

WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY STEERING COMMITTEE

January 7, 2025



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Agenda:

- WIT Replacement Project Update
 - Budget / Governor's Mandate- WIT Impacts
 - Brand & Media Project Role
 - Quality Assurance
 - Next Steps
-
- I&T Steering Committee Items

Meeting objectives:

- Shared understanding on the WIT Replacement project deliverables
- Full engagement from participants on decisions and advice requested



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WIT Replacement Project Status

As of 12/31/2024



 Budget

 Risk

 Schedule

 Scope

 OCM

Accomplishments:

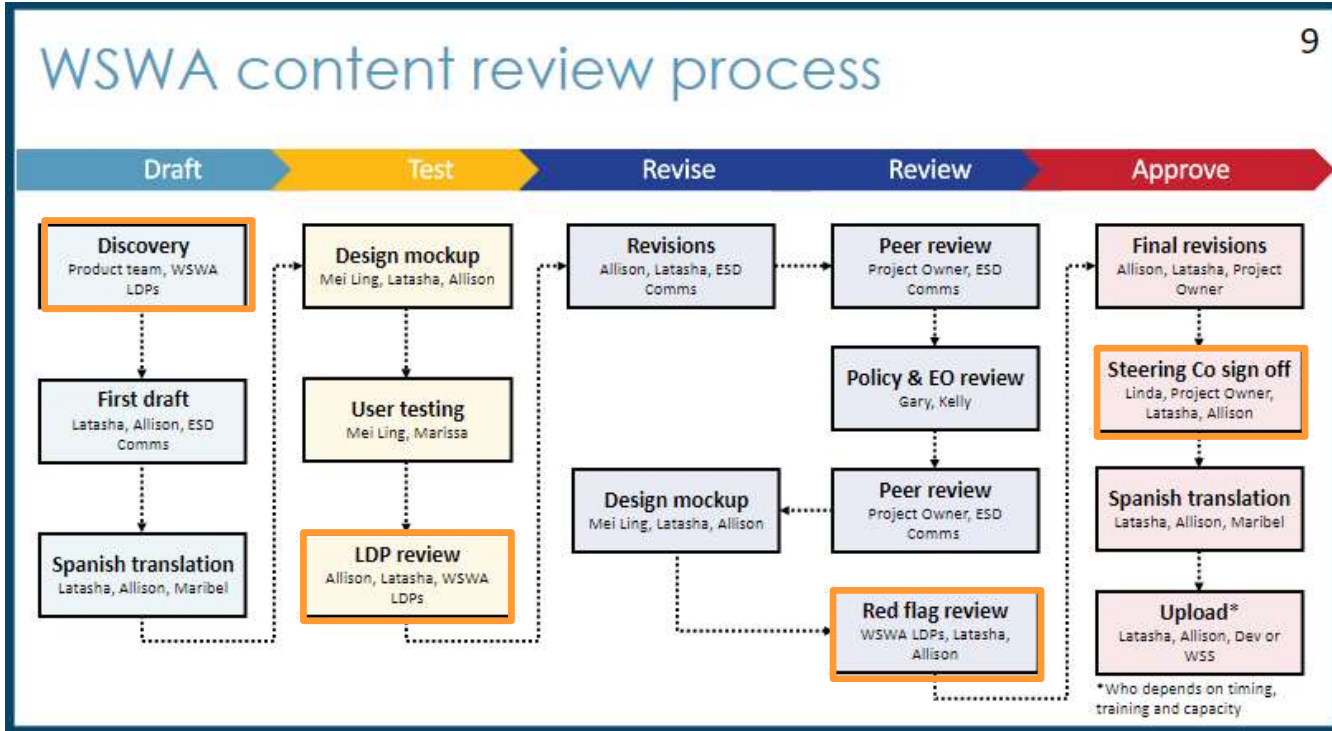
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- ✓ Development: Sprints 18 & 19 completed (11/20-12/31/24)—WA Works team (Core Product) continued work on Milestone 2/ Eligibility & Enrollment and the role-based access controls, Wegner Peyser and WIOA-Adult); new WorkSource WA team continues with the home page progress.
- ✓ Presented the data migration simulation featuring demographic & self-registration data points to both I&T Advisory and Steering Committees.
- ✓ Data migration team's Sprint 36 began ETL work on desktide intake and contact record management, continue Salesforce data loads and conduct research on eligibility, enrollment and service migration challenges.
- ✓ Conducted detailed contingency planning to anticipate potential barriers that could affect the project's November launch.
- ✓ Onboarded System Admin Senior and several Launchpad resources.
- ✓ Selected Security vendor; the Change Agent contract is out for signature.
- ✓ Move Issue back to a risk for the Vendor resources. One issue remains. (moved back to a risk)
- ✓ Hosted 12/6 Town Hall featuring Lead Development Partner Q&A's. "Best Town Hall yet!"
- ✓ Completed CY25 WSWA plan for user study series.



