

# WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY STEERING COMMITTEE

---

April 3, 2025



A proud partner of the American  Center network

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

## Agenda:

- I&T Steering Committee  
Agenda review
  - IT Pricing
  - Data Share / Access-  
update
  - Portfolio & WS  
Technology updates
  - Roundtable
- 
- WIT Project Agenda  
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

# IT PRICING

---

Ismaila Maidadi



A proud partner of the AmericanJobCenter network

# UPDATE: DATA SHARING AND WIT SYSTEM ACCESS

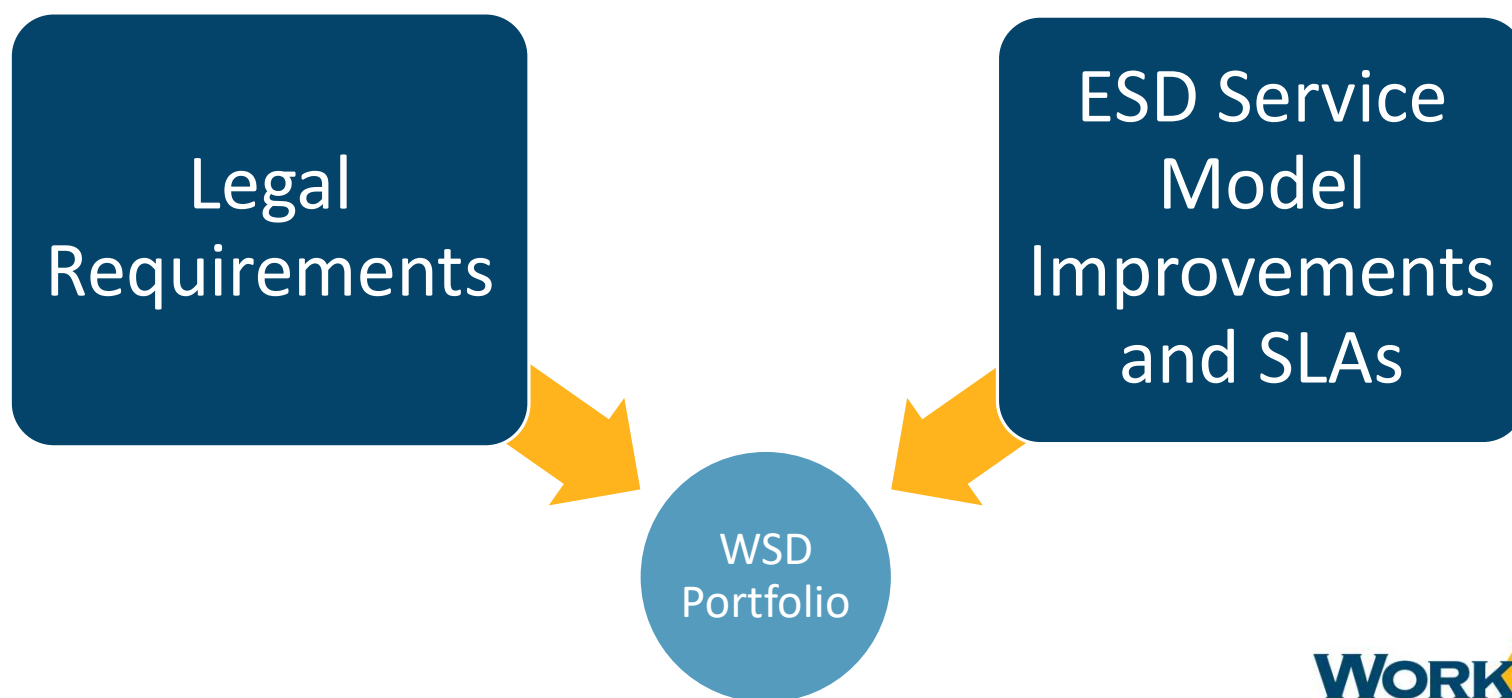
---

Emily Kok



A proud partner of the AmericanJobCenter network

# Update: Data Share & WIT System Access



# Update: Data Share & WIT System Access



A proud partner of the AmericanJobCenter network

Any questions?



A proud partner of the AmericanJobCenter network

# PORTFOLIO & WS TECHNOLOGY UPDATE

---

Christopher Jenkins



A proud partner of the AmericanJobCenter network



## ESD Workforce Services Portfolio

### Current Projects

Project Name	Status	Start Date	Estimated Duration	Deadline
WIT Replacement	In Progress	12/17/2020	24+ Months	12/30/2025
WorkSource Site Slowness	In Progress	N/A	N/A	N/A
JAS/JFS Workforce Vouchering Modernization	In Progress	2/17/2025	3-6 Months	9/30/2025
RAS Phone Accommodation Project	Discovery	TBD	6-12 Months	TBD



A proud partner of the [AmericanJobCenter](#) network

# ROUND TABLE & QUESTIONS

---

Ismaila Maidadi & Mark Mattke



A proud partner of the AmericanJobCenter network

## Transition time

- I&T Steering Guests can sign-off
- WIT Project-specific people arriving at 9:00



A proud partner of the AmericanJobCenter network

## 4/3 Project Agenda :

### **Project Update**

### **Go – No go checklist development**

### **Next Steps**

### **Information only:**

### **Training Update**

### **Quality Assurance**

Training updates are being sent via this meeting packet (see slides 19-22 below) rather than covered during the meeting

Due to the meeting date change, the ISG team is unable to attend the 4/3 meeting (see slides 22-24)



A proud partner of the AmericanJobCenter network

# PROJECT UPDATES

---

Linda Kleingartner



A proud partner of the AmericanJobCenter network

# WIT Replacement Project Status

As of 3/31/2025



Budget



Risk



Schedule



Scope



OCM

## Accomplishments:

**Completed Dev. Sprint 22** (2/12 – 3/4/2025) and **Sprint 23** (3/5-25) | The new WorkSource WA- team completed the landed page for employers and job seekers and began resources page. The Core Product (WA Works) completed WIOA Youth Eligibility & Enrollment which finished the Milestone 2.

