



# WorkSource Integrated Technology (WIT) Information & Technology Steering Committee

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

Date: Monday June 9<sup>th</sup>, 2025  
Time: 3:00 p.m. – 4:30 p.m.

Meeting Notes

<b>Attended by:</b> *Gustavo Aviles, *Cynthia Garcia, *Danielle Cruver, *Bill Dowling, Cami Feek, *Lisa Kissler, *Ish Maidadi, *Mark Mattke, *Amy Martinez, Barney Brockwell
<b>Guests:</b> Puneet Agrawal, Anne Buchan (scribe), Linda Kleingartner, Chris Barron, Chris Jenkins, Karandeep Kondal, Gasper Gulotta (ISG), Jeff Pearson (ISG), Jack Chapman, Dave Wallace
<b>Unable to attend:</b> *Joy Adams, *Katie Condit, Marissa Cahill, Joy Emory, Miriam Halliday, Alberto Isirdia, Marie Kurose, Eleni Papadakis, Lisa Romine, William Westmoreland
*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) Business Validation Plan - **APPROVED**

**Welcome** | Cami welcomed the group and acknowledged the team's ongoing excellent work. Despite uncertainty, she appreciates their focus and commitment to quality and remains optimistic about the project's structure. She emphasized the importance of a thorough approach to the next adjustment.

Mark echoed Cami's sentiments, praising the team's collaboration and transparency. Ish welcomed Barney Brockwell who is the new Executive Director for the Eastern Washington Partnership. Barney replaces Rod Van Alyne whose last day is 6/30/25. Gasper Gulotta with ISG introduced Jeff Pearson, who is joining the Quality Assurance team. Jeff, new to ISG but experienced with WA Tech consulting (held similar role as Puneet Agrawal).

**WIT Replacement Project Update** | Linda started the WIT project update by highlighting another successful month for the project reflecting continued progress. The WSWA team completed a sprint review showcasing great work on job matching. In May the WSWA team completed the second user study on the website, with planning underway for the third one—focused on securing employer participation. All user studies include English and Spanish-speaking customers.

The PIRL backlog development is underway, with the first output top line report expected in the next three sprints. Meanwhile, the Data Migration team is making steady progress in the work diligently following the WA Works development cycle.

The project currently sits in a red state overall, risk and schedule status continue as red. Change management shifted to yellow, with skepticism increasing due to the go-live delay and no new date, which has raised adoption risks.

Puneet shared while the budget is unaffected for now, he had expected the status to be marked yellow. Current funding is stable, but future budgets must be reassessed once a go-live date is set. Lisa pointed out uncertainties in schedule activities, making it unclear how budget impacts will unfold. While Puneet isn't suggesting a status change, he warned that current funds could be insufficient to complete implementation. Danielle shared that another budget request (supplement decision package) will be submitted in September for the next legislative cycle.

Linda shared approval for the gate 7 (January- June 2025) funding was secured early last week from OFM, WA Tech, and the Legislature. As far as risks and issues for Steering Committee awareness has not changed from last month (snip of slide on the next page).

- **Issue #195296** Vendor updated action plan. | The vendor Product team is unable to keep the Backlog "full" of development requirements. (J. Perla)
- **Issue #222017** | Launchpad key resources are overcommitted and spread too thin, impacting project scope, schedule and quality. (J. Perla)
- **Issue #213081** | Insufficient Sprint Capacity planned to build the PIRL within the ESD Launchpad Product in the ESD Salesforce Org, impacting project timeline. (J. Perla)
- **Risk #233347** | If Project environments are not kept up to date, then the project schedule may be impacted (V. Ammisetty); Risk Rating 20
- **Risk #216070** | If Launchpad's PIRL work for Oklahoma is delayed, or lessons learned couldn't be applied, or if Launchpad PIRL resource expertise availability can't be committed onto the WIT project, the quality or timeline of PIRL could be impacted. (J. Perla), Risk Rating 20

**Risk Matrix (Risk Rating 0 – 25)**

Likelihood/Probability →	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
		Impact →				



Linda highlighted the activities that have taken place and continue related to the project's determination of a go-live date and vendor discussions. A structured communications plan shared at the May Steering Committee meeting has been implemented announcing to all WorkSource professionals. Originally, a mid-May announcement with the revised go-live date was planned, but in response to the current contract discussions the announcement was amended to share the November go-live is unlikely, and the team is working with the vendor to establish a new date. Linda shared the vendor continues with their internal analysis on the timeline, resource levels and proposed efficiencies. The Vendor is having weekly meetings with Lisa Kissler, Sumit Gupta and Linda to provide updates on the progress. No firm go-live date is established yet, and a target decision is expected by late June or early July. Lisa shared Carahsoft is participating in the conversations (they are the actual contract holder, Launchpad is a subcontractor). Launchpad must confirm its ability to support the plans going forward (schedule, budget, delivery approach).

