WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY ADVISORY COMMITTEE

April 16, 2025



Meeting objectives:

Agenda:

- Welcome / Agenda review
- WIT Replacement Project Update*
- WorkSourceWA Office Information
- WIT Points of Contact List
- Core LDP Report*
- New WSWA LDP Report*
- Data Migration Advisory Team Report*
- Recent Steering Committee decisions*
- *Standing Item

- Shared understanding on the WIT Replacement Project deliverables
- Full engagement from participants on decisions and advice requested



WIT Replacement Project Update

Linda Kleingartner



Project's Risks | Risk Report

On 4/9/12, the Monthly Risk Report (as of 4/9/25) was sent to the Advisory Committee with all logged Risks & related mitigation strategy. This report is reviewed with Advisory Committee every month.

Open Issue #195296 | Vendor Product team is unable to keep the Backlog "full" of development requirements. *Action Plan updated 4/15/25*. Owner: Perla/ Launchpad

(5)	1 Very low	2 Low	3 Moderate	4 High	5 Very High
1 Very Low	1	2	3	4	5
2 Low	2	4	6	8	10
3 Moderate	3	6	9	12	15
4 High	4	8	12	16	20
5 Very High	5	10	15	20	25

Impact →

Category	Count	Notes
High Risks (20+)	2	Raised risk #222071 (Launchpad key resources) to risk rating 25 and trending to an issue
Med-High	2	Raised risk #184385 (LP system implementation experience) to risk rating 15 from Low.
Medium	23	Closed risk #133000 (customizations); #157650 (offshore resource use during stabilization); #229676 (scope creep); Moved risk #222426 (large unplanned budget requests) to low
Low	17	Lowered #229682 (federal testing expectations), Risk #231613 (leadership engagement) from Medium. Closed risks #222430 (Spanish translator); Added 2 risks #246452 (Vendor training % allocation); #244374 (Sys Admin position);

NOTE: Risks are logged if they are expected to impact one or more of the following element **around project implementation:** Schedule, Scope, Cost, Quality, or Stakeholder



