

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

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October 9, 2025



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## Agenda:

- WIT Project Agenda review
  - Inactive ETO Offices
  - Project updates
  - IT Vendor discussions
  - 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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# ADVISORY RECOMMENDATION- DEACTIVATE INACTIVE ETO OFFICES

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Rebecca McGinnis



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# ETO Office Review

ESD IT provided a summary sorted by offices with:

No  
Touchpoints  
recorded...  
**ever**

No Touchpoints in  
the **last 5 years**

No  
Touchpoints  
in the **last  
2-5 years**

No Touchpoints in  
**the last year**



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# Inactive Office Review

## 168 Inactive Offices:

- 83 offices were not assigned to any specific area
- 81 offices assigned to specific areas
- 4 assigned to ESD's Central Operations (created for back-end support from various Divisions)



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# Impact to NOT Deactivating the Inactive Offices:



Challenges for IT in managing system access.

Risk that staff may accidentally log a service incorrectly.

Additional mapping and transformation work will be required to complete the migration process to the new system



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## Decision request-

To deactivate 168 inactive offices in ETO as recommended by the WS I&T Advisory Committee after thorough review.



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# PROJECT UPDATES

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Linda Kleingartner



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# WIT Replacement Project Status

As of 9/30/2025



Budget



Risk



Schedule



Scope



OCM

## Accomplishments:

**Development:** Complete Sprints 31 and 32:

**Core Product/WA Works:** development pertaining to Work-based Learning, Assessments, Referrals, employment plans, supplemental education, training placement, & validated intake (deskside); Program expansion for JVSG and TAA; PIRL Report Generator for Reportable Individuals, Role-based Access Controls; UTAB integration set up.

**New WSWA Sprint 30 focus:** Improved the Employer Registration Flow with employer Accounts, Contacts, granting Community Portal access & confirmation emails; Career Profile completed allowing self-entry of work experience, education, licenses / certificates, skills, job preferences and sharing preferences into a contact's record. Implemented & integrated Secure Access Washington (SAW) allowing seamless login and sign up for new and existing users.

**Data Migration: Sprint 48** - Data mapping of Employer Accounts & Contact, perform ETL and load Services, migrate Azure Resource Group out of US West 2, update Deskside Intake questions. Create sproc to update Enrollment Services. Prepare for Data Migration simulation #2 in late October.

- Completed structures for training material quality and accessibility assessment process.
- Finalized new-WSWA comprehensive office locator service details.
- Updated Project & Go-live Comms plans, & Stakeholder plan.
- Completed discovery: Individual Employment Plans & Service Strategy.
- Collaborate in completion of Labor Market web survey to ensure alignment to WIT and beyond.



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# Project Budget – August 2025

Section	August 2025 Budget	August 2025 Expenditures	FY25 Budget	FYTD Expenditure as of August 2025
134-130 CPP Employment Services - State	0	\$411,011	0	\$964,344
Operations Total	0	\$411,011	0	\$964,344

## NOTES:

- Tech budget has not yet been approved by WA Tech/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 9/16/2025)



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# Project Issues

- **Issue #195296** | 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 #259618** | Vendor cannot provide sufficient PIRL SME capacity, impacting the project timeline (J. Perla)
- **Issue #262560** | Dependencies to complete PIRL scenarios and file-level test artifacts are delayed, impacting overall project timeline. (J. Perla)
- **Issue #222426** | Large (>\$5K), unplanned budget requests for project expenses occur, impacting project budget (A. Goranson)
- **New Issue #259545** | Vendor's PIRL QA Testing Capacity is not sufficient, impacting project timeline (J. Perla)



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# Project Very High Risks- Risk Rating 20+

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- **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)**

