

2025 WIT Change Plan WSD Program Operations Team

Purpose: The purpose of this change plan is to ensure a smooth and effective transition for the Virtual Services team to the new WaWorks system by equipping them with the tools, training, and processes needed have confidence in the new platform.

Plan Approved by Sponsor on 9.29.25

Ready (Preparation & Planning)



Key Objectives:

- Engage key stakeholders and SMEs for alignment.
- Assess current readiness levels and identify gaps.
- Define success metrics and key performance indicators (KPIs).

Stakeholders & Roles:

- **Sponsors:** Alberto Isiordia
- **Change Leader (OCM Support):** Liane Johnson
- **Subject Matter Experts (SMEs):** Sandy Crews, Anne Buchan & Sam Mitchell
- **Communicators:** Sandy Crews

Leverage local communication forums: Emails, huddles, monthly program calls, Program CoP meetings, team meetings, 1 on 1's asking support questions.

Strengths and Opportunities:

Strengths Unique to Program Operations	Opportunities Unique to Program Operations
<ul style="list-style-type: none">• Deep program understanding• Tech savvy• Eager for change / vested in getting it right• Agile – able to pivot• Passionate• Understand how to translate business needs into technical solutions	<ul style="list-style-type: none">• WorkSource WA – we have not been as close to that as have been to WaWorks• Better knowledge on what we do behind scenes to effect performance outcomes




Metrics & Risk:

- **Metrics: What will success look like?**
 - Quality Program Training is ready at go-live
 - Everyone attends training and knows how to use the system
 - System works
 - It will be quiet – no complaints
 - Staff are excited
 - Workarounds will be eliminated
 - Reporting is easy and accurate
 - Saves time and frustration
 - Able to spend more time supporting the field
 - Seamless transition from ETO to WaWorks
- **How will we measure success?**
 - Track inquiries by program – by categories (Noisy to quiet)
 - Survey field
 - User success stories
- **Risk, perceptions and concerns:**
 - Confusion
 - Learning will be hard for some
 - We won't get everything we are hoping for – we are only seeing in small chunks but how will it all look and work together. What gaps are we missing?
 - We need to know what we are not going to get so we can prepare for it
 - Capacity
 - Quality of program training
 - Lack of support to create the training

ADKAR Methodology and Planned Steps to Support Change

Awareness	Desire	Knowledge	Ability	Reinforcement
<ul style="list-style-type: none"> Promote WIT town halls Promote Sprint reviews Standing agenda topic for team meetings Leverage Communication packets emails 1:1s Program huddles Trivia MVP/Share post release considerations 	<ul style="list-style-type: none"> SMEs participate in development Change Champions Staff voice sharing with peers Ensure folks feel heard, are part of the process, suggestions are considered 	<ul style="list-style-type: none"> Ensure everyone attends training Short training videos FAQs Layered approach; multiple places to learn new system Central repository with desk aids 	<ul style="list-style-type: none"> Test model for people to practice; non-live environment Create 'admin' time /days for learning, practice of new system Job aids in LMS TEAMS channel/group email inbox to ask questions 	<ul style="list-style-type: none"> Helpful if staff can see 'dashboard' in real-time Self help tools in LMS Share the wins Share Best Practices Celebration of milestones Recognize behaviors we want repeated Use feedback loops

Ready, Set, Go!

 <p>Ready: Sept – Dec 2025 Preparation & Planning</p>	 <p>Set: Jan – Go-live 2026 Implementation & Engagement</p>	 <p>Go: Go-live and Beyond 2026 Sustainability & Reinforcement</p>
<ul style="list-style-type: none"> Standing agenda topic for team meetings Promote October Townhalls & Sprint reviews Use October communications package Share what you are hearing with the project team – feedback loop Begin to create program training with timeline dependent on system development Need to understand how core system training is being created and what resources will be available to support us Get access to WA Works and Daniwoo (LMS system) 	<ul style="list-style-type: none"> 4 months before go-live deliver training Standing agenda topic for team meetings Promote Townhalls & Sprint reviews Use communication packages Support training activities Check in to see how people are feeling – asking change support questions Develop program training schedule 	<ul style="list-style-type: none"> Make sure everyone knows go live plan / support plan and where to go with questions/ technical support /navigation and feedback Celebrate go live Share success stories 1 on 1's using Change Support questions Collect feedback to share with project team Check in with everyone to see how they are doing Establish feedback methods with field staff (communities of practice, email updates, team's channels, etc.)

<ul style="list-style-type: none"> • Attend WA Works and LMS training (including access to training environment) • Be flexible in training delivery methodology to support go-live 		
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Change Support Questions to ask as Leaders

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| <ul style="list-style-type: none"> • What support do you need for this change? • How can I support you thru this change? • Do you feel supported thru this change? Why? Why not? • How are you supporting your team thru this change? | <ul style="list-style-type: none"> • What does change support look or feel like to you? • What tools do you need to feel supported thru this change? • What is/are your biggest challenges you have with this change? |
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Set (Implementation & Engagement)



Change Activities & Strategies:

- **Leadership Engagement:** Strategies for ongoing sponsorship involvement.
- **Training & Support:** Updated training plans, user guides, and peer mentoring.
- **Communications Plan:** Key messages, frequency, and delivery methods for updates.
- **Feedback Mechanisms:** Surveys, Q&A sessions, and direct feedback channels.

Engagement Milestones:

- [Milestone 1: e.g., Reintroduction of the change initiative – Target Date]
- [Milestone 2: e.g., Training completion – Target Date]
- [Milestone 3: e.g., Full transition – Target Date]

Go (Sustainability & Reinforcement)



Sustainment Strategies:

- **Monitoring & Support:** Continued system support, help desk readiness.
- **Performance Tracking:** Ongoing measurement against success metrics.
- **Recognition & Reinforcement:** Acknowledging champions & successful adoption stories.

Risks & Mitigation Strategies:

- **Risk 1:** [Identify potential risk, e.g., low user adoption]
 - *Mitigation:* [Plan to address risk, e.g., additional targeted training]
- **Risk 2:** [Identify potential risk, e.g., leadership turnover]
 - *Mitigation:* [Plan to address risk, e.g., succession planning]

Parking Lot Items

- [Placeholder for unresolved questions, new considerations, or future phase items]

Next Steps & Action Items

- [Action Item 1] – [Responsible Party] – [Due Date]
- [Action Item 2] – [Responsible Party] – [Due Date]

This plan is a living document and will be updated as new insights, challenges, or opportunities arise.