**Completed Data Migration Sprint 40** | Presented business logic for WP Enrollments to Advisory Subgroup, began Salesforce loads for Deskside Intake: Contact info and Military info. Implemented new stored procedure design

- ☐ Security vendor Emagined ran the first round of static testing
- ☐ Progress made with the UTAB team related to the WA Works integration
- ☐ Explored functionality of the Salesforce Service Cloud (WSS Team tools).
- ☐ Secured the Training Resources for remaining areas
- ☐ Initiated recurring 12 WDA Change Team meetings, gathering information related area-specific measurements and “resistors” to develop a statewide resistance management plan.
- ☐ Finalized the draft template and the indicators for the 9 criteria of the Go / No-go checklist.
- ☐ Close to final Technology Budget amendment #6
- ☐ Finalized procurements for LMS and User Study Vendor

# Project High Risks and Issue

- Escalated Issue #195296 to Steering Coalition, and Contract Manager has taken action. Project requested updates to action plan. The vendor Product team is unable to keep the Backlog "full" of development requirements. (J. Perla)
- Increased #222017 risk rating to 25 (*trending to an issue*) | If the \*\*Launchpad key resources are\*\*overcommitted and spread too thin, then project can have scope, schedule and quality impact. (J. Perla)
- Increased #213081 risk rating to 20 (*trending to an issue*) | If there is insufficient Sprint Capacity planned to build the PIRL within the ESD Launchpad Product in the ESD Salesforce Org, there could be impacts to the timeline or scope. (J. Perla)

**Risk Matrix (Risk Rating 0 – 25)**

5 Very High	5	10	15	20	25
4 High	4	8	12	16	20
3 Moderate	3	6	9	12	15
2 Low	2	4	6	8	10
1 Very Low	1	2	3	4	5
	1 Very low	2 Low	3 Moderate	4 High	5 Very High

Likelihood/Probability ↑      Impact →



A proud partner of the AmericanJobCenter network

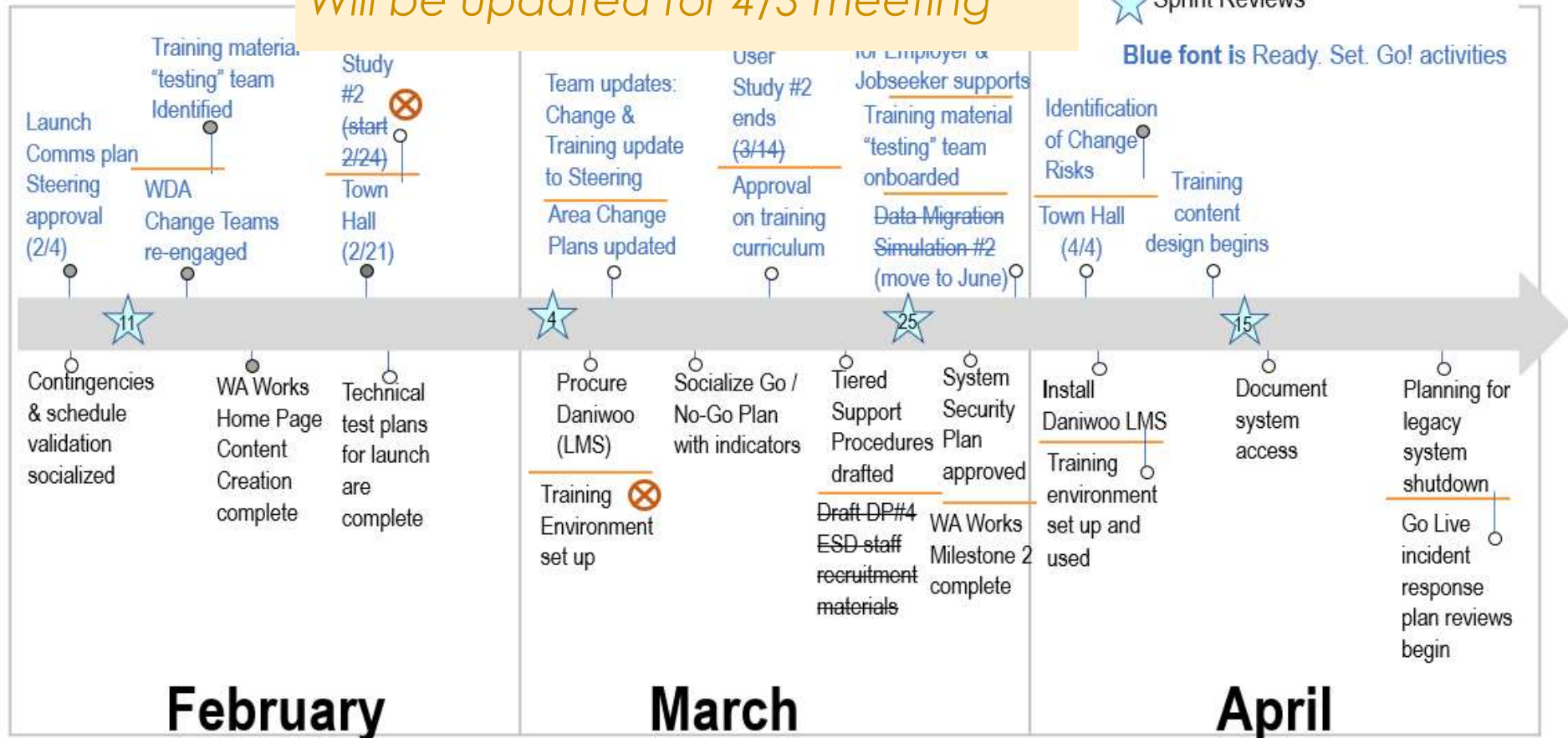
# 2025 Project Quarterly Details

Last update 2/26/2025

*Will be updated for 4/3 meeting*

- Tasks started / In progress
- Completed Tasks
- ⊗ Task at risk from original estimate
- ★ Sprint Reviews