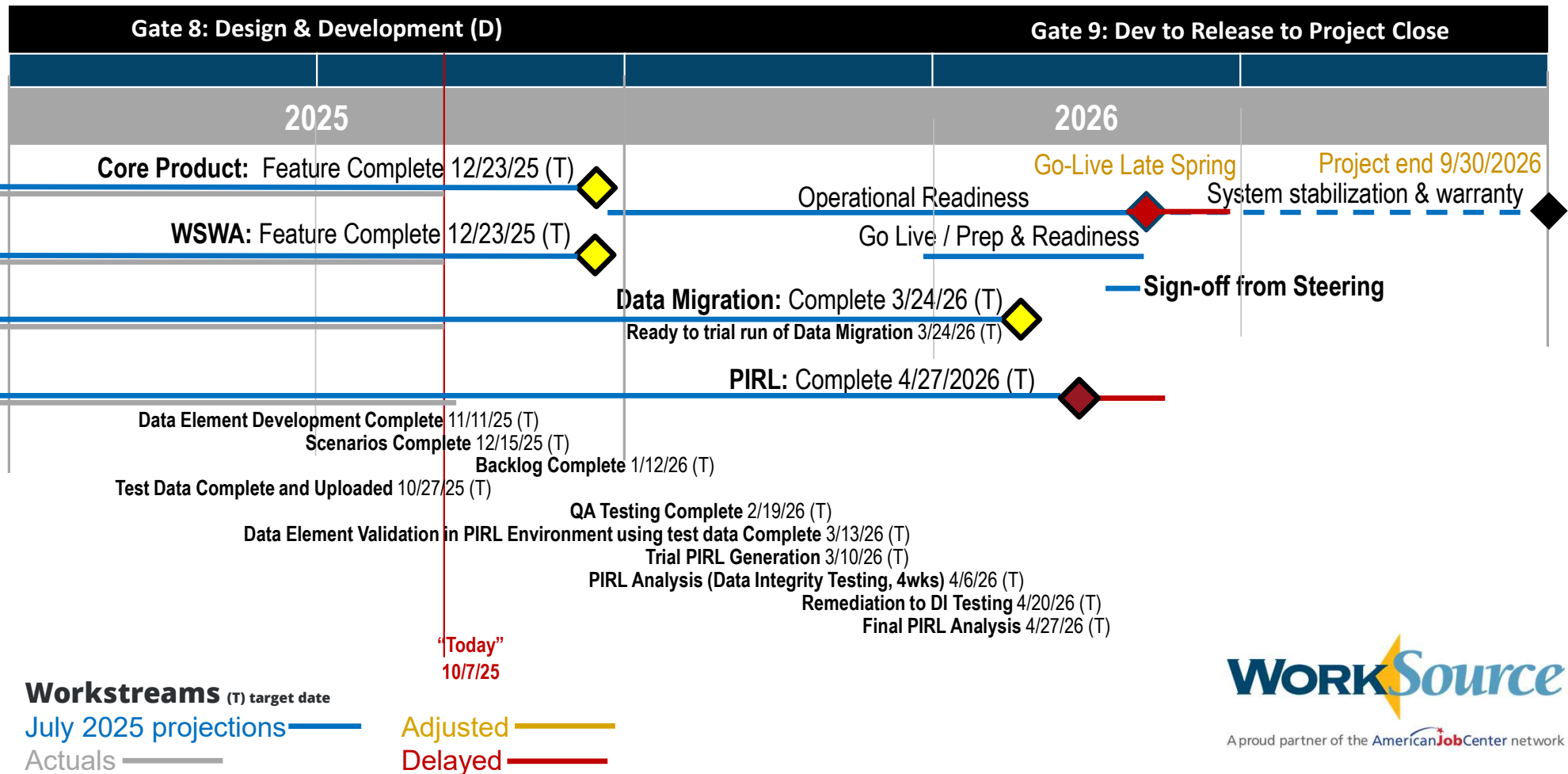
Likelihood/Probability ↑	5 Very High	4 High	3 Moderate	2 Low	1 Very Low
	5	10	15	20	25
	4	8	12	16	20
	3	6	9	12	15
	2	4	6	8	10
	1	2	3	4	5
Impact →					
	1 Very low	2 Low	3 Moderate	4 High	5 Very High



