



WorkSource Integrated Technology (WIT) Information & Technology Steering Committee

Providing strategic direction, prioritization and governance for systems and services of the WIT

Date: Thursday April 3, 2025
Time: 8:30 a.m. – 10:00 a.m.

Meeting Notes

Attended by: *Joy Adams, *Gustavo Aviles, *Bill Dowling, Cami Feek, Alberto Isirdia, *Mark Mattke, *Ish Maidadi, *Amy Martinez,

Guests: Sumit Gupta on behalf of Lisa Kissler, Puneet Agrawal Anne Buchan (scribe), Anne Goranson, Linda Kleingartner, Michael Luchini, Chris Barron, Chris Jenkins, Aji Lemcke, Emily Kok, Jack Chapman on behalf of Joy Emory, Dave Wallace on behalf of Eleni Papadakis

Unable to attend: *Cynthia Garcia, *Danielle Cruver, *Katie Condit, Marissa Cahill, Joy Emory, Miriam Halliday, *Lisa Kissler, Marie Kurose, Eleni Papadakis, Lisa Romine, William Westmoreland, Rod Van Alyne

*I&T Steering Committee voting members

Meeting Objectives: Shared understanding on the New WorkSource WA and WA Works project deliverables
Full engagement from participants on decisions and advice requested.

Decisions Made: (Governance- Project) go/no-go checklist template & reporting timeline- **APPROVED**
Steering Committee approved the noted Project Team Leads on the Go / No-go have the delegated approval authority for the indicators- **APPROVED**

Action Items:

- Anne G will arrange training sessions on using the WebEx Smartboards on platforms other than WebEx in the Olympic area.
- Emily Kok to send out new DSA policy

Welcome | Ish welcomed the Committee and outlined the agenda, noting that the first thirty minutes would cover regular matters, with the project discussion scheduled for 9. Mark also extended his welcome to the Committee, mentioning his return from the East Coast and his enthusiasm for getting back to the work of Washington State.

IT Pricing | Ish Maidadi shared an updated IT pricing document, noting some price increases. Referencing a document he already distributed, the top row pertains to IFA. Regarding emails, it was clarified that ESD emails can no longer be issued without a laptop—a standard practice in most areas. However, many partner staff still use ESD email accounts without laptops, costing ESD around \$92 each. Ish is working to identify these users, with nearly 100 email accounts involved. Lists will be provided to areas with options to either retain the accounts and show costs or suspend them. Updates will follow.

There is still work occurring to determine the cost of WebEx licenses for partner staff.

Amy inquired about replacement PC costs, and Ish explained that ESD is exploring options to cover these costs within IFAs, but no decision has been made yet.

Bill asked about transitioning away from WebEx for Smartboards, as they don't work well with any platform other than WebEx. Ish assured that training will be provided for using Smartboards with other platforms and mentioned a guide will be shared.

ACTION: Anne G will arrange training sessions for teams in Olympic

Data Sharing Access Update | Emily Kok provided and up that over the last several months, ESD has been taking steps to create a clear process for both WIT System Access Procedures and Data Sharing agreements.

During this time the Privacy Office worked closely with WIT Project staff to gain a stronger understanding of the new WIT system capabilities. The objective was to understand where and how agency processes & requirements should be updated in response.

Through the course of this work ESD has reevaluated applicable legal requirements, internal processes (including turnaround times and feedback), as well as the current ESD Policy 0030 titled "SKIES data sharing, data disclosure, security admin". Data Sharing processes (to include Information Security and Contracts processes). These efforts have

yielded positive adjustments which will significantly reduce the Data Sharing Agreement contract construction timeline, as well as an improved User Access Request procedure.

The output of the work will be a summary of the legal requirements and service agreements/processes, to be handed to the WSD Portfolio. The WSD Portfolio, will assign a project team to begin building the new WIT System Access Policy and Procedures. Moving this work to the WSD Portfolio will provide the WIT Steering Committee greater visibility and updates regarding the progress and outcome of that work. In addition, moving this to Portfolio will ensure that all necessary contributors are included, resources are allocated, that we are synchronizing progress metrics with WIT project deadlines and milestones.

Amy asked if Policy 0030 is outdated and if it applies solely to ESD. It was clarified that this is an ESD policy governing WIT in relation to data sharing, which is being added to the portfolio for better visibility.

Ish highlighted the effort to streamline Data Sharing processes to two weeks, emphasizing that this improvement will be a game-changer for the system—thank you for the progress!