Blue font is Ready. Set. Go! activities





# Project Budget – February 2025

Section	Monthly Budget Summary						
	February 2025 Budget (note 1 below)	February 2025 Expenditures	February 2025 Variance	Monthly Variance %	FY25 Budget Gate 6 only	FYTD Expenditure as of February 2025	Projected Ending % Variance
CPP WIT Project Total	(note 1 below)	\$685,502	Note 1	Note 1	\$4,292,518	\$6,139,688	Note 1

## NOTES:

1--Gate 7's Budget is still in the process of finalization and has not yet been approved by WA Tech

-In reviewing expenditures and projected expenditures, we do not anticipate any challenges staying within the allowed project budget

-The proposed budgets for both House and Senate have been released, but they are still draft and under negotiation for the final budget to be passed to the Governor for review and signature (or veto). We have confidence based on what we see so far that the WIT project completion will be funded and the M&O has a great start. In the event the M&O needs additional funding we are able to submit a DP request next year for consideration.

(as of 3/19/2025)



A proud partner of the AmericanJobCenter network

# WORKSOURCE INTEGRATED TECHNOLOGY (WIT) GO / NO-GO CHECKLIST

---

As of March 2025

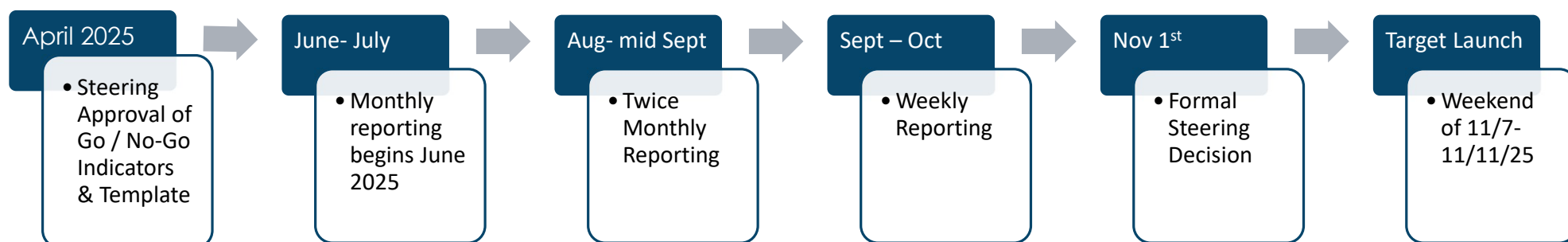
Linda Kleingartner



A proud partner of the AmericanJobCenter network

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










# Reporting on Go / No-Go checklist next milestones



Steering Decision:


Does this proposed schedule for reporting approved?


## At a glance:


Criteria	1 Development & Testing	2 Product complete- ness	3 Security	4 Data Readiness	5 Comms	6 Training	7 Operational Readiness	8 System Support	9 Legacy System Closure
Status Mar'25									


## Status Legend

**ns Not Started** | *the work has not begun yet (as scheduled).*

 **On Track** | *the work or deliverable is scheduled with detailed activities, and the progress is going well or within an acceptable level of tolerance. No concerns to highlight.*

 **At Risk** | *the work or deliverable is at risk for completing per the scheduled target dates. The responsible team is actively working to resolve. This is a watch item. See notes on detailed page for specific mitigations to bring the work or deliverable back on track.*

 **Blocked** | *the work or deliverable is blocked and escalation is required or underway. See notes on detailed page for specific action items underway.*

 **Complete** | *The work is done and cleared the go / no-go indicator for measurement.*

# Go / No-Go Checklist Dashboard – Development & Technical factors

21

Criteria	1. Development & Testing	2 . Product Completeness	3. Security	4. Data Readiness
Objective	System supports the product framework*, including the PIRL, reporting & compliance needs.	The Product fully supports the WS job seeker & employer service journeys.*	Mitigate known security risks and comply with state & federal policies.	Relevant data is migrated to targeted Salesforce database
Inputs <i>The Status of...</i>	<ul style="list-style-type: none"> <li>•Development completion of product backlog meeting definition of done.</li> <li>•Code quality report signoff.</li> <li>•Milestone testing signoff</li> <li>•End-to-end testing signoff.</li> <li>•Automation /regression testing signoff.</li> <li>•Compatibility testing signoff</li> </ul>	<ul style="list-style-type: none"> <li>•WA Works <u>and</u> new WSWA site are accessible, integrated, &amp; federally compliant for all current State &amp; Federal programs / services.</li> <li>•All system interfaces &amp; data ingestion required to produce a fully compliant and validated PIRL.</li> <li>•Full production of the validated and submittable PIRL, including all related federal performance reporting</li> </ul>	<ul style="list-style-type: none"> <li>•WA-Tech OCS approval of the SDR</li> <li>•Compliance with ESD, federal, and WaTech policies and standards.</li> <li>•Data security.</li> <li>•Resolution or mitigation of security findings.</li> <li>•Production monitoring tools.</li> <li>•Network segmentation.</li> </ul>	<ul style="list-style-type: none"> <li>•Data migration completion of product backlog meets definition of done.</li> <li>•Data Migration Technical team <u>and</u> Business Team validation and signoff on data quality for each milestone.</li> </ul>
Status	<a href="#">On Track- click for more detail</a>	<a href="#">At Risk – click for more detail</a>	<a href="#">On track- click for more detail</a>	<a href="#">At Risk- click for more detail</a>
Indicators <i>What is measured ... in summary</i>	1.ESD Product Manager has provided formal confirmation to the technical delivery manager that the product is ready. 2.The ESD Technical Delivery Manager formally approves the elements in the <u>deliverable expectation artifact</u> for: A. Code quality. B. Testing.  <u>Note: Artifacts under development.</u>	1.Prioritized epics in ADO are complete 2.UTAB, NGTS, and Swiss Data system interfaces and data ingestion are implemented 3.Demonstrated with full capability to produce a PIRL	1.WA Tech SDR approval. 2.Remediation of Security vendor high risks & recommendations. 3.ESD security approval / sign-off. 4.Critical production monitoring tools, and related documentation are in place.	1.All the DM backlog epics/stories marked close and status of fields on dashboard reach state 8 or 9. 2. Signoff email containing information about number of records in staging Vs data in salesforce. 3.Signoff email from business leads post validation.
Lead	Venkat Ammisetty	Michael Luchini	Luke Hansen	

