

WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY STEERING COMMITTEE

February 4, 2025



WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711

Agenda:

- WIT Replacement Project Update
 - Launch Communication Plan
 - Launch impact on WS
 - Protecting Data Integrity resource time
 - LDP teams
 - 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



A proud partner of the AmericanJobCenter network

WIT Replacement Project Status

As of 1/31/2025



-  Budget
-  Risk
-  Schedule
-  Scope
-  OCM

Accomplishments:

- ✓ Drafty draft of the January status report is attached to the meeting packet. This section will be updated and presented at the 2/4/2025 meeting
- ✓ **AND the Project still needs volunteers for July - October**

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



A proud partner of the AmericanJobCenter network

Decision Made in January – thank you!

The logo for WAWORKS, featuring the word "WAWORKS" in a bold, blue, sans-serif font. A yellow swoosh underline is positioned under the "WA" portion of the text.The logo for WORKSource, with "WORK" in a bold, blue, sans-serif font and "Source" in a blue, italicized, sans-serif font. A yellow lightning bolt icon is placed between the two words.The logo for WAWORKS, featuring the word "WAWORKS" in a bold, blue, sans-serif font. A yellow swoosh underline is positioned under the "WA" portion of the text.A composite logo showing "WORKSource" in a blue, italicized, sans-serif font with a yellow lightning bolt icon, positioned above a horizontal line. Below the line is the "WAWORKS" logo in a bold, blue, sans-serif font with a yellow swoosh underline.The logo for WORKSource, with "WORK" in a bold, blue, sans-serif font and "Source" in a blue, italicized, sans-serif font. A yellow lightning bolt icon is placed between the two words.

A proud partner of the AmericanJobCenter network

2025 – Ready. Set. Go!