Mark inquired about alternatives related to the contract change requests. Lisa explained that the contract includes defined criteria for significant changes. A change request requires a proposal with justification must be submitted, and then with mutual agreement a formal contract amendment would follow. Lisa clarified, adding resources to deliver the project would not constitute a change order. More information about the project contract structure was shared for the Steering Committee's understanding.

Puneet asked if the vendor is responsive to ESD inquiries, and Lisa confirmed they are evaluating processes effectively. Puneet also asked about response delays and whether a schedule will be finalized by late June or early July. Lisa stated a decision must be made within that timeframe. Cami reinforced that the team is doing everything possible to meet the deadline and believes sufficient information will be available by then.

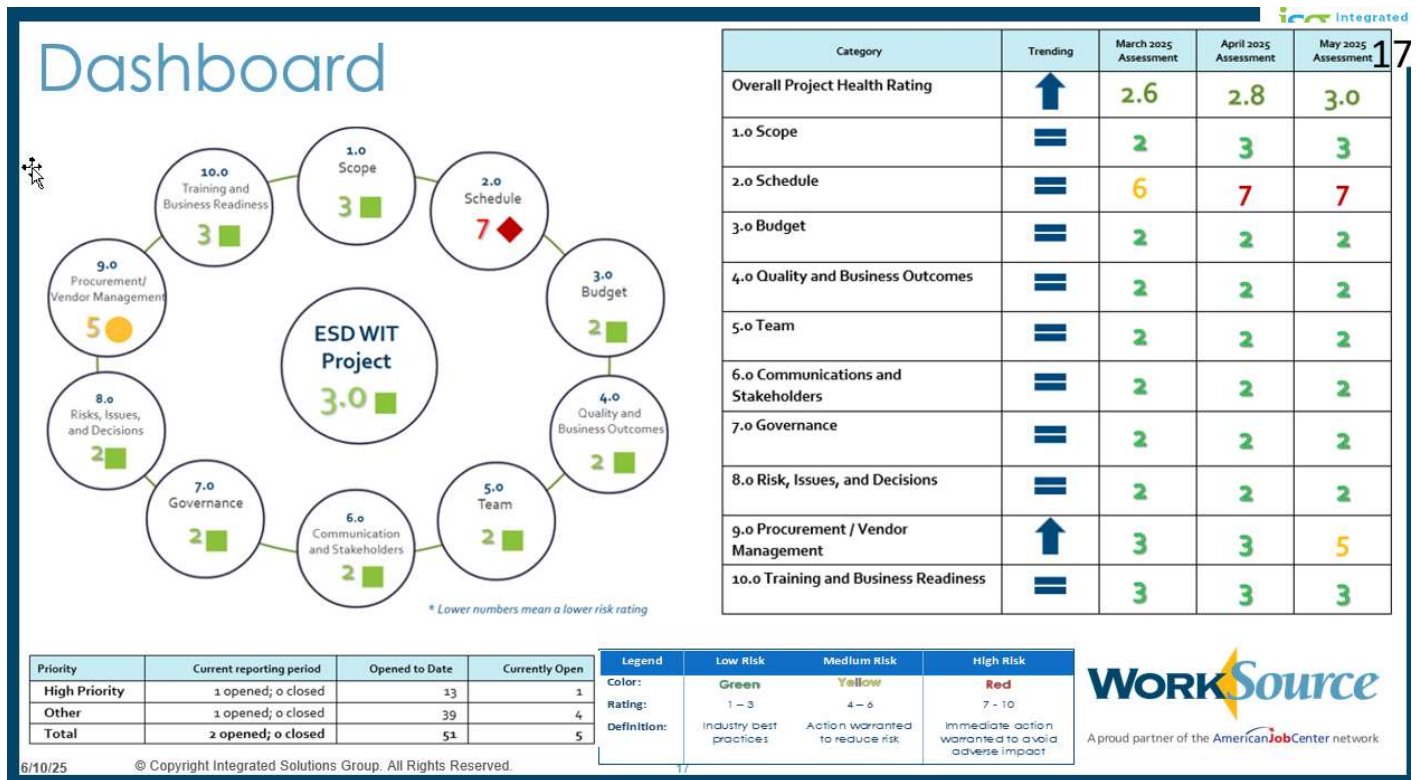
**Business Validation Plan** | Linda brought forward an Advisory Committee recommendation for Steering Committee approval. This plan ensures that "Business" determines whether the system(s) completed work is ready (rather than Technology teams making this decision). There are four workstreams in the Business Validation Plan that report to Michael, who assesses the information and submits it to Venkat, the tech delivery manager. It then goes to Steering for review and approval as part of the Go/No-Go checklist.