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

Status Legend	
NS Not Started	At Risk
On Track	Blocked
★ Complete	

## Go / No-Go Checklist Dashboard- Operational readiness factors

Criteria	5. Communications	6. Training	7. Operational Readiness
Objective	The launch information is distributed to the WorkSource <u>stakeholders</u> <i>(full list on detailed plan)</i>	The Training Plan Audiences have been trained on the system, access to the information, and a plan to sustain the knowledge going forward.	The WS staff are ready to deliver services & support customers using the system
Inputs <i>The Status of...</i>	<ul style="list-style-type: none"> <li>•Launch communications planned.</li> <li>•WA Works user communications &amp; Town Halls.</li> <li>•WPC site Launch updates.</li> <li>•Job seeker <u>and</u> Employer notifications &amp; outreach.</li> </ul>	<ul style="list-style-type: none"> <li>• Status of the WIT training curriculum, materials &amp; forms.</li> <li>• Status of the defined Training audiences, system roles identification &amp; access to system.</li> <li>• Status of the implementation training (human) resources.</li> <li>• Plan in place and ability to sustain the training / knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>•WS staff demonstrate knowledge &amp; ability of new systems; can locate required forms &amp; documents; and ready to support customers.</li> <li>•Changes to processes &amp; procedures.</li> <li>•WS staff are change ready.</li> <li>•Business Operations Continuity Plan.</li> </ul>
Status	<u>On track- click for more detail</u>	<u>On track- click for more detail</u>	<u>On track- click for more detail</u>
Indicators <i>What is measured ... in summary</i>	<ol style="list-style-type: none"> <li>1.Launch Comms plan including customer outreach is implemented.</li> <li>2.Distribution of planned pre-launch deliverables.</li> <li>3.Preparation of planned Launch "Go" &amp; post-launch deliverable.</li> <li>4.WPC's "WIT Hub" content and other WPC content is drafted &amp; published.</li> <li>5.WIT Town Halls are scheduled &amp; promoted.</li> </ol>	<ol style="list-style-type: none"> <li>1.Meet 95% quality standards in training materials &amp; delivery. <sup>a</sup></li> <li>2.Completion of training content development. <sup>a</sup></li> <li>3.Training resources are identified &amp; trained.</li> <li>4. Steering-approved post-launch training plan.</li> <li>5.The critical forms are posted and a plan for updating is documented.</li> </ol>	<ol style="list-style-type: none"> <li>1-4. Training targets are met <i>(see detailed plan for measurement)</i></li> <li>5. Change agent teams report all functions for using the system are covered and staff are aware on how to locate the information</li> <li>6.Change agent teams report WS Staff are ready.</li> <li>7. The Business Operations Continuity plan is created &amp; socialized.</li> </ol>
Lead	Latasha Hudson	McKenzie Hogan (a) Using LMS	Anne Goranson

### Status Legend




## Go / No-Go Checklist Dashboard- WSS Team & “bye-bye ETO!”

23

Criteria	8. System Support	9. Legacy System Closure
Objective	The Tiered Customer Support Model is designed & is ready for system operations.	The plans are in place for a tidy transition away from the legacy system.
Inputs <i>The Status of...</i>	<ul style="list-style-type: none"> <li>•System-ops resourcing.</li> <li>• System-ops processes &amp; procedures.</li> <li>•End-user communications &amp; tipsheets.</li> <li>•System monitoring reporting structure &amp; cadence.</li> <li>•Go-live incident response procedures &amp; communications.</li> </ul>	<ul style="list-style-type: none"> <li>• All necessary ETO data from the legacy system are backed-up securely and can be easily accessed if needed.</li> <li>• All necessary Monster Government Solutions (MGS) cutover timeframe activities are defined/documented.</li> <li>• Contingency plan for managing any unforeseen issue during the shutdown.</li> <li>• MGS decommission plan.</li> </ul>
Status	<b>At Risk- click for more detail.</b>	<b>On Track-click for more detail</b>
Indicators <i>What is measured... in summary</i>	<ol style="list-style-type: none"> <li>1. System support structure and resources are in place.</li> <li>2. System Operating Procedures (SOP) created with critical elements are defined and documented.</li> <li>3. Customer-facing tip sheets are created and available for use.</li> <li>4. System Monitoring SOPs created with critical elements are defined and documented.</li> <li>5. Go-live incident response SOPs created with critical elements (including Crisis Comms Plan) are defined and documented.</li> </ol>	<ol style="list-style-type: none"> <li>1.All necessary ETO data is backed up and access is validated.</li> <li>2.MGS Cutover activities are defined, documented and approved.</li> <li>3.Documented contingency plan is approved by WIT Technical Sponsor.</li> <li>4.Documented decommission plan is approved by WIT Technical Sponsor.</li> </ol>
Lead	Venkat Ammisetty	Venkat Ammisetty