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Communications Launch Activities



These activities involve LDP, Advisory Committee, or Steering Committee engagement



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End of Year Reviews



WorkSource Staff

Published WorkSource Staff training plan to WPC website, showcased as infographic at WWA conference.

Enterprise Support

"I think the Enterprise Training Plan is phenomenal. I read the entire plan, and you have two thumbs up from me."
Cami Feek, ESD Commissioner

5 of 6 Buckets of work completed or started in 2024.

- Assessment **Done**
- Strategy & Approach **Done**
- Training Plan **Done**
- Resourcing and Details **Done**
- Curriculum Design **In Progress**

4 of 5 Buckets of work completed or started in 2024.

- Done **Done**
- Audience Personas **Done**
- Training Plan **In Progress**
- Curriculum Design **In Progress**

Training Delivery- Fall of 2025

Informed Trainees given a voice in the process at every step- building trust.

80% Of responses used for driving decisions from staff doing data entry.

Targeted Training for those who support users and the technology long term.

"The plan is exceptional, and I fully approve it as is."
Ish Maidadi, Workforce Services Director

Training Advisory Team –
Continues to set best project practices!



End of Year Review- Advisory Committee

What's working well?

- The teamwork, camaraderie, and trust between all team members, within workgroups
- The deep technical expertise. Prioritization around items that need additional work or support
- The governance structure, organization; good sponsorship
- The project workflow, continued progress, timelines, risk reviews; well organized, makes things easier.
- Important information, project updates are succinct and timely.
- Team members high engagement and commitment, ask good questions; Positive attitude- maintaining energy despite project duration.
- Focus on training and its importance.
- Communications, Collaboration & High level of transparency.
- Month-over-month topics for decision making shared at each meeting.
- Meetings are always 100% productive.



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End of Year Review- Advisory Committee

What could be even better?

- Getting to the point there are more regular communications.
- Identify desired Agenda topics that are non-WIT related, continue high level updates at Advisory. Be clear when Advisory Committee action is needed on topics.
- Are we communicating appropriately when we don't hear enough voices?
 - Smaller bite size communications- keep to only three key points.
 - More to ensure we are meeting the needs of people who are not at the table.
- Advisory Committee engagement- usually hear from 3-4 people mostly.
- With WIT wrapping up in 2025, may need to focus on some projects that were put onto back burner.
- Advisory Committee structure may benefit on thoughtful simplification.
- Project to send out bits of the Sprint Reviews more broadly.



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Town Halls- 2025 | Friday 11-Noon

2025 Town Hall	LWDB Steering Host	ESD Host
February 21, 2025	??	Ish
April 4, 2025	Katie	Lisa
June, 27	Bill	Cami
July 25	??	Lisa
August 22	??	Cami
September 19	??	Ish
October 17	<i>Mark & Amy?</i>	Cami, Ish & Lisa