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# Project Schedule

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# Project Schedule

## PIRL Project Delivery Scorecard

Produced by the WIT Project's PMO Team **14**  
Updated 10/1/2025

### Legend:

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

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) 10/27	R	<b>Critical Path</b> ; 8/5 was a "must start" date, slipped 3 weeks initially, then another 3 weeks (total of 6 weeks) -team did recover 2 of the 6 weeks (as of 10/1)
	Timestamp/Requirement Implementation	9/29	10/27	Y	Additional requirement discovered 9/21; adding 2 weeks to schedule duration
	RI Validation by DI Team	9/30 (T) 10/13	10/6 (T) 11/7	Y	Validation & revalidation is work by DI Team (note conflicts with PYQ1 10/27-11/7)
PIRL- Snapshot	Snapshot Development	6/1	8/19 (T) 9/17	Done	3-week delay. Due to 4 DEs corrections requiring additional time
	Snapshot Scenarios, Backlog & Test Data	6/18	9/22	Done	Finished 9/22, rather than 9/10 as targeted.
	Snapshot Testing	9/15 (T) 10/28	10/21 (T) 12/8	R	<b>Critical Path</b> ; 9/15 WAS a "must start" date. Dependency- complete RI QA.
	Snapshot Validation by DI Team	10/31 (T)	11/14 (T)	Y	TBD ---Validation & revalidation is work by DI Team
PIRL- Basic Career Services	Basic Career Services (BCS) Development	5/7	8/4	done	
	BCS Scenarios, Backlog & Test Data	8/5 (T)	10/13 (T)	Y	
	Basic Career Service (BCS) Testing	10/22 (T) 12/9	12/2 (T) 12/30	R	<b>Critical Path</b> ; 10/22 WAS a "must start" date
	BCS Validation by DI Team	10/31 (T)	11/21 (T)	TBD	TBD-- Validation & revalidation is work by DI Team
PIRL-Future Dev targets for other categories	Default Value Development	6/18	9/30 (T) TBD	Y	Delay of Default Value Development ok, give slack in the schedule. Will baseline after timestamp implementation is complete
	Service Delivery & ISS Development	5/28	9/30(T)	Y	Will be adjusted after the timestamp implementation. This delay doesn't impact critical path yet till testing for Snapshot and Basic start/complete.
	Training Services / Credentials / MGS	4/18	10/29 (T)	Y	Will need to rebaseline once
	Wage Data Development	7/30 (T)	10/29 (T)	Y	timestamp implementation is
	TAA Development	10/1 (T)	11/11 (T)	Y	complete.

**NOTE** PIRL future TESTING - All dates are critical path & RED.



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# IT VENDOR DISCUSSIONS UPDATE

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Lisa Kissler, Sumit Gupta



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# Topics (content to be updated 10/8)

- Vendor's resource commitments
- Contract amendment
- PIRL schedule recovery plans
  - ESD resource redistributions
  - Testing validation



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# GO / NO-GO UPDATES

## UPDATES TO OPERATIONAL READINESS PLANS

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Anne Goranson



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## COMMS and STAKEHOLDER PLAN UPDATES

The WIT Sponsorship Coalition approved updates to the **WIT Replacement Go-live Communications Plan**

- Moves job seeker/employer marketing campaign activities to post go-live, once the website is stabilized and WorkSource staff are fully comfortable with the new system
- Removed dates and changed “launch” to “go-live”

We updated the **Stakeholder Engagement Plan** and **Project Communications Plan** to reflect administrative changes (name changes, etc.)



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# System Access Workgroup - Update

