



Washington State Gambling Commission

IT Modernization Projects Update

Protect the public by ensuring that gambling is legal and honest

OUTLINE

IT Modernization Projects Presentation

- Polaris - The “Why”
- Project Timeline Graph
- Requirement Gathering Phase
 - Approach
 - Dashboard - Process maps and Use Cases Status
- Timeline with Milestones
- Request for Information (RFI)
 - Vendor Comparison Responses
- Request for Procurement (RFP)
- Records Management System (RMS)
- Questions



IT Modernization Project - Polaris

“Why”

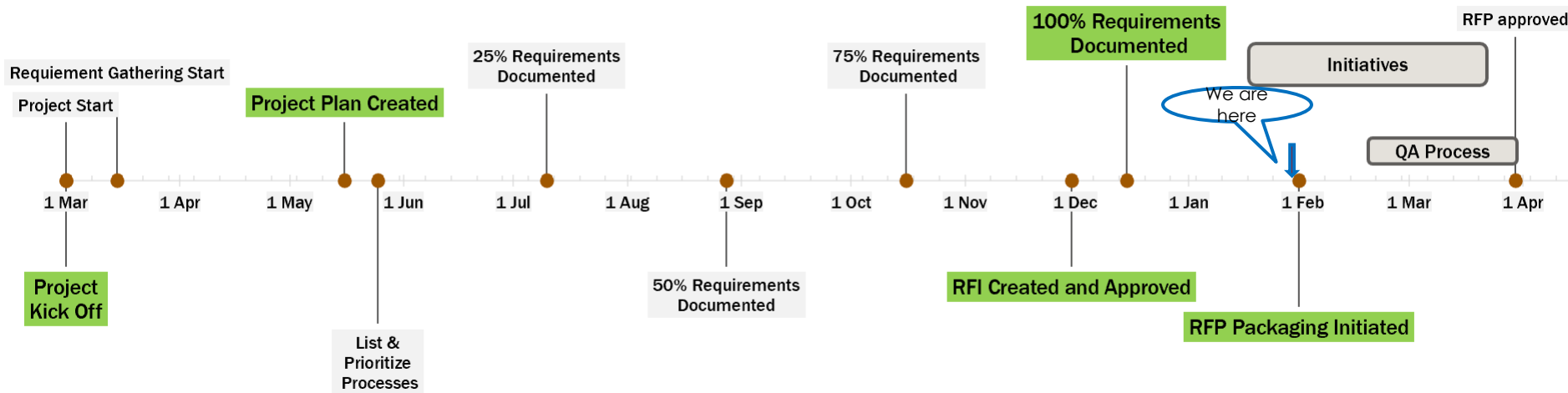
Current Systems

- **Dated Technology**
 - Existing WSGC information technology systems currently at or beyond their useful life,
 - Creating challenges concerning support, enhancements, operations, maintenance, and security
- **Lack of automation opportunities** due to legacy systems
 - Resulting in manual processes and overall process inefficiencies
- **Retiring IT Support staff**
 - Resulting in operational challenges going forward
- **Nonintegrated mission Critical systems**
 - Creating challenges for staff as they move between systems to perform day to day functions as 3 primary WSGC systems are largely independent of each other

Project Goal is to replace existing systems with modernized solution which will serve Agency well in coming years.



Project Timelines and Milestones



Early Modernization Journey



Approach

- Brainstorming and merging processes lead from around 600 plus processes to 125 processes.
- Members from across the Agency were brought together to embrace the process.
- Agency Senior Leadership established 78 mandatory processes
 - When finalized we settled on 90 processes.



Dashboard – Process maps and Use Cases Status

Overall Project Status			
Completed	In progress	Not started	Grand Total
100%	-	-	100%
90	-	-	90

Process Group	Variation	Approved	Grand Total
Application		31	31
	Merged	10	10
Communcation	Merged	2	2
Financial		5	5
Inspection		1	1
Inspection/Investigation		4	4
	Merged	5	5
Inspection/Investigation/Submission		1	1
Investigation		4	4
	Merged	1	1
Licensing		1	1
Refunds		1	1
Submission		7	7
	New Process	3	3
	Deviation	2	2
Investigations/Inspections		1	1
Time Tracking		1	1
	Complex Module	4	4
BFS		1	1
Case Management	Complex Module	5	5
Grand Total		90	90



