

Highlights | April sprint reviews featured quality assurance team’s work with automated testing. Development teams made progress reducing technical debt & other core technical foundations. Hosted first WIT Town Hall this year. Initiated Communications Survey to check in against baseline measures (last survey 3/2023).

Overall Status	Budget	Risk	Schedule	Scope	OCM
Green	Green	Green	Green	Green	Green

Project Status Notes
Overall status will always default to the “lowest” category rating.

Project returned to overall status of Green as Issue logged in April was resolved- see below; Risk state moves back to Green. All other categories (Project budget, scope, schedule, and OCM) remain “Green.” Completed all planned tasks, conducted 2 sprint reviews and retrospectives; and made significant progress in automated testing and reducing (3/12).

Stakeholder Engagement / Relations		Technical	General
Start Date*: August 2021 End Date: February 2026 <i>*Monthly status reporting began January 2022</i>	Highlights • Hosted 4/19 Town Hall (200+ attendees). • WIT Trainer & Comms Manager visited 5 WorkSource Offices in Olympic, Southwest, North Central and South Central WDAs. • Gathered feedback on the WorkSource Staff Training Plan from I&T Advisory Committee. • Engaged Data migration Advisory Group to establish business rules for migrating Self-Intake: Education & Employment and Income & Public Assistance fields. • Promoted Project Communications feedback survey (~237 responses as of 4/30), closing on 5/3/24. • Initiated Project Owner engagement with the WA WorkSource Association on WIT Activities. • Completed Statewide WorkSourceWA (Web) Customer Satisfaction Baseline. • Established WSWA Customer Research Pool (54 customer signups).	Core Product: • Significant sprint capacity dedicated to technical foundations & CoreField backend refactoring, builds and implementations. • Worked with Launchpad on the high-level diagram for features and services (Salesforce platform). • Quality Assurance team completed set up of code repository and CICD pipeline. • Completed Self Intake – Review Info – Change Answer – Military Connection & Date of Birth for desktop/mobile. Data Migration: • Completed migrating residential data from ETO to Staging.	• Secured qualified candidates for Dev Ops Engineer and Data Engineer, one of the 2 backfill for Data Integrity Team. Continue efforts on ESD recruitments for System Admin Journey, 2nd Data Engineer, Comms Consultant 4, as well as DP funded backfill positions (which alleviates some of the workload burden on ESD teams due to the project’s demands). • Identified mechanism(s) to gather and record WorkSource Customer Success stories. • Completed wireframes for six page types (homepage, landing page, basic page, login, search, and event) and different content layout options. • Completed homepage mockup for both desktop and mobile. • Continue to work on mockups for job seekers' top tasks (1. create a new job seeker account, 2. search for jobs, 3. find a local office).

Core Product and Development Corner	
April 2024 Highlights Sprint 7 (4/3-4/20/2024) Self-service Intake flow, which included: • Worked on Registration Review and Contact Record Synchronization, added functionality to provide the ability to change answers to self-service registration elements inside of intake that drive dependencies (WSWA:CRM)	May 2024 focus Sprints 8 (4/24-3-5/14/2024) & 9 (5/15- 6/4) Continue Self-service Intake: Continue feature work, making good progress on self-service intake. • The Product Team completed SAW Customer Journey from UI to WSWA; WSWA Digital Customer Journey.
What is needed from Leadership?	
Steering Committee review and feedback on the WorkSource Staff Training Plan- emailed 4/24/2024. Will be seeking I&T Steering Committee voting members approval on 5/7/2024.	Project Risk & Issues
	No very high risks (risk rating +20. Resolved Issue: #185385 Vendor Experience with System Integration (Owner: V. Ammisetty).

Stakeholder Engagement / Relations		Technical	General
Executive Sponsor: Cami Feek Project Manager: Linda Kleingartner	Plan for next 30 days	Core Product: Complete self-intake UI pages build and testing work. Data Migration: ☐ Load self-service registration data from Staging environment to Salesforce database. ☐ Continue data mapping research on self-intake work.	☐ Continue recruitment efforts for ESD jobs noted above. ☐ Monitor progress on two solicitations: Security consultant and Accessibility (VPAT). ☐ Analyze communications survey results; consider focus groups where needed. ☐ Conduct sales / informational interviews with Learning Management System (LMS) Vendors. ☐ Prepare and submit Technology Budget amendment (#4). ☐ Training Team to review Training Plan's Resourcing proposal.
		☐ Phase 2 Customer Experience – feature level analysis for WSWA Web. ☐ Plan Customer Research Pool user testing for Information Architecture Design. ☐ Seek Steering Committee approval -- WorkSource Staff Training Plan. ☐ WIT Trainer & Comms Manager to visit WorkSource Offices: Rainer, Central Basin, and Spokane. ☐ Plan & host Change Team quarterly Community of Practice on 5/16. ☐ Piloting mechanism to gather customer success stories with “reentry example,” to inform overall process.	