Michael Luchini



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# Workgroup *initial* Scope

## Account Types in Scope

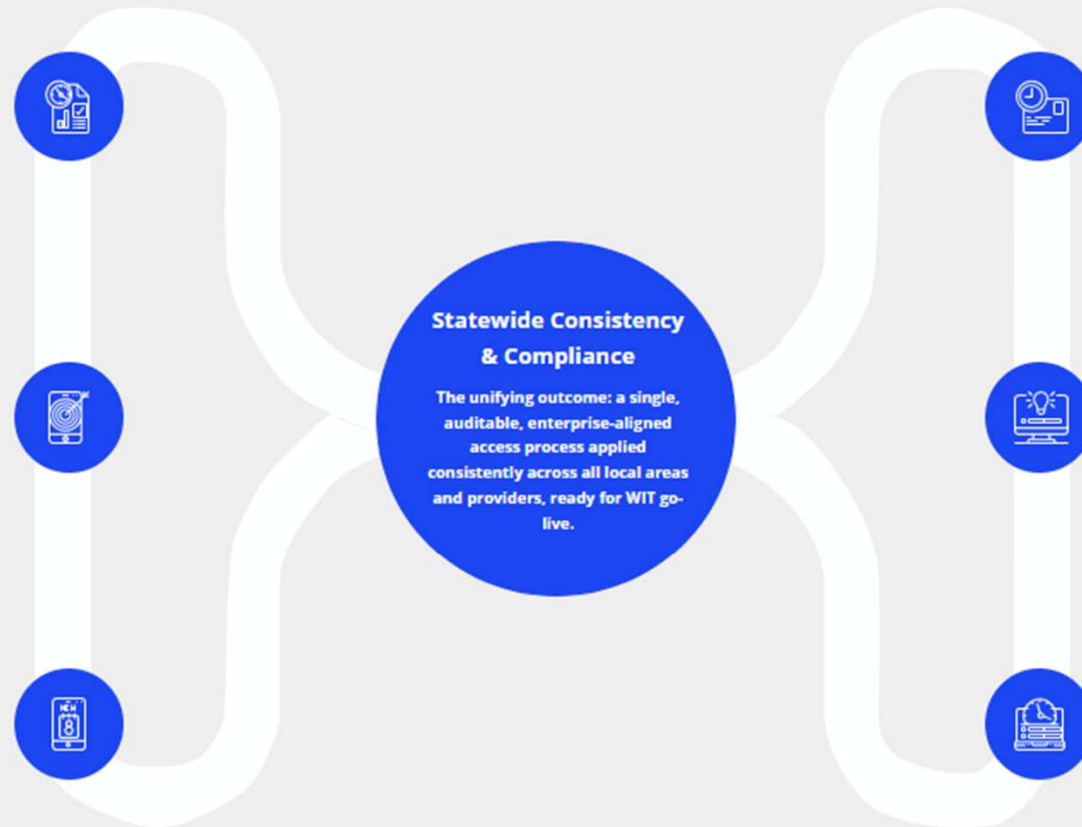
Focus exclusively on WorkSource Professional accounts (LSA, Provider Manager, Staff, central office); excludes job seeker and employer/business accounts.

## Provider Lifecycle Management

Define the statewide process for adding, modifying, and removing providers, including DSA requirements, approval routing, and change tracking.

## User Lifecycle Management

Establish the process for onboarding, modifying, and deboarding staff accounts, ensuring role, site, and program assignments remain aligned to RBAC rules.



## Procedure & Policy Audit

Review all existing WIT system access-related policies for relevance, accuracy, and compliance, identifying outdated elements and necessary revisions.

## Procedure Definition and Documentation

Develop step-by-step, standardized procedures for each request type to ensure consistency, auditability, and ease of training statewide.

## Role-Based Access Control Enforcement

Ensure that permissions are applied consistently through automated enforcement, with safeguards to prevent misaligned assignments.

## Workgroup Session Agenda

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### WaWorks Primer Current Landscape

Build a shared, stable understanding of how WaWorks access control works—conceptually and technically—so every subsequent policy and workflow decision is grounded in the same facts.



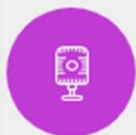
### Policy and Guardrail Alignment

Revisit and audit each existing policy and procedure related to WIT access and establish or reinforce statewide rules that everything else (policy, practice and procedure) must follow.