Amy inquired about the timeline for completing DSAs, which is expected before the new system launches. Aji explained that the initial workgroup, as described by Emily, will provide handoff materials in two weeks for inclusion in the WSD portfolio. The goal is to develop a staggered implementation plan, but the team will defer to Ish to determine the most effective approach. While the roadmap isn't fully outlined yet, the team aims to move quickly and develop it as soon as possible. Michael is also contributing to this effort. Emily will send the policy document.

ACTION: Emily Kok to send out new DSA policy

Portfolio and WS Technology Updates | Chris Jenkins presented an update on WorkSource Portfolio Projects.

WS Site Slowness: Karandeep is addressing issues noted in an executive report, highlighting five key insights:

- Network performance – Discussions ongoing with on-site staff.
- Public machine performance – Old hardware causing 3–5-minute boot times; fixes planned.
- ETO app performance – Slow response due to app-specific issues, not the network.
- VPN usage – On-site VPN connections impacting connectivity; best practices forthcoming.
- Training room network load – High user volume (20–30 streaming videos) causing strain; best practices in development.

Improvements include replacing outdated hardware, measuring progress post-WIT, and continued collaboration. Monitoring will remain ongoing despite this phase being complete.

JAS/JFS Update: The internal kickoff encountered disagreements on scope and goals but refocused on a pilot and light discovery. The timeline has been pushed to September 30 due to a late start, allowing sufficient preparation time. Conversations have begun on the One WA kickoff's potential impacts.

RAS Phone Accommodation: Project Product manager Eric Le completed the discovery phase, estimating the project will take two sprints (six weeks). The portfolio core team is reviewing the discovery form today to assess capacity before launching the project when resources allow.

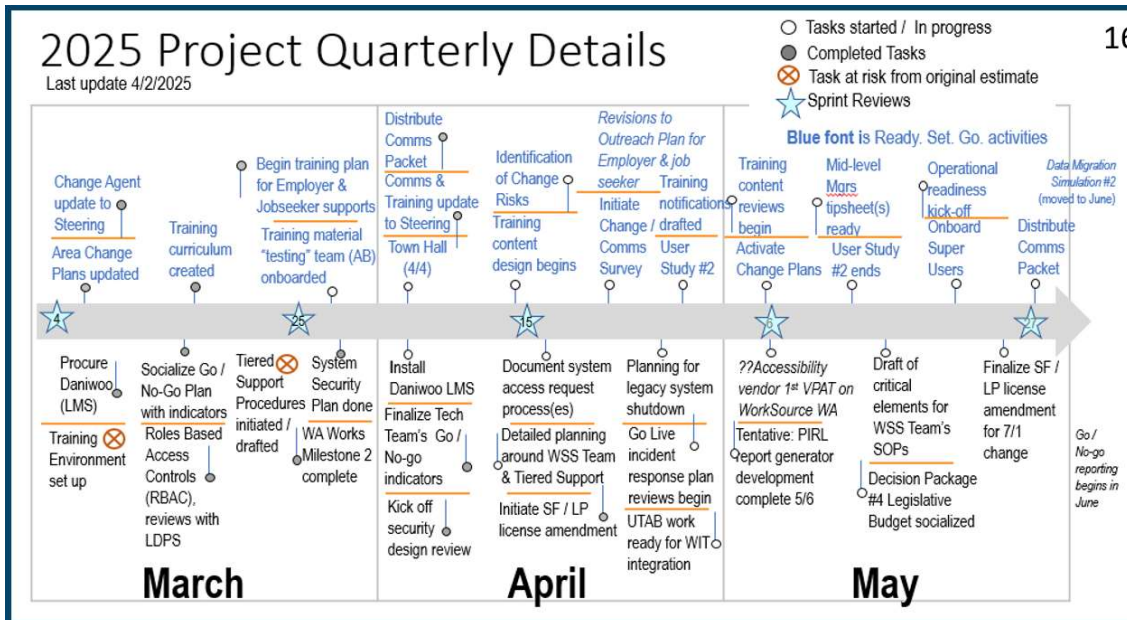
New Portfolio Item: WS Resource Rooms Virtual Customer Connection proposed by Mark Mattke at the last steering meeting, this initiative seeks to improve technology use and enable online connections for visitors upon arrival, addressing Spokane's long wait times and enhancing service. It is in early portfolio onboarding stages, and updates will follow as it progresses.

Amy thanked Chris for work on the slowness issues. Linda will send the exec summary on site slowness after today's meeting.