○ Tasks started / In progress

● Completed Tasks

Blue font is Op. Readiness activities

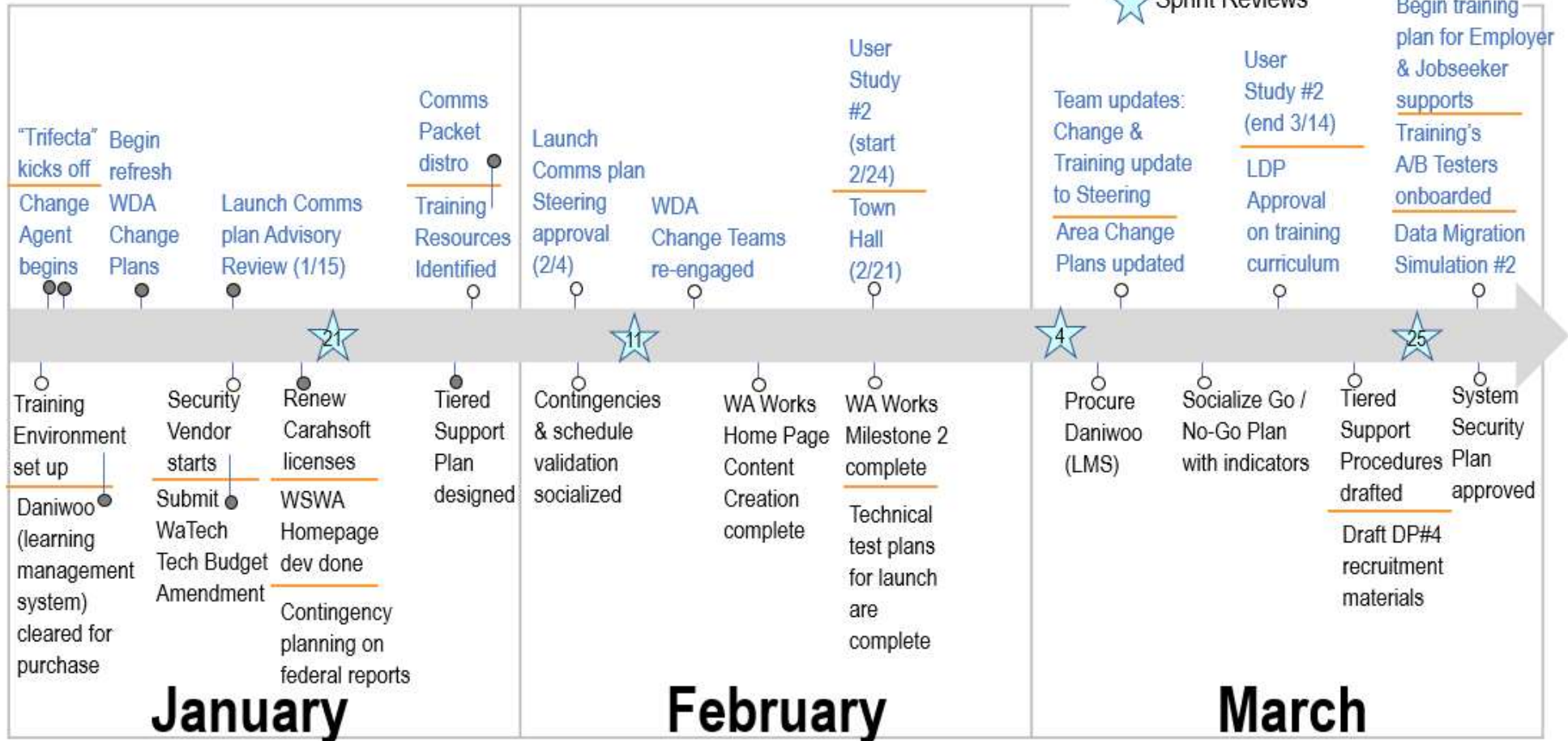
JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<ul style="list-style-type: none"> ● Area Change Plans begin refresh ● Change Agent resource starts ○ Training Resources Identified ● Launch comms planning ● Renew Carahsoft licenses ● Tiered support model designed ○ Security vendor starts ○ WSWA Homepage complete 	<ul style="list-style-type: none"> ● Town Hall-21st ● Change Teams re-engaged ● Launch comms plan activated ● User Study #2 ● Training content design begins ● Milestone 2 WA Works complete ● Technical test plans for launch are complete ● Document Tiered support model 	<ul style="list-style-type: none"> ● Area Change Plans updated ● Outreach plan complete ● Steering approves Go / No-go indicators ● Training's A/B Testers onboarded ● Procure Daniwoo Learning Management System (LMS) ● System Security plan drafted ● Tiered Support materials drafted 	<ul style="list-style-type: none"> ● Town Hall-4th ● Identification of Change Risks ● Training content design begins ● Data Migration Simulation #2 ● Install Daniwoo LMS ● Training environment set up and used ● Document system access ● Planning for legacy system shutdown ● Go Live incident response plan reviews begin 	<ul style="list-style-type: none"> ● 6-month Launch kick-off for operational readiness ● User Study #2 ● Budget request #4 decision ● Training's Super Users onboarded ● Legislative decision on the M&O funding ● System support process reviews begin ● 7/1/25 Salesforce & Launchpad licensing amendment(s) 	<ul style="list-style-type: none"> ● Town Hall-27th ● Start soft awareness campaign to job seekers and employers ● Training's LMS Admins onboarded ● Begin monthly Go / No-Go reporting ● Go live incident response review begin ● Ofc of Cybersecurity approval 	<ul style="list-style-type: none"> ● Town Hall- 25th ● WIIFM change training ready ● Crisis Comms Plan reviews begin ● End-user readiness survey ● Training's EO officers engaged ● Secure post-launch Tier 4-system support contracts with Salesforce & Launchpad 	<ul style="list-style-type: none"> ● Town Hall- 22nd ● User Study #3 ● Data Migration Simulation #3 ● Demonstrate "top line" of PIRL report ● Training's schedule & logistics team activated ● LMS Admins get busy ● Schedule Trainees ● Contingency & roll-back plan complete ● Sign-off on key interfaces are ready! 	<ul style="list-style-type: none"> ● Training Begins!! ● Town Hall-19th ● Resistance Management Plan done ● Chat stabilization assessment tools done ● Activate LWDB comms to their customers ● Employer webinars begin ● Superusers get busy ● Near completion review (preemptive signoff) for code quality report 	<ul style="list-style-type: none"> ● Town Hall 17th ● Job seeker webinars begin ● All training resources highly engaged and busy ● Begin weekly Go / No-Go status reporting ● Technical team Sign-offs: <ul style="list-style-type: none"> ● All testing ● Network segmentation ● Monitoring tools ● Stakeholder team(s) sign of status of Fed. reports 	<ul style="list-style-type: none"> ● Steering Committee decision on Go / No-Go ● System Release!! 	<ul style="list-style-type: none"> ● Begin Project Closure (due 2/28/26) ● Initiate Lessons Learned ● Training resources shift back to routine operations ● Training feedback loops begin (30, 60, 90) ● Triage and notifications on system health ● System stabilization underway ● Begin vendor contract close activities

