

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:

Improved process as measured by:	Specific results achieved:	Total Impact:	Results Status:
Cost	<ul style="list-style-type: none"> • Avoiding costs inherent within manual systems 	\$500,000 saved annually	Final
Quality	<ul style="list-style-type: none"> • More accurate detail without manual entry • Elimination of duplication 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 83 staff hours saved per month, or • 996 staff hours saved annually 	Final
Customer Satisfaction	<ul style="list-style-type: none"> • Customer self-service on electric platform – no more manual billing invoices • No more confusion over multiple bills • Resolution of billing errors from manual process 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

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	
Item 92A-9X Totals	663,146	
92J - CTS Security Gateway	5,964	
92J - Enterprise Security Infrastructure	13,407	
92J - Secure File Transfer (CTS)	676	
92J - State Network	33,734	
Item 92J Total (CTS)	53,781	
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	
Item 92K Total (DES)	152,615	
92L - Core Financial Replacement	0	
Item 92L Total (OFM)	0	
92T - TLA Debt Service	0	
92T - TLA Project	0	
Item 92T Total	0	
Central Services Totals	869,542	

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

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

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