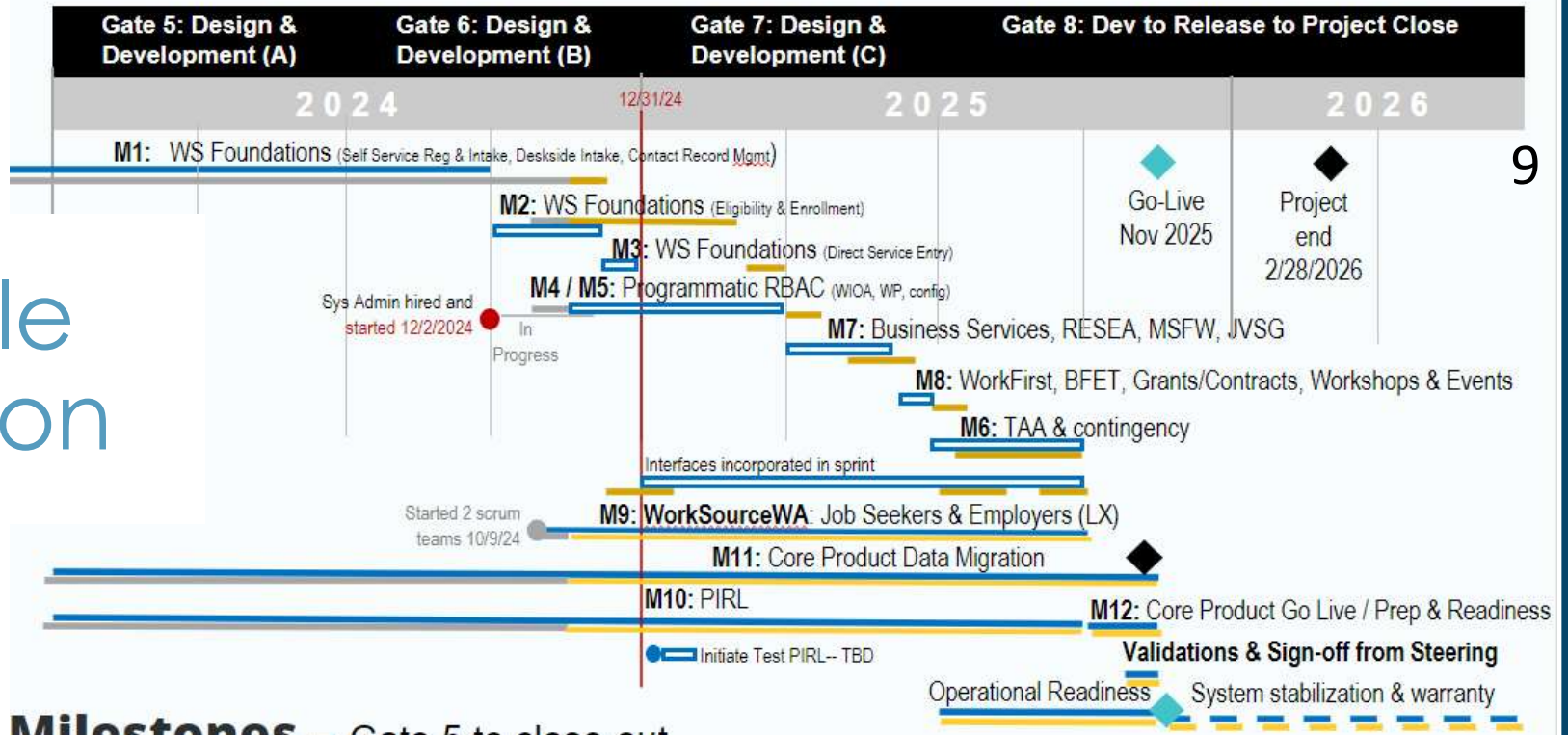
Advisory Committee feedback:

- FAQs would be super helpful... directing more people to the WPC... figure out how to keep it fresh and interesting!
- More engagement from the field. Encourage people to provide feedback, issues and concerns.
- More updates like December Town Hall with now/then distinctions
- More faces speaking



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Schedule Validation



Milestones - Gate 5 to close-out
 (May 2024 projections, actuals and adjusted (+) forecast, next update December 2024)

At 2/4 Steering Committee meeting the Project will engage Steering Committee to talk about the specific launch date and related system closures- consideration materials to be sent in advance of meeting`