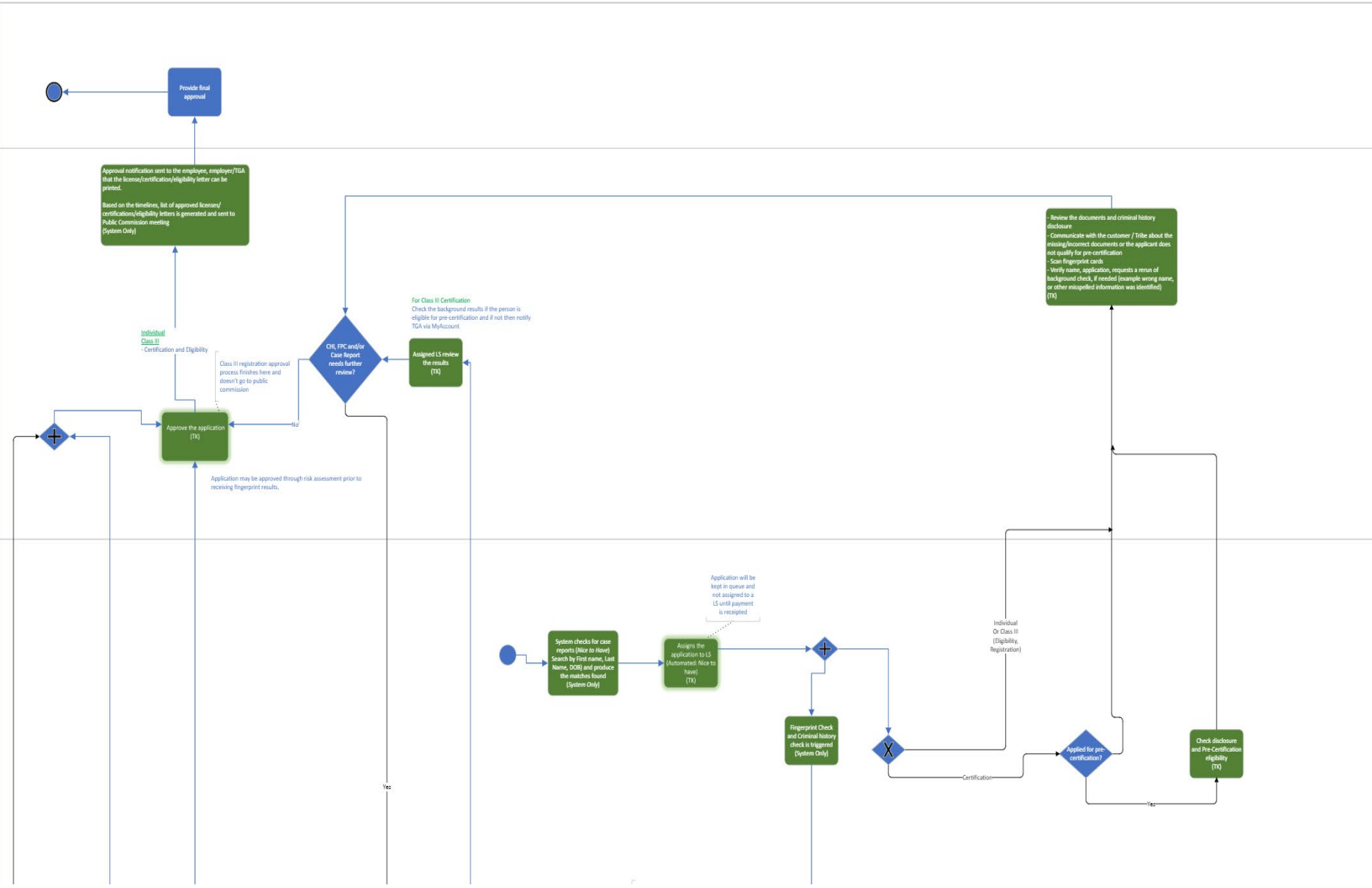
New License Application Individual & Class III



