

# WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY ADVISORY COMMITTEE

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May 21, 2025



# 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\*
- Area Change Plans
- Data Migration Advisory Team Report\*
- Portfolio & Tech Updates\*
- WIT Business Validation Plan-action

\*Standing Item



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# WIT Replacement Project Update

Linda Kleingartner



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# Project's Risks | Risk Report

On 5/13/25, the Monthly Risk Report (as of 5/13/25) 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+)	2	Raised risk #222071 (Launchpad key resources) and #213081 (sprint capacity for PIRL) to issues Raised risk #233347 (Product environments) and #216070 (OK's PIRL lessons learned) from lower risk ratings.
Med-High	4	Added 2 new risks #250795 (Guidance on program enrollment) and #248988 (limited SMEs assigned to multiple workstreams)
Medium	22	Added risk #235354 (Dev impacts to training); Raised risk #244374 (ESD sys admin) from low. Closed risk #140151 (unmanaged package).
Low	16	Added #248809 (ESD experience with salesforce),

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 →

4

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

Issues next slide.



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# Project Issues

- **Issue #195296** Vendor updated action plan. | The vendor Product team is unable to keep the Backlog "full" of development requirements. (J. Perla)
- **Increased #222017 risk to an issue** | Launchpad key resources are overcommitted and spread too thin, impacting project scope, schedule and quality. (J. Perla)
- **Increased #213081 risk to an issue** | Insufficient Sprint Capacity planned to build the PIRL within the ESD Launchpad Product in the ESD Salesforce Org, impacting project timeline. (J. Perla)

Project status (schedule & risk) is Red



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# Go-live timeline update

## Why the shift

**Vendor staffing shortages** delayed key milestones affecting:

- WA Works and WorkSourceWA completion.
- **PIRL reports** critical for go-live.

## What this means

- We are working with the vendor on a new go-live timeline.
- Development continues and will deliver major system improvements.
- We are **committed to quality and long-term success**, despite the delay.

## Next steps

- **Revised timeline to be shared- TBD.**
- Systemwide communication after timeline is approved.
- We will share talking points to support team conversations.



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# Project Go-Live Activities underway

1. Structured Communications Plan
2. Revise Schedule
3. WIT Budget analysis
4. Adjust Operational Readiness timeline(s)
5. Vendor Management



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# 1. Structured Comms Plan | Approach

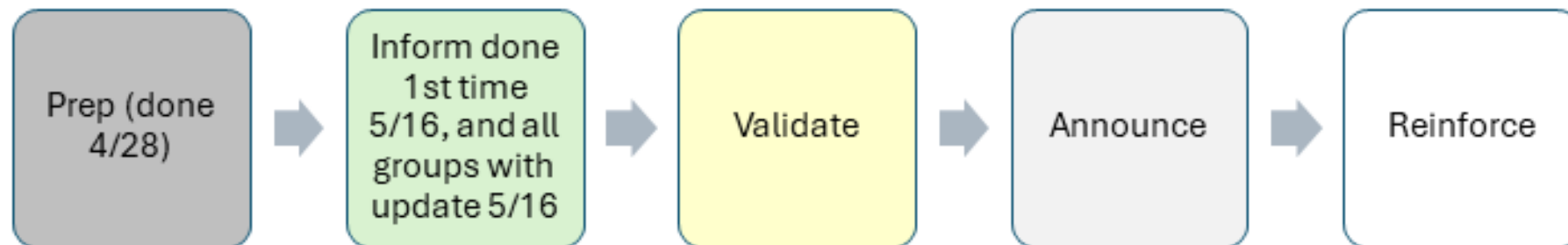
## Communication approach

### Executive Level only:

1. **Prep:** Set expectations with key stakeholders and align messaging around go-live for all audiences.
2. **Inform:** Communicate the delay to key stakeholders while a new go-live timeframe is determined.
3. **Validate:** Confirm with Project Sponsors the new go-live timeframe and comms approach.