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

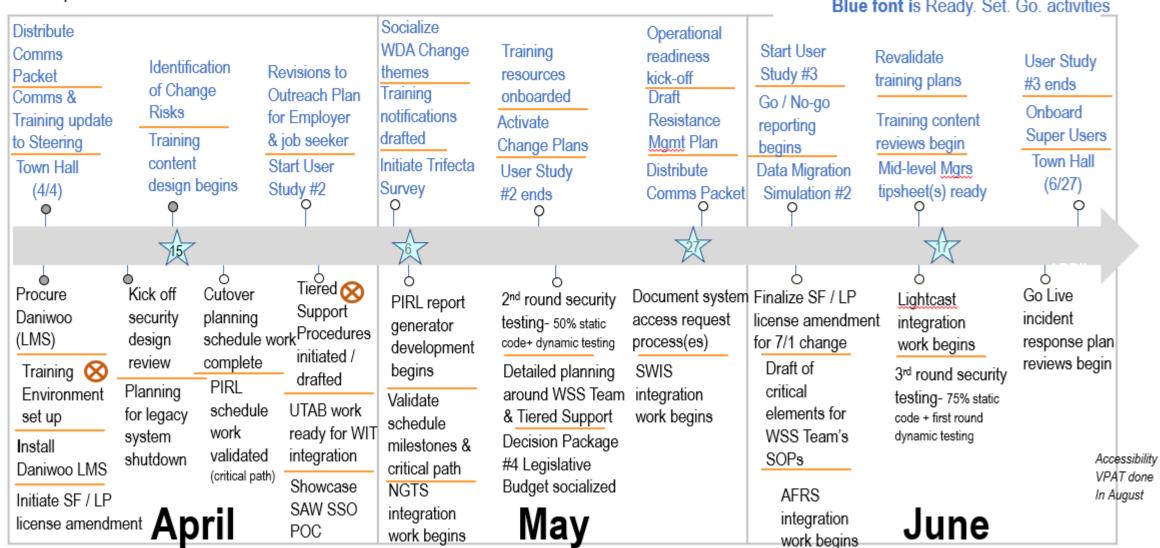


2025 Project Quarterly Details

Last update 4/15/2025

Tasks started / In progress Task at risk from original estimate Sprint Reviews

Blue font is Ready. Set. Go. activities



WORKSOURCE INTEGRATED TECHNOLOGY (WIT) GO / NO-GO CHECKLIST

As of April 2025

Linda Kleingartner



Reporting on Go / No-Go checklist next milestones

April 2025 June- July Aug- mid Sept Sept – Oct Nov 1st Target Launch Steering Monthly Weekly Weekend Twice Formal Approval of Reporting of 11/7reporting Monthly Steering Go / No-Go begins June Decision 11/11/25 Reporting Indicators • 2025 2 Temp Ite





At a glance:

Criteria	1 Development & Testing	2 Product complete- ness	3 Security	4 Data Readiness	5 Comms	6 Training	7 Operational Readiness	8 System Support	9 Legacy System Closure
Status Mar'25	\Diamond		\limits	0	\Diamond	\Diamond	\langle		\Diamond

Status Legend

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

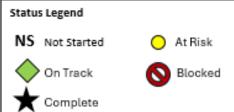
- On Track | the work or deliverable is scheduled with detailed activities, and the progress is going well or within an acceptable level of tolerance. No concerns to highlight.
- At Risk | the work or deliverable is at risk for completing per the scheduled target dates. The responsible team is actively 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 The Status of	 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 	 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 	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.	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	<u> At Risk – click for more detail</u>	On track- click for more detail	At Risk- click for more detail
Status Indicators What is measured in summary	On Track- click for more detail 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.	At Risk – click for more detail 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	On track- click for more detail 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.	At Risk- click for more detail 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.
Indicators What is measured in	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.	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	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	 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.

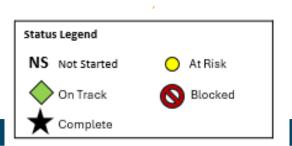
Go / No-Go Checklist Dashboard- Operational readiness factors

Criteria	5. Communications	6. Training	7. Operational Readiness
Objective	The launch information is distributed to the WorkSource <u>stakeholders</u> (full list on detailed plan)	The Training Plan Audiences have been trained on the system, access to the information, and a plan to sustain the knowledge going forward.	The WS staff are ready to deliver services & support customers using the system
Inputs The Status of	 Launch communications planned. WA Works user communications & Town Halls. WPC site Launch updates. Job seeker <u>and</u> Employer notifications & outreach. 	 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. 	 WS staff demonstrate knowledge & ability of new systems; can locate required forms & documents; and ready to support customers. Changes to processes & procedures. WS staff are change ready. Business Operations Continuity Plan.
Status	On track- click for more detail	On track- click for more detail	On track- click for more detail
What is measured in summary	 1.Launch Comms plan including customer outreach is implemented. 2.Distribution of planned pre-launch deliverables. 3.Preparation of planned Launch "Go" & post-launch deliverable. 4.WPC's "WIT Hub" content and other WPC content is drafted & published. 5.WIT Town Halls are scheduled & promoted. 	 Meet 95% quality standards in training materials & delivery. ^a Completion of training content development. ^a Training resources are identified & trained. Steering-approved post-launch training plan. The critical forms are posted and a plan for updating is documented. 	 1-4. Training targets are met (see detailed plan for measurement) 5. Change agent teams report all functions for using the system are covered and staff are aware on how to locate the information 6.Change agent teams report WS Staff are ready. 7. The Business Operations Continuity plan is created & socialized.
Lead	Latasha Hudson	McKenzie Hogan (a) Using LMS	Anne Goranson



Go / No-Go Checklist Dashboard- WSS Team & "bye-bye ETO!"