Public Commission Meeting

LS

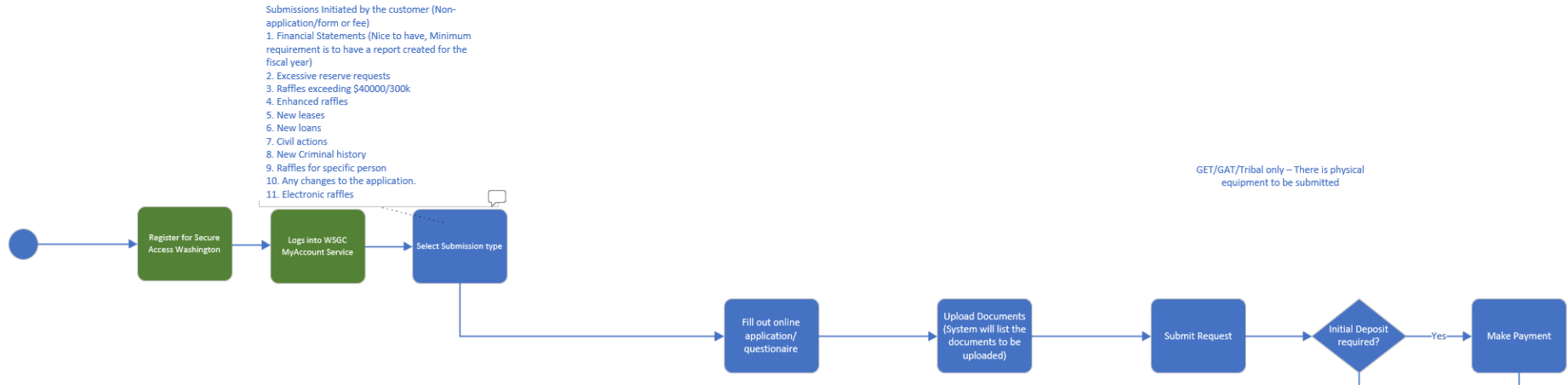
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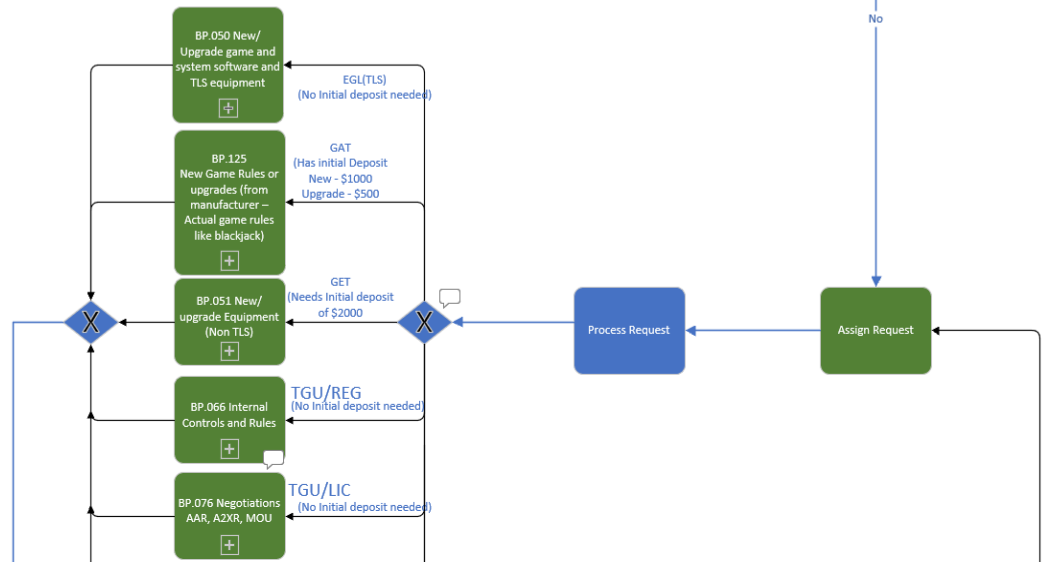
Submissions



Vendor



Submission



WSGC

Project Timelines and Milestones

Resource Engagement

- Initially, Subject Matter Experts (SME) were involved in brainstorming
 - Booking meetings on an as needed basis and availability to gather requirements tied to specific areas
- After reboot, Unit Leaders were brought in to be actively involved to greater embracement for modernizing Agency processes
- To move the processes along staff dedicated two full days every week