Transition to WIT Replacement Project Items

There will be no updates this month from training or QA. Updates were sent out with the meeting packet.

WIT Replacement Project Update | Linda Kleingartner reports The project remains in red, with risk state elevated from green to yellow, and the schedule still in red. Milestone 2 (M2) has been completed with this past sprint. Positive feedback has been received on WIOA Youth efforts. Other highlights from March reflects the great progress with the local change team—special thanks to Bill D for his partnership and contributions to change initiatives. Linda joined WDA9 change team meeting yesterday, highlighting she anticipates this project's change efforts will be recognized as an



unprecedented and highly effective approach to change management. Also the procurement for Daniwoo (Learning Management System) has been finalized, marking a significant benchmark for the state by introducing a unified shared learning management system. WorkSource is one team moving forward together!

Linda addressed the schedule and risk states. Delays in meeting timeframes continue to impact the schedule. Milestone 3, which was due in late February, is still ongoing, causing delays in Milestones 4 and 5. An unresolved backlog issue, persisting since last summer, was escalated to the Steering coalition. Contract management efforts are ongoing.

Two risks have been raised to the highest level: the issue around Launchpad's key resources and the issue around insufficient Sprint capacity to build the PIRL. Linda noted that, if not resolved promptly, these risks could escalate into issues. The project requires Launchpad's key resources to remain focused and prioritize tasks to avoid direct impacts on progress.

The budget continues to trend toward an underspend rate, partly due to delays in hiring and finalizing contracts. Payments are also based on completed work. Puneet confirmed that the technology budget amendment is in good shape, with ongoing efforts to address past expenditures, delayed positions, and contracts. These adjustments are necessary, but overall, there are no concerns regarding the gated funding technology budget. Puneet further elaborated he feels the project is being executed effectively. The current "red" status does not reflect the project's overall state but was chosen to highlight missed target milestones and ensure the right steps are being taken.

Cami appreciates the raised scores and shared additional context. A formal concern letter has been sent to the vendor, and initial discussions are underway. The team is awaiting a formal response on how the issues will be addressed. They plan to meet again to ensure the response is appropriate, with more updates expected in next month.

Puneet commented that IT projects continue to face resourcing challenges, and a vendor is expected to help resolve these. Puneet raised questions about the possibility of vendor being engaged in multiple engagements. Engagement at the highest level has been secured, and the company has been reminded of their commitments, including managing to their contractual requirements.

Go/No-Go Checklist Development (decision) | Last year the Steering Committee approved the 9 criteria for "go/no-go" of the software along with the identified the necessary inputs to inform their decision that the system is ready to go-live. This meeting brings the next iteration of the checklist, specifically how the inputs are measured (indicators, see example below from Criterion 1).

Linda reviewed how the Go/No-Go reporting will work. The go/no-go process may take priority over status reports, this is under consideration. Monthly go/no-go reporting will begin in June. She reviewed how the proposed PowerPoint template is set up to help navigate through the checklist. Updates will be provided monthly, transitioning to twice a month in August. Starting in September, weekly updates will commence to help the committee prepare for the formal go-live decision scheduled for October 31. The committee's decision will factor in with proceeding with a Go if something is not on the check list is fully complete- the Steering Committee can determine if the state of that input is an

Criterion 1 Development & Testing Detail				
Objective	System supports the product framework*, including the PIRL, reporting & compliance			
Status	On track—the indicators need to outlined in a “Deliverable Expectations Document” (DED)	Lead	Venkat Ammisetty	
Inputs <small>approved by Steering Committee on 4/2/2024</small>	<ul style="list-style-type: none">• The state of development completion of product backlog (stories/epics) meeting definition of done.• The status of code quality report signoff.• The status of milestone testing signoff• The status of end-to-end testing signoff.• The status of automation/regression testing signoff.• The status of compatibility testing signoff			
Indicators <small>...in detail, to be approved by Steering Committee 4/9/2025</small>	<div><div><div>1. NS ESD Product Manager has provided formal confirmation to the technical delivery manager that the product is ready.</div><div>2. The ESD Technical Delivery Manager formally approves the elements in the deliverable expectation artifact for:<div><div>A. NS Code quality (link to the Deliverable expectations document / [future will Deliverable acceptance report].</div><div>B. NS Testing (link to the Deliverable expectations document / [future will Deliverable acceptance report].</div></div></div></div></div> <div>Decision Indicators Approved?</div>			
Notes	1. 2Aand 1.2B Sprint 33 activities (end of project). At Risk status will change to “NS” once the deliverable expectations document if finalized and agreed upon with ESD and Launchpad; expected by 4/30/2025.			

