

Date: Wednesday January 15th, 2025

Time: 1:00 pm- 2:30 pm

Location: Teams Meeting

Advisory Members in Attendance

- | | | |
|---|---|--|
| <input type="checkbox"/> Emily Kok | <input checked="" type="checkbox"/> Ardiel Galvin | <input checked="" type="checkbox"/> Amy Gimlin |
| <input checked="" type="checkbox"/> Anne Goranson | <input type="checkbox"/> ESD IT- VACANT | <input checked="" type="checkbox"/> Aaron Parrott & Emily Anderson |
| <input checked="" type="checkbox"/> Madeline Veria-Bogacz | <input type="checkbox"/> Mari McGill | <input checked="" type="checkbox"/> Ariana Cordova |
| <input checked="" type="checkbox"/> Chris Barron | <input checked="" type="checkbox"/> Michael Luchini | <input type="checkbox"/> Rod Van Alyne |
| <input checked="" type="checkbox"/> Sam Havens | <input checked="" type="checkbox"/> Luci Bench | <input type="checkbox"/> Jesse Cardwell |
| <input checked="" type="checkbox"/> Byron Mukai | <input type="checkbox"/> Malinda Bjaaland | <input checked="" type="checkbox"/> Tim Robison |
| <input checked="" type="checkbox"/> Anne Buchan | <input type="checkbox"/> Cassandra Yi | <input checked="" type="checkbox"/> Aaron Pentland |
| <input type="checkbox"/> Rob Crow | <input type="checkbox"/> Bryan Pannell | |
| <input checked="" type="checkbox"/> Sue Keltner | <input checked="" type="checkbox"/> Josh Stovall | |
| <input checked="" type="checkbox"/> Ross Gearllach | | |

Guests: Linda Kleingartner, Latasha Hudson, Valerie Edwards, Allison Mountjoy, Kim Goutam, Susan Lo, Jeff Mortensen

Sub-contractor Information Request | Anne Buchan

The WIT Replacement Project needs to identify LWDB staff that will need access to the new case management system, WA Works, as well all sub-contracts within each LWDB, which offices those sub-contractors provide service at, which employees provide those services, the employees email and ETO log in, and the programs the sub-contracted staff provide service for. This includes any ESD sub-contracts. A request was made to the Committee to identify the best method to obtain this information. The Committee suggested ETO access approvers. Anne will get the request to them. There is also a need to identify just the sub-contracts in each area. That request will go the Advisory Committee Members.

WIT Replacement Project Update | Linda Kleingartner

Resource Request

Linda started her update by informing the Committee of a resource request for a business services LDP. The request will go to the resource requestors for the WIT project. LWDB Committee members will discuss at their next peer-to-peer and provide input to their resource requestors.

Resource Request– Core Product Business Services LDPs 5

Objective:
Outline the new system (upon launch) requirements pertaining to the **business services** WorkSource

Need a total of 5-6 people 3 from LWDB and 2-3 from ESD

Participant Requirements:

- Team members who work directly with Employers / Businesses
- Exposure with Launchpad business services module
- Familiar with business services and engagement from WorkSource Programs
- Able to dive into details
- Continuous improvement mindset
- Technology minded

Time Commitment:
1x week, 1.5 hours, will be in the afternoon

Deliverables:

- Requirements of the WorkSource Business solution architecture for WA Works
- Participation in the Sprint Review and cross-collaboration meetings with other LDPs (Core Product, WSWA)

Out of scope:
System functionality on "how"
Core Product **service delivery** design / requirements

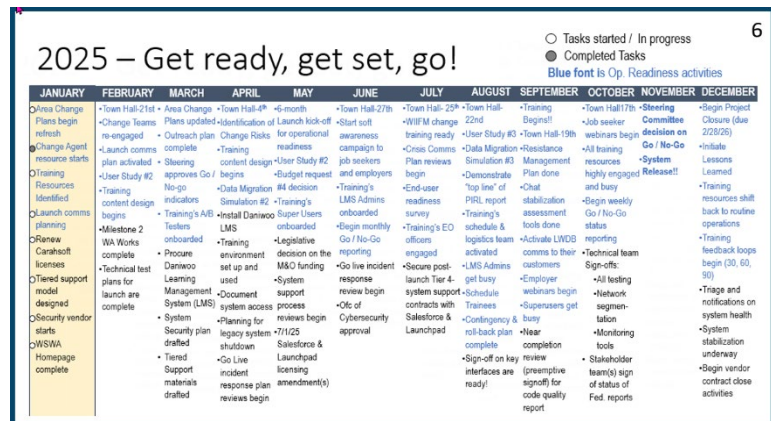
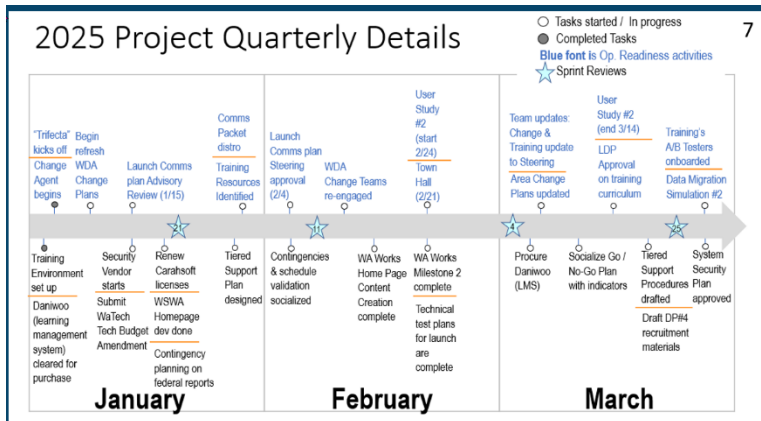
Next Steps:

