

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

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September 4, 2025



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## Agenda:

- WIT Project Agenda review
  - Project updates
  - TSB Follow-up
  - Go / No-go updates
  - 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

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Linda Kleingartner



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# WIT Replacement Project Status

As of 8/31/2025



Budget



Risk



Schedule



Scope



OCM

## Accomplishments:

**Development:** Complete Sprints 30 and began Sprint 31 (7/30 - 9/9/2025):

**Core Product/WA Works:** Built the Work Based Learning feature set, UTAB Integration (Phase 1), PIRL Development for RI & Snapshots, Higher Environment Deployments.

**New WSWA Sprint 30 focus:** Completed the Workshop/events search & filter functionality; Began the Employer Registration flow on WorkSourceWA. Configuration of the authenticated job seeker's career profile. Completed a few pages of the content upload.

**Data Migration:** Sprint 48 - Begin Phase 1 analysis of employer account data. Spike work for Measurable Skill Gains & Credentials. Begin extraction of services to the staging tables. POC on loading attachments to Salesforce.

- Developed ESD's Workforce Services Division's change management action plans with division leadership team.
- Progress made with the new WSWA content creation and ability to upload.
- Distributed communications packet to Communicators, amplified accordingly.
- Training team deliverables progress as planned (personas, training objectives).
- Demo'ed the automation testing practices to WA Tech.
- Finalized & rebaselined the project timeline.
- Hosted statewide WDA Community of Practice.
- Hosted the August 22 Town Hall.



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# Project Budget – July 2025

Section	July 2025 Expenditures	FYTD Expenditure as of July 2025
134-130 CPP Employment Services - State	\$553,334	\$553,334
Operations Total	\$553,334	\$553,334

## NOTES:

- Tech budget has not yet been approved by WATech/OFM, but is in progress under the currently approved budget.
- Decision Package is in progress which will ask for funding to extend the implementation date
- That process is not expected to be complete until Legislature & Governor act on our request.

(as of 8/28/2025)



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# Project Issues

- **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)
- **Issue#233347** | If Project environments are not kept up to date, then the project schedule may be impacted (V. Ammisetty)
- **Issue #259618** | If the vendor cannot provide sufficient PIRL SME capacity, then the project timeline may be impacted (J. Perla)
- **Issue #262560** | If dependencies to complete PIRL scenarios and file-level test artifacts are delayed, then the overall project timeline may be impacted. (J. Perla)
- **New Issue #222426** | If large (>\$5K), unplanned budget requests for project expenses occur, then the project budget could be at risk (A. Goranson)



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# Project Very High Risks- Risk Rating 20+

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- **Risk #186260-- 25** | If vendor is not able to implement DevOps against client requirements timely, then velocity and quality of the product could be impacted (J. Perla)
- **Risk #184385--20** | If the vendor has no direct experience with system implementation, then the resources, capacity, quality, and timeline is at risk. (J. Perla)
- **Risk #216070--20** | 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 #259545 -20** | If Vendor's PIRL QA Testing Capacity is not increased or dependencies are not completed, then it could impact the project timeline (J. Perla)
- **Elevated Risk #248988- 20** | If the project doesn't account for the limited SMEs for multiple workstreams; THEN the project quality and schedule could be impacted (J. Perla)

**Risk Matrix (Risk Rating 0 – 25)**

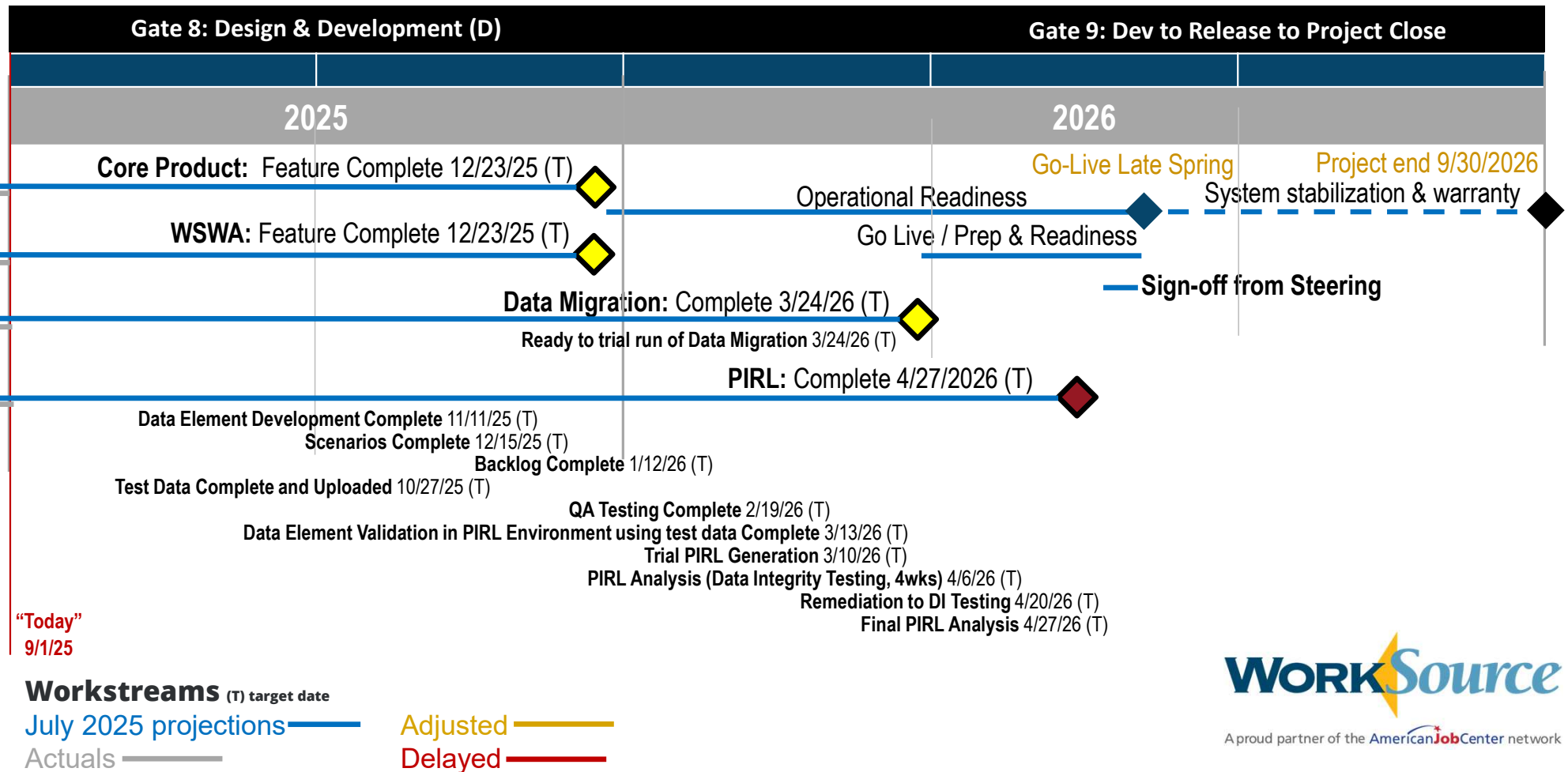
Likelihood/Probability ↑	5					
	Very High	5	10	15	20	25
	4					
	High	4	8	12	16	20
	3					
	Moderate	3	6	9	12	15
2						
Low	2	4	6	8	10	
1						
Very Low	1	2	3	4	5	
		1	2	3	4	5
		Very low	Low	Moderate	High	Very High
		Impact →				



