

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

<b>Improved process as measured by:</b>	<b>Specific results achieved:</b>	<b>Total Impact:</b>	<b>Results Status:</b>
<b>Cost</b>	<ul style="list-style-type: none"> <li>• Avoiding costs inherent within manual systems</li> </ul>	\$500,000 saved annually	<b>Final</b>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• More accurate detail without manual entry</li> <li>• Elimination of duplication</li> </ul>	<ul style="list-style-type: none"> <li>• Automation of 19 out of 30 manual processes</li> <li>• Fewer mistakes are made as a result of the electronic process</li> <li>• Billing files language now matches the state enacted budget language</li> </ul>	<b>Final</b>
<b>Time</b>	<ul style="list-style-type: none"> <li>• 57 hours of billing coordination</li> <li>• 6 hours submitting and handling Infra trouble tickets</li> <li>• 20 hours of meetings between service owners, subject matter experts and billing specialists reviewing data for billing feed</li> </ul>	<ul style="list-style-type: none"> <li>• 83 staff hours saved per month, or</li> <li>• 996 staff hours saved annually</li> </ul>	<b>Final</b>
<b>Customer Satisfaction</b>	<ul style="list-style-type: none"> <li>• Customer self-service on electric platform – no more manual billing invoices</li> <li>• No more confusion over multiple bills</li> <li>• Resolution of billing errors from manual process</li> </ul>	<ul style="list-style-type: none"> <li>• Public disclosure requests and constituent questions for IT-related expenditures can be more easily addressed</li> <li>• Customer tested and approved the new billing process</li> </ul>	<b>Final</b>
<b>Employee Engagement</b>	<ul style="list-style-type: none"> <li>• Finance staff collaborated with multiple customers on this project</li> </ul>	Employees report feeling valued and listened to as well as pleased their customers have and easier	<b>Final</b>

and quicker billing solution


**8. CONTACT INFORMATION:**

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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

**2015-17 As Passed Legislature  
Central Services  
Statewide Totals**

Central Service	2015-17 Budget Billing (Base)	Maint
92A - State Data Center	27,590	
92C - SOS Archives/Records Management	7,368	
92D - Audit Services	9,623	
92E - Attorney General Legal Services	201,625	
92F - OFM Office of Chief Info Officer	6,252	
92G - Administrative Hearings	37,313	
91 - Workers Comp	224,404	
9X - Self-Insurance Liability Premium	148,971	
<b>Item 92A-9X Totals</b>	<b>663,146</b>	
92J - CTS Security Gateway	5,964	
92J - Enterprise Security Infrastructure	13,407	
92J - Secure File Transfer (CTS)	676	
92J - State Network	33,734	
<b>Item 92J Total (CTS)</b>	<b>53,781</b>	
92K - Access Inside Washington	1,645	
92K - Campus Rent	18,466	
92K - Campus Utilities	14,982	
92K - Campus Employee Parking	1,394	
92K - Capital Project Surcharge	8,431	
92K - Fin Cost Rec	7,924	
92K - Production Support	8,341	
92K - Pub and Hist	8,763	
92K - Real Estate	2,005	
92K - Risk Management	4,833	
92K - Small Agency Financial Svcs	4,293	
92K - Enterprise System Rates	62,789	
92K - GIS	327	
92K - Personnel Services Rates	7,892	
92K - Perry Street Daycare	531	
<b>Item 92K Total (DES)</b>	<b>152,615</b>	
92L - Core Financial Replacement	0	
<b>Item 92L Total (OFM)</b>	<b>0</b>	
92T - TLA Debt Service	0	
92T - TLA Project	0	
<b>Item 92T Total</b>	<b>0</b>	
<b>Central Services Totals</b>	<b>869,542</b>	

Washington State  
Consolidated Technology Services (WaTech)  
Consolidated Technology Allocations

**Bill to:** INFO SRVCS  
LABOR & INDUSTRIES  
  
PO BOX 44836  
TUMWATER WA 98501-4836

**For billing and payment questions:** WaTech Service Desk  
phone: (360) 753-2454  
email: [servicedesk@watech.wa.gov](mailto:servicedesk@watech.wa.gov)

**Invoice No.**  
90218

This is a re-print. The original copy of this invoice has been viewed.

**Invoice Date:** 08-26-2015    **Due Date:** 08-31-2015  
**For Period of:** 07-01-2015    **To:** 07-31-2015  
**Customer/Account Number:** 235 - 902  
**Reference Number:**  
**PO Number:**

**Remit to:** Consolidated Technology Allocations  
CTS Finance  
PO Box 41504  
Olympia WA 98504-1504

**Payment Information:** Agency: 163    Federal Tax Id: 45-2250231

Fund	Statewide Vendor #	Amount
458	0098113-05	\$171,460.85

Please Indicate Invoice/Credit Memo Numbers on Payment Document or Return Top Portion With Payment

Item Code	Item Description	Unit	Total
1	Security Gateway Allocation	ALLOC	\$10,036.50
2	Enterprise Security Infrastructure Allocation - Other	ALLOC	\$27,527.21
3	Enterprise Security Infrastructure Allocation - Disaster Recovery	ALLOC	\$6,742.88
4	Secure File Transfer Allocation	ALLOC	\$1,120.00
5	State Data Network Allocation	ALLOC	\$52,201.63
6	State Data Center Allocation *	ALLOC	\$72,032.63

**Total: \$171,460.85**

**Comments:**  
The source of the above monthly allocation billing is from the 2015-2017 Budget for Central Services. ( \* If applicable, please see 2015-17 budget step 92A for fund sources to use for the State Data Center. Do not use federal funds. Pay using subject EL. Use non-IT project type.)

Statements are on-line at <https://fortress.wa.gov/ga/apps/watechar/>. Hard copy statements are available upon request

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

