

Date: Wednesday September 17th, 2025

Time: 1:00 pm- 2:00 pm
Location: Teams Meeting

Advisory Members in Attendance

☐ Emily Kok
☒ Anne Goranson
☒ Madeline Veria-Bogacz
☒ Chris Barron
☒ Byron Mukai
☒ Anne Buchan
☐ Rob Crow
☒ Sue Keltner

☒ Ross Gearllach
☒ Sumit Gupta
☒ Karandeep Kondal
☒ Chris Jenkins-Torres
☒ Liane Johnson
☒ Luci Bench
☒ Aaron Pentland
☒ Cassandra Yi

☒ Jeremy Warren
☒ Josh Stovall
☒ Amy Gimlin
☒ Aaron Parrott
☒ Ariana Cordova
☒ Barney Brockwell
☒ Jesse Cardwell
☒ Tim Robison

Guests and Non-committee Attendees: Linda Kleingartner, Vankat Ammisetty, Jense Rosenow, Brandon Marsh

Welcome | Anne Goranson opened the meeting by welcoming the Committee.

WIT Replacement Project Update | Linda Kleingartner reports the project status remains red, with the [August status report](#) available on the WPC site. The red status reflects ongoing issues, particularly around vendor coordination and PIRL development, which remains on the critical path. The vendor has acknowledged the need for more time and is supported by a strong team, including ESD Data Integrity, offering some positive momentum.

Change and Budget are yellow, with Budget's yellow status due to the revised go-live in late spring, pushing completion to February 2026. A supplemental funding request will be submitted to the legislature; while approval is pending, the risk is considered low given progress to date.

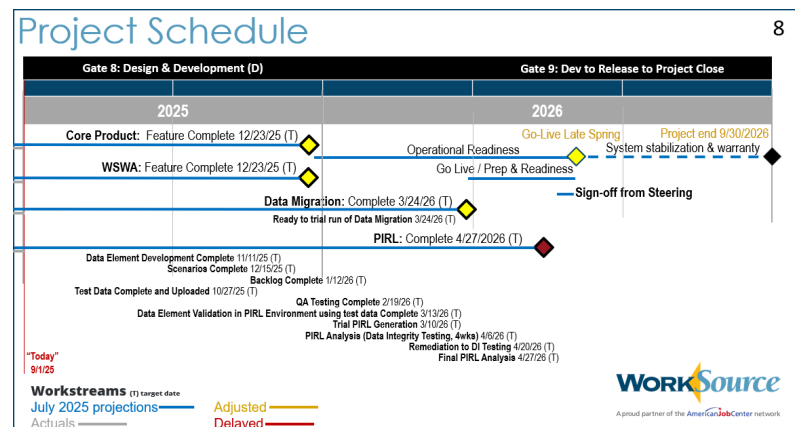
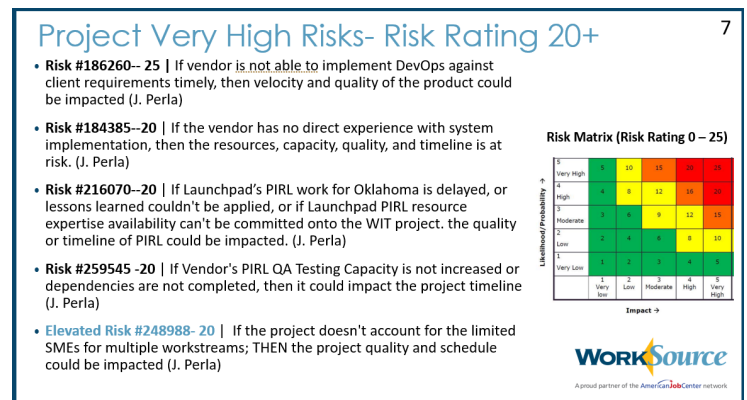
Josh Stovall asked whether mitigation plans reduce risk. Linda confirmed they do—risks should show movement over time, and static risks suggest a lack of active management. The team maintains a rigorous log, focusing on high-impact issues.

Jeremy Warren followed up, asking if risks are tied to probability thresholds. Linda explained that the risk heat map uses two numeric factors: impact (horizontal axis) and likelihood (vertical axis). Section 10 of [the project management plan](#) details this approach. You can access all things WIT related on the [WPC WIT Hub](#).

Project Schedule

Linda indicates the schedule, previously organized by milestone, now reflects five key workstreams to better capture actual progress: Core Product (WA Works), WorkSource WA, Data Migration, PIRL, and Operational Readiness. The Operational Readiness stream includes training and other essential components to ensure users are fully prepared—such as knowing how to submit a support ticket.

Each workstream line includes dashboard indicators showing status. The PIRL workstream is marked red and sits on the



project's critical path. It's being closely monitored, as any delay could affect the go-live timeline. Risk mitigation efforts are actively underway to address the challenges.

System Support Model | Venkat Amisetty presented the proposed Customer Support Model, aimed at replacing the outdated ETO process. Currently, partners submit help requests via Word documents emailed to ESD staff, which is inefficient and lacks transparency. Remedy, the existing ticketing system, is being upgraded to Helix, allowing direct ticket submission through Salesforce. The new model enables staff and partners to submit tickets via integrated forms, with routing based on known issues. ESD's Virtual Service Team (VST) will handle service-related tickets, while ESD's IT WorkSource Services (WSS) unit will manage technical issues. Live chat support will allow unresolved issues to be escalated to Helix. A draft support flow diagram was shared, with ongoing updates based on team feedback. Eric Le and the team are defining workflows for common scenarios, and Ish requested an additional field to capture organization names on the support form. Support will now be handled in-house, replacing Monster's role in ticket resolution.