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# Project Schedule

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# Project Schedule

## PIRL Project Delivery Scorecard

Produced by the WIT Project's PMO Team 9  
Updated 8/26/2025

AREA	TASK	START	FINISH	STATE	NOTES
PIRL- Reportable Individual	Reportable Individual (RI) Development	4/15	8/4	done	
	RI Scenarios, Backlog & Test Data	5/20	8/19	done	Finished 8/19, rather than 8/1 as targeted.
	RI Testing	8/5, 9/1 (T) 8/25	9/16 (T) 10/6	R	This is Critical Path; 8/5 was a "must start" date, slipped 3 weeks, started on 8/25
	RI Validation by DI Team	9/30 (T) TBD	10/6 (T) TBD	Y	Work By DI Team (note Annual PIRL 9/15-9/29, PYQ1 10/20-10/30)
PIRL- Snapshot	Snapshot Development	6/1	8/19 (T)	R	Missed target finish date; RI Testing / QA delays creates 3-week gap
	Snapshot Scenarios, Backlog & Test Data	6/18	9/10 (T)	G	
	Snapshot Testing	9/15 (T) TBD	10/21 (T) TBD	R	This is Critical Path; 9/15 WAS a "must start" date
	Snapshot Validation by DI Team	10/31 (T)	11/14 (T)		Work By DI Team, conflicts with PIRL PYQ1 10/20-10/30
PIRL- Basic Career Services	Basic Career Services (BCS) Development	5/7	9/30(T)	G	
	BCS Scenarios, Backlog & Test Data	8/5 (T)	10/13 (T)	Y	
	Basic Career Service (BCS) Testing	10/22 (T)	12/2 (T)	R	This is Critical Path; 10/22 WAS a "must start" date
	BCS Validation by DI Team	10/31 (T)	11/21 (T)		Work By DI Team, concurrent with Snapshot, may elongate duration
PIRL-Default Value	Default Value Development	6/18	9/30 (T)	G	
	Default Value Testing	10/13 (T)	11/19 (T)		
PIRL-Future Dev targets for other categories	Service Delivery & ISS Development	5/28	9/30(T)	G	
	Training Services / Credentials / MGS	4/18	10/29 (T)	G	
	Wage Data Development	7/30 (T)	10/29 (T)		
	TAA Development	10/1 (T)	11/11 (T)		

**NOTE** PIRL future TESTING - All dates are critical path, and given the delays with Reportable Individual, the state for all QA / Testing is now RED.

### Legend:

All dates are 2025, unless noted otherwise  
(T) = target date. If not indicated, it is actual



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# Project Schedule--- “what, now what, so what”

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What...	Now What...	So What...
PIRL schedule delays	2 Weekly Exec Mtgs with IT Vendor: -contract issues focus -schedule & delivery discussion	Sumit Gupta and Lisa Kissler aware of schedule delivery deadlines and details
PIRL- Reportable Individual delay caused 3-week slippage	IT Vendor to produce a recovery plan by 8/29	ESD to validate IT Vendors approach to recovery time
PIRL resourcing constraints / prioritization	ESD securing direct contract with PIRL Subject Matter Expert	ESD establishes contingency to ensure PIRL work is prioritized



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# TSB FOLLOW-UP & IT VENDOR DISCUSSIONS UPDATE

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Puneet Agrawal, Lisa Kissler, Sumit Gupta