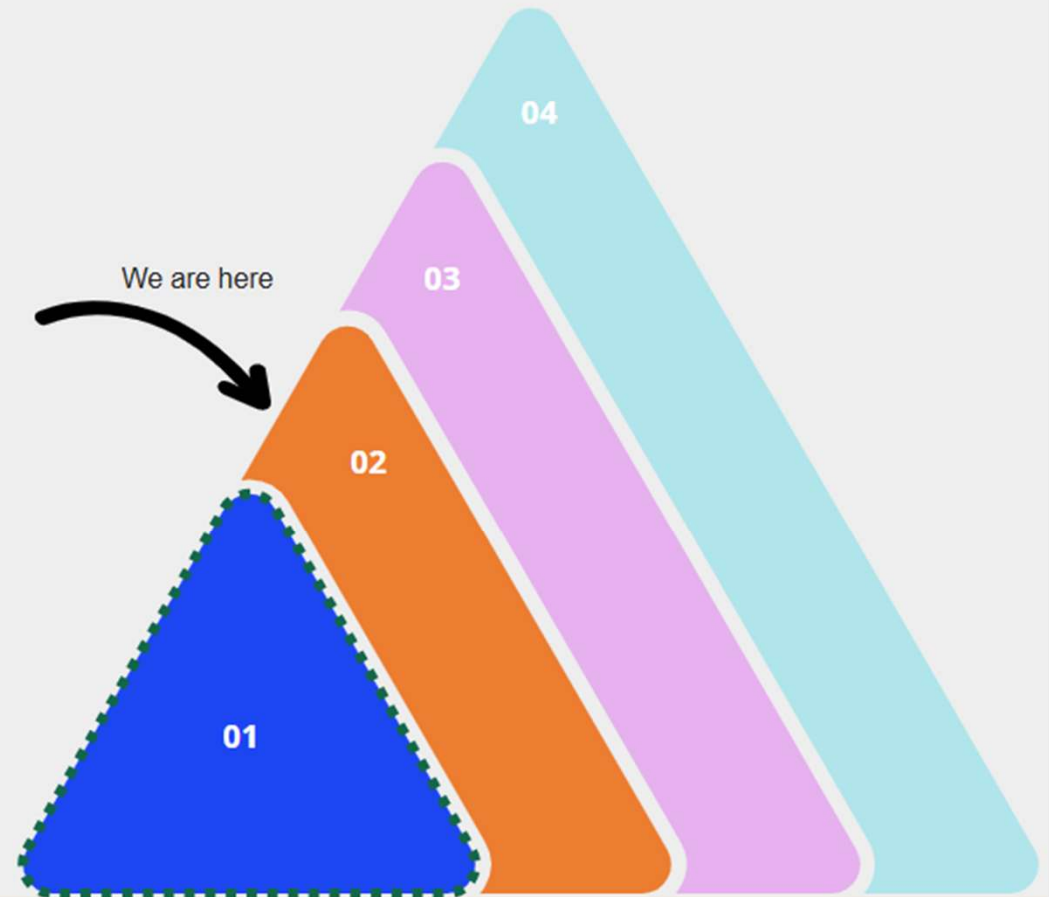
### Workflow & Tooling Design (Provider/User Lifecycle)

Turn guardrails into executable, auditable processes tied to tooling, staff, and domain

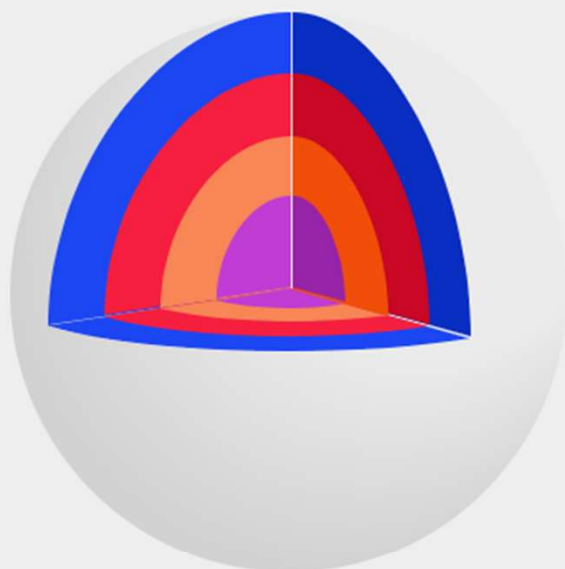


### Enablement, Validation & Operational Readiness

Seek enterprise support, prove it works at scale and equip teams to run it day-to-day.



# Key Components of WaWorks RBAC



## User

Reflects the individual staff who act on participant records. Licensed User Account

Control: Access is limited to an explicitly assigned subset of the provider's approved programs and created by ITSD. sites (set by the Provider Manager); staff do not inherit the provider's full scope. Read/write is permitted only within those assignments; anything outside is blocked by RBAC.



## Local Area/ WDA

Reflects LWDB/WDA boundaries (operations, governance, funding, and accountability live here).

Control: Created/changed by ITSD; required anchor for Sites, Providers, Users.



## WorkSource Sites

Reflects the WorkSource site network footprint (comprehensive/affiliate/specialized sites etc.), where services are delivered.

Control: Created by ITSD; used by Local Service Admins to assign Providers and by Provider Managers to place Staff.



