

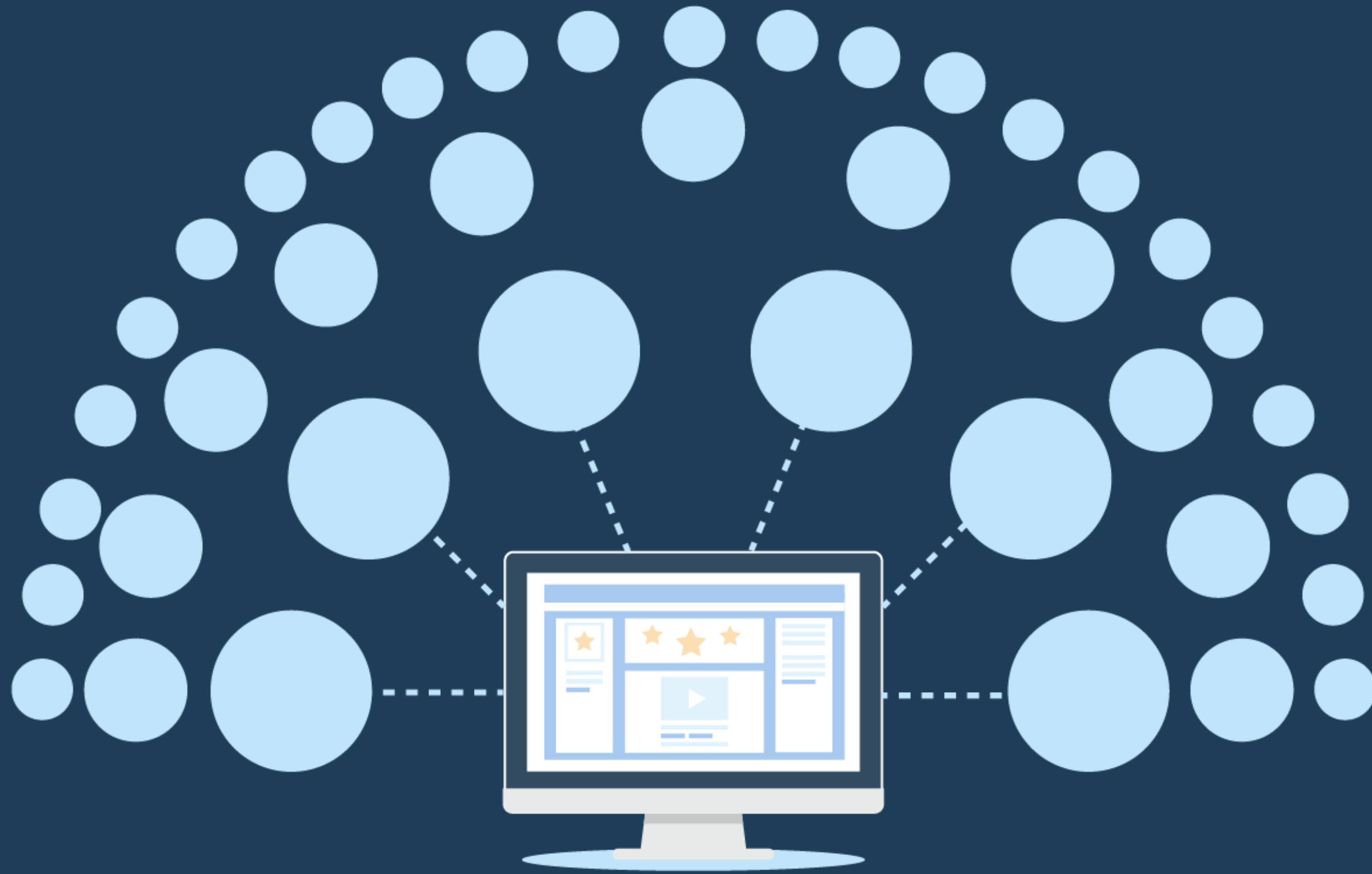
WASHINGTON STATE
DEPARTMENT OF REVENUE



Lessons learned from modernization

Presented by Heidi Geathers

The Integration



Foundations for Success

