2025 WIT Change Plan WSD Virtual Services Team (VST)

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): Erica Maki & Shawn Brookshier

Communicators: Erica Maki & Shawn Brookshier

Leverage local communication forums: Teams channel, 8:00 huddles, Friday morning all staff meetings, LDP's & emails

Strengths and Opportunities:

Strengths Unique to VST	Opportunities Unique to VST
WorkSource WA – Live Chat	WorkSource WA – Live Chat
• 3 LDP's	Unrealistic expectations on what we can support
Lots of versatility	Grow program support / with growing team
Able to support in other languages	Tell the story
Able to pivot and shift when needed	 Learning quickly so can support WS offices while they
Agile mindset	transition
• Flexibility	 Access to sandbox early to test
 Tightknit, supportive team 	 Does VST have a super user assigned
	How can WS support VST while they learn
	Who will support live chat during the training time
	Dedicated space to learn and build ability

Metrics & Risk:

- Metrics: What will success look like?
 - Complete training provided prior to launch
 - Feedback from staff is feel confident and ready
 - o Live chat is live and continuous
 - All the systems are working as intended

How will we measure success?

- Training completions
- Surveys

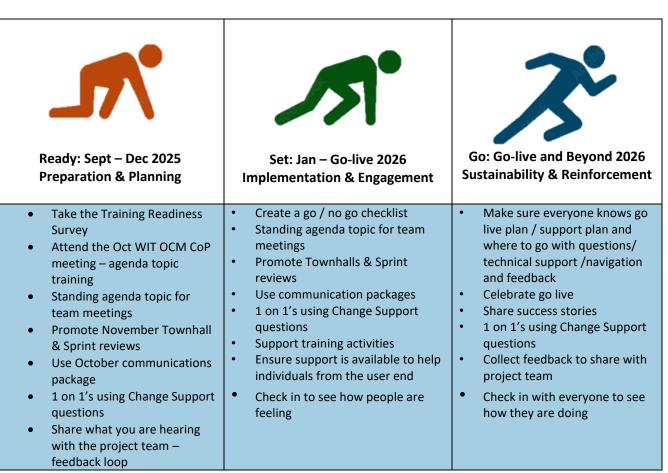
Risk, perceptions and concerns:

- Being prepared
- Not enough time to train or learn
- Overload while offices are learning
- Supporting office attrition
- Performance metrics not be met during transition period / how will that be handled?
- o Only have English and Spanish vs 82 languages we support today.

ADKAR Methodology and Planned Steps to Support Change

Awareness	Desire	Knowledge	Ability	Reinforcement
Promote WIT town halls Promote Sprint reviews Standing agenda topic for team Friday all staff meetings (Best Practice sharing) Leverage Communication packets Pulse emails 1:1s – asking support to questions/listen with intent to hear Team huddles Trivia	LDPS participate in development and sharing information Change Champions Staff voice sharing with peers Videos Ensure folks feel heard, are part of the process, suggestions are considered	Ensure everyone attends training Ensure everyone has time dedicated to training. Short training videos FAQs Layered approach; multiple places to learn new system Central repository with desk aids	Test model for people to practice; non-live environment Create 'admin' days/time for learning, practice of new system TEAMs channel/group email inbox to ask questions	Helpful if staff can see 'dashboard' in real-time Share the wins Celebration of milestones Recognize behaviors we want repeated Use feedback loops Make it fun, create games

Ready, Set, Go!



Change Support Questions to ask as Leaders

- 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?
- 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?

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)

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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]
 - o *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.