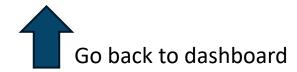
Criteria	8. System Support	9. Legacy System Closure
Objective	The Tiered Customer Support Model is designed & is ready for system operations.	The plans are in place for a tidy transition away from the legacy system.
Inputs The Status of	 System-ops resourcing. System-ops processes & procedures. End-user communications & tipsheets. System monitoring reporting structure & cadence. Go-live incident response procedures & communications. 	 All necessary ETO data from the legacy system are backed-up securely and can be easily accessed if needed. All necessary Monster Government Solutions (MGS) cutover timeframe activities are defined/documented. Contingency plan for managing any unforeseen issue during the shutdown. MGS decommission plan.
Status	At Risk- click for more detail.	On Track-click for more detail
Indicators What is measured in summary	 System support structure and resources are in place. System Operating Procedures (SOP) created with critical elements are defined and documented. Customer-facing tip sheets are created and available for use. System Monitoring SOPs created with critical elements are defined and documented. Go-live incident response SOPs created with critical elements (including Crisis Comms Plan) are defined and documented. 	 1.All necessary ETO data is backed up and access is validated. 2.MGS Cutover activities are defined, documented and approved. 3.Documented contingency plan is approved by WIT Technical Sponsor. 4.Documented decommission plan is approved by WIT Technical Sponsor.
Lead	Venkat Ammisetty	Venkat Ammisetty

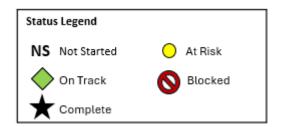


Criterion 1 | Development & Testing Detail

Objective	System supports the product framework*, including the PIRL, reporting & compliance						
Status 🔷	On track—the indicators need to outlined in a "Deliverable Expectations Document" (DED)	Lead	Venkat Ammisetty				
Inputs approved by Steering Committee on 4/2/2024	 The state of development completion of product backlog (stories/epics) meeting definition of done. The status of code quality report signoff. The status of milestone testing signoff. The status of end-to-end testing signoff. The status of automation/regression testing signoff. The status of compatibility testing signoff. 						
Indicators What is measuredin detail	 NS ESD Product Manager has provided formal confirmation to the technical delivery manager that the product is ready. The ESD Technical Delivery Manager formally approves the elements in the <u>deliverable expectation artifact</u> for: A. NS Code quality (link to the <u>Deliverable expectations document</u> / [future will Deliverable acceptance report]. B. NS Testing (link to the <u>Deliverable expectations document</u> / [future will Deliverable acceptance report]. 						
Notes	1. 2Aand 1.2B Sprint 33 activities (end of project). At Risk status will change to "NS" once the deliverable expectations document if finalized and agreed upon with ESD and Launchpad; expected by 4/30/2025.						

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



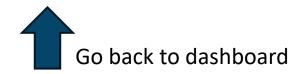


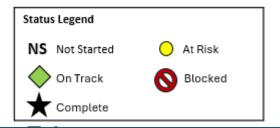


Criterion 2 | Product Readiness

Objective	Product fully supports the WS job seeker & employer service journeys.*	Product fully supports the WS job seeker & employer service journeys.*				
Status 🔵	At risk	Lead	Michael Luchini			
Inputs approved by Steering Committee on 5/7/2024	 •WA Works <u>and</u> 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 					
Indicators	1. Prioritized epics in ADO are complete					
What is measured in detail	 UTAB, NGTS, and SWIS Data system interfaces and data ingestion are implemented Demonstrated with full capability to produce a PIRL 					
Notes	2.1 – Launchpad's inability to keep the backlog full (at least 2-3 sprints) with requirements is a current project 2.3 - Launchpad's initial plan to leverage Oklahoma's PIRL work was not realized. Federal Reporting Lead Deprogress, and tentatively first PIRL report generation is targeted for end of May.		nt Partner sessions are making good			

