Business validation Plan

Approved by Steering Committee 6/9/2025

There are 4 distinct workstreams requiring validation by business. The project has designed a "business validation process" to document how the WIT Planning Team, primarily Michael Luchini, ESD Product Manager will inform the ESD Technology Delivery Manager of the business acceptance of completed work. The Validation Teams mentioned below are the entities that the ESD Product Manager will work with to confirm that the assessment of the workstream's product at the point of Go-Live, which is required as part of the WIT Steering Committee's Go / No-go checklist.

Focus / Objective	Validation Team(s)	Facilitator	Details
WA Works / *Seeking administrative alignment through navigation of all case management, end-to-end, reporting, share product with Subject Matter Experts*	Lead Development Partners: - Core / Service Delivery -Program Operators -Finance / Grants / Monitoring -Policy, Data, Equal Opportunity -Business Services	Michael Luchini (ESD / Jerri Armendariz (LP)	- No side load of data - Pre-production Environment - No set duration / timeframe - Persistent all the way till release.

Process Summary | Functioning like a limited Alpha, each Lead Development Partner (LDP) will self-navigate through all developed features in WA Works. The LDPs are responsible to share the product with their statewide partners to promote a broader validation review. They will collect the feedback and provide it informally through the standing LDP Discovery meetings. The format will be collaborative in nature, limited documentation. The Validation Team will be provided examples of ways to navigate with the system, however they are free to play with the WA Works, even to the point of "trying to break" the system.

The Facilitator will collate the feedback, document as appropriate (bug, design error, requirements), and prioritize the work into the WA Works backlog. The Facilitator in this instance is the WIT Product Manager, who is responsible for the business validation sign-off.

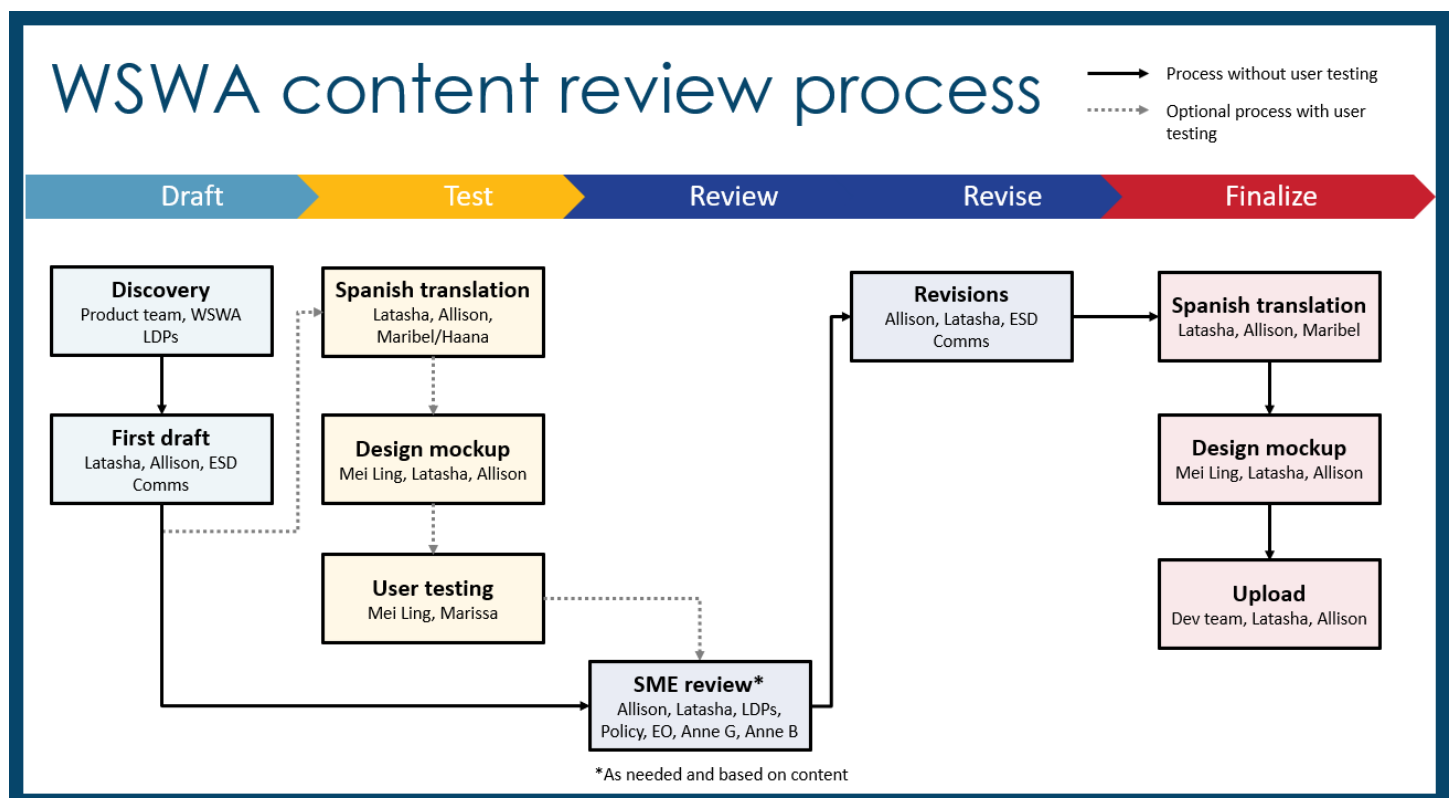| Focus / Objective	Validation Team(s)	Facilitator	Details
WorkSource WA / *Seeking administrative alignment through navigation of all website experience through authentication*	WSWA LDPs Business Services LDPs Comms Advisory Team ESD Communications I&T Steering Committee	Eric Le, (ESD) WSWA Product Manager	- Pre-production Environment - Multiple SAW testing credentials & system accounts provided