Last update 1/21/2025

2025 Project Quarterly Details

Last update 1/21/2025

- Tasks started / In progress
- Completed Tasks
- ★ Blue font is Op. Readiness activities
- ★ Sprint Reviews



Project Budget – December 2024

	Monthly Budget Summary						
Section	December 2024 Budget	December 2024 Expenditures	December 2024 Variance	Monthly Variance %	Gate 6 Budget	FYTD Expenditure as of December 2024	Projected Ending % Variance
134-116 CPP WIT Gate 6- State	\$938,894	\$531,752	\$401,142	43.36%	\$4,292,518	\$3,531,399	17.73%

NOTES:

- This month we are ONLY showing Gate 6 and Year to Date totals
- Monthly budget and expenditures are artificially higher due to fiscal adjustments made that month.
- Gate 6 closed – some underspend.
- Awaiting WA Tech approval for next budget and gate (submitted 1/21/2025 to WaTech Consultants Pool email inbox)
- Awaiting Leg / Governor's approval on DP's submitted for project finalization and M&O

(as of 1/19/2025)



A proud partner of the AmericanJobCenter network

PROJECT LAUNCH COMMUNICATIONS PLAN

Latasha Hudson



A proud partner of the AmericanJobCenter network

Communications Advisory Team

Susan Adams
North Central

Michelle Smith
South Central

Jessie Cardwell
Benton-Franklin

Claire Brittain
SeaKing

Anne Buchan
WSD

Victoria Pruet
WSD

Liane Johnson
PPP/OCM

Anne Goranson
WSD/WIT

**Linda
Kleingartner**
WIT

Latasha Hudson
WIT

Allison Mountjoy
WIT

WORK  **Source**

A proud partner of the AmericanJobCenter network

Launch communications plan

Table of Contents

Overview.....	1
Style	2
Audience	3
Communication channels	5
READY: Pre-launch preparation	7
SET: Training and people readiness.....	10
GO: Launch and stabilization	15
Measuring success.....	18
Future campaign recommendation	20



A proud partner of the AmericanJobCenter network

Launch plan objectives



Inform and
prepare



Build trust and
confidence



Generate excitement
and engagement

WORKSource

A proud partner of the AmericanJobCenter network

I&T Steering guiding principles

Customer centricity

Communications are timely, relatable and highlight how we are addressing the needs of WorkSource professionals and the customers they serve.

Integrity

We set realistic expectations and build trust with transparent updates on project progress, challenges and successes.

Accountability

We take ownership in providing clear, accurate information and adjust based on feedback and data.

Openness

We provide clear pathways to give feedback and close the feedback loop by sharing how it has informed decisions.

