WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY STEERING COMMITTEE

June 9, 2025

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Agenda:

- WIT Project Agenda review
- Project updates
- Business Validation Plan
- Quality Assurance updates
- Next Steps

- I&T Steering Committee Agenda Items

Meeting objectives:

•Shared understanding on the WIT Replacement project deliverables

•Full engagement from participants on decisions and advice requested

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PROJECT UPDATES

Linda Kleingartner

WIT Replacement Project Status

As of 5/31/2025

🟥	(status)

🟩 Budget

🟥 Risk

🟥 Schedule

🟩 Scope

🟨 OCM

Accomplishments:

Completed Dev. Sprint 26 (5/7-27)| **Core Product/WA Works** completed for Direct Service Entry, Complete PIRL DEs for Snapshots, and implemented DevOps for various existing and new environments. **New WorkSource WA** worked on "Find a WorkSource" object and landing page.

Completed Data Migration Sprint 44 - Youth fields imported to SF, extract data for WIOA Adult and Dislocated Workers, load WP Enrollments..

Training | Estimated number of trainees based on function & job duties. Validated of training content templates and curriculum topics, Updated training one-pager published to WPC.

Product | Completed 2nd new-WSWA User Study. Began recruitment of employers for third User Study. Completed WA Works Customer Referral Form elements. Start Program Assessments & MSG Mapping (hi-impact)

Change Management | Started meeting with ESD divisions (non-WSD) on change plans- targeting completion by end of July. Socialized the statewide change management themes (WDAs only) for resistance and measures.

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Project Budget – April 2025

Section	Monthly Budget Summary
	April 2025 Budget
Operations Total	$631,296

Annual Projection	
FY25 Budget	FYTD Expenditure as of April
$10,813, 963	$7,348,740

NOTES:

-In reviewing expenditures and projected expenditures, we do not anticipate any challenges staying within the allowed project budget for FY25

- There are some expenditures budgeted in FY25, that due to project delays, will have to be delayed until the work will be completed in FY26

(as of 6/4/2025)

Project Very High Risks and Issues
(no change from last month)

- **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)

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WIT Project update

Activities underway

- Structured Communications Plan executed, and will continue as information as received

- Vendor working on analysis for schedule optimization, approach recommendations and resource considerations

- Weekly meetings established to monitor progress

- Executive engaged- including full WIT Project Sponsorship Coalition

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BUSINESS VALIDATION PLAN DECISION REQUEST

Linda Kleingartner

Steering Committee Request for decision| Approve the Advisory Committee recommendation (8 of the 24 responded) to adopt the Business Validation Plan.

Business Validation – what is that?

Business validation is the process of assessing whether the product has the potential to succeed in the WorkSource system. It involves Validation Teams to examine the system, test run features, reports, try out functionality which will inform Michael Luchini, ESD Product Manager to confirm the technology and supports are ready.

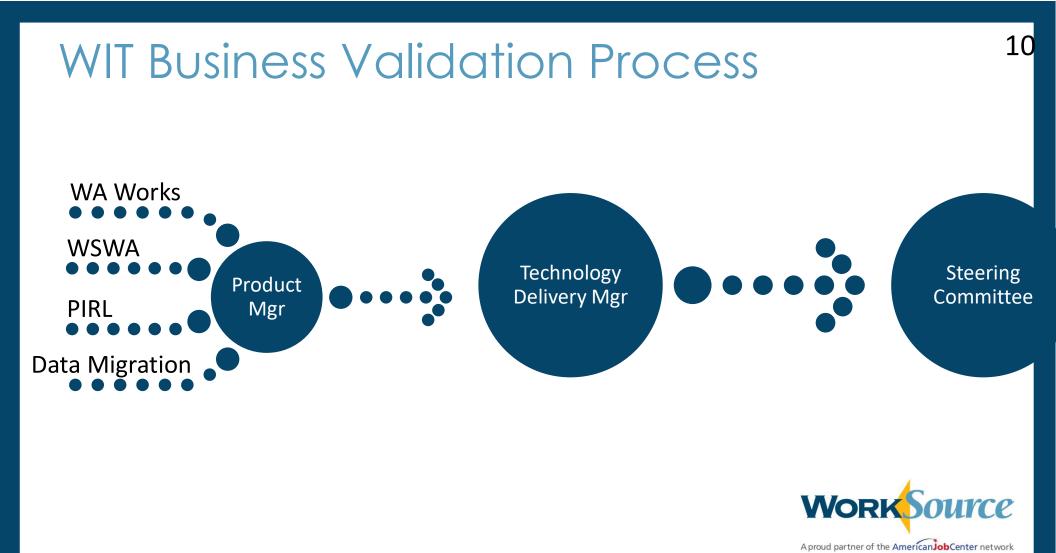**Part of the Go / No-go Criteria |** "Inputs"