Process Summary | The WSWA Product Team has / will conduct four customer User Studies (job seeker, employer- both English and Spanish speakers) throughout development. This process began in fall of 2024. Feedback from the facilitated sessions is incorporated into the product design and functionality as prioritized by the WSWA Product Manager.

Accessibility testing and validation is provided by a third-party vendor who have been engaged in the Product Design Meetings since Fall 2024. The vendor will test accessibility audits of the WorkSource WA site twice (initial audit 3 months before launch, and defect remediation and new feature testing in the month prior to launch. All observations and accessibility testing will be summarized in a VPAT report.

Using the provided URL to the unpublished WorkSource WA website, individual Validation Team members will self-navigate through the entirety of the product focusing on different user (job seeker, employer) experience, including test environment for single-sign on (SSO) and SAW authentication (various test SAW credentials will be provided).

- For the WSWA LDPs and ESD Communications, this is a continuous feedback process as content and features are produced. The LDPs are responsible to share the product with their statewide partners to promote a broader validation review. The Validation Teams will collect the feedback and provide it informally through the standing LDP Discovery meetings. The format will be collaborative in nature, limited documentation.
- The Comms Advisory Team and I&T Steering Committee will be engaged in the validation process, via a facilitated process approximately one month before the go-live date. The feedback will be gathered through a structured feedback session.

The Facilitator will collate the feedback, document as appropriate (bug, design error, requirements), and prioritize the work into the WorkSource WA backlog. The Facilitator will provide the (recommendation, product readiness summary) to the WIT Product Manager. The WIT Product Manager will take full accountability of a Go / No-go recommendation based upon the Facilitator input, also facilitating a formal I&T Steering Committee sign-off of the WorkSourceWA site (prior to the full Go / No-go Steering decision).

Focus / Objective	Validation Team(s)	Facilitator	Details
PIRL Generator outputs / *Firm requirement to ensure the PIRL authentication*	PIRL Lead Development Partners (LDPs) - ESD Data Integrity Team	Jerri Armendariz & Fanny Leal (LP)	- PIRL Environment

Process Summary | The PIRL LDPs have been collaborating with the Vendor and WIT Product Manager on aspects of the PIRL. The Data Integrity Team's Discovery sessions (as Lead Development Partners) began in January 2023. The ETA-9172 PIRL Generator requirements working sessions with WIT Project Team members began in October 2024. During this time, Washington state' specific federal reports required, including the PIRL were confirmed. This process summary is outlining the approach for the PIRL ETA-9172, although similar approaches will be used for the other required reports.

The first validation process is a multi-staged effort as Data Element and Report Generator development completes:

- Data Integrity will construct **scenarios** for the discreet Data Element categories on the PIRL,
- Launchpad Business Analysts will upload the scenarios into **ADO development requirements**,
- Developers create **Test Data and Upload into PIRL environment**, followed **by QA testing**,
- Data Integrity Team **validates the developed code staged in PIRL environment** (initial pass),
- Launchpad developers / Quality Assurance **remediate Data Integrity feedback and re-test**,
- Data Integrity Team will **re-validate, if needed**.