Meeting Agenda

Mode	Function	Process	Focus Area	Accountable	Responsible	Day	Time
Online	Integrations	Polaris RMS Interactions	Overall walkthrough and deep dive on interactions between Polaris and RMS	All		5-Feb	9:00 - 9:30 am
Online	TGU	Choose your Journey	Licensing area	Jennifer LaMont	Rose/Jessi/Julie	5-Feb	9:35 - 10:30 am
Online / Offline	Investigation/ Investigation	Status Transition Diagrams	Review of status diagram and work activities	Jennifer L (Licensing)/ Julie L (TGU)/ Jim N (Reg/ CEU)	Julie S (Licensing)/ Dan W (TGU)/ Dan Frey/ Tyna (Reg/ CEU)	5-Feb	11:00 - 12:00 pm



Request For Information (RFI)

- RFI was posted first week of December and was due January 15th.
- The RFI is a market scan to provide information on possible products that may assist in documenting our business processes.
- Seven members responded to the RFI.
- The information contained in the RFI included cost, length of implementation, and annual costs.



Request For Information (RFI)

Vendor Responses:

- The acquisition costs ranged from \$2.2 million to \$6 million.
- Implementation time ranged from 10 months to 48 months.
- Annual costs ranged from \$260,000 to \$440,000.



Vendor Comparison for RFI Response – Cost and Potential Timelines

Vendor	Computronix	Granicus	AST	Mastek	VisualVault	MERP	ImageSource
Hosting	Microsoft Cloud	AWS	Salesforce Cloud	Salesforce Cloud	Amazon Cloud	Microsoft Cloud	
Technology	Custom on Microsoft	Custom on Microsoft	Salesforce Cloud	Salesforce Cloud	Microsoft		Custom on Microsoft
Product Name	Computronix POSSE	Granicus Amanda			VisualVault	Microsoft Dynamics	
Implementation Costs	\$2.9M TO \$3.85M	\$2.1M	\$1.5M TO \$2.0M	\$4M to \$6M	\$2.5M	\$4.9M	\$0.6 M
Yearly Costs	\$272,000	\$331,000	\$307,442	\$438,000		\$264,000	\$1.2M
Timeline (Supplemental Questions)	14 to 20 months	18 months	7 to 12 months	18 to 30 months	12-18 months	12 months	6 months
Timeline (Cost Sheet)	30 months	31.7 months	10 months	TBD months	TBD months	47 months	6 months



Request For Procurement (RFP) and Quality Assurance (QA)

Next Steps:

- Not seeking a budget proviso.
- This decision was based on several factors:
 - Estimated time to use up the funds (June 2025)
 - Don't know the amount of funds that may be needed to complete the project after we exhaust our funds.
- Hire a Quality Assurance Reviewer to complete the Readiness Assessment that is required by the Office of Chief Information Officer (OCIO).



Request For Procurement (RFP) and Quality Assurance (QA)

Next Steps:

- This will allow us to issue the RFP.
- RFP will provide us with actual costs, annual costs, and timelines that vendors would be contractually obligated to meet.
- Then staff will work with the vendor regarding implementation.



Proposed Timeline:

- April/May:
 - Procurement process
- June/ July:
 - Apparent Successful Vendor
 - Agency readiness assessment with OCIO
- July/August:
 - Contract negotiation with the Vendor.
- Starting September:
 - Implementation (will be determined in the contract)
 - Discovery
 - Design
 - Development
 - Testing and Training
 - Data Migration and then GO Live!



Records Management System (RMS)

Next Steps:

- This project allows us to manage our records throughout the organization for the records-life cycle.
- RMS can be seen as the agency's records library.
- RMS will tie in to the Polaris system.
- Staff commitment to this project will be 3-5 hours per week.
- Staff will be uploading all active records into the RMS system.



Records Management System (RMS)

Timeline:

➤ March:

- ITD and the Vendor will work on configuring software, application authenticity, back-up strategy, and security functions.

➤ April:

- Data migration and integration with individual units.

➤ May:

- Training users on how to use, implement and maintain records.

➤ June: Go Live and be ready for Polaris integration.

- Staff will be uploading all active records into the RMS system.





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Questions
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Thank You!

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