Linda summarized each of the four areas which are detailed in the actual Plan. Puneet asked if testing is ad hoc from a user perspective and plans around User Acceptance Testing (UAT). Linda shared the Lead Development Partners are integrated early to provide



feedback directly to Product. Lisa explained that UAT is not typically a formal phase in the agile process—test cases are continuously executed. The next ramp-up described in the Lead-Development-Partner approach will allow direct user interaction with the system. She also clarified the technical testing, including full end-to-end testing is planned before go-live. **Decision:** Ish moved to adopt the Business Validation Plan recommended by the Advisory Committee, Mark seconded, and the voting members approved the Business Validation Plan.

**Quality Assurance** | Gasper Gulotta states that monitoring the project has been a joy—it's well-managed, and Linda's groundwork is impressive. Risks are increasing slightly, particularly around schedule and vendor management. Gasper appreciates today's discussions on possible levers and emphasizes a high-priority recommendation. The focus is on ensuring conversations with the vendor are effective. The team acknowledges rising risk, which will continue to grow until consensus is reached.



The high-priority recommendation is to consider initiating options analysis to complete the project including worse-case-scenarios with the vendor.

**Next Steps, Project Steering Committee closing comments** | Cami gave a shoutout to the team for their hard work in delivering results while managing a heavy workload. The sponsorship coalition remains strong.

Puneet appreciates the transparency in discussions about the schedule and budget impact, even without firm answers. July is a good time to finalize the schedule. He would like to meet with Linda and Michael once the schedule is set to ensure he fully understands what is being proposed for business validation in lieu of UAT (emphasizing that he is not concerned, just wants to be informed).

Linda acknowledged the teams are working diligently to incorporate feedback received, especially the great statewide themes surfaced from the change agent efforts. She offered two examples (details around the training approach, and how the WorkSource Professionals will be supported both operationally and with technical system support). Anne Goranson is leading the operational readiness team (e.g., change, communications, training) and will be sharing information out about these areas of concern proactively. A Town Hall is scheduled for June 27. Big thanks to Lisa Kissler and Sumit Gupta for their contributions during a particularly stressful few months.

### Transition to I&T Steering Committee <only> Items

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

- JAS/JFS Workforce Vouchering Modernization: Work is progressing well. The Project Manager is deep in discovery, working to identify solutions for paper vouchers. There is pilot is underway. Lisa noted that an approved One WA remediation approach exists, which may eventually address this issue. Susan Lo, Project Manager is collaborating with Chad Stoker on One WA changes.
- RAS Phone Accommodation: Development is ongoing, with operational readiness and change management being the current focus.
- WSD Satellite Offices: Work needs re-evaluation, so updates may not be available next month. Mark raised concerns about venue considerations given workforce reductions, suggesting a larger discussion between ESD and the Boards about approaches. Ish clarified that coordination is happening at the board director and RD levels, though nothing has been finalized in Spokane. Mark requested ESD establish parameters around CBA

restrictions. Ish asserted that CBA does not limit relocation decisions, which remain a collaborative process based on each area's staffing needs. Mark emphasized the need for clarity on what is and isn't allowed. Ish agreed to discuss site-specific solutions. Mark also raised concerns about remote staff connections, and Ish concurred.

- WS Resource Room Virtual Customer Connection: Intake is underway and dependent on capacity.

WS Computer Replacement update was requested of Karandeep Kondal, who shared the primary issue is between single-app and multi-app mode. A meeting with Ish today will determine whether piloting at the Tumwater office is viable. If successful, all computers should be replaced by the end of August.

**Roundtable** | Ish provided an update on WorkSource partner IT pricing. An email was sent to LWDBs with an update on the \$51.04/month network access fee for ESD email, reflecting ESD's cost with WA Tech. A follow-up email will be sent soon.