There are 9 Data Element categories in this process (noting other data such as UI is also used as an integration):

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Reportable Individuals	Service Delivery (no category)	Default Value
Snapshots	Individualized & Support Svcs	TAA
Basic Career Services	Training / Credential Svcs / MSG	Wage Data

After the Data Elements are validated in the PIRL environment, the team will engage in a (full / big bang) legacy data validation using a partial subset of Quarter or Yearly data. In order to do this, the Data Migration team will conduct a full data migration into the specified environment (Pre-prod or PIRL environment). The Data Integrity Team will perform the legacy data validation. The Development and Testing Teams will remediate the feedback from Data Integrity Team and retest accordingly.

Throughout the processes outlined above, the Facilitator will collate the feedback, document as appropriate (bug, design error, requirements), and prioritize the work into the affected backlogs (e.g., Data Migration, WA Works).

After these steps are complete, the Facilitator will provide the (recommendation, product readiness summary) to the WIT Product Manager. The WIT Product Manager will take full accountability of a Go / No-go recommendation based upon the Facilitator input.

Focus / *Objective*	Validation Team(s)	Facilitators	Details
Data Migration / *Scenario based end-to-end data validation process by Business; increase awareness on transformation process and build confidence in data accuracy / integrity*	Data Migration Advisory Subgroup Data Migration Team	Doug McCabe, Rebecca McGinnis, and Sri Sivasankaran	- DM_WIT Environment - Scenarios provided by DM team - Limited system access provided

Process Summary | The Project's Data Migration team has methodically been reviewing ETO records and data sets, working closely with the Data Migration Advisory Subgroup who made recommendations around data discrepancies and data mapping rules. After every sprint the data that has been loaded into Salesforce is compared to ETO data using validation script processes that evaluate the data for both the number of records migrated, and for accuracy between field values. Periodically the Data Migration Team will host a data migration simulation showing what ETO data (that has been migrated) looks like in WA Works. The Data Migration Team will present the simulation to the I&T Steering Committee which is recorded which is further promoted to the WorkSource professionals.
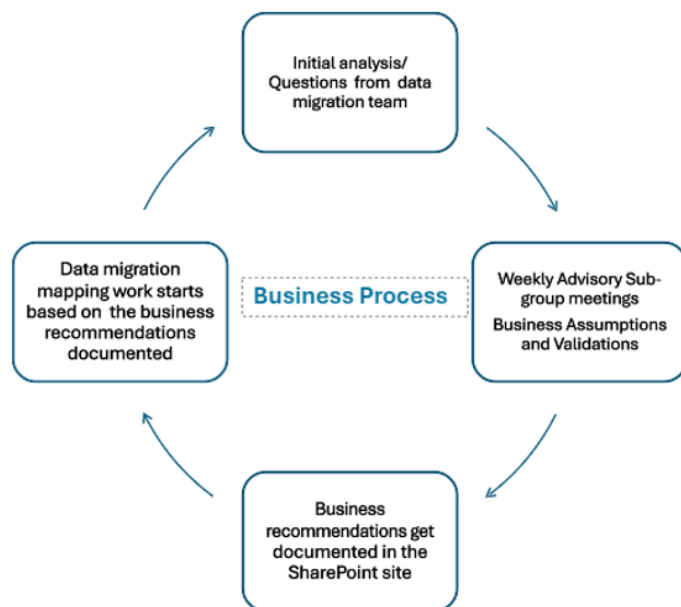
The objective of this business validation process is to ensure that the data migration between ETO to WA Works is accurate and aligns with the data decision framework (illustrated here). This multi-year process is being performed up-front with the WorkSource Professionals and subject matter experts who provide input and shared decision making on how the data is to be migrated. The Advisory Committee approved the business framework recommendations formulated by the Data Migration Advisory Subgroup. The benefits of the processes to date, along with this validation process should provide the opportunity to resolve any issues early, build trust, increase awareness around the business decisions.

Throughout the processes outlined above, the Facilitators will collate the feedback, document as appropriate (bug, design error, requirements), and prioritize the work into the Data Migration backlog.

After these steps are complete, the Product Facilitator will provide the (recommendation, product readiness summary) to the WIT Product Manager. The WIT Product Manager will take full accountability of a Go / No-go recommendation based upon the Facilitator input.