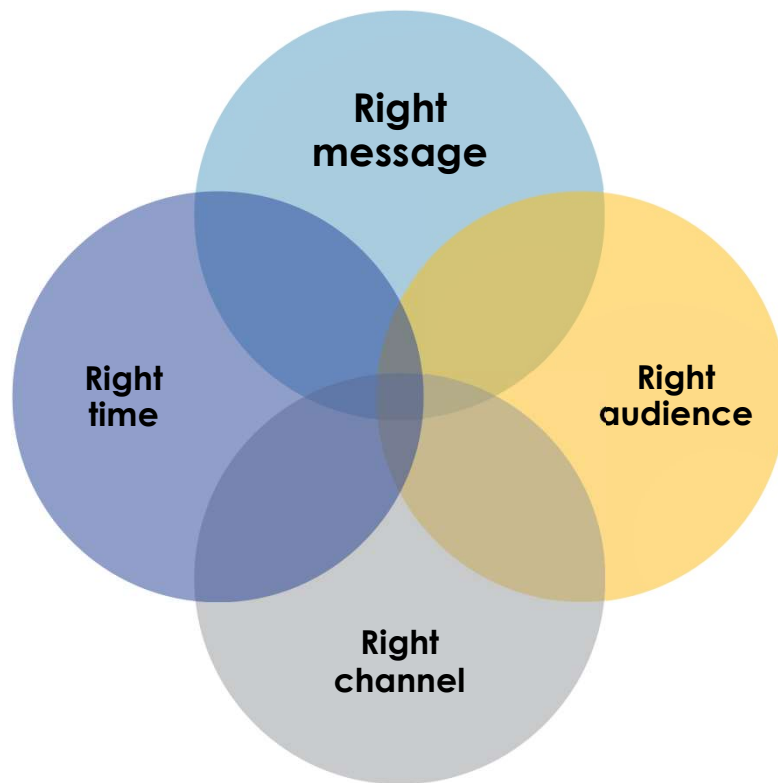
Commitment

We are committed to delivering consistent messaging with the right information, at the right time to the right audience.



A proud partner of the AmericanJobCenter network

Communication approach



Our voice

Straightforward - direct and straight to the point

Enthusiastic – encouraging, reassuring and energetic

Friendly – clear, relatable, approachable and positive

Confident – assertive and self-assured without over-promising

WORKSource

A proud partner of the AmericanJobCenter network

Ready. Set. Go.



Ready

Build awareness, trust and excitement **before training**



Set

Enable, equip and prepare **from training to launch**



Go

Reinforce information **from launch through stabilization**

WORK  **Source**

A proud partner of the American **Job** Center network

Measuring success



Go/No-go indicators

Status of communication
activities



Communication effectiveness

Feedback and data

WORKSource

A proud partner of the AmericanJobCenter network

Does Steering Committee support the Advisory's recommendation to adopt the Project Launch Communications Plan? (seeking a vote for decision on 2/4/2025)

What's next for Comms?

February

- Activate the Launch Communications Plan if approved to proceed
- Feb. 21 Town Hall
- Content! Content! Content!



A proud partner of the AmericanJobCenter network

LAUNCH IMPACT ON WORKSOURCE

Linda Kleingartner



A proud partner of the AmericanJobCenter network

Launch impacts on WorkSource Ops

NOV 2025

WorkSource operations impact
Launch Period No operations scheduled
other days for consideration

SUN	MON	TUE	WED	THU	FRI	SAT
					Oct 31	01
					Steering final review of Go / No-Go	
02	03	04	05	06	07	08
				System Freeze at midnight	Start-Day 1	Day 2
09	10	Holiday 11	12	13	14	15
Day 3	Day 4	Day 5-End	WA Works ready 12:01am			
16	17	18	19	20	21	22

Operations considerations:

- ETO system data will be available for reference.
- ETO system will be locked down for any ability to add / delete information.
- WorkSource Professionals cannot work in the WA Works until the launch is complete.

1- What does Steering Committee need to do to review and come to a decision (for a published release timeframe)?

2- Is there a deadline for making this decision?