## Service Providers

Reflects partner/contracting/subrecipient relationships (who are authorized to deliver programs under WIOA or under local contracts).

Control: Created by ITSD; Local Service Admins sets program/site scope/assignments.

# Key Roles of WaWorks RBAC

## WorkSource Staff

Default frontline role for delivering services and case management. Access is limited to an explicitly assigned subset of the provider's approved sites/programs (assigned by the Provider Manager); no authority to assign users, sites, or programs.

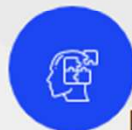


## Provider Manager (PM)

Operational admin for a specific Provider. Assigns individual staff to an explicitly defined subset of the Provider's sites/programs set by the Local Service Admin; cannot expand or change the Provider's scope or create Providers/Sites relationships. May act as an approved requester to initiate user onboarding/deboarding; any access outside the Provider's Local Service Admin-defined scope is blocked by RBAC.



## WaWorks



## Local Service Admin (LSA)

Local-area service administrators for the local WorkSource network. Defines each of their Provider's scope by assigning them sites and programs and can also perform all Provider Manager actions (assign staff). Cannot create/delete core objects (Local Areas, Sites, Providers—ITSD-controlled) but may act as an approved requester to initiate provider/user onboarding/deboarding. All access remains within ITSD-created boundaries; RBAC blocks any misaligned assignments.



## Central Office (CO)

Read-only oversight role for monitoring, leadership, and other statewide observers. Can view all participant, provider, program, and site information and run reports/dashboards, but cannot create, edit, or assign records, users, programs, or sites. Access is limited to policy-approved scope and is subject to periodic recertification to prevent role creep.

# QUALITY ASSURANCE

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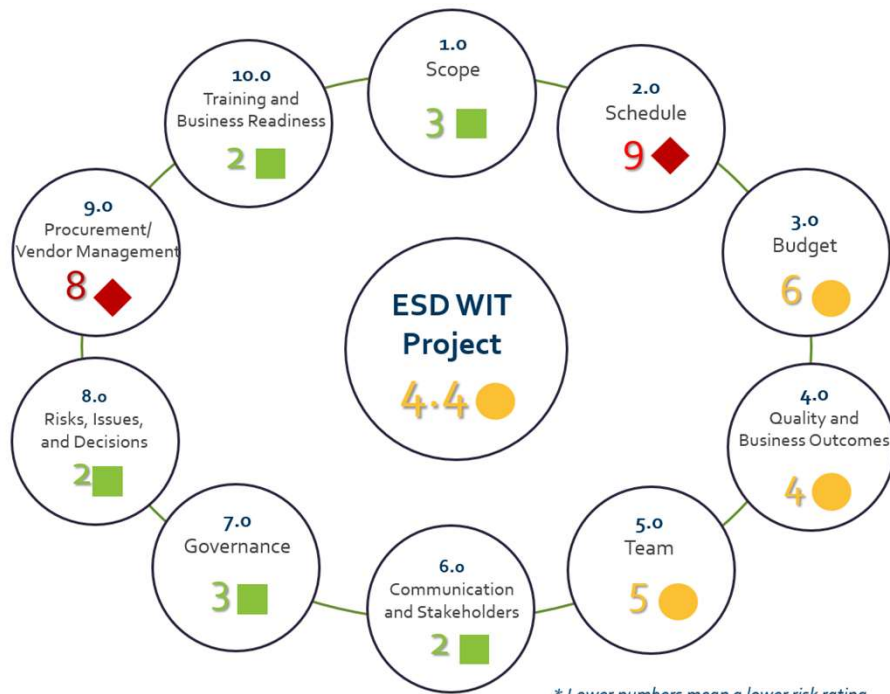
Gaspar Gulotta, Jeff Pearson



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# Dashboard



Priority	Current reporting period	Opened to Date	Currently Open
High Priority	0 opened; 0 closed	17*	4*
Other	0 opened; 0 closed	40*	3*
Total	0 opened; 0 closed	57	7

\* A Medium Priority recommendation has been raised to High Priority this month.