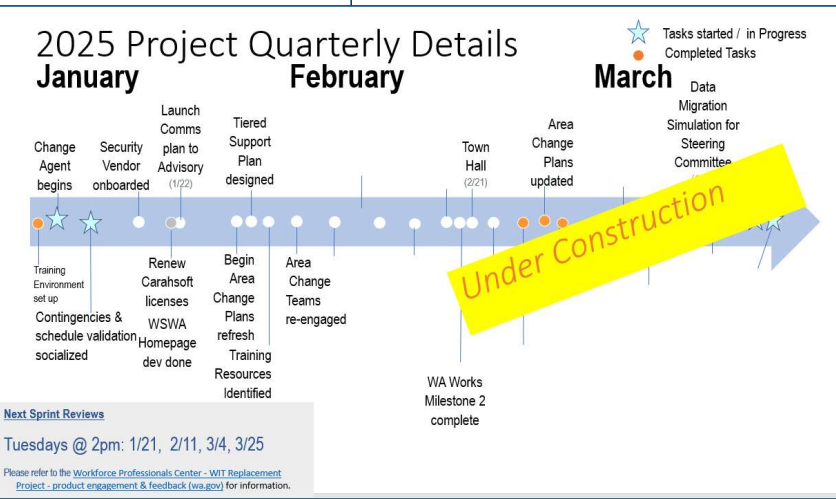
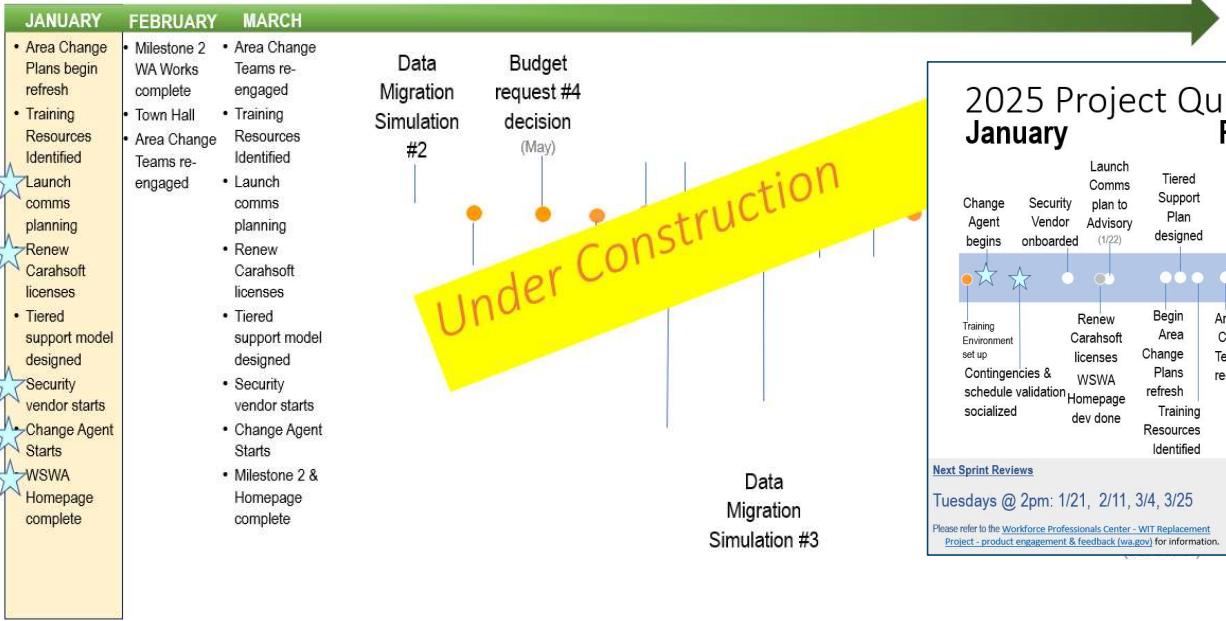


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2025 Project activities- *will be updated for 1/7/2025 meeting*

2025 – get ready, get set, GO!