A proud partner of the AmericanJobCenter network

NEW LEAD DEVELOPMENT PARTNER TEAMS *(GOING FROM 2 TO 7)*

Michael Luchini



A proud partner of the AmericanJobCenter network

Lead Development Partners – Current State (2 teams)

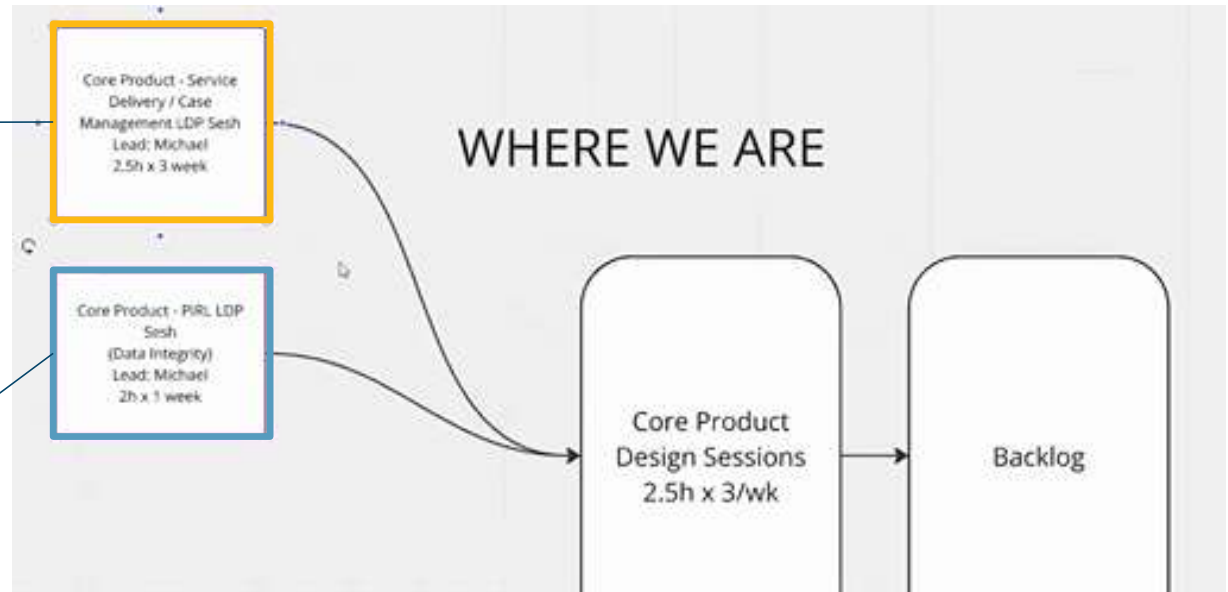
20

Service Delivery

- Aaron Parrott
- Amy Gimlin
- Bryan Pannell
- Michelle Griffith
- Tim Robison

WorkSource WA

- Cameron Cassidy
- Valerie Edwards
- Darcy Hoffman
- Rick Perez
- Jensie Rosenow
- Mei Taylor
- Michelle Wilson



WORKSource

A proud partner of the AmericanJobCenter network

Core Product LDPs-

future state

(6 groups, addition of 5)

WSWA LDPs

(no changes)

- WorkSource WA**
- Cameron Cassidy
 - Valerie Edwards
 - Darcy Hoffman
 - Rick Perez
 - Jensie Rosenow
 - Mei Taylor
 - Michelle Wilson

- Federal Reports / PIRL**
- Carri Callaghan
 - Sam Havens
 - Haley Hildebrandt
 - Elise McKnight
 - Ryan Scott

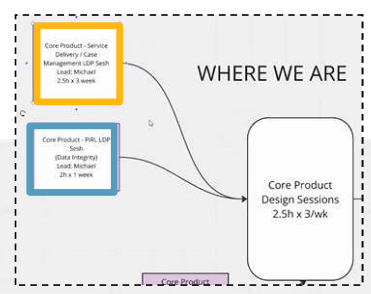
- Monitoring, Policy, Data Privacy, EO**
- Erin Blades
 - Greg Ferland
 - Emily Kok
 - Kelly Moore
 - Byron Mukai
- optional: Joy Adams, Gary Kamimura