2- Product Readiness |
- "WA Works <u>and</u> new WSWA site are accessible, integrated, & federally compliant for all current State & Federal programs / services"
- "Full production of the validated and submittable PIRL, including all related federal performance reporting"

4- Data Migration |
- "Business team validation (user testing from front end application) and signoff on data quality for each milestone"

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WIT Business Validation Process

WA Works Validation

Focus / *objective*	Validation Teams	Facilitator
WA Works / *Seeking administrative alignment through navigation of all case management, end-to-end, reporting, share product with Subject Matter Experts*	Lead Development Partners: - Core / Service Delivery -Program Operators -Finance / Grants / Monitoring -Policy, Data, Equal Opportunity -Business Services	Michael Luchini (ESD / Jerri Armendariz (LP)

Process Highlights |

- LDPs in the system

- Feedback via standing LDP Discovery meetings- collaborative discussions

- Record the outcome as bug, design error, and requirements

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WorkSource WA Validation

Focus / objective	Validation Teams	Facilitator
WorkSource WA / *Seeking administrative alignment through navigation of all website experience through authentication*	WSWA LDPs Business Services LDPs Comms Advisory Team ESD Communications I&T Steering Committee	Eric Le, (ESD) WSWA Product Manager

Process Highlights |

- Four User Studies (prompt adjustments)

- Accessibility testing & validation / third-party vendor

- LDPs, Comms Advisory Team, Steering Committee access to non-live system

- Content Review Process (previously reviewed / approved by Steering)

PIRL Generator output(s) validation

Focus / *objective*	Validation Teams	Facilitator
PIRL Generator outputs / *Firm requirement to ensure the PIRL authentication*	PIRL Lead Development Partners (LDPs) - ESD Data Integrity Team	Jerri Armendariz & Fanny Leal (LP)

Process Highlights |

- Scenarios developed for testing

- Validated by Data Integrity team to ensure outputs are what is expected

- Phased approach to identify risks and address mitigations

- Informs Michael on the system accuracy and quality

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Data Migration Validation

Focus / *objective*	Validation Teams	Facilitator
Data Migration / *Scenario based end-to-end data validation process by Business; increase awareness on transformation process and build confidence in data accuracy / integrity*	Data Migration Advisory Subgroup Data Migration Team	Doug McCabe, Rebecca McGinnis, and Sri Sivasankaran

Process Highlights |

- Data Migration Advisory Subgroup heavily involved in business process

- Data is technically tested for accuracy

- Simulations of the actual data migration (one completed, 2-3 more planned)

Steering Committee Request for Decision

Approve the Advisory Committee recommendation (8 of the 24 responded) to adopt the Business Validation Plan (provided 6/5/2025), which includes:

Focus / *objective*	Validation Teams	Facilitator	Details (notes)
4 sections: • WA Works • WorkSource WA • PIRL • Data Migration	Primarily the Lead Development Partners (except DM which leverages the DM Advisory Subgroup)	Primarily the Product Manager	Reflects which environment work occurs, pre-work before validation, system access

Process Summary | narrative to explain the general process, responsibilities, feedback mechanism(s) and other pertinent processes that gather stakeholder's input into the design process and prior to the Validation Team's engagement with the validation steps.
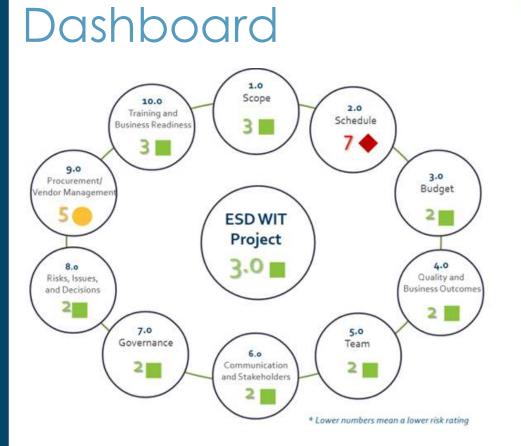
QUALITY ASSURANCE