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## GO / NO-GO UPDATES

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- Customer Support Model – updates on design process and planning
- Change Management – WDA statewide resistance themes



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# Customer Support Model-- update

Venkat Ammisetty, Luke Hansen



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# Support Model Update

## WIT Support flow upgrades

- Upgrade support software, Remedy rebranded Helix
- Partners can submit tickets via Salesforce to Helix
- Proposing: VST team access to Helix
- WSS and VST team can move items between queues, leading to quicker resolution time

## Technical improvements:

- Salesforce integration via Helix iPaaS (powered by Jitterbit)

## To be determined

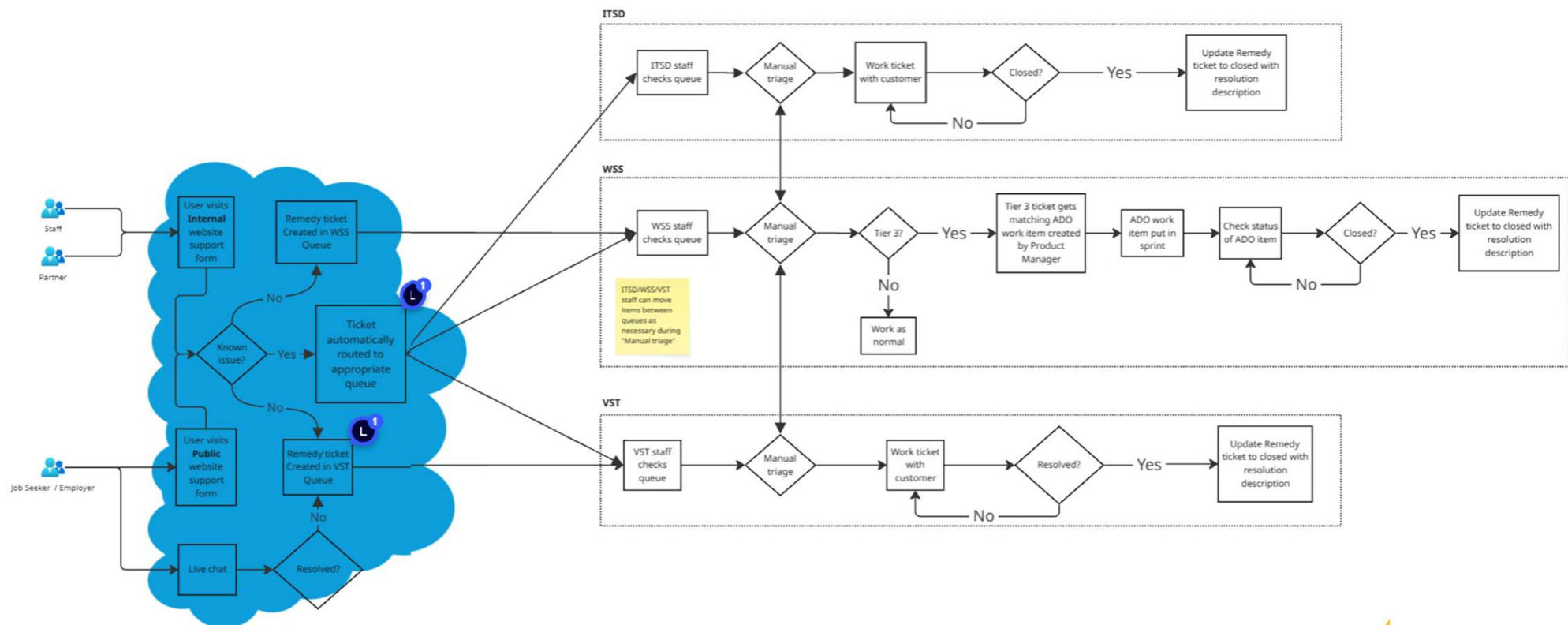
- ☐ How are access requests handled?
- ☐ How are data requests handled?



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# WIT Support Flow- draft

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# Web Support Contact Form- draft

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## Website support form

If you're having trouble using the site, fill out the form below and we'll get back to you as soon as possible.

\* Indicates required fields.

\* Name

A User

\* Email

user@email.com

Phone (Optional)

(123) 456-7890

\* I need help with:

Website issue



\* Briefly describe the issue.

Can't submit application for Customer Associate (job ID: 1234567).

Upload a screenshot or file. (Optional)

Accepted file types: PDF, DOC, DOCX, JPG, PNG, MP4 or MOV (up to 25MB)

 Upload files or drop file here

 A-file-with-a-very-very-very-long-name-that-goes-into-multiple-lines.doc  Delete

 file-2.doc  Delete

 file-3.doc  Delete

Submit request



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# WIT Tiered Support – Tiers 0, 1, 2

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Tier	Description / <i>primary audience</i>	Examples
0	Supports WorkSource Professionals, Jobseekers and Employers via Self Help, tip sheets, e-learning   Desk Aid and Reference Material <i>/ Work Source Staff only</i>	Navigation assistance
		Direct to reference materials, resources, training assistance
1	Basic Support Handling initial customer and user inquiries, often involving simple troubleshooting and triaging issues to higher tiers <i>/ WorkSource Professionals, Jobseekers and Employers</i>	Password resets, log-in issues, technical support, user management, public use equipment
		Outages, notifications, Job Seeker & Employer support
2	In-depth Technical Support involving more complex issues beyond tier one scope, requiring deeper Salesforce & product knowledge and troubleshooting skills. <i>/ ESD IT team</i>	Configuration issues & basic customization assistance (zero code); WSWA content updates; website alerts
		System health check monitoring & reporting, incident response, advanced functionality troubleshooting
		Identity access management