- Resource point of contacts to confirm the names Lead Development Partners (by 1/31/25), which then goes to Steering Committee for approval on 2/4 meeting.
- Convene the Lead Development Partners to meet with Michael starting Feb 2025

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Ready-Set-Go

The theme for 2025 is "Ready-Set-Go" and will provide the steppingstones to operational readiness. Project timelines and updates will have a new format since we now in our "launch year". Project updates and the timeline will now be viewed on a quarterly basis. The quarterly format is a higher-level outline. There will also be a monthly guide that provides additional details.



Change Management

Luci Bench is now the project change agent in addition to her current role. She will conduct her change work with modifications moving forward, such as using "normal" terms instead of change management jargon like "ADKAR".

Additional Resource Requests

There will be another resource request to identify resources to support the training effort. The priority group will be "AB Testers", and the goal is to on-board them in March. There will be tight turn arounds this year on requests, and you will be receiving more content than normal. If you don't have time to prepare for operational readiness, please block time out on calendar.

Data Migration Recommendations for Steering

A presentation is being prepped for Steering for March 4th. Linda would like Advisory to see the presentation first. There was also a question around who to promote the data migration video to. The LWDB peer-to-peer group did not receive the information. Aaron asked it to be resent and they will send the information on appropriate entities. Aaron says the peer-to-peer group is not the best audience as that group is well represented in the data migration work.

Risks

There are 13 new risks, most of them medium because they are a place holder at this time. Most of the new risks are related to the "Go/No-Go" list. Tim asked about the BA resourcing risk that was moved to an issue. Launchpad brought on resources in November which addressed the BA support issue. The project team is still concerned about testing. Developers working at a rapid pace, so attention need to be kept on the QA team. This will probably show up soon on list. Open issues are we because of difficulty keeping backlog full for core product.


The "Go/No-Go" Criteria

Any time a project like this occurs there is criteria identified to gauge if the system is ready to go live. This work has been conducted but the Steering Committee and they have identified what components must be in place to launch. Steering owns these decisions, which is a very different process from the ETO launch. Linda wants the Advisory Committee to be aware they will start to see formal reporting on the check list in June. The Steering Committee came up with 9 criterion and objectives.

Criterion	Objective
Development & Testing	The Product can support the product framework, articulated in the IT Vendor RFP, including the PIRL reporting and in alignment with compliance needs.
Product Completeness	The Product fully supports the WorkSource jobseeker and employer service journeys as defined in the Product Framework.
Security	Mitigate known security risks and comply with state & federal policies.
Legacy System Closure	The plans are in place for a tidy transition away from the legacy system.
Communications	The information about the System Replacement launch is distributed to the WorkSource stakeholders (e.g. LWDBs, ESD, WorkSource system staff).
Training	The Training Plan Audiences have been trained on the system (Knowledge).
Operational Readiness	The WorkSource staff are ready to deliver services and support customers using the system (Ability).
System Support	The Tiered Customer Support Model is designed and is ready for system operations.
Data Readiness	Relevant data is migrated (per WorkSource Business guidance) to targeted Salesforce database

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Go / No-Go Check List Objectives



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In March, the entire grid will need to be approved by Steering. This will not come to the Advisory Committee. Monthly reporting will begin in June. Do not panic if things are red categories. The checklist will serve as a stoplight. In August reviews move to twice per month, and then weekly in September. Steering will have to make a decision by November 1st for "go-live" to occur November 7th-11th

Project Launch Communications Plan | Latasha Hudson and Allison Mountjoy

Latasha and Allison reviewed the Launch Communications Plan with the Committee. The objectives of the plan are to inform and prepare audiences about what the system includes, the benefits, what to expect during "Ready-Set-Go", actions to take for operational readiness, and where to find help; build trust and confidence, and generate excitement. The approach identifies what audiences need to know, who needs to know, when they need to know, and how they received the information: the right message at the right time to the right audience through the right channels. Messaging will be straightforward, enthusiastic, friendly, and confident.

"Ready" goals are to build awareness, trust, and excitement before training. "Set" goals are to enable, equip, and prepare from training to launch. "Go" goals are to reinforce information from launch through stabilization.

The Advisory Committee voted, and recommended the plan be moved to the Steering Committee for decision.

New WorkSource WA LDP Updates | Valerie Edwards

Not a ton has occurred with the NEW WorkSourceWA LDP as meetings have been scarce because of the holidays, but the team is still working on content review. More to come in February.