CTS Billing Modernization Project

1. GENERAL INFORMATION:
   • Lead Agency Name: Washington Technology Solutions (WaTech)
   • Partner Agencies: L&I, DSHS, Thurston county, City of Lacey
   • Improvement Project Title: CTS Billing Modernization
   • Date Initiated: 10/14 (Ended 10/15)
   • Project Type: Agency Strategic Plan

2. PROJECT SUMMARY:
   • Using Technology Business Management (TBM) tool, CTS created electronic customer access to billing detail files, resulting in per month savings of:
     o 57 hours of billing coordination.
     o 6 hours submitting and handling Infra trouble tickets.
     o 20 hours of meetings between service owners, subject matter experts and billing specialists reviewing data for billing feed.
   • Leveraged TBM software system to automate 19 of 30 manual spreadsheet processes making detailed billing reports available through customer self-service.
   • Eliminated duplicate spreadsheets and manual tracking process.
   • Resolved multiple billing errors associated with manual spreadsheet.

3. PROJECT DETAILS:
   • Identify the Problem:
     Customers:
     o Had only manual access to billing files with potential for inaccurate detail.
     o Experienced numerous billing cut off and release dates resulting in confusion regarding duplicate billing.
     o Received billing language that did not match the state enacted budget.
     o Got little access to billing details; only receiving a dollar due amount.
     o Had no transparency into their agency’s IT-related expenditures.
     o Were unable to easily answer constituent questions or address public disclosure requests.
     o Sometimes received boxes of billing files.

4. PROBLEM STATEMENT:
   • CTS did not have an electronic Accounts Receivable and Accounts Payable system to accommodate the formation of WaTech. There was no customer self-service or electronic access to agency invoices.

5. IMPROVEMENT DESCRIPTION:
   • Customer electronic access to billing files and improved detail to IT expenses resulted in improved customer satisfaction. There is better transparency for agencies to see how they spend IT dollars.
   • Fewer mistakes are made as a result of the electronic process.
   • Billing files language now matches the state enacted budget language.
   • Public disclosure requests and constituent questions for IT-related expenditures can be more easily addressed.
6. **CUSTOMER INVOLVEMENT:**
   - Customers tested all new electronic downloadable billing detail files to ensure there is minimal need for trouble tickets or manual copies.

7. **PROJECT DETAILS:**

<table>
<thead>
<tr>
<th>Improved process as measured by:</th>
<th>Specific results achieved:</th>
<th>Total Impact:</th>
<th>Results Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td>• Avoiding costs inherent within manual systems</td>
<td>$500,000 saved annually</td>
<td>Final</td>
</tr>
</tbody>
</table>
| **Quality**                      | • More accurate detail without manual entry  
   • Elimination of duplication | • Automation of 19 out of 30 manual processes  
   • Fewer mistakes are made as a result of the electronic process  
   • Billing files language now matches the state enacted budget language | Final |
| **Time**                         | • 57 hours of billing coordination  
   • 6 hours submitting and handling Infra trouble tickets  
   • 20 hours of meetings between service owners, subject matter experts and billing specialists reviewing data for billing feed | • 83 staff hours saved per month, or  
   • 996 staff hours saved annually | Final |
| **Customer Satisfaction**        | • Customer self-service on electric platform – no more manual billing invoices  
   • No more confusion over multiple bills  
   • Resolution of billing errors from manual process | • Public disclosure requests and constituent questions for IT-related expenditures can be more easily addressed  
   • Customer tested and approved the new billing process | Final |
| **Employee Engagement**          | • Finance staff collaborated with multiple customers on this project | Employees report feeling valued and listened to as well as pleased their customers have and easier | Final |
8. CONTACT INFORMATION:
   Name: David Brummel

   Phone: 360-407-8816

   Email: david.brummel@watech.wa.gov
9. **OPTIONAL VISUALS #1:** The visual below shows how the ABS Invoice language now matches that of the state enacted budget. Customers can now see at-a-glance that their billed amount matches the amount in the enacted budget.

![Enacted Budget/ABS Invoice](image)

**OPTIONAL VISUALS #2:** Finance celebration for launch of new billing system