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# WIT Tiered Support – Tiers 3, 4

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Tier	Description / <i>primary audience</i>	Examples
3	All product enhancements, environment management, and data integrity. <i>/ ESD IT team</i>	Troubleshooting production issues & code, integration failures, log / monitor issues, system wide errors, debugging
		Batch jobs, schedule jobs, release mgmt., environment mgmt., CI/CD pipeline
		Small feature enhancements, advanced customization support
		Data Management / data integrity
4	External Partner / Vendor Support  Highest level support involving critical issues, product enhancements, and strategic guidance. Often reserved for escalated cases requiring executive level attention or involvement of Vendors.	Performance optimization recommendations or product enhancement requests
		All External IT Partner coordination, Cloud Infrastructure
		Disaster recovery



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# Change management – WDA statewide resistance themes

Luci Bench

Advice  
Requested



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# Change Management - Community of Practice

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## August 13, 2025- Event Summary

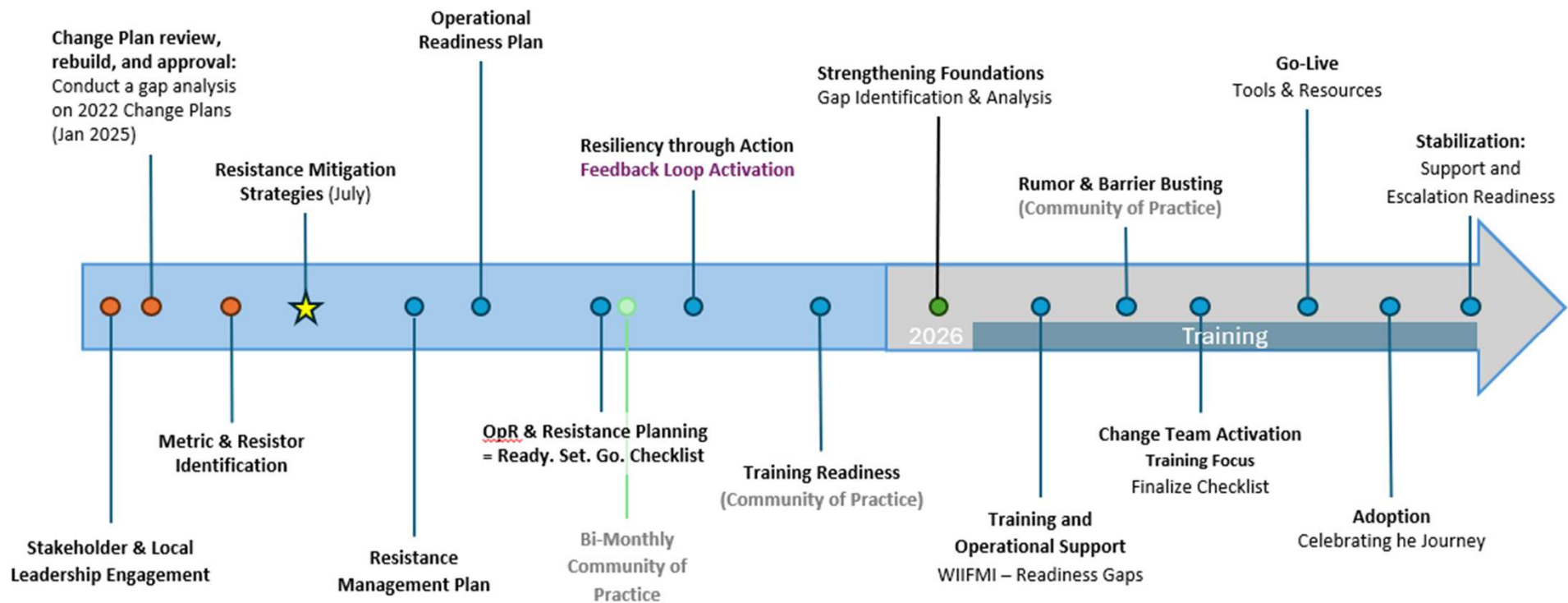
- Successful event! Positive feedback.
- 52 out of 130 total Change Team members attended
- All WDA's represented
- Good Mix (LWDBs and ESD)
- Break out session on the eight locally-owned counter measures to resistance
  - Randomly selected to group
  - Brainstormed ideas
  - Helpful kick-off to do their local plans

Steering Committee Advice: **Discussion question on slide 26-** how can we build “leaders” knowledge on what is planned for the system support and training approach (and other possible areas of resistance)?



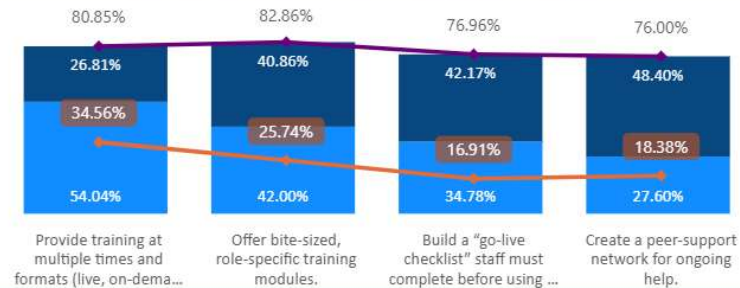
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# Change Management Roadmap