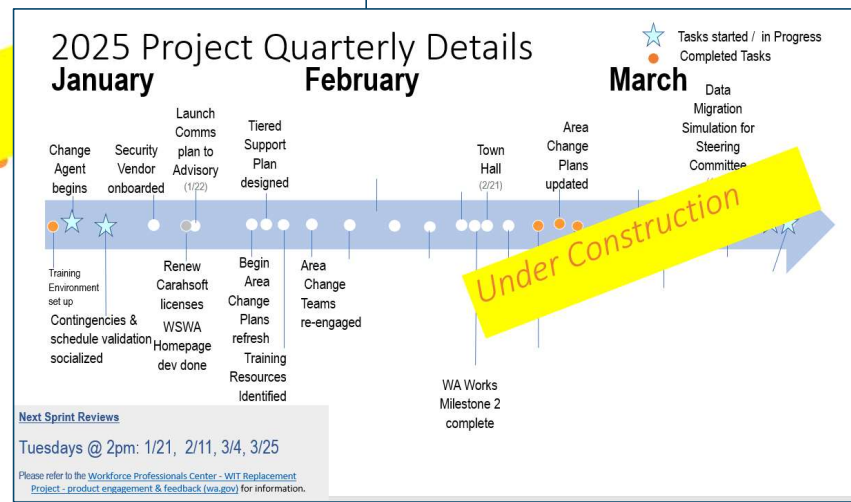
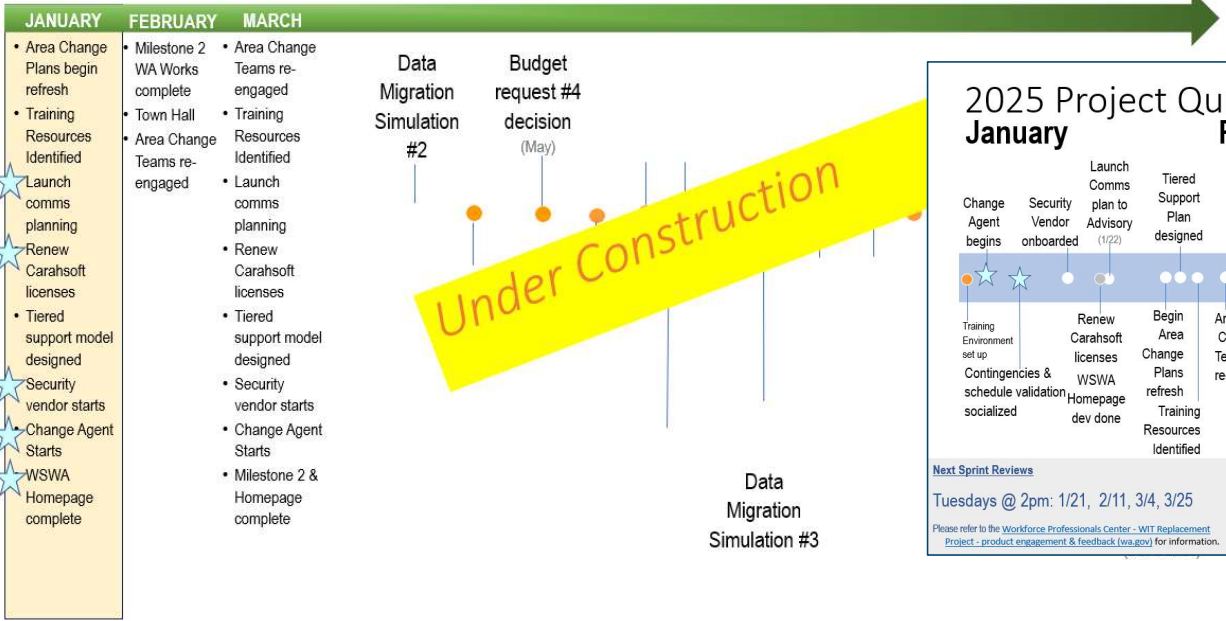
★ Tasks started / in Progress
● Completed Tasks



2025 Project activities- *will be updated for 1/7/2025 meeting*

2025 – get ready, get set, GO!

