

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 • 3 LDP's • Lots of versatility • Able to support in other languages • Able to pivot and shift when needed • Agile mindset • Flexibility • Tightknit, supportive team	• WorkSource WA – Live Chat • Unrealistic expectations on what we can support • Grow program support / with growing team • Tell the story • Learning quickly so can support WS offices while they transition • Access to sandbox early to test • 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
 - 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?
 - 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!

 Ready: Sept – Dec 2025 Preparation & Planning	 Set: Jan – Go-live 2026 Implementation & Engagement	 Go: Go-live and Beyond 2026 Sustainability & Reinforcement
- Take the Training Readiness Survey - Attend the Oct WIT OCM CoP meeting – agenda topic training - Standing agenda topic for team meetings - Promote November Townhall & Sprint reviews - Use October communications package 1 on 1's using Change Support questions - Share what you are hearing with the project team – feedback loop	- Create a go / no go checklist - Standing agenda topic for team meetings - Promote Townhalls & Sprint reviews - Use communication packages 1 on 1's using Change Support questions - Support training activities - Ensure support is available to help individuals from the user end - Check in to see how people are feeling	- 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

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)



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.