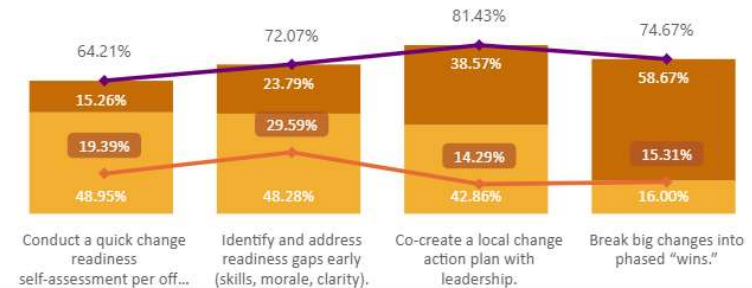


# The Connection: Resistance → Readiness

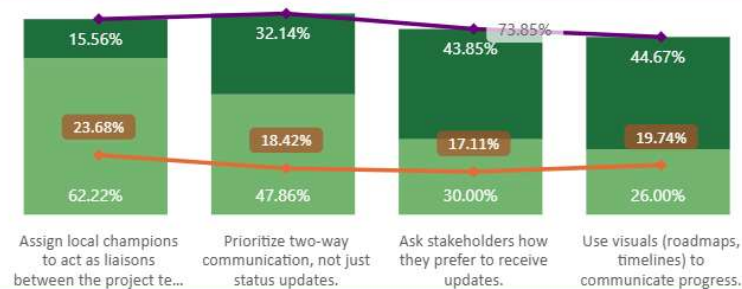
## User Readiness & Training Completion Rate



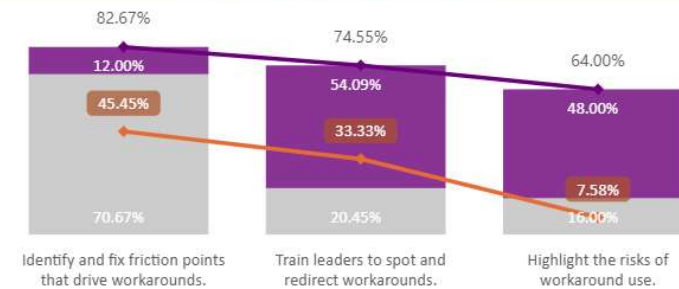
## Change Readiness Score



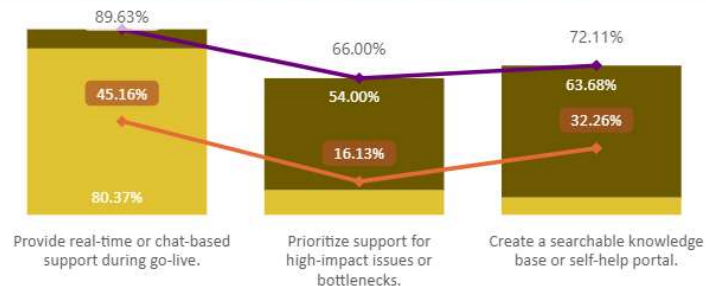
## Stakeholder Engagement & Communication Effectively



## Adoption vs. Workaround Rate



## Help Desk Support Requests & Resolution Time



- These graphs show the top 5 Resistor Themes and top Mitigation Strategies from the combined 12 WDA's.
- The bars represent the percentage of total confidence level assigned to strategies chosen as 1st or 2nd priority.
- The lighter bars indicate the 1st-choice strategy, while the darker bar represents the 2nd-choice strategy.
- Orange Line is how often each mitigation strategy was selected out of all resistor theme strategy selected.
- Purple line is the percentage of is the overall confidence level for the mitigation strategy.

# You Said... We did

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Nearly **80%** of the Mitigation Strategies are currently being worked on by the Project Team or our change management meetings.

## Top 5

(Based on Confidence Level)



### User Readiness & Training Completion Rate

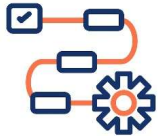
1. Provide training at multiple times and formats (live, on-demand, office hours).
2. Offer bite-sized, role-specific training modules.



