

Date: Wednesday April 16th, 2025

Time: 1:00 pm- 2:30 pm

Location: Teams Meeting

Advisory Members in Attendance

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

Guests: Linda Kleingartner, McKenzie Hogan, Michelle Griffith, Jense Rosenow, Latasha Hudson, Martin Ndicu, Chris Jenkins, Allison Mountjoy, Michelle Wilson

WIT Replacement Project Update | Linda Kleingartner

Linda started the project update by reviewing risk updates. The team is closely monitoring project risks by watching the schedule and have implemented an action plan related to the open issue to ensure the backlog remains full of business requirements. Two risks have been escalated related to Launchpad key resources and system implementation experience. We were aware of system implementation experience when we transitioned from the previous vendor to Launchpad, we recognized that their system development capability was limited. Although ESD has supplemented this capacity, as we add more environments, the lack of experience becomes more evident, causing the risk score to rise. Please be aware that these issues may continue to pose challenges.

Ready. Set.

Luci Bench is moving full steam ahead in her change management capacity has been out working with many of the areas and the feedback from the meetings has been very exciting—and Luc is doing great! Linda commented that she is noticing key themes that are resonating, and the Committee will hear more about this statewide next month. There are opportunities to address statewide concerns where we can implement solutions like FAQs, videos, and other resources that simplify addressing resistance. The team is pursuing similar initiatives for ESD with Liane Johnson. Additionally, there is a leadership toolkit in development to help change leaders, CEOs, and RDs understand who is involved and what they need. An end-user survey is scheduled for May, which will help inform training.

Highlights to FEATURE this month

Ready. Set.

Change Agent
activities & themes

Go / No-go
template

Leader
Toolkit

End-user
Survey

FAQs

Updated
Outreach
Plan

Business
Validation
process

Go/No-Go Checklist

The Steering Committee approved the “Go/No-Go” checklist template. The communications team is updating the outreach plan, and you’ll have a preview before it’s published. Business validation confirms that details such as PIRL and DM are correct.

Go/No-Go reporting updates will commence in June. The frequency of this modified status report will increase as launch nears, culminating in a formal Steering decision. Linda reviewed the “At-A-Glance” view of the “Go/No-Go” checklist which provides a high-level overview, while “Go/No-Go” dashboard for development and technical factors details objectives, inputs, status, and indicators. The objectives and inputs have been set by the steering committee, and the indicators serve to measurer progress.

There are also detailed dashboards for each criterion, where indicators are assigned specific markers. The criterion status will always default to the lowest marker, and notes sections are reserved exclusively for items that are at risk or blocked. This approach allows the team to focus on areas needing improvement without reiterating what is already working well.

Linda reviewed Criterion 6: Training Detail to provide an example of how to read the criterion dashboards. This criterion status is “on-track”, even though there is one completed indicator, as that is the lowest marker. The notes indicate the installation of the LMS is behind. The project team is keeping a close watch on the training environment setup. Although there was hope for a smoother process, the environments are complex and new to ESD, so the team is encountering some challenges. To address these issues, the team has instituted tiered support to ensure a comprehensive ticket triage process, with the goal of improving overall functionality.

If a criterion isn’t fully met by go-live, measurable data will be shared with the Steering Committee and they will decide if it’s acceptable to proceed despite an imperfect score. Rob asked the feedback mechanism when a flag is raised while moving forward. There will be a three-month stabilization period after launch. If the Steering Committee decides to move forward on criterion with a lower score, a detailed mitigation plan will be implemented.

Finally, when the new system launches over the weekend, the ETO system will be placed in read-only mode. Further details will be shared soon, and Steering leaders expect that normal business operations may be impacted for a couple of days during the transition.

At a glance:

Criteria	1 Development & Testing	2 Product completeness	3 Security	4 Data Readiness	5 Comms	6 Training	7 Operational Readiness	8 System Support	9 Legacy System Closure
Status Mar'25	On Track	At Risk	On Track	At Risk	On Track	On Track	On Track	At Risk	On Track

Status Legend

NS Not Started | the work has not begun yet (as scheduled).