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

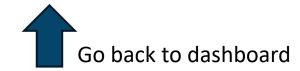


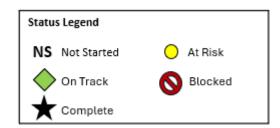




Criterion 3 | Security Detail

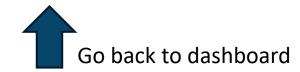
Objective	Mitigate known security risks and comply with ESD, OCIO, and federal policies.					
Status 🔷	On target–Indicators and implementation plans are in place	Lead	Luke Hansen			
Inputs approved by Steering Committee on 3/5/2024	 Status of the WA-Tech Office of Cyber Security approval of the Security Design Review, which includes the system security plan. Compliance with ESD, federal, and WaTech policies and standards. The status of data security. Resolution or mitigation of security findings. State of production monitoring tools. State of network segmentation. 					
Indicators What is measuredin detail	 NS WA Tech OCS approval of the SDR (includes security plan, network segmentation) (Y/N) Remediation of Security vendor high risks & recommendations. NS ESD security approval / sign-off (Y/N) NS Critical production monitoring tools, and related documentation are in place (Y/N) 					
Notes	3.2 Security vendor began 1/16/2025 and produced the first security report in February. WIT Team reviewing	the repo	rt.			

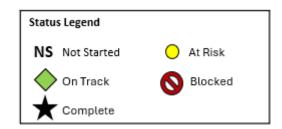




Criterion 4 | Data Readiness Detail

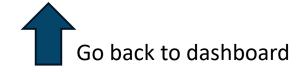
Objective	Relevant data is migrated (per WorkSource Business guidance) to targeted Salesforce database					
Status 🔾	At Risk – Dependency on development being feature complete Lead Doug McCabe					
Inputs approved by Steering Committee on 10/17/2024	 The state of data migration completion of product backlog (stories/epics) meeting definition of done. Data Migration Technical team validation and signoff on data quality for each milestone. Business team validation (user testing from front end application) and signoff on data quality for each milestone 					
Indicators What is measuredin detail	 All the DM backlog epics/stories marked close and status of fields on dashboard reach state 8 or 9. NS Signoff email containing information about number of records in staging Vs data in salesforce. NS Signoff email from WIT Product Manager confirming business validation. Y/N 					
Notes	4.1 Currently evaluating if there is enough data migration time in the schedule to be able to complete all DM backlog epics / stories marked as close. Will show as % complete when reporting starts in June 2025.					

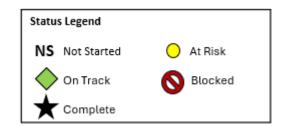




Criterion 5 | Communications Detail

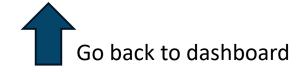
Objective	The launch information is distributed to the WorkSource stakeholders (e.g., LWDBs, ESD, WorkSource staff, WTECB), WorkSource customers (e.g., job seekers and employers) and external authorizing environment.			
Status 🔷	On track- Indicators and implementation plans are in place	Lead	Latasha Hudson	
Inputs approved by Steering Committee on 1/5/2024	 Status of the project launch communications (e.g., launch date, details to WorkSource stakeholders). Status of the WorkSource system user communications (e.g., training, expectations). Status of WPC site updates related to launch. Status of job seeker notifications and outreach (e.g., webinar, awareness survey, based on data). Status of employer community notifications and outreach (e.g., webinar, awareness survey, based on data). Status of planned Town Halls featuring the launch. 	a).		
Indicators What is measuredin detail	 Launch Comms plan including customer outreach is implemented. Distribution of planned pre-launch deliverables. NS Preparation of planned Launch "Go" & post-launch deliverables. WPC's "WIT Hub" and other WPC content is drafted & published 			
	4. WPC's "WIT Hub" and other WPC content is drafted & published5. WIT Town Halls are scheduled & promoted.			
Notes	5.1 Launch Comms plan is approved by Steering; this includes the employer and job seeker outreach plan) 5.2 – 5.3 Deliverables are being defined and outlined. Deliverables in flight include the items for Ready. and 5.5 All Town Halls are scheduled. Comms team working to improve promotion and attendance.			