Status Legend	
NS Not Started	At Risk
On Track	Blocked
★ Complete	

## Criterion 1 | Development & Testing Detail

<b>Objective</b>	System supports the product framework*, including the PIRL, reporting & compliance		
<b>Status</b> 	On track– the indicators need to outlined in a “Deliverable Expectations Document” (DED)	Lead	Venkat Ammisetty
<b>Inputs</b> <i>approved by Steering Committee on 4/2/2024</i>	<ul style="list-style-type: none"><li>• The state of development completion of product backlog (stories/epics) meeting definition of done.</li><li>• The status of code quality report signoff.</li><li>• The status of milestone testing signoff</li><li>• The status of end-to-end testing signoff.</li><li>• The status of automation/regression testing signoff.</li><li>• The status of compatibility testing signoff</li></ul>		
<b>Indicators</b> <i>...In detail, to be approved by Steering Committee 4/1/2025</i>	<ol style="list-style-type: none"><li>1. <b>NS</b> ESD Product Manager has provided formal confirmation to the technical delivery manager that the product is ready.</li><li>2. The ESD Technical Delivery Manager formally approves the elements in the <u>deliverable expectation artifact</u> for:<ol style="list-style-type: none"><li>A. <b>NS</b> Code quality (link to the <a href="#">Deliverable expectations document</a> / [future will Deliverable acceptance report].</li><li>B. <b>NS</b> Testing (link to the <a href="#">Deliverable expectations document</a> / [future will Deliverable acceptance report].</li></ol></li></ol> <div>Decision-Indicators Approved?</div>		
<b>Notes</b>	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	
<b>NS</b> Not Started	 At Risk
 On Track	 Blocked
 Complete	



## Criterion 2 | Product Readiness

<b>Objective</b>	Product fully supports the WS job seeker & employer service journeys.*		
<b>Status</b> 	At risk	Lead	Michael Luchini
<b>Inputs</b> <i>approved by Steering Committee on 5/7/2024</i>	<ul style="list-style-type: none"><li>•WA Works <u>and</u> new WSWA site are accessible, integrated, &amp; federally compliant for all current State &amp; Federal programs / services.</li><li>•All system interfaces &amp; data ingestion required to produce a fully compliant and validated PIRL.</li><li>•Full production of the validated and submittable PIRL, including all related federal performance reporting</li></ul>		
<b>Indicators</b> <i>...In detail, to be approved by Steering Committee 4/1/2025</i>	<ol style="list-style-type: none"><li>1.  Prioritized epics in ADO are complete</li><li>2.  UTAB, NGTS, and Swiss Data system interfaces and data ingestion are implemented</li><li>3.  Demonstrated with full capability to produce a PIRL</li></ol> <div>Decision-Indicators Approved?</div>		
<b>Notes</b>	<p>2.1 – Launchpad’s inability to keep the backlog full (at least 2-3 sprints) with requirements is a current project issue.</p> <p>2.3 - Launchpad’s initial plan to leverage Oklahoma’s PIRL work was not realized. Federal Reporting Lead Development Partner sessions are making good progress, and tentatively first PIRL report generation is targeted for end of May.</p>		



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



Go back to dashboard





Status Legend	
<b>NS</b> Not Started	 At Risk
 On Track	 Blocked
 Complete	

# Criterion 3 | Security Detail



Objective	Mitigate known security risks and comply with ESD, OCIO, and federal policies.		
Status 	On target– Indicators and implementation plans are in place	Lead	Luke Hansen
Inputs <i>approved by Steering Committee on 3/5/2024</i>	<ul style="list-style-type: none"><li>•Status of the WA-Tech Office of Cyber Security approval of the Security Design Review, which includes the system security plan.</li><li>•Compliance with ESD, federal, and WaTech policies and standards.</li><li>•The status of data security.</li><li>•Resolution or mitigation of security findings.</li><li>•State of production monitoring tools.</li><li>•State of network segmentation.</li></ul>		
Indicators <i>...In detail, to be approved by Steering Committee 4/1/2025</i>	<div><div>1. <b>NS</b> WA Tech OCS approval of the SDR (includes security plan, network segmentation) (Y/N)</div><div>2.  Remediation of Security vendor high risks &amp; recommendations.</div><div>3. <b>NS</b> ESD security approval / sign-off (Y/N)</div><div>4. <b>NS</b> Critical production monitoring tools, and related documentation are in place (Y/N)</div></div> <div>Decision-Indicators Approved?</div>		
Notes	3.2   Security vendor began 1/16/2025 and produced the first security report in February. WIT Team reviewing the report.		



Go back to dashboard

Status Legend			
NS	Not Started		At Risk
	On Track		Blocked
	Complete		

# Criterion 4 | Data Readiness Detail






Objective	Relevant data is migrated (per WorkSource Business guidance) to targeted Salesforce database		
Status 	At Risk– Dependency on development being feature complete	Lead	Doug McCabe
Inputs <i>approved by Steering Committee on 10/17/2024</i>	<ul style="list-style-type: none"><li>The state of data migration completion of product backlog (stories/epics) meeting definition of done.</li><li>Data Migration Technical team validation and signoff on data quality for each milestone.</li><li>Business team validation (user testing from front end application) and signoff on data quality for each milestone</li></ul>		
Indicators <i>...In detail, to be approved by Steering Committee 4/1/2024</i>	<div><div>1.  All the DM backlog epics/stories marked close and status of fields on dashboard reach state 8 or 9.</div><div>2. <b>NS</b> Signoff email containing information about number of records in staging Vs data in salesforce.</div><div>3. <b>NS</b> Signoff email from business leads (LDPs?) post validation.</div></div> <div>Decision-Indicators Approved?</div>		
Notes	4.1   Currently evaluating if there is enough data migration time in the schedule to be able to complete all DM backlog epics / stories marked as close. Will show as % complete when reporting starts in June 2025.		