On Track | the work or deliverable is scheduled with detailed activities, and the progress is going well or within an acceptable level of tolerance. No concerns to highlight.

At Risk | the work or deliverable is at risk for completing per the scheduled target dates. The responsible team is actively working to resolve. This is a watch item. See notes on detailed page for specific mitigations to bring the work or deliverable back on track.

Blocked | the work or deliverable is blocked and escalation is required or underway. See notes on detailed page for specific action items underway.

Complete | The work is done and cleared the go / no-go indicator for measurement.

Go / No-Go Checklist Dashboard – Development & Technical factors

Criteria	1. Development & Testing	2. Product Completeness	3. Security	4. Data Readiness
Objective	System supports the product framework*, including the PIRL, reporting & compliance needs.	The Product fully supports the WS job seeker & employer service journeys.*	Mitigate known security risks and comply with state & federal policies.	Relevant data is migrated to targeted Salesforce database
Inputs <i>The Status of...</i>	<ul style="list-style-type: none"> Development completion of product backlog meeting definition of done. Code quality report signoff. Milestone testing signoff. End-to-end testing signoff. Automation / regression testing signoff. Compatibility testing signoff. 	<ul style="list-style-type: none"> WA Works and new WSWA site are accessible, integrated, & federally compliant for all current State & Federal programs / services. All system interfaces & data ingestion required to produce a fully compliant and validated PIRL. Full production of the validated and submittable PIRL, including all related federal performance reporting 	<ul style="list-style-type: none"> WA-Tech OCS approval of the SDR Compliance with ESD, federal, and WaTech policies and standards. Data security. Resolution or mitigation of security findings. Production monitoring tools. Network segmentation. 	<ul style="list-style-type: none"> Data migration completion of product backlog meets definition of done. Data Migration Technical team and Business Team validation and signoff on data quality for each milestone.
Status	On Track - click for more detail	At Risk - click for more detail	On track - click for more detail	At Risk - click for more detail
Indicators <i>What is measured ...in summary</i>	1.ESD Product Manager has provided formal confirmation to the technical delivery manager that the product is ready. 2.The ESD Technical Delivery Manager formally approves the elements in the deliverable expectation artifact for: A. Code quality. B. Testing. Note: Artifacts under development.	1.Prioritized epics in ADO are complete 2.UTAB, NGTS, and Swiss Data system interfaces and data ingestion are implemented 3.Demonstrated with full capability to produce a PIRL	1.WA Tech SDR approval. 2.Remediation of Security vendor high risks & recommendations. 3.ESD security approval / sign-off. 4.Critical production monitoring tools, and related documentation are in place.	1.All the DM backlog epics/stories marked close and status of fields on dashboard reach state 8 or 9. 2. Signoff email containing information about number of records in staging Vs data in Salesforce. 3.Signoff email from business leads post validation.
Lead	Venkat Ammisetty	Michael Luchini	Luke Hansen	

*As defined in the Product Framework, as outlined in the Contract

Status Legend
 NS Not started
 On Track
 At Risk
 Blocked
 Complete

Criterion 6 | Training Detail

Objective	The Training Plan Audiences have been trained on the system, access to the information, and a plan to sustain the knowledge going forward.		
Status	On target- Indicators and implementation plans are in place	Lead	McKenzie Hogan
Inputs <i>approved by Steering Committee on 2/6/2024</i>	<ul style="list-style-type: none"> Status of the WIT training curriculum, materials & forms. Status of the defined Training audiences, system roles identification & access to system. Status of the implementation training (human) resources. Plan in place and ability to sustain the training / knowledge. 		
Indicators <i>What is measured ...in detail</i>	1. NS Meet 95% of the defined quality standards in training materials and delivery as tracked in LMS. 2. On Track Completion of 100% of defined training goals for content development as tracked in LMS. 3. On Track All critical training implementation resources per the training plan have been identified and trained.- Y/N 4. Complete The post implementation training plan is approved by Steering Committee--- DONE! Completed with Training Plan approval in May 2024 5. NS The critical forms are posted and a plan for updating is documented- Y/N		
Notes	6.1 training scheduled to begin last week of August 6.2 Training goals outlined on paper; waiting for the LMS procurement (which needs to be installed by 6/1/2025) 6.3 Resource requests are due 3/31/2025; Have identified "AB Testers" and training starts in April		