- Grants Mgmt / Finance**
- Byron Mukai
 - Kimberly Green
 - Aundrea Nunez
 - Cassandra Kiosef
 - Kim Anensen
 - Ross Gearlach

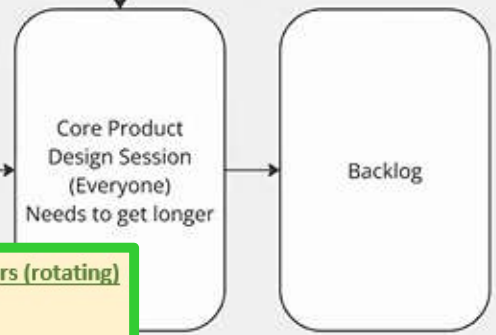
Business Services

Request underway
See next slide

- Service Delivery**
- Aaron Parrott
 - Amy Gimlin
 - Bryan Pannell
 - Michelle Griffith
 - Tim Robison



WHERE WE ARE GOING



- Program Operators (rotating)**
- Sandy Crews
 - Shellie Dunning
 - Polly Criscuola
 - Adeline Kerns
 - John Krouse
 - James LauRae
 - Sam Mitchell
 - Anne Goranson

Resource Request– Core Product Business Services LDPs

22

Objective:

Outline the new system (upon launch) requirements pertaining to the **business services** WorkSource

Need a total of 5-6 people 3 from LWDB and 2-3 from ESD

Participant Requirements:

- Team members who work directly with Employers / Businesses
- Exposure with Launchpad business services module
- Familiar with business services and engagement from WorkSource Programs
- Able to dive into details
- Continuous improvement mindset
- Technology minded

Time Commitment:

1x week, 1.5 hours, will be in the afternoon

Deliverables:

- Requirements of the WorkSource Business solution architecture for WA Works
- Participation in the Sprint Review and cross-collaboration meetings with other LDPs (Core Product, WSWA)

Out of scope:

System functionality on “how”

Core Product **service delivery** design / requirements

Next Steps:

- Resource point of contacts to confirm the names Lead Development Partners (by 1/31/25), which then goes to Steering Committee for approval on 2/4 meeting.
- Convene the Lead Development Partners to meet with Michael starting Feb 2025



