

WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY ADVISORY COMMITTEE

July 16, 2025



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Meeting objectives:

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

Agenda:

- Welcome / Agenda review
- WIT Replacement Project Update*
- Go/No-go Update
- SAW Integration Update
- Business Communications and Continuity Plan
- Follow-up on Advisory Meeting Attendance/Participation
- Data Migration Advisory Team Report*
- WSWA Report Out*
- Portfolio Tech Update*
- Links Landing Page
- Advisory Attendance & Participation Feedback
- ~~Steering Committee Decisions*~~
(none to report this month)
- Roundtable*

*Standing Item



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Welcome!

Jeremy Warren

Workforce Development Council of Seattle-King County



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WIT Replacement Project Update

Linda Kleingartner



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WIT Project update

Activities underway

Launchpad and ESD having continuing “reset” conversations

- Weekly check-ins (Tuesday and Fridays)
- Executive Briefing Meeting 6/23
- Collaborative discussions on details surrounding the schedule, costs, risks / issues, and licensing

Schedule re-baseline projects a go-live in late Spring 2026

- Dependent on significant new hire effort and investment requirements
- Confirming contracted scope



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Project remains “red”- overall & schedule.
Budget & Change management is yellow.

Project Issues

- **Issue #195296** Vendor updated action plan. | The vendor Product team is unable to keep the Backlog "full" of development requirements. (J. Perla)
- **Issue #222017** | Launchpad key resources are overcommitted and spread too thin, impacting project scope, schedule and quality. (J. Perla)
- **Issue #213081** | Insufficient Sprint Capacity planned to build the PIRL within the ESD Launchpad Product in the ESD Salesforce Org, impacting project timeline. (J. Perla)
- **NEW Issue#233347** | If Project environments are not kept up to date, then the project schedule may be impacted (V. Ammisetty)



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Project's Risks | Risk Report

On 7/10/25, the Monthly Risk Report (as of 7/10/25) was sent to the Advisory Committee with all logged Risks & related mitigation strategy. This report is reviewed with Advisory Committee every month.

Category	Count	Notes
High Risks (20+)	4	Increased risk rating #259618 (vendor's PIRL SME capacity); Lowered #259544 (Vendor's PIRL Tech requirement velocity) to medium
Med-High	2	Lowered #103974 (Data migration validation process) to low.
Medium	18	Closed #231617 (definition of done for testing), and #255937 (plan for SAW / CIAM); increased risk rating #260194 (offshore using AVD)
Low	15	Closed #215720 (WIT ESD team capacity)

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

Likelihood/Probability →

Impact →

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



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SAW Integration Update

Luke Hansen



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Business Communication and Continuity Plan

Anne Goranson






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The Business Communications and Continuity Plan is one of our WIT Operational Readiness Indicators (Go/No-go Checklist)

Criterion 7 | Operational Readiness Detail


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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 <small>approved by Steering Committee on 2/6/2024</small>	<ul style="list-style-type: none">• 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 <small>...in detail, to be approved by Steering Committee 4/1/2025</small>	<ol style="list-style-type: none">1. 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)2. 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)3. 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)4. 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)5. 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)6.  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		


 Go back to dashboard


Status Legend

NS Not Started

 On Track

 Complete

 At Risk

 Blocked

Background

- This plan provides guidance to WorkSource leaders for escalating issues related to the WIT (WorkSource Integrated Technology) systems, specifically **WA Works and WorkSourceWA.com**.
- Communications will be sent by the ESD Workforce Services Division (WSD) Director or their delegates, to the LWDB executive director and operational leader distribution lists **within two hours** of first knowledge or new information **related to an incident**, seven days a week. Decision-making will follow current governance processes. The guidance provided here is intended to give examples but is not a comprehensive list of all situations that will be reported.



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Types of Incidents

At a minimum, the following WSWA/WA Works incidents and decisions must be reported:

- Data security breach or cyberattack
- Major system outage or disruption affecting customers
- Deployment of major internal or external technology system changes affecting the experience of ESD staff, customers, or partners will follow governance processes.



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Procedure

1. Reportable incident, decision, or action occurs.
2. CIO or ITSD delegate sends notification to WSD leaders.
3. Within two hours, accountable leader (WSD Director or other WSD delegate) sends email to the following distribution lists:
 - ESD DL LWDB Directors
 - ESD DL LWDB Operations Leaders
 - ESD DL WSD Regional Directors
4. The email will contain the following information:
 - Date and time of incident or action occurrence
 - Brief summary describing the issue and impact of issue (who is impacted, how are they impacted, etc.)
 - Point of contact for further information, including email address and phone number
 - Email subject line “WIT Operational Impact” and set flag as high priority
5. The ESD Communications Office is responsible for statewide press releases and handling media inquiries when needed.
6. Regional directors and Local Workforce Development Board (LWDB) leaders will determine an appropriate communication approach with WorkSource staff. Systemwide technology issues will be communicated by ESD’s Information Technology Service Division.



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Decision

- Do you recommend forwarding this plan to the Steering Committee, with or without changes?