Project - Training



Project - Training



### Adoption vs. Workaround Rate

3. Identify and fix friction points that drive workarounds.



Feedback to Product



### Help Desk Support Requests & Resolution Time

4. Provide real-time or chat-based support during go-live.



Project – Technical Team

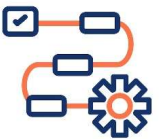
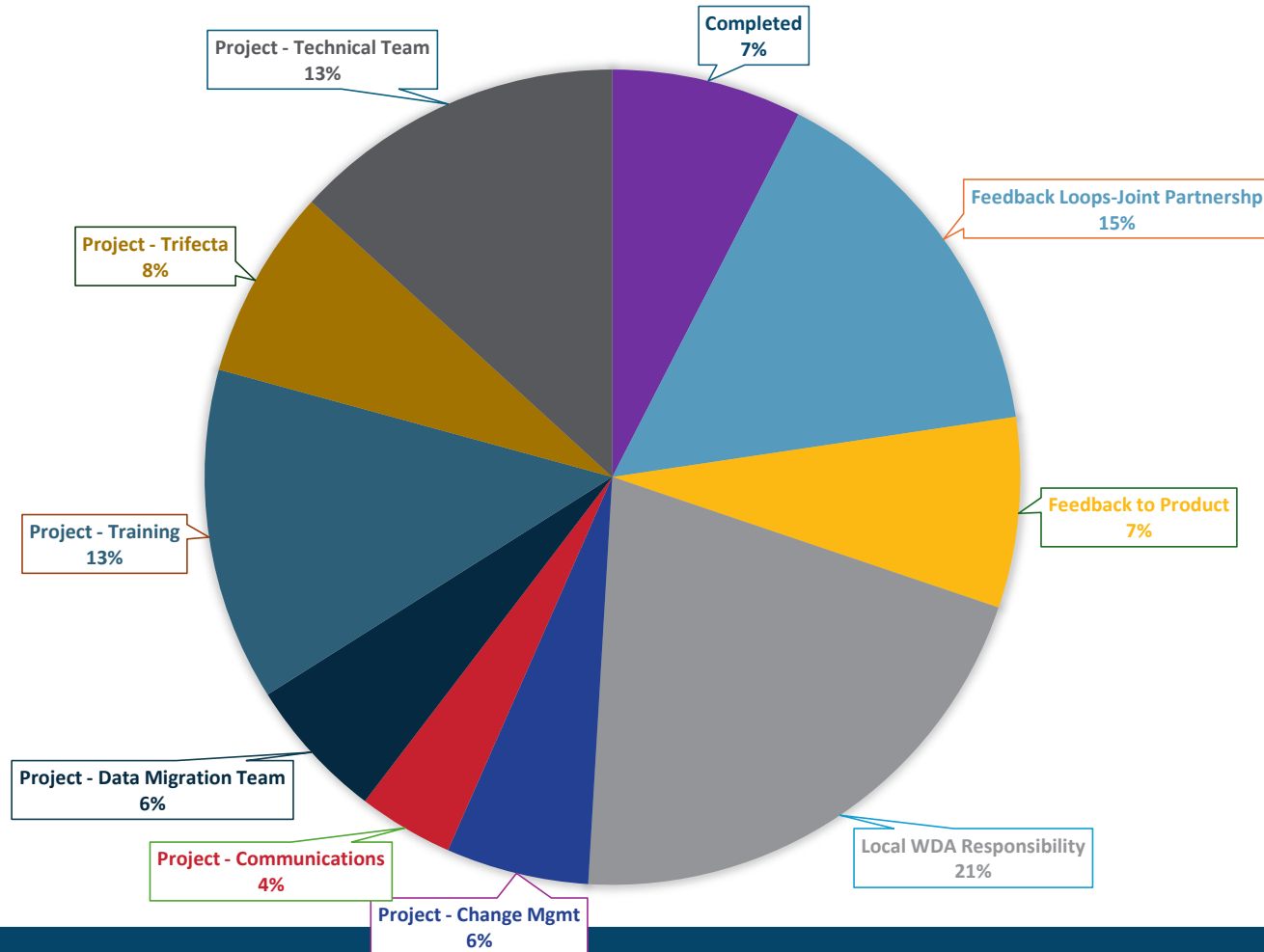


