



Maintain CRM with System Administrator

Protect the Legislature's investment in ArtsWA's CRM system by funding routine technical support.

OPERATING BUDGET REQUEST

\$ 140,361

For FY27

Protecting the Legislature's Investment in Core Technology

Thanks to legislative support, ArtsWA is implementing a modern Salesforce CRM system to improve grant tracking, partnership management, and communication. This system is a foundational tool for public service delivery across programs. **ArtsWA currently has no in-house IT capacity or expertise to manage the system.** Without a dedicated administrator, this state-funded asset risks underperformance, data issues, and service disruptions, especially during the critical early implementation phase, when oversight, configuration, and troubleshooting are essential.

Maintaining Functionality of a Critical Technology Investment

This request is not for program expansion, but for routine maintenance of a critical public investment. To ensure the Legislature's investment delivers its full value, ArtsWA requests funding for a 1.0 FTE System Administrator. This role will oversee system operations, provide user support, ensure data accuracy, and scale the Salesforce CRM to meet growing agency needs. A dedicated staff person will also help maximize inter-program efficiencies, security compliance, and consistent constituent engagement.



What does this fund?

This request supports one full-time System Administrator (1.0 FTE) to maintain and optimize ArtsWA's state-funded Salesforce CRM system. Responsibilities include:

- » Technical configuration, maintenance, and upgrades
- » Staff training, documentation, and support
- » Data reporting and integration with agency tools
- » System security, user access, and long-term scaling

This routine investment ensures the legislature's Salesforce CRM funding continues to benefit communities statewide and improve agency efficiency.

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