Go back to dashboard

Status Legend
 NS Not started
 On Track
 At Risk
 Blocked
 Complete



WorkSource Advisory Committee Notes

Action: Anne B will send out a link to the summary of how to read the "Go/No-Go" checklist

Training Approach | McKenzie Hogan

McKenzie, WIT Training Manager, is requesting rough estimates of how many staff will need training in various categories to help plan for instructor-led sessions. She is seeking numbers only—no names are required—and if you're not sure, please round up.

She needs estimated staff counts for the following categories:

- Job Seeker Assistance
- Employer Assistance
- Monitoring and Auditing
- Reporting
- Supervisors/Managers (or others overseeing the above areas)

Some staff may qualify for more than one category, which is perfectly acceptable. Please have your responses ready by May 2nd.

Action: Anne B will send a follow-up email regarding this training numbers request.

WorkSourceWA Information | Anne Buchan

As WorkSourceWA development continues, there is a need to ensure that the office listings on the current platform are accurate, so the correct information carries over to the new system. Anne is asking each Workforce Development Area (WDA) to review and update their office information on WorkSourceWA. The Committee confirmed that committee members are the best contacts for this task, and a spreadsheet will be the most effective way to collect the data. Anne will send out the spreadsheets to each area for review and edits. Please submit your responses by May 2nd.

Action: Anne B to send out office location information spreadsheets to each area individually for review and updates.

WIT Project Points of Contact Document | Anne Buchan

Anne B informed the Committee that the WIT Project Points of Contact document, which was discussed at the March 2025 Advisory Committee Meeting, will no longer be stored on the WIT Project SharePoint site. Instead, she will distribute the most current version to Committee members each month when the Advisory Committee Meeting agenda is sent. Anne B will distribute the most recent version after today's meeting, and starting in May, it will be included with each monthly agenda.

Core LDP Report | Michelle Griffith

The Core LDP recently met and discussed capability of attaching one service to multiple programs. Work has also occurred pertaining to enrollment records and contact records flow.

DM Advisory Team Report Out | Bryan Pannell

Bryan reports the most recent data migration decision pertained to WIOA DLW category decisions for enrollment

WSWA LDP Report | Jensi Rosenow

Jensi reports that the WorkSourceWA LDP continues to move forward and crank out work. The April 15th Sprint Review highlighted some of the impressive work that has occurred. The job search landing page has been the recent focus, and the mechanism for employers to post jobs.

Portfolio and Tech Updates | Chris Jenkins

Chris provided status updates on the current portfolio and tech projects. The

WS Site Slowness: This item is complete. Improvements include replacing outdated hardware, measuring progress post-WIT, and continued collaboration. Monitoring will remain ongoing to assure stabilization. This issue is not just impacting public facing Wi-Fi, but also impacts ESD staff Wi-Fi and wired connections



WorkSource Advisory Committee Notes

JAS/JFS Update: This item is in-progress. The internal kickoff included conversation focused on a pilot and light discovery. The timeline has been pushed to September 30 due to a late start, allowing sufficient preparation time.

RAS Phone Accommodation Project Product manager Eric Le completed the discovery phase, estimating the project will take two sprints (six weeks).

New Portfolio Item: WS Resource Rooms Virtual Customer Connection: This is a new item recently added to the portfolio and seeks to improve technology use and enable online connections for customers and staff working remotely.