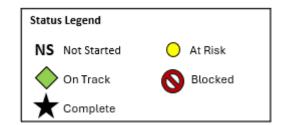




Criterion 6 | Training Detail

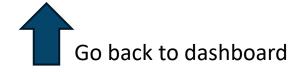
Objective	The Training Plan Audiences have been trained on the system, access to the information, and a plan to sustain the knowledge going forward.					
Status 🔷	On target- Indicators and implementation plans are in place Lead McKenzie Hogan					
Inputs approved by Steering Committee on 2/6/2024	 Status 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 What is measuredin detail	 NS Meet 95% of the defined quality standards in training materials and delivery as tracked in LMS. Completion of 100% of defined training goals for content development as tracked in LMS. All critical training implementation resources per the training plan have been identified and trained. The post implementation training plan is approved by Steering Committee DONE! Completed with the critical forms are posted and a plan for updating is documented-Y/N 		g Plan approval in May 2024			
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 6/1/2 6.3 Resource requests are due 3/31/2025; Have identified "AB Testers" and training starts in April	025)				





Criterion 7 | Operational Readiness Detail

Objective	The WorkSource staff & those supporting the WorkSource staff are ready to deliver services and support WorkSource customers using the system (Ability).				
Status 🔷	On target– Indicators and implementation plans are in place	Lead	Anne Goranson		
Inputs approved by Steering Committee on 2/6/2024	 Knowledge saturation of system functionality/use for the defined training audiences. Required forms and documents are accessible to WorkSource staff and they are aware of how to locate information. WorkSource staff have enabled external customers (job-seekers, employers) to be ready for the system change. Processes and procedures for baseline operational changes are in place. Status of change management for WorkSource Staff. Status of a go live contingency plan for the transition. 				
Indicators What is measuredin detail	 NS 85% of the trainees can confirm that they know how to request additional training & 95% of staff surveyed indicate awareness and ability to access training materials for use as reference tools post training as evidenced in required post-training knowledge check. (McKenzie) NS Result of a 3.5 out of 5 (or higher rating) in all measures of post-training survey feedback from trainees as measured in required for course completion rating forms. (McKenzie) NS 95% of all trainees have completed assigned hands-on training exercises to gain access to the system as tracked in the Learning Management Solution. (McKenzie) NS Each local area's change management sponsors report all functions for using the system are covered and staff are aware on how to locate the information. Will use a check list and sign-off approach – target completion late October (Y/N) (Luci) NS ESD change management team leads report WS staff and teams that support WS statewide operations are ready. Will use check list and sign-off approach – target completion late October 2025 (Y/N) (Liane) The Business Operations Continuity plan is created (to include the statewide system) and socialized (Y/N) (Anne) 				
Notes	7.1-7.3 training scheduled to begin last week of August 7.5 Change Plan updates due by end of March 2025		Status Legend		

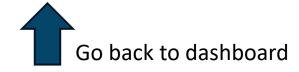


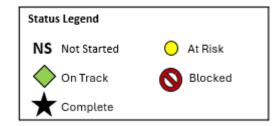




Criterion 8 | System Support

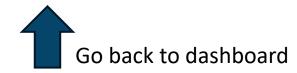
Objective	The Tiered Customer Support Model is designed & is ready for system operations.				
Status 🔵	At Risk– Indicators complete; beginning to develop implementation plans	Lead	Venkat Ammisetty		
Inputs approved by Steering Committee on 5/7/2024	 Determination on how product is supported (e.g. design). Status of the system operations resourcing (e.g. budget & staff). Status of the critical system operating processes and procedures (e.g., inclusive of risk and incident management, user access). Status of the end-user tip-sheets. Status of the critical system monitoring reports, tools, and SLAs. Status for go-live incident response procedures & crisis communications plan. 				
Indicators	1. O System support structure and resources are in place.				
What is measured in detail	2. NS System Operating Procedures (SOP) created with critical elements are defined and documented.				
	3. NS Customer-facing tip sheets are created and available for use.				
	4. NS System Monitoring SOPs created with critical elements are defined and documente	ed.			
	5. NS Go-live incident response SOPs created with critical elements (including Crisis Con	nms Plan) are defined an	d documented.		
Notes	8.1- Preliminary <u>framework in place for tiered support levels of 0-4</u> , originally targeted to be complete by December 2024. 8.1 – FTE resources for tiered support framework are part of the Legislative Budget request (DP #4), early indicators reflect new staff will not be funded, and general M&O costs are uncertain at this time.				

