public and stakeholders. This work effort supports modern workplace strategies and provides enhanced tools that allow access to performance data.

Goal #6: Adopt Changes to Washington State Security Standards

This work effort is needed to maintain compliance with changing mandates and policies from WaTech. WaTech is an agency that has governance authority for most state agencies within Washington State. WaTech has decided to make changes to the state security standards and have produced a series of policies and standards that will need to be implemented at agency levels across the state.

Goal #7: Refine and Plan IPv6 Implementation

This goal supports all OAH's strategic objectives by maintaining operational continuity and to comply with WaTech's mandate to convert from IPv4. This is needed to comply with WaTech Policy 300 – Statewide Migration to IPv6.

Goal #8: Audit of OAH Security Program

Compliance with changing security standards supports OAH's efforts to expand access and remove barriers, while appropriately protecting privacy and expanding security for OAH system data. Additionally, this work effort is needed to comply with WaTech's Audit and Accountability Policy Number: SEC-09

Definition of Terms

OAH – Office of Administrative Hearings. OAH offers the people of Washington a convenient, easy to navigate system to request and receive fair and impartial hearings on their appeals of government actions. OAH is the preferred neutral forum for Washingtonians to resolve their disputes with state and local government agencies.

WaTech – Washington Technology Solutions. Washington Technology Solutions (WaTech) is "the consolidated technology services agency" (RCW 43.105.006) for Washington state, providing enterprise IT services, support, strategy and security for public agencies and municipalities.

OCIO – Office of Chief Information Officer. The Office of the Chief Information Officer (OCIO) sets information technology (IT) policy and direction for the State of Washington. The State CIO is a member of the Governor's Executive Cabinet and advisor to the Governor on technology issues.

IPv6 – Internet Protocol Version 6. A network layer protocol that allows communication to take place over the network.

DR – Disaster Recovery. An organization's method of regaining access and functionality to its IT infrastructure and applications after events like a natural disaster, cyber-attack, or other business disruptions.



Cloud Native Technology - Cloud native is the software approach of building, deploying, and managing modern applications in cloud computing environments.

Power BI - Power BI is a data visualization and business intelligence service provided by Microsoft.

.Net 8 – The latest LTS version of one of the world's leading development platforms

Entity framework – Open source ORM framework for .NET applications

Azure Active Directory – Microsoft's cloud-based identity and access management service