### Change Readiness Score

5. Identify and address readiness gaps early (skills, morale, clarity).

# You Said... We did

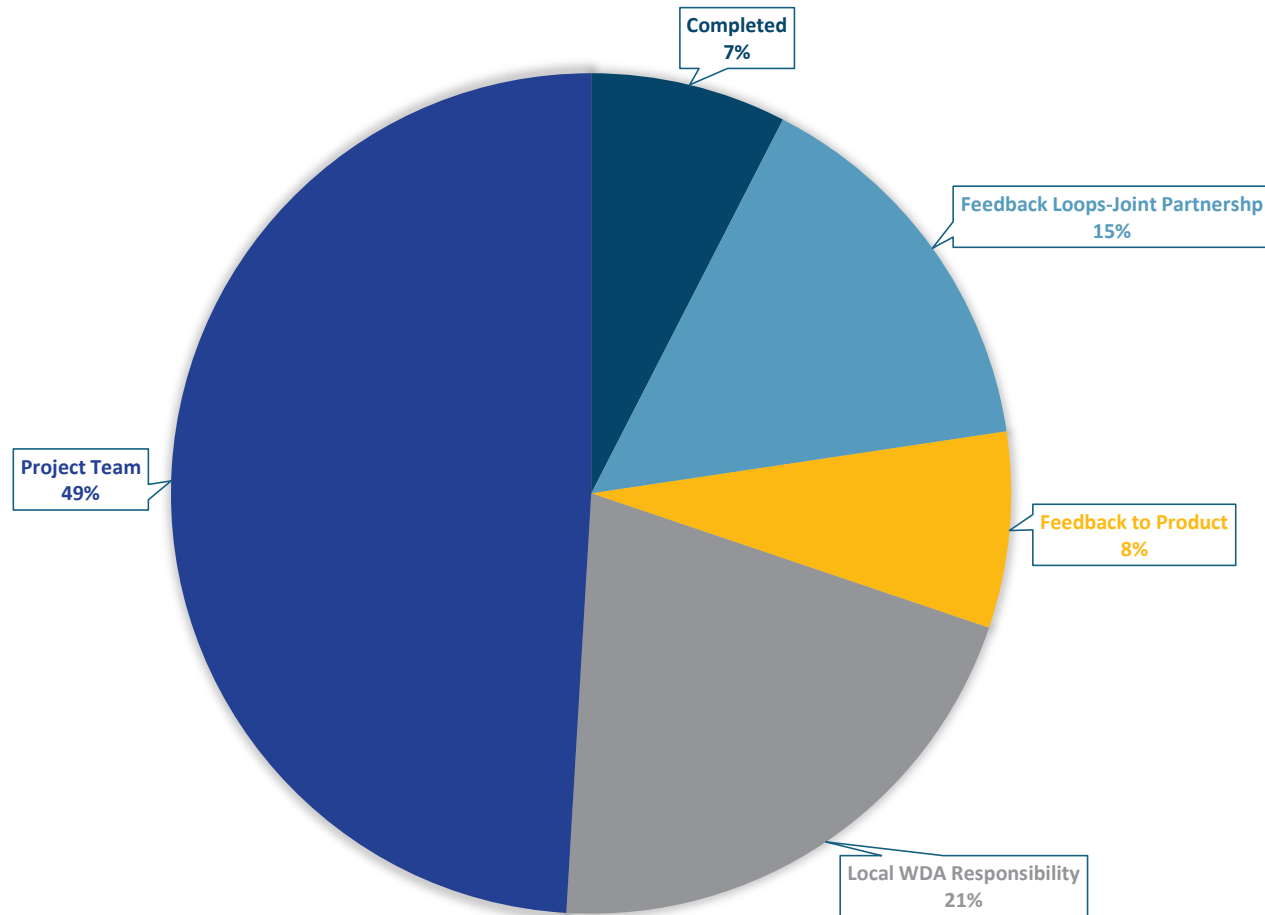
24





# You Said... We did

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Nearly **50%** of the Mitigation Strategies are being completed by the Project Team!

## Steering discussion: Building Knowledge for WIT Change Teams

**Problem:** The Community of Practice revealed that Change Teams, while aware of their teams' areas of resistance, lack knowledge on the Project's planned activities (e.g., training, help desk).

**Objective for next 4 months:** Engage WIT Project "leaders" (including change teams) **to fully understand enough** about what is planned for system support (help desk and more) and the training approach, so that **they are able to directly field questions** for their teams and staff.

Currently planned are the 12 WDA Change Meetings (Sept & Nov), and a Community of Practice in October, and nothing in December.

**We want to mix this up- and would like Steering's advice:**

- We need to build change team's knowledge – how to best reach them? Extra sessions?
- Who else should participate, so they know this information?

The Project Team can provide one-pagers, videos, symposiums, FAQs, written materials. *But is that enough?*



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# QUALITY ASSURANCE

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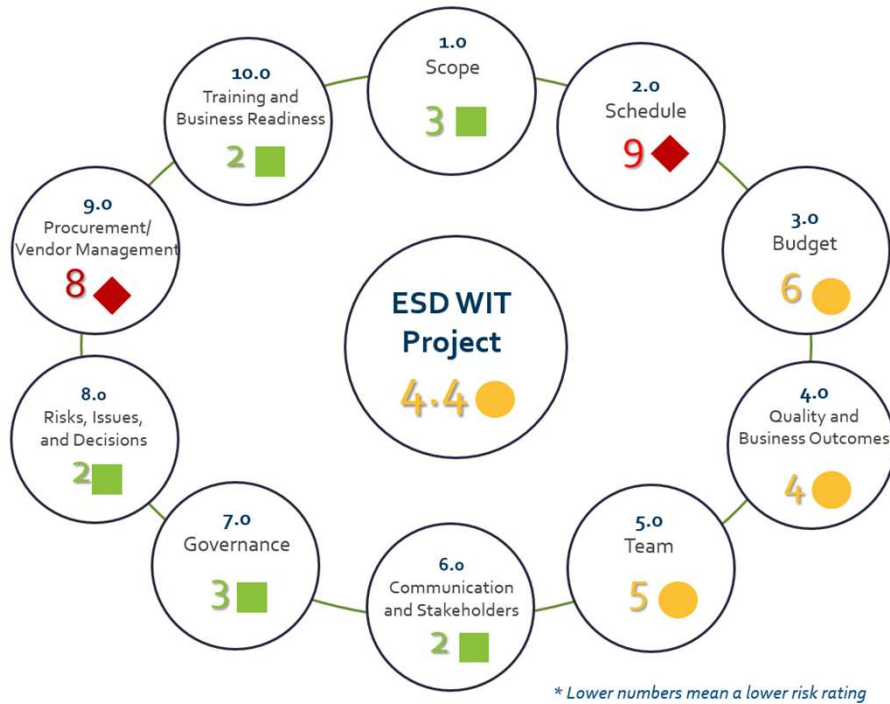


Gaspar Gulotta, Jeff Pearson



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# Dashboard



Category	Trending	June 2025 Assessment	July 2025 Assessment	August 2025 Assessment
Overall Project Health Rating	↑	3.7	3.7	4.4
1.0 Scope	=	3	3	3
2.0 Schedule	↑	8	8	9
3.0 Budget	↑	4	4	6
4.0 Quality and Business Outcomes	↑	2	2	4
5.0 Team	↑	4	4	5
6.0 Communications and Stakeholders	=	2	2	2
7.0 Governance	↑	2	2	3
8.0 Risk, Issues, and Decisions	=	2	2	2
9.0 Procurement / Vendor Management	↑	7	7	8
10.0 Training and Business Readiness	↓	3	3	2

Priority	Current reporting period	Opened to Date	Currently Open
High Priority	1 opened; 1 closed	16	3
Other	0 opened; 0 closed	41	4
Total	1 opened; 1 closed	57	7