A proud partner of the AmericanJobCenter network

(ADVICE) DATA INTEGRITY TEAM RESOURCING / FREEZE TIME

Ismaila Maidadi



A proud partner of the AmericanJobCenter network

QUALITY ASSURANCE

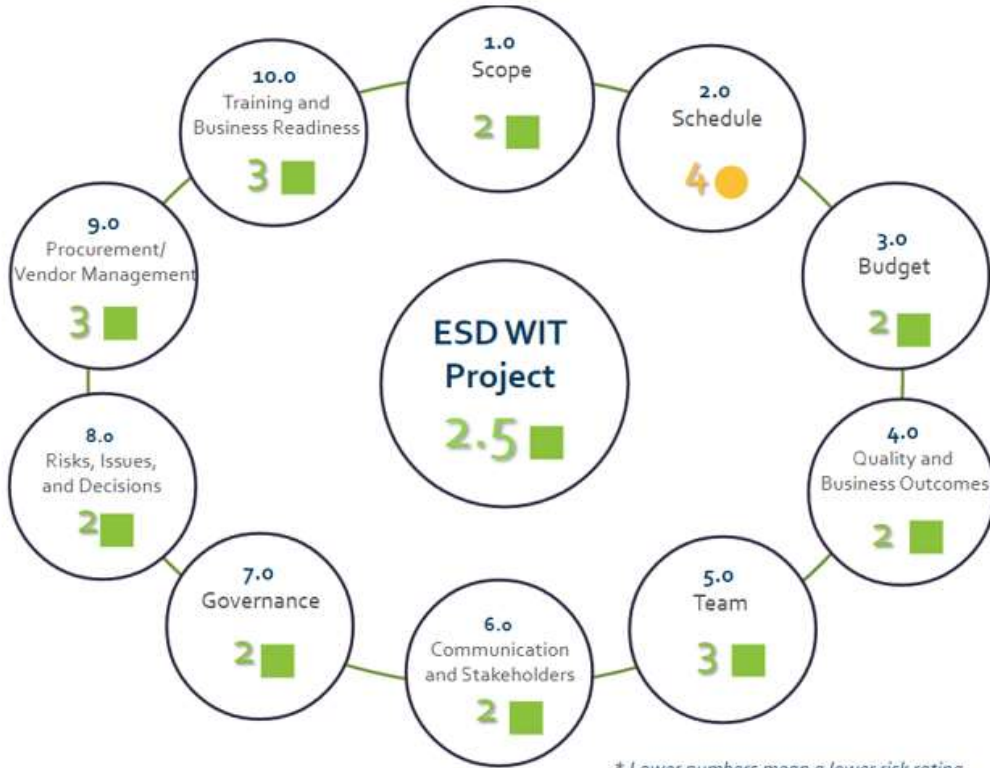


Gasper Gulotta



A proud partner of the AmericanJobCenter network

Dashboard



* Lower numbers mean a lower risk rating

Category	Trending	November 2024 Assessment	December 2024 Assessment	January 2025 Assessment
Overall Project Health Rating	↑	2.6	2.4	2.5
1.0 Scope	=	2	2	2
2.0 Schedule	↑	3	3	4
3.0 Budget	=	2	2	2
4.0 Quality and Business Outcomes	=	3	2	2
5.0 Team	=	2	3	3
6.0 Communications and Stakeholders	=	2	2	2
7.0 Governance	=	3	2	2
8.0 Risk, Issues, and Decisions	↓	3	3	2
9.0 Procurement / Vendor Management	=	3	3	3
10.0 Training and Business Readiness	↑	3	2	3

Priority	Current reporting period	Opened to Date	Currently Open
High Priority	0 opened; 0 closed	12	0
Other	2 opened; 4 closed	37	4
Total	2 opened; 4 closed	49	4

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



A proud partner of the American Job Center network

High Priority Recommendations

26

There are no high priority recommendations.



A proud partner of the AmericanJobCenter network

Project Next Steps:

Executive Sponsor & WaTech insights

Next Meeting: Tuesday March 4, 2024

- ❑ Drafty draft of the January status report is attached to the meeting packet. This section will be updated and presented at the 2/4/2025 meeting
- ❑ **AND the Project still needs volunteers for July - October**

2025 Town Hall	LWDB Steering Host	ESD Host
February 21, 2025	Amy	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



A proud partner of the AmericanJobCenter network

I&T Steering Agenda :

**ESD Voting Member
Change**

**Advisory Committee
Update**

**2025 Steering Meeting
date adjustments**

Portfolio Update

Round Table

Transition time

(WIT Project-specific people are excused)



A proud partner of the AmericanJobCenter network

I&T Steering Committee Bylaws- Section 7 Committee Member Selection:

The WorkSource I&T Steering Committee Executive Sponsor/Chair and Co-chair shall be responsible for appointing Steering Committee officers and for approving or removing Voting Member nominees submitted by the Steering Committee.

The WorkSource I&T Steering Committee Voting Members shall be responsible for nominating Voting Members and for approving or removing Non-voting Member nominees submitted by the Steering Committee.

ESD VOTING MEMBER CHANGE

Ismaila Maidadi



A proud partner of the AmericanJobCenter network

ADVISORY COMMITTEE UPDATE

Ismaila Maidadi



A proud partner of the AmericanJobCenter network

2025 STEERING COMMITTEE MEETING DATE CHANGES

Anne Goranson



A proud partner of the AmericanJobCenter network

PORTFOLIO UPDATE

Chris Jenkins



A proud partner of the AmericanJobCenter network

Current Projects

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

ESD Workforce
Services Portfolio



A proud partner of the AmericanJobCenter network

ROUND TABLE

Ismaila Maidadi & Mark Mattke



A proud partner of the AmericanJobCenter network

THANKS!



WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711