★ Tasks started / in Progress
● Completed Tasks



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Project Budget – November 2024

	Monthly Budget Summary			
Section	November 2024 Budget	November 2024 Expenditures	November 2024 Variance	Monthly Variance %
134-116 CPP WIT Gate 6- State	\$623,742	\$719,967	(\$96,308)	-15.43%

Annual Projection <i>(includes future gate and no holdback)</i>			
FY25 Budget	FYTD Expenditure as of November 2024	Projected ¹ Expenditures June 30, 2025	Projected ² Variance June 30, 2025
\$12,414,561	\$2,999,647	\$11,451,535	\$963,026

NOTES:

- All is on track from a budget perspective
- In process of closing Gate 6 and providing adjusted budget for Gate 7 to WaTech
- DPs for FY26 Project Completion and M&O are with Legislature / Governor for review & action

(as of 12/24/2024)



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BUDGET / GOVERNOR'S MANDATE

Cami Feek



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BRAND & MEDIA GROUP (BAM) “ROLE” PERTAINING TO WIT PROJECT

Amy Martinez



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Clarification of Responsibilities:

BAM's function	Out of Scope for BAM for WIT Project
Enforce the established brand standards pertaining to the <u>CURRENT</u> WorkSource in WA	The <u>design</u> of the new WorkSourceWA (recognizing there are hired professionals as part of this project to come up with the best usability and design of the new WorkSource WA)
Once new site is launched, the BAM will be given the design guidelines and will continue to fulfill their functional role to enforce the standards	Note: The project team, either via LDPs, Project Communications, or Product Manager can keep the BAM <u>informed</u> of how the site design is progressing, preferably through sprint reviews

How BAM should engage with the WIT Project:

- Provide feedback on the product via the Sprint Review process (live or recorded) using the established feedback processes, there is no separate or distinguished process for this group
- Invite the WIT Project Manager (Linda) periodically for general project updates via the BAM meeting facilitator

Steering Committee discussion: clarification or changes needed?

Next Steps-- Leadership to clarify the expectations with BAM (who?)



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QUALITY ASSURANCE



Gasper Gulotta



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Dashboard



Category	Trending	October 2024 Assessment	November 2024 Assessment	December 2024 Assessment
Overall Project Health Rating	↓	2.7	2.6	2.4
1.0 Scope	=	2	2	2
2.0 Schedule	=	3	3	3
3.0 Budget	=	2	2	2
4.0 Quality and Business Outcomes	↓	3	3	2
5.0 Team	↑	2	2	3
6.0 Communications and Stakeholders	=	3	2	2
7.0 Governance	↓	3	3	2
8.0 Risk, Issues, and Decisions	=	3	3	3
9.0 Procurement / Vendor Management	=	3	3	3
10.0 Training and Business Readiness	↓	3	3	2

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Priority	Current reporting period	Opened to Date	Currently Open
High Priority	1 opened; 0 closed	13	1
Other	4 opened; 1 closed	34	5
Total	5 opened; 0 closed	47	6

Legend	Low Risk	Medium Risk	High Risk
Color:	Green	Yellow	Red
Rating:	1 – 3	4 – 6	7 - 10
Definition:	Industry best practices	Action warranted to reduce risk	Immediate action warranted to avoid adverse impact



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High Priority Recommendations

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There are no high priority recommendations.



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Executive Sponsor & WaTech insights

Next Meeting:
Tuesday
February 4, 2024

* Requires Leadership action

Project Next Steps:

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- January Sprint Review on Tuesday 1/21. Development teams are expecting to complete the new WSWA homepage, and Core Product is focused on the source documentation feature for enrollments, and prep work for PIRL generation.
- * Initiate the Training Resource request for launch operational readiness (Super Users, LMS Administrators, EO officers, schedule/logistics coordinators, and AB testers). *1
- Onboard Change Agent resource, and Security consultant.
- Submit 6th amendment for Gated Funding Technology Budget.
- * Distribute Communications packet to promote more field awareness of the project and WA Works logo reveal (pending Steering approval). *2
- Socialize the validated schedule & 2025 Launch readiness activities.
- * Circulate the Communications Launch plan for comment, Steering approval requested in February. *3
- Prepare for User Study- next one in February.
- Contingency planning and Data Migration work continues addressing prioritized work.