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

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 that has been socialized with interested parties. This recommendation remains open because the vendor has not onboarded all staff that the schedule assumes are on the project. The project missed an early August milestone by approximately three weeks. Although progress is being made it is not clear how time will be made up while expected resources are not present. This results in a low confidence schedule that does not provide the stability intended by the recommendation.</i></p>	June 2025
<p>3.11 The agency should develop a strategy and plan to communicate and coordinate with the authorizing environment to support and protect the large investment made in the WIT project.</p> <p><b>Status:</b> <i>QA is concerned that the decision package being submitted for this legislative session may only include resources to keep the system operating and not include resources to enhance the system with functionality that did not make it into the MVP. This has caused us to raise this recommendation priority to High.</i></p>	May 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 review could improve the agency's understanding of best practices for this platform. The project continues to test the Salesforce Code Analyzer tool, and the vendor has committed to providing testing results to QA.</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>No change this month. 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:  
Nov when?,  
2025

NOTE: New  
date /  
time?

## Project Next Steps:

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**Development:** Complete Sprint 33 (10/1-21) begin Sprint 34 (10/22-11/11)

**Core Product/WA Works- Sprint 33 focus:** Complete JVSG, TAA, Employment Plans; Introduce state / federal EcSA, WorkFirst, Community Reinvestment Fund. Support system access – Closed Beta.

**New WSWA Sprint 33 focus:** Continued work on SAW for Job Seekers & Employers, Employer Registration and Approvals, Upload content & Spanish translations, Develop resume generation; job seekers to apply for a job and register for a workshop or event.

**Data Migration:** Sprint 50 –Mapping of Deskside Intake question changes. Complete ETL for Employer Contacts. Complete new environment data loads. Create pipelines for Accounts. Load basic services to Salesforce. Move Azure objects to new Resource Group.

- ❑ Product Manager starts meeting with WSD Operational Leadership Team meeting for knowledge transfer so they can support operational readiness.
- ❑ Provide LDPs early access to the system for closed beta.
- ❑ Continue accessibility user study planning, recruiting for Oct-Nov.
- ❑ Complete approval process with ESD support division change plans.
- ❑ Security Design Review approvals expected (delayed to mid-October).
- ❑ Initiate onboarding of Training resource (AB Testers).
- ❑ Begin November Town Hall planning.
- ❑ Host Change Community of Practice on 10/15.
- ❑ Data Migration simulation for DM Advisory Subgroup.
- ❑ October communications packet

## 10/7 I&T Steering Only Agenda :

- **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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# 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	<i>No updates until February 2026</i>
<b>JAS/JFS Workforce Vouchering Modernization</b>	Close Out	9/30/2025	Susan Lo	<ul style="list-style-type: none"> <li>• 9/30/25 - Project end date</li> <li>• PROWD P-Card Pilot</li> <li>• Lessons learned information gathering and documentation is in progress</li> <li>• Paper Voucher Options Discovery</li> <li>• Documentation is in progress</li> <li>• 10/27/25 - Pilot lessons learned/discovery review, retro, and project close out meeting</li> </ul>
<b>RAS Phone Accommodation</b>	In Progress	TBD	Eric Le	<ul style="list-style-type: none"> <li>• Present changes to OLT with Demo 10/1</li> <li>• Pop up message / banner completed 10/1</li> <li>• Staff, Supervisory, and administrator email is sent out on 10/2</li> <li>• Upcoming Presentation in Monthly Program call 10/14</li> </ul>



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# Project Updates

Project Name	Status	End Date	Project Contact	Updates
Pathway Grant	In Progress	10/31/25	Ty Reed	<ul style="list-style-type: none"> <li>Awaiting updates from project lead</li> </ul>
Re-Entry 2030	In Progress	06/26/26	Ty Reed	<ul style="list-style-type: none"> <li>Awaiting updates from project lead</li> </ul>
Implementing TEGL 10-23 Change 2	In Progress	N/A	Gary Kamimura	<ul style="list-style-type: none"> <li>The preliminary injunction remains in place; no hearing dates have been set by the Court (per AGO contact).</li> <li>Stakeholder discussions are ongoing to anticipate needs if TEGL is implemented by DOL.</li> <li>Draft state policies have already been prepared and are being held in reserve for potential TEGL implementation.</li> <li>Statewide training is being considered to align with TEGL requirements.</li> <li>The WIT development team is informed, and initial discussions are underway on necessary reprogramming.</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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