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

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High Priority Recommendations	Opened
<p>2.9 Establish a schedule as quickly as possible. Even an estimated schedule will provide the necessary stability to project staff.</p> <p><b>Status:</b> <i>An updated schedule was agreed upon at the end of July. This schedule provides an estimated timeframe for completion. We are leaving this recommendation open because the vendor has not onboarded all staff that the schedule assumes are on the project. Despite this new schedule, the project expects an early August milestone to be missed by approximately three weeks. This results in a low-confidence schedule that does not provide the stability intended by the recommendation.</i></p>	June 2025
<p>4.1 The project should consider engaging a third party to review code quality and provide feedback on areas of the code that deviate from best practices.</p> <p><b>Status:</b> <i>The project has identified some code that deviates from best practices. Since Salesforce is a new platform for the agency, a third party could improve the agency's understanding of best practices for this platform.</i></p>	August 2025
<p>9.5 The project should consider initiating options analysis to complete the project, including worst-case scenarios with the vendor.</p> <p><b>Status:</b> <i>A schedule was agreed to in late July. However, expected vendor resources are not yet onboard. The agency has explored different options for completing the project. We recommend they continue exploring and be prepared to act quickly on the best options to meet the current target completion date.</i></p>	May 2025



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# Executive Sponsor & WA Tech insights

Next Meeting:  
Thursday  
October 9, 2025

NOTE: Day  
of Week  
Change

## Project Next Steps:

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**Development:** Complete Sprints 31 and 32 (8/20 through 9/30/2025)

**Core Product/WA Works- Sprint 31 focus:** Work Based Learning Flow, UTAB Data Model Configuration, updates to Assessment & Referral Flows, New Custom Object 'Supplemental Education & Training Placements', PIRL Report Generator for Reportable Individuals, RBAC; and setting up the new data migration sandbox

**New WSWA Sprint 31 focus:** Complete object configuration; the Employer Registration Flow, the added features & requirements for Employer Accounts & Contacts to be approved to use WSWA; Complete the Career Profile, Job Application; and 'My Applications' pages, and Website Support Form for WSWA. Connect to all required Lightcast APIs to Salesforce.

**Data Migration:** Sprint 49 –Data mapping of Employer Accounts & Contact, perform ETL and load Services, migrate Azure Resource Group, update Deskside Intake questions. Prepare for data migration simulation #2 in late October.

- ☐ Begin uploading new WSWA content into Content Mgmt. System
- ☐ Future planning (post-release) for LMI web survey and program planning.
- ☐ Continue discovery on IEPs and Service Strategy.
- ☐ Prioritize with New WSWA LDPs employer refinements from user studies.
- ☐ Continue accessibility user study planning, recruiting for Oct-Nov.
- ☐ Complete ESD support division change plans (delayed to Sept).
- ☐ Security Design Review approvals expected in mid-September.
- ☐ Initiate onboarding of Training resource (AB Testers).
- ☐ Begin October Town Hall planning.



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## 9/4 I&T Steering Only Agenda :

- **BAM Charter & Update**
- **Advisory Committee Updates\***
- **Portfolio & WS Technology updates\***
- **Federal policy update\***
- **Roundtable\***

\*Standing Item

## Transition time

(WIT Project-specific people are excused)



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# BAM CHARTER & UPDATE

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Chris Barron



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# ADVISORY COMMITTEE UPDATE

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Ismaila Maidadi



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# PORTFOLIO & WS TECHNOLOGY UPDATE

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Christopher Jenkins-Torres



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# Project Updates

Project Name	Status	End Date	Project Contact	Updates
<b>WIT Replacement</b>	In Progress	Q2 2026	Linda Kleingartner	<i>Refer to previous slides for up-to-date information</i>
<b>(OneWA) WIT Updates</b>	In Progress	6/30/2026	Susan Lo	<ul style="list-style-type: none"> <li>WIT Product team reviewed architecture with leadership and received approval of the design on 8/20</li> <li>Discovery around TAA continues</li> <li>WIT/AFS Product discovery with AFS product team continues</li> </ul>
<b>JAS/JFS Workforce Vouchering Modernization</b>	In Progress	9/30/2025	Susan Lo	<ul style="list-style-type: none"> <li>Third-month reconciliation is currently in progress</li> <li>August project meeting decision: Continue using purchase car post-project until a permanent solution is identified or issues arise</li> <li>Change request submitted to align with updated pilot program policy—purchases to be made primarily through approved vendors</li> <li>Discovery activity: Shadowed vouchering process with WorkFirst staff at Rainier office</li> <li>Completed contract meeting with OST</li> <li>Scheduled upcoming meeting with US Bank and OST</li> </ul>
<b>RAS Phone Accommodation</b>	In Progress	TBD*	Eric Le	<ul style="list-style-type: none"> <li>Official release of RAS changes paused due to concerns around operational readiness</li> <li>Meeting with leadership 8/29 to identify next steps</li> </ul>
<b>Links Landing Page</b>	Discovery	TBD	TBD	<ul style="list-style-type: none"> <li>Survey was distributed to identify which offices were interested in adopting this format</li> <li>Three responses so far, Olympic, SW, and SeaKing</li> </ul>
<b>Enterprise Port. - WorkSource Hardware Refresh</b>	Complete	8/29/2025	Lauren Heller	<ul style="list-style-type: none"> <li>35 out of 36 sites refreshed, 972 total devices deployed</li> <li>Grays Harbor has 16 units pending install at new opening (as of 8/28)</li> <li>All configurations are ADA-Compliant</li> </ul>



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# FEDERAL POLICY UPDATE

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Joy Adams



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# ROUND TABLE & QUESTIONS

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Ismaila Maidadi & Mark Mattke



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# THANKS!

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