Go back to dashboard

Status Legend	
<b>NS</b> Not Started	 At Risk
 On Track	 Blocked
 Complete	

## Criterion 5 | Communications Detail





<b>Objective</b>	The launch information is distributed to the WorkSource stakeholders (e.g., LWDBs, ESD, WorkSource staff, WTECB), WorkSource customers (e.g., job seekers and employers) and external authorizing environment.		
<b>Status</b> 	<b>On track</b> – Indicators and implementation plans are in place	<b>Lead</b>	Latasha Hudson
<b>Inputs</b> <i>approved by Steering Committee on 1/5/2024</i>	<ul style="list-style-type: none"> <li>• Status of the project launch communications (e.g., launch date, details to WorkSource stakeholders).</li> <li>• Status of the WorkSource system user communications (e.g., training, expectations).</li> <li>• Status of WPC site updates related to launch.</li> <li>• Status of job seeker notifications and outreach (e.g., webinar, awareness survey, based on data).</li> <li>• Status of employer community notifications and outreach (e.g., webinar, awareness survey, based on data).</li> <li>• Status of planned Town Halls featuring the launch.</li> </ul>		
<b>Indicators</b> <i>...In detail, to be approved by Steering Committee 4/1/2025</i>	<ol style="list-style-type: none"> <li>1.  Launch Comms plan including customer outreach is implemented.</li> <li>2.  Distribution of planned pre-launch deliverables.</li> <li>3. <b>NS</b> Preparation of planned Launch “Go” &amp; post-launch deliverables.</li> <li>4.  WPC’s “WIT Hub” and other WPC content is drafted &amp; published</li> <li>5.  WIT Town Halls are scheduled &amp; promoted.</li> </ol> <div style="position: absolute; right: 10%; top: 10%; transform: rotate(-15deg); color: orange; font-weight: bold;">Decision-Indicators Approved?</div>		
<b>Notes</b>	<p>5.1   Launch Comms plan is approved by Steering; this includes the employer and job seeker outreach plan)</p> <p>5.2 – 5.3   Deliverables are being defined and outlined. Deliverables in flight include the items for Ready. and Set.</p> <p>5.5   All Town Halls are scheduled. Comms team working to improve promotion and attendance.</p>		



Go back to dashboard

Status Legend			
<b>NS</b>	Not Started		At Risk
	On Track		Blocked
	Complete		

## Criterion 6 | Training Detail

<b>Objective</b>	The Training Plan Audiences have been trained on the system, access to the information, and a plan to sustain the knowledge going forward.		
<b>Status</b> 	<b>On target</b> – Indicators and implementation plans are in place	<b>Lead</b>	McKenzie Hogan
<b>Inputs</b> <i>approved by Steering Committee on 2/6/2024</i>	<ul style="list-style-type: none"> <li>Status of the WIT training curriculum, materials &amp; forms.</li> <li>Status of the defined Training audiences, system roles identification &amp; access to system.</li> <li>Status of the implementation training (human) resources.</li> <li>Plan in place and ability to sustain the training / knowledge.</li> </ul>		
<b>Indicators</b> <i>...In detail, to be approved by Steering Committee 4/1/25</i>	<ol style="list-style-type: none"> <li><b>NS</b> Meet 95% of the defined quality standards in training materials and delivery as tracked in LMS.</li> <li> Completion of 100% of defined training goals for content development as tracked in LMS.</li> <li> All critical training implementation resources per the training plan have been identified and trained.- Y/N</li> <li> The post implementation training plan is approved by Steering Committee--- DONE! Completed with Training Plan approval in May 2024</li> <li><b>NS</b> The critical forms are posted and a plan for updating is documented- Y/N</li> </ol>		
<b>Notes</b>	<p>6.1   training scheduled to begin last week of August</p> <p>6.2   Training goals outlined on paper; waiting for the LMS procurement (<b>which needs to be installed by 6/1/2025</b>)</p> <p>6.3   Resource requests are due 3/31/2025; Have identified “AB Testers” and training starts in April</p>		

Decision-  
Indicators  
Approved?





Go back to dashboard

Status Legend	
<b>NS</b> Not Started	 At Risk
 On Track	 Blocked
 Complete	

## Criterion 7 | Operational Readiness Detail

30

<b>Objective</b>	The WorkSource staff & those supporting the WorkSource staff are ready to deliver services and support WorkSource customers using the system (Ability).		
<b>Status</b> 	<b>On target</b> – Indicators and implementation plans are in place	<b>Lead</b>	Anne Goranson
<b>Inputs</b> <i>approved by Steering Committee on 2/6/2024</i>	<ul style="list-style-type: none"> <li>Knowledge saturation of system functionality/use for the defined training audiences.</li> <li>Required forms and documents are accessible to WorkSource staff and they are aware of how to locate information.</li> <li>WorkSource staff have enabled external customers (job-seekers, employers) to be ready for the system change.</li> <li>Processes and procedures for baseline operational changes are in place.</li> <li>Status of change management for WorkSource Staff.</li> <li>Status of a go live contingency plan for the transition.</li> </ul>		
<b>Indicators</b> <i>...In detail, to be approved by Steering Committee 4/1/2025</i>	<ol style="list-style-type: none"> <li><b>NS</b> 85% of the trainees can confirm that they know how to request additional training &amp; 95% of staff surveyed indicate awareness and ability to access training materials for use as reference tools post training as evidenced in required post-training knowledge check. (McKenzie)</li> <li><b>NS</b> Result of a 3.5 out of 5 (or higher rating) in all measures of post-training survey feedback from trainees as measured in required for course completion rating forms. (McKenzie)</li> <li><b>NS</b> 95% of all trainees have completed assigned hands-on training exercises to gain access to the system as tracked in the Learning Management Solution. (McKenzie)</li> <li><b>NS</b> Each local area's change management sponsors report all functions for using the system are covered and staff are aware on how to locate the information. Will use a check list and sign-off approach – target completion late October (Y/N) (Luci)</li> <li><b>NS</b> ESD change management team leads report WS staff and teams that support WS statewide operations are ready. Will use check list and sign-off approach – target completion late October 2025 (Y/N) (Liane)</li> <li> The Business Operations Continuity plan is created (to include the statewide system) and socialized (Y/N) (Anne)</li> </ol>		
<b>Notes</b>	7.1-7.3   training scheduled to begin last week of August 7.5   Change Plan updates due by end of March 2025		

Decision-Indicators Approved?





