

# WASHINGTON STATE BAR ASSOCIATION

Information Technology Department  
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## Network Operations:

- HELPDESK SUPPORT
  - Computer support, login problems, phone issues
- SOFTWARE - PURCHASING & MANAGEMENT
  - Responsible for purchasing, licensing and accounting of ALL software used at WSBA
- EQUIPMENT - ACQUISITION & SUPPORT
  - Responsible for budgeting and inventory of ALL technical equipment
- TECHNICAL SERVICES – AVAILABILITY & SECURITY
  - WSBA Network
  - WSBA Websites
  - Internet Services
  - Telephone Services

## Application Development:

Full application development cycle:

- CULTIVATE IDEAS/CONCEPTS
  - Court rules require new program or changes in existing program
  - Identify a business delivery improvement
  - Add new features to existing applications.
- PLAN
  - IT works with department's subject matter experts to understand requirements
  - Concept presented through budget process to identify costs, resources and priority
  - Obtain approval of Executive Team
- DELIVER
  - New application, system or process
  - Enhancements to existing applications
  - Collaborative development/delivery process with department

Support of the Following Applications:

- Personify, which includes: MyWSBA, Lawyer Directory, CLE Store
- Mandatory Continued Learning Education
- On-Line Admissions
- Grievance System (GILDA)
- Advisory Opinions
- Licensing