WSWA Report Out

Valerie Edwards



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DM Report Out

Sandy Crews

- ✓ Revision of the definition of “5 years of service data”



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Portfolio/Tech Update

Chris Jenkins-Torres



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Links Landing Page

Anne Goranson



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Links Landing Page Opportunity

We currently have two ways that we use to share links with customers in our WorkSource resource rooms.



WorkSource Everett
3201 Smith Ave, Suite 200
Everett, WA 98201

[English](#) | [Español](#)

To go back to this page, please click the Home button in the upper left corner of the address bar.

Helpful Links

Unemployment

- Unemployment Benefits: [ESDWAGOV - Unemployment Benefits](#)

Job Search

- WorkSource Online: <https://worksourceonline.com/>
- Workforce Compass: [Workforce Compass](#)
- Washington Connection: washingtonconnection.org
- Employment Security Department Website: <https://esd.wa.gov/>
- USA Jobs: <https://www.usajobs.gov/>
- CareerOneStop: <https://www.careeronestop.org/>
- WorkSourceWA: <https://worksourcewa.com>
- WorkFirst Career Scope: <https://esd.wa.gov/jobs-and-training/workfirst>
- LinkedIn: [LinkedIn.com](#)
- Indeed: [indeed.com](https://www.indeed.com)
- Career Builder: [careerbuilder.com](https://www.careerbuilder.com)
- The Balance Career Planning: <https://www.thebalancemoney.com/career-planning-6265513>
- JobScan: [jobscan.co](https://www.jobscan.co)
- Weekly Jobs Bulletin: [Weekly Jobs Bulletin](#)

Training (Adults, Youth, Migrant Seasonal Farm Workers, Trade Adjustment Assistance)

- Worker Retraining: <https://www.sbctc.edu/paying-for-college/worker-retraining-student>

Education

- Career Bridge: [careerbridge.wa.gov](https://www.careerbridge.wa.gov)
- GCF Free Learning: <https://edu.gcfglobal.org/en>
- Everett Public Libraries: [Everett Public Libraries](#)
- Sno-Isle Libraries: [Sno-Isle.org](https://www.sno-isle.org)



WorkSource Yakima County
Connections to Help!



Find help and support by exploring any of the following resources



Job Seeker Tools and Support

Unemployment Benefits



Visit esd.wa.gov to get help for unemployment questions and claims.

Training



Learn about employment related training opportunities with financial support.

Education



Pathways to earn a high school diploma, GED or post secondary degrees or certificates.

Financial Support



Get help with state and federal financial aid for food, childcare, education and healthcare.

Veterans or Seniors



Look for individual help for Veterans or Senior services.

Injured or Disabled Job Seekers



Services for those who have a disability or are injured and looking to return to work.

Links Landing Page – “The Yakima Model”

Links PDF



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Links PDF is currently the default in these offices (35 locations)

WDA 1 – WS Clallam, WS Kitsap

WDA 2 – WS Lewis, WS Grays Harbor, WS Mason, WS Thurston, WS Long Beach

WDA 3 – WS Island, WS Skagit, WS Whatcom

WDA 4 – WS Everett

WDA 5 – WS Auburn, WS North Seattle, WS Rainier, WS Redmond, DSHS White Center

WDA 6 – WS Pierce, WS JBLM, American Lake VA

WDA 7 – WS Vancouver, WS Cowlitz – Wahkiakum

WDA 8 – WS Okanogan, WS Wenatchee, WS Central Basin

WDA 9 – WS Sunnyside, WS Kittitas County, WS Goldendale, WS Columbia Gorge, WS Stevenson

WDA 10 – WS Columbia Basin

WDA 11 – WS Walla Walla, WS Colville, WS Clarkston Connection, WS Pullman

WDA 12 – WS Spokane



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Beginning in August, offices that desire to implement the **Links Landing Page** model will have the opportunity to shift.



WorkSource Yakima County
Connections to Help!

ENG ESP

Find help and support by exploring any of the following resources

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Unemployment Benefits

Visit esd.wa.gov to get help for unemployment questions and claims.



Training

Learn about employment related training opportunities with financial support.



Education

Pathways to earn a high school diploma, GED or post secondary degrees or certificates.



Financial Support

Get help with state and federal financial aid for food, childcare, education and healthcare.



Veterans or Seniors

Look for individual help for Veterans or Senior services.



Injured or Disabled Job Seekers

Services for those who have a disability or are injured and looking to return to work.

Next Steps

Things to Keep in Mind

- The model is limited to 6 tiles, as shown in the Yakima example.
- Categories can be adjusted based on local needs.

Next Steps

- We need to hear from Advisory members from each office to confirm your participation. To opt in, please complete [this survey](#).
- ESD's technical team will work with local leaders to confirm links and the final page design on a first come, first served basis.
- Our goal is to bring 1-2 offices on board each week, beginning in August 2025.



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Follow-Up: Advisory Committee Attendance/Participation

Anne Goranson



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Participation Feedback

- What would make it easier for you to contribute to Advisory meetings and surveys?
- Are there adjustments we can make - timing, format, communication style, etc. - that would help support meaningful engagement?



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Steering Committee- No decisions to report

Anne Goranson



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Roundtable

Anne Goranson



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THANKS!



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