Go back to dashboard

Status Legend			
<b>NS</b>	Not Started		At Risk
	On Track		Blocked
	Complete		


## Criterion 8 | System Support

31


<b>Objective</b>	The Tiered Customer Support Model is designed & is ready for system operations.		
<b>Status</b> 	<b>At Risk</b> – Indicators complete; beginning to develop implementation plans	<b>Lead</b>	Venkat Ammisetty
<b>Inputs</b> <i>approved by Steering Committee on 5/7/2024</i>	<ul style="list-style-type: none"> <li>• Determination on how product is supported (e.g. design).</li> <li>• Status of the system operations resourcing (e.g. budget &amp; staff).</li> <li>• Status of the critical system operating processes and procedures (e.g., inclusive of risk and incident management, user access).</li> <li>• Status of the end-user tip-sheets.</li> <li>• Status of the critical system monitoring reports, tools, and SLAs.</li> <li>• Status for go-live incident response procedures &amp; crisis communications plan.</li> </ul>		
<b>Indicators</b> <i>...In detail, to be approved by Steering Committee 4/1/2025</i>	<div> <div> 1.  System support structure and resources are in place.  2. <b>NS</b> System Operating Procedures (SOP) created with critical elements are defined and documented.  3. <b>NS</b> Customer-facing tip sheets are created and available for use.  4. <b>NS</b> System Monitoring SOPs created with critical elements are defined and documented.  5. <b>NS</b> Go-live incident response SOPs created with critical elements (including Crisis Comms Plan) are defined and documented. </div> <div>Decision-Indicators Approved?</div> </div>		
<b>Notes</b>	8.1- Preliminary <u>framework in place for tiered support levels of 0-4</u> , originally targeted to be complete by December 2024. 8.1 – FTE resources for tiered support framework are part of the Legislative Budget request (DP #4), early indicators reflect new staff will not be funded, and general M&O costs are uncertain at this time.		



Go back to dashboard

Status Legend	
<b>NS</b> Not Started	 At Risk
 On Track	 Blocked
 Complete	

# Criterion 9 | Legacy System Closure



Objective	The plans are in place for a tidy transition away from the legacy system		
Status 	On Track– Indicators complete; beginning to develop implementation plans	Lead	Venkat Ammisetty
Inputs <i>approved by Steering Committee on 5/7/2024</i>	<ul style="list-style-type: none"><li>• All necessary ETO data from the legacy system are backed-up securely and can be easily accessed if needed.</li><li>• All necessary Monster Government Solutions (MGS) cutover timeframe activities are defined/documented.</li><li>• Contingency plan for managing any unforeseen issue during the shutdown.</li><li>• MGS decommission plan.</li></ul>		
Indicators <i>...In detail, to be approved by Steering Committee 4/1/2025</i>	<div>1. <b>NS</b> All necessary ETO data is backed up and access is validated. Y/N</div> <div>2. <b>NS</b> ?/MGS Cutover activities are defined, documented and approved. Y/N</div> <div>3. <b>NS</b> Documented contingency plan is approved by WIT Technical Sponsor. Y/N</div> <div>4. <b>NS</b> Documented decommission plan is approved by WIT Technical Sponsor. Y/N.</div> <div>Decision-Indicators Approved?</div>		
Notes	9.2 – MGS contract set to expire 6/30/2026.		

Last decision 😊:

Is this Go / No-go format approved and usable by Steering?



Go back to dashboard

Status Legend			
NS	Not Started		At Risk
	On Track		Blocked
	Complete		



## Executive Sponsor & WaTech insights

Next Meeting:  
Tuesday  
May 6, 2025

# Project Next Steps:

33

### **Complete Development Sprint 24** (3/26-4/15) and begin Sprint 25 (4/16-5/6) |

Focus areas----basic career services, end-to-end category of service entry data flow. For the new WorkSource WA- focusing on the job object and the job search results page. Also working on the PIRL elements, PIRL report generator development begins. Set up Training environment.

### **Complete Data Migration Sprint 41** – create ETL for WP, analyze Services entered outside of program enrollment, complete Participation Episodes development

- ❑ Technical readiness actions- tiered support documentation, Out of the Box Salesforce support, definition of done for Testing Items
- ❑ Initiate Security Design Review documentation and stakeholder meetings.
- ❑ Prep for new WorkSource WA User Study sessions and localization research.
- ❑ Install the Learning Management System- Daniwoo.
- ❑ Circulate readiness survey for WorkSource Professional input on the comms, training and operational project elements
- ❑ Onboard the “AB Testers” of training materials.
- ❑ Submit Technology Budget amendment.
- ❑ Final prep and host User Study session.
- ❑ Host Town Hall on 4/4/2025.



A proud partner of the AmericanJobCenter network

# THANKS!

---



A proud partner of the American  Center network

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

Updates are being sent via this meeting packet rather than covered during the meeting