As defined in the Product Framework, as outlined in the Contract

Go back to dashboard

Status Legend

NS Not Started

On Track

At Risk

Blocked

Complete

acceptable level of risk. The reporting timeline and the go / no-go template were both approved by the Steering Committee. As for the indicators for each of the 9 criterion, the Steering Committee made the decision to delegate the approval of appropriate measures to the project team's Lead noted on the checklist.

Linda walked through the go / no-go details reflecting current state of the inputs / indicators as of March 31, 2025. (see materials from the Steering packet. Some discussion around system support was provide through an update from Sumit Gupta. He shared updates on changes within the WSS team, which now reports directly to him. The team is analyzing workload, skillsets, and expectations for go-live. Current system administrators are being involved in tasks to gain insight into post-launch operations. A tiered support structure has been established, integrating the WSS team with development and enhancing understanding of customer interactions.


Linda closed the project updates highlighting the targeted approach for training delivery.

Training – targeted approach

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Self-paced Learners Weeks 1 & 2	Blended Learners Weeks 2-6	Interpersonal Learners Weeks 6-9
<p>First to train and able to help super users to support others* who train after</p> <p>Comfortable adapting to new materials and concepts (Approx. 20%)</p> <p>Accelerated pace of instructor led courses</p> <p>Allows for completion of many courses on own</p>	<p>Next round to train and local support from super-users and early adopters*</p> <p>Largest group that learn with moderate guidance (Approx. 50%)</p> <p>Moderately paced Instructor led courses</p> <p>Mix of self-led and Interpersonal learning styles</p>	<p>Last group to train and local support from super-users and early adopters*</p> <p>Benefit most from having a designated resource (Approx. 30%)</p> <p>Normal paced instructor led training</p> <p>Support from trainers and super users for both Instructor Led and online courses</p>

* As capacity allows



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The following slides were provided in the meeting packet, but were not discussed.

Training – plan for Services Catalog

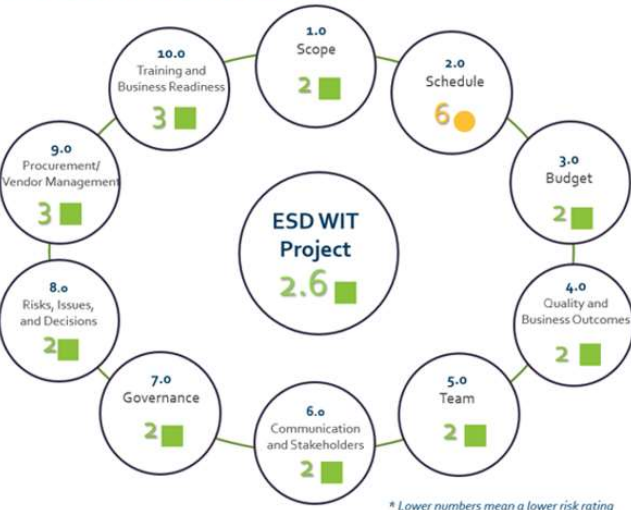
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- Changes to the WorkSource Services Catalog were approved by the I&T Steering Committee in October 2023.
- WA Works will incorporate most service information into its core functions.
- We've worked with key LWDB and ESD partners to understand training needs and develop a new approach.
- WA Works core training WILL include information about services.
- Wraparound training provided by program leads will incorporate program specific information and scenarios.
- As training is developed, we will ask SMEs for feedback.




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Dashboard



Category	Trending	January 2025 Assessment	February 2025 Assessment	March 2025 Assessment
Overall Project Health Rating	↑	2.5	2.4	2.6
1.0 Scope	=	2	2	2
2.0 Schedule	↑	4	4	6
3.0 Budget	=	2	2	2
4.0 Quality and Business Outcomes	=	2	2	2
5.0 Team	=	3	2	2
6.0 Communications and Stakeholders	=	2	2	2
7.0 Governance	=	2	2	2
8.0 Risk, Issues, and Decisions	=	2	2	2
9.0 Procurement / Vendor Management	=	3	3	3
10.0 Training and Business Readiness	=	3	3	3

Priority	Current reporting period	Opened to Date	Currently Open
High Priority	0 opened; 0 closed	12	0
Other	0 opened; 1 closed	37	3
Total	0 opened; 1 closed	49	3

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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