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Reminder before we transition:

I&T Steering Agenda :

**LWDB Voting Member
Change**

**Data Sharing Work Group
update**

Off-Base Transition Training

**Advisory Committee
Update**

Portfolio Update

Round Table

What is needed from Leadership?

1. Support timely decision making on the training resource request in each area.
2. Look for email for Steering action on the proposed WA Works logo, and pre-view the Launch Communications Plan.
3. Consider how to leverage existing communication methods to amplify Communicator efforts (next Communications Packet at end of month)
4. Review Launch Date Steering Committee consideration in February Steering packet.

(Then WIT Project-specific people are excused)



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LWDB VOTING MEMBER CHANGE

Mark Mattke

At WWA Board meeting they voted to have Cynthia Garcia take Lisa Romine's voting member position on the WIT Steering committee.



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DATA SHARING WORK GROUP UPDATE

Emily Kok



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ESD-Local Board Data Sharing Discussions

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- Local areas shared their interests and experiences in seeking data to help serve customers
- ESD provided an overview of some of the regulations governing data sharing



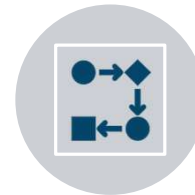
STATE LAW



FEDERAL LAW



POLICY



PROCESS



**DSA
ELEMENTS**

WORKSource

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Please email me with your input on continuing these discussions and topic ideas:
Emily.kok@esd.wa.gov

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[& contracts](#)

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Workforce Services

One-stop system

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[Leading change](#)

[WDA data-sharing requests](#)

[WIT Replacement Project](#)

WorkSourceWA.com and workforce-sy

The Information Technology Services Division (ITSD) staff design, maintain and board [WorkSourceWA.com](#) employment website and case management system. ITSD carries out this important work in partnership with the state Workforce Development and other workforce partners in Washington.

Please use the links on the left to navigate to system information.

- Private contractors/researchers hired by U.S. Department of Labor to evaluate federal Office of Management and Budget approved unemployment-insurance or Workforce Innovation and Opportunity Act programs.

How to request confidential information

- Complete and submit the [online request form](#).
- We will send you an email notification as soon as we receive your request. The email will contain the information you entered into the form.
- We will then review your request to determine if we may legally release the information.
- If denied, within 30 business days, we will send you an email letting you know.

If you have any questions about this tracker or the status of your data sharing request, please contact DataSharingSupport@ESD.WA.GOV for assistance.

Contracts are legally binding and spell out the conditions for using data and the penalties and costs [20 CFR 603; RCW 50.13; TEGL 39-11] for disclosing it, whether intentional or unintentional. Recipients of confidential information will be responsible for reimbursing all costs arising from violations of the term and conditions, including but not limited to investigation, prosecution and costs incurred by the department for resolving customer complaints resulting from the violation.

[Current Tracker for Data-Sharing Requests](#) (to ETO)

Unemployment Insurance Flat File (UIFF) Data Sharing Agreement (DSA)

4. FREQUENCY OF DATA TRANSFER AND SECURITY

~~Monthly data transfer.~~

Confidential data must be provided to WSW on a secured MFT (Managed File Transfer) server.

2. **Exhibit A – Statement(s) of Work 2: Section 4 – Frequency of Data Transfer and Security** shall now read as:

Weekly data transfer.

Confidential data must be provided to WSW on a secured MFT (Managed File Transfer) server.



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OFF-BASE TRANSITION TRAINING

Sam Mitchell



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ADVISORY COMMITTEE UPDATE

Ismaila Maidadi



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ESD WORKFORCE SERVICES PORTFOLIO

Eric Le & Michael Luchini



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Current Projects

- WIT Replacement
- WorkSource Site Slowness
- JAS/JFS Workforce Modernization
 - P-Card Sub-Project
- RAS Phone as Last Resort

ESD Workforce
Services Portfolio



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ROUND TABLE

Ismaila Maidadi & Mark Mattke



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THANKS!



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