**Project updates:**

**Training Approach**

**Training Watch Points**

**Services Catalog Training Plan**

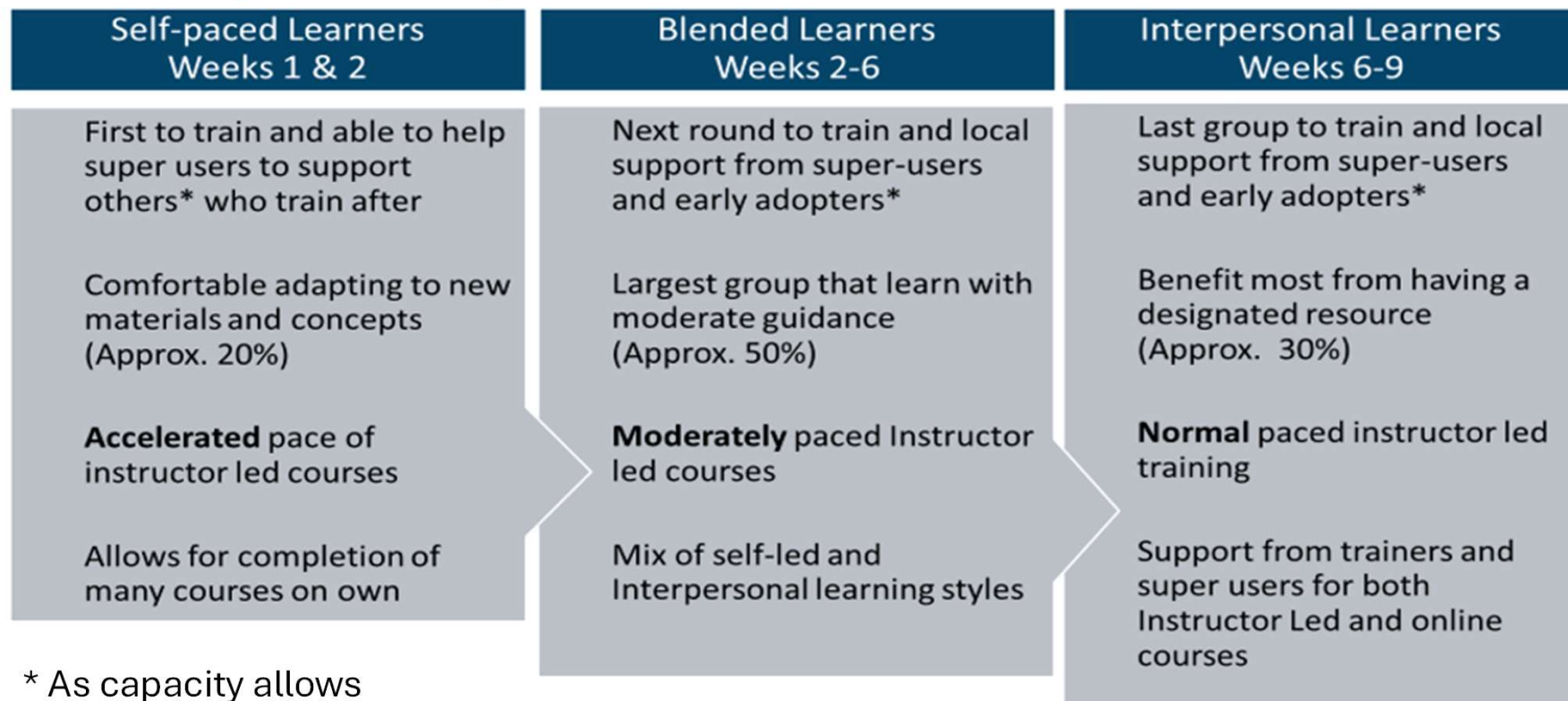
**ISG Quality Assurance-  
March Report**



A proud partner of the AmericanJobCenter network

# Training – targeted approach

36



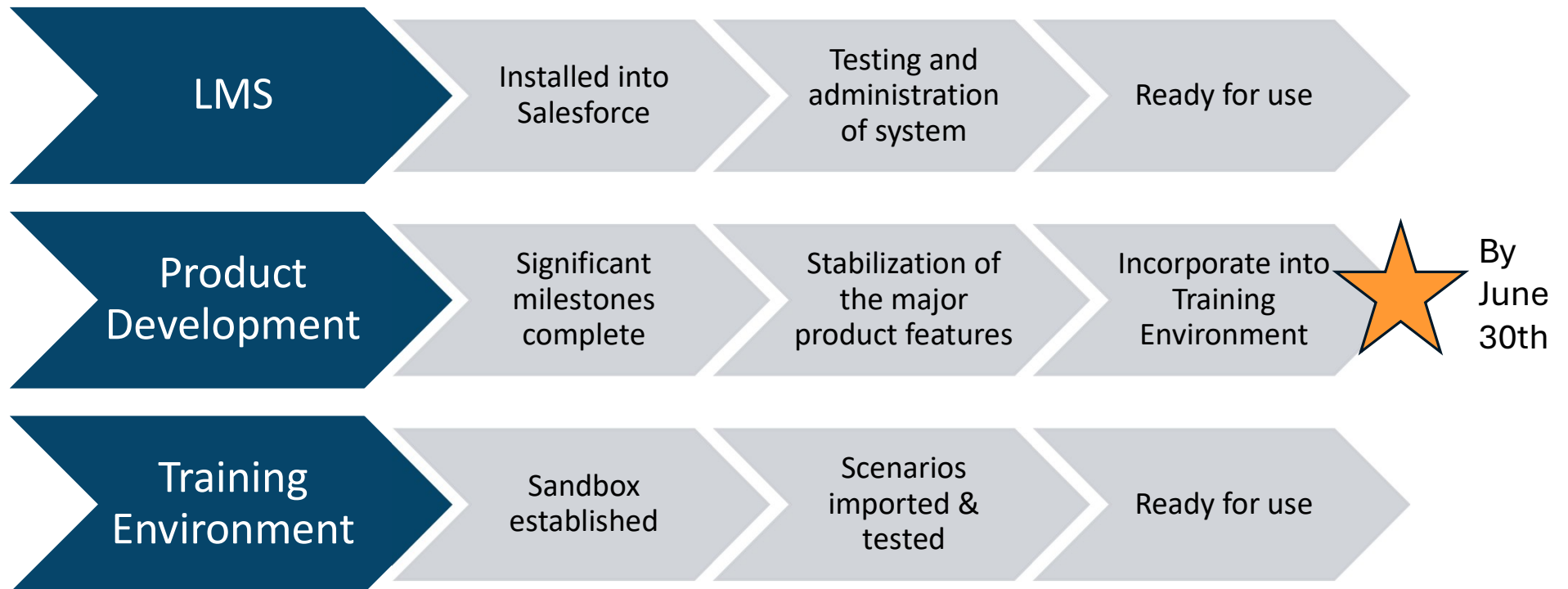
\* As capacity allows



A proud partner of the AmericanJobCenter network

# Training – watch points

37



# Training – plan for Services Catalog

38

- 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.



**WORKSource**

A proud partner of the AmericanJobCenter network

# QUALITY ASSURANCE

---



Gaspar Gulotta



A proud partner of the AmericanJobCenter network

# 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



A proud partner of the AmericanJobCenter network



# High Priority Recommendations

41

There are no high priority recommendations.



A proud partner of the AmericanJobCenter network