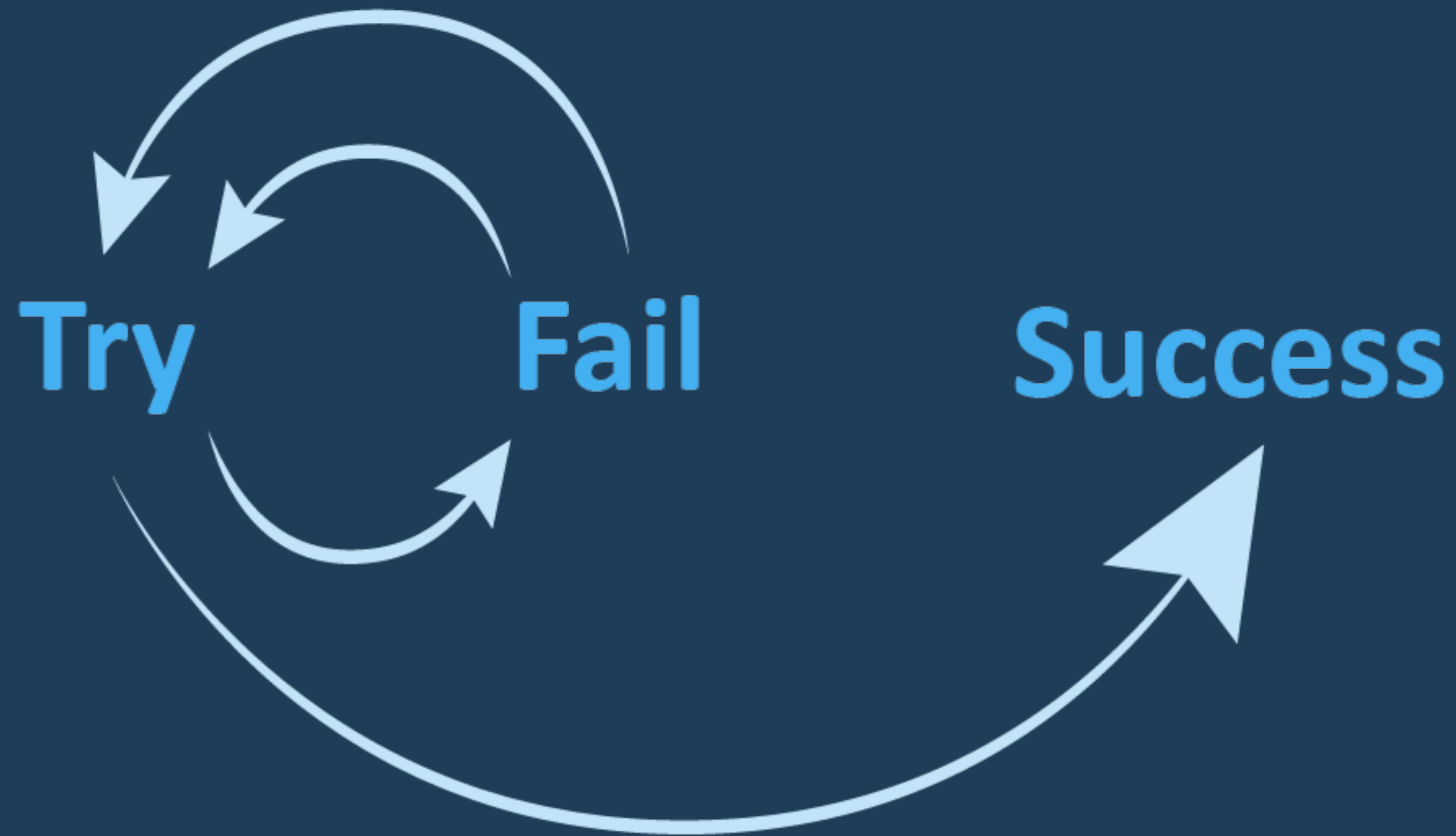
Project Leadership

Governance Decision Making

Strategic Prioritization of Resources

Change Management

Lessons Learned



Testing

Training

Communication