Gasper Gulotta

Dashboard

ESD WIT Project — 3.0

* Lower numbers mean a lower risk rating

Category	Trending	March 2025 Assessment	April 2025 Assessment	May 2025 Assessment
Overall Project Health Rating	↑	2.6	2.8	3.0
1.0 Scope	=	2	3	3
2.0 Schedule	=	6	7	7
3.0 Budget	=	2	2	2
4.0 Quality and Business Outcomes	=	2	2	2
5.0 Team	=	2	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	5
10.0 Training and Business Readiness	=	3	3	3

Priority	Current reporting period	Opened to Date	Currently Open
High Priority	1 opened; 0 closed	13	1
Other	1 opened; 0 closed	39	4
Total	2 opened; 0 closed	51	5

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

High Priority Recommendations	Opened
9.5 The project should consider initiating options analysis to complete the project including worst case scenarios with the vendor. Status: *The project has not yet secured commitment from the vendor to provide the needed resources to complete the project in the schedule provided. The project is not yet conducting options analysis to complete the project in worst case scenarios.*	May 2025

Project Next Steps:

Executive Sponsor & WA Tech insights

Next Meeting: Tuesday, July 1, 2025

Development: Complete Sprint 27 (5/28-6/17)
- ❑ Core Product/WA Works focused on building out Assessments mapped to measurable skills gains (MSG).
- ❑ New WorkSource WA to Continue "Find a WorkSource" object and landing page. Begin Service Console configuration for the Live chat agent experience. Fix deferred bugs. Wrap up on spikes.

Data Migration: Sprint 45 – Begin mapping of Employer data, implement participation script, load Enrollments for Adult & DW, ingest Enrollment Service and Job tables from Salesforce

Training | Validate training content sequence and objectives in order to begin outlines for content development. Training Environment established, learning management system installed, and begin work to customize the LMS.

Product | Conduct Ph 3 new-WSWA User Studies with Employers. Review Ph 2 WSWA findings & recommendations with LDP's. Complete WSWA Employer Dashboard Analysis. Finalize content for complaints pathways for Programs, EO, and MSFW; Tailored Services. Continue discovery on Assessments, mapping to MSG's.

Project Management | Finalize decisions and wrap up plans for all the technical activities to support the technology transition and operations. Finalize with vendors the project timeline(s).

- ❑ Planning & host the June 27 Town Hall.

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6/9 I&T Steering Only Agenda :

- **Portfolio & WS Technology updates**
- **Roundtable**

No Advisory Committee updates from May

Transition time

(WIT Project-specific people are excused)

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PORTFOLIO & WS TECHNOLOGY UPDATE

Christopher Jenkins

Portfolio Projects & Tech Updates

Project Name	Status	End Date (Duration)	Purpose	Project Updates
JAS/JFS Workforce Vouchering Modernization	In Progress	9/30/2025	Support services for DSHS participants are delayed by A-19 (BFET) and WorkFirst voucher requirements, often taking up to two weeks. Many agencies don't accept paper vouchers, and rural areas face vendor shortages, creating service inequities. To better meet customer needs and contractual obligations, modernizing service delivery is essential, as field requests continue to highlight the need for greater efficiency	• Pilot Policy has been reviewed and updated • PROWD P-Card Pilot will begin 5/5 • Discovery in motion for other potential solutions
RAS Phone Accommodation	Initiation	8/19/2025	The project enhances the Reemployment Appointment Scheduler (RAS) for efficiency and ease of use, reducing staff involvement. ESD aims to keep phone appointments available upon customer request, aligning with Department of Labor guidelines.	• Product brief reviewed by Leadership • Development work slated to begin 5/7 • Ops Readiness and Change Management planning underway
WSD Satellite Offices	Discovery	(6-12 Months)	The WSD division aims to better serve our community by establishing satellite offices/outstations to meet customers where they are. However, the absence of established practices within ESD has been identified as a key barrier to achieving this goal.	• Shifted from Enterprise portfolio to Workforce portfolio • Discovery is complete • Validate portfolio roadmap placement
WS Resource Rooms Virtual Customer connection	Intake	TBD	Identify ways to improve technology use and create a platform for customers to connect with remote workers. Spokane is facing lengthy wait times, which technology could help address. The idea emphasizes enabling online connections for visitors upon arrival.	• Will review this project in the future when resources become available.

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ROUND TABLE & QUESTIONS

Ismaila Maidadi & Mark Mattke

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THANKS!