Venkat introduced a five-tier support model:

- Tier 0: Training and navigation support
- Tier 1: Basic technical issues
- Tier 2: Configuration and customization
- Tier 3: Product enhancements and data integration
- Tier 4: Vendor-related issues

Service Level Agreements (SLAs) for each tier are being developed, with a meeting scheduled in three weeks to align expectations across ESD teams.

Liane Johnson shared her enthusiasm for the plan, noting how exciting it is to see it take shape. She raised a thoughtful concern about Tier 0, suggesting that launching with only reference materials for navigation support could be frustrating for new users. She recommended a gradual rollout—starting with more hands-on assistance and transitioning to self-service over time.

Linda thanked Liane and clarified that Tier 0 is centered on training, with a comprehensive support strategy in place. The goal isn't to simply direct users to tip sheets and leave them to figure things out. While reference materials will be available for those who prefer them, direct support will also be provided. The Training Advisory Team is actively preparing for Tier 0 to begin well before go-live and continue afterward. Mackenzie Hogan and her team have also defined roles like super users, who will be available throughout the entire process—not just at launch, but long-term.

Data Migration Advisory Team Report Out | Tim Robison reports the earliest item since the last Advisory Committee Meeting (from July 23), addressed follow-up service delivery methods. The Data Migration Team mapped each method to its WA Works equivalent—for example, "phone call" became "telephone."

WIT Tiered Support – Tiers 0, 1, 2

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Tier	Description / primary audience	Examples
0	Supports WorkSource Professionals, Jobseekers and Employers via Self Help, tip sheets, e-learning Desk Aid and Reference Material / Work Source Staff only	Navigation assistance
		Direct to reference materials, resources, training assistance
1	Basic Support Handling initial customer and user inquiries, often involving simple troubleshooting and triaging issues to higher tiers / WorkSource Professionals, Jobseekers and Employers	Password resets, log-in issues, technical support, user management, public use equipment
		Outages, notifications, Job Seeker & Employer support
2	In-depth Technical Support involving more complex issues beyond tier one scope, requiring deeper Salesforce & product knowledge and troubleshooting skills. / ESD IT team	Configuration issues & basic customization assistance (zero code); WSWA content updates; website alerts
		System health check monitoring & reporting, incident response, advanced functionality troubleshooting
		Identity access management

WIT Tiered Support – Tiers 3, 4

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Tier	Description / primary audience	Examples
3	All product enhancements, environment management, and data integrity. / ESD IT team	Troubleshooting production issues & code, integration failures, log / monitor issues, system wide errors, debugging
		Batch jobs, schedule jobs, release mgmt., environment mgmt., CI/CD pipeline
		Small feature enhancements, advanced customization support
		Data Management / data integrity
4	Highest level support involving critical issues, product enhancements, and strategic guidance. Often reserved for escalated cases requiring executive level attention or involvement of Vendors. / External Partner / Vendor Support	Performance optimization recommendations or product enhancement requests
		All External IT Partner coordination, Cloud Infrastructure
		Disaster recovery



WorkSource Advisory Committee Notes

The team also reviewed ETO office name mapping for migration into WA Works, compiling statewide physical location data. On August 6, they discussed how completion reason logic would transfer—e.g., “subsidized employment” mapped to its counterpart in WA Works. This mapping was finalized on August 27, along with the employer account address field.

Last week, the team aligned the military spouse caregiver question from WorkSourceWA with its WA Works equivalent and decided not to migrate the Employment Security reference number.

Steering Committee Updates | Anne Goranson reports that earlier this month, the Steering Committee approved an updated charter presented by Chris Barron and Bryan Merculief from the Brand and Media Group (BAM). The charter included one key change: recommendations will now be directed to the Advisory Committee instead of the Steering Committee.

This shift offers a valuable opportunity to strengthen collaboration with BAM. As a reminder, WorkSource branding—including its logo and graphics—is a shared asset, not owned by ESD or any single partner. The Brand and Media Group plays a vital role in maintaining consistent brand standards across the network.

The finalized charter will be shared with everyone once the updates are complete.

ETO Inactive Office Update | Anne Buchan reports that feedback from the Advisory Committee recommending the deactivation of inactive ETO offices has been received. Anne is currently collaborating with Rebecca McGinnis and Ardriel Galvan on ESD’s technical side to present the recommendation to the Steering Committee. Once approved, they’ll move forward with implementation.

Portfolio/Tech Update | Chris Jenkins-Torres started his update with a quick note on One Washington: While not directly tied to this group, it’s a significant initiative aimed at overhauling Washington state’s financial systems through backend updates and cross-platform integration. Although it’s drawing some capacity from other projects, it remains critical for long-term system alignment and operational efficiency.

JAS/JFS Workforce Vouchering Modernization

The JFS Workforce Vouchering Modernization project is on track for completion by September 30. We’re in the third month of reconciliation, reviewing pilot program costs and claims. Due to its success, purchase cards will continue post-pilot, with a policy update allowing their use online with approved vendors. Project manager Susan Low has been shadowing the vouchering process at a WorkFirst office to explore potential improvements with US Bank reps.

RAS Phone Accommodation

The RAS Phone Accommodation release, originally planned for mid-August, is on hold due to operational readiness concerns. Technical development is complete, and we’re finalizing a change management plan to support rollout.

Links Landing Page

Anne Goranson distributed a survey to gauge interest in the new Links Landing Page format piloted in Yakima. So far, Olympic, Southwest, and SeaKing WDCs have responded. Development will continue based on additional feedback.

WorkSource Hardware Refresh

As of August 28, 35 of 36 sites were updated. Grays Harbor is pending installation of 16 units once the new location opens. All configurations are ADA-compliant, and the project is considered complete.