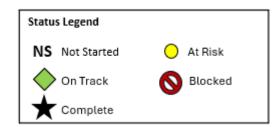




Criterion 9 | Legacy System Closure

Objective	The plans are in place for a tidy transition away from the legacy system					
Status 🔷	On Track– Indicators complete; beginning to develop implementation plans	Lead	Venkat Ammisetty			
Inputs approved by Steering Committee on 5/7/2024	 All necessary ETO data from the legacy system are backed-up securely and can be easily accessed if needed. All necessary Monster Government Solutions (MGS) cutover timeframe activities are defined/documented. Contingency plan for managing any unforeseen issue during the shutdown. MGS decommission plan. 					
Indicators	1. NS All necessary ETO data is backed up and access is validated. Y/N					
What is measured in detail	2. NS Legacy System/MGS Cutover activities are defined, documented and approved. Y/N					
	3. NS Documented contingency plan is approved by WIT Technical Sponsor. Y/N					
	4. NS Documented decommission plan is approved by WIT Technical Sponsor. Y/N.					
Notes	9.2 – MGS contract set to expire 6/30/2026.					







Training Logistical Planning

McKenzie Hogan



Action Requested by May 2nd

Objective: Rough estimates to forecast sizing for Instructor led training

Please identify the number of Workforce Professionals that would engage into each of these training categories

- a) Job Seeker Assistance
- b) Employer Assistance
- c) Monitoring & Auditing
- d) Reporting
- e) Supervisors, Managers, or Others responsible for the teams above (a-d)
- *Asking for total counts not based on learning style- best guess
- An individual can be counted in multiple categories



WorkSourceWA Office Review

Anne Buchan



Pierce County

WorkSource Centers - All services available

▶ WorkSource Pierce ➡ ₹

WorkSource Affiliates - Most services available

- ▶ Joint Base Lewis-McChord ₹
- WorkSource Pierce at South Hill Mall

WorkSource Connections - Some services available

- American Lake VA Campus
- Goodwill of the Olympics and Rainier Region
- Pierce College Fort Steilacoom Campus
- Pierce College Puyallup Campus
- Piarca County Library Ronnay Laka



▼WorkSource Pierce 🖷 🔾

Counties served: Pierce

Office type: WorkSource center - Virtual

Operational status: ✓ = Yes

☐ Physical location closed

☑ Physical location open

Service options and availability:

☑ In-person services available – walk-in customers welcome

☑ In-person services available – by appointment only

☑ Virtual services available

For up-to-date service information:

☐ Visit the website listed below

☑ Call the main phone listed below

Note: Some services provided onsite by community agencies may not be available. Please contact them directly to confirm available services.

Hours: Monday - Friday 9 a.m. to 4:45 p.m.

2121 S. State St.

Suite 300

Tacoma, WA 98405

Main phone: 253-593-7300 Fax: 253-593-7377

Email: WSPierce@esd.wa.gov

Relay service: 711

> Services offered

Hire a veteran

Phone: 253-593-7300

Business services

Email: ESDGPWSPierceBusinessServices@esd.wa.gdv

Farmworker staff

Phone: 253-593-7371



WIT Project Points of Contact

Anne Buchan



Core LDP Report

Michelle Griffith



NEW WorkSource WA Report Out Jensie Rosenow



DM Report Out Bryan Pannell

✓ Enrollment: WIOA DLW Category decision



Portfolio/Tech Update

Chris Jenkins



Steering Committee Updates Anne Buchan

- √Go/No-go checklist and template
- ✓ Project team leads may approve completion of Go/No-go criterion measures



THANKS!



WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711