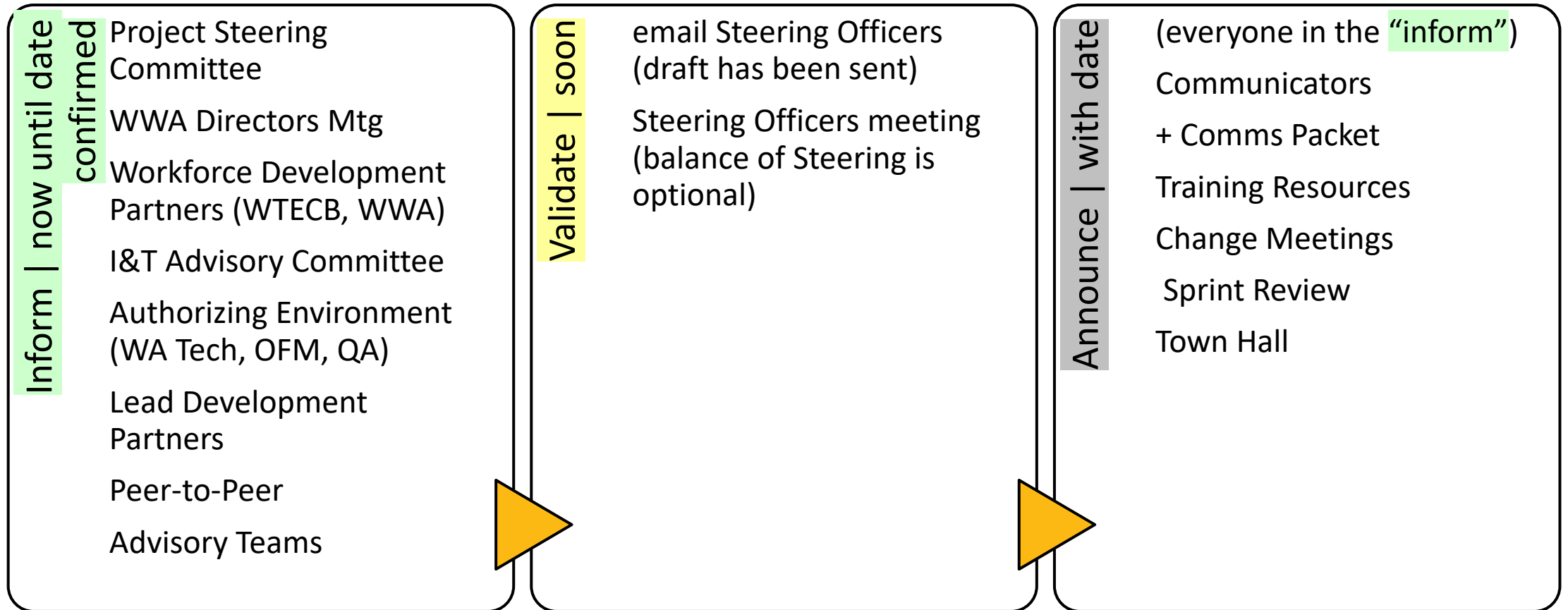
### WorkSource system wide:

4. **Announce:** Communicate the new go-live timeframe across all audiences.
5. **Reinforce:** Ensure trust and provide reassurance through follow-up communications.



# 1. Structured Comms Plan / Audiences

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# 1. Structured Comms Plan / Talking Points

10

For Project Team – LDPs, Communicators, Change Teams and Implementation Team (Inform)

In February 2025, we will complete critical reading

Where

## WIT Launch Timeline Update Talking Points

### For Leaders – Steering and Advisory Committees

Leaders may use these talking points to share information with their confidential team members. Systemwide communication will follow once the timeline is validated.

#### Key points:

- While we've made substantial progress, we need to shift our planned November 2025 WA Works/WorkSourceWA.com launch date. Vendor resourcing challenges have caused missed milestones including progress toward the delivery of the federal PIRL report.
  - Vendor resourcing issue has been in place since June 2024.
  - Project moved to Red in February 2025.
- Timeline adjustments are common in enterprise-scale technology implementations of this complexity.
- The core product development (WA Works and WorkSourceWA.com) is progressing well and will deliver significant improvements over our current system – this has not changed.
- The federal PIRL report (critical US-DOL reports) must be fully tested and validated before we launch.
  - Those of you who were part of the ETO launch will remember that this is part of the reason the current system has such challenges.
- We're actively working with the vendor to establish a new projected timeline.
- Our existing system (ETO) will continue to support operations until our new launch date.

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#### What we're doing:

- Closely managing vendor deliverables and maintaining daily communication
- Assessing impact on related workstreams and dependencies
- Developing a revised project timeline

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#### Next steps:

- We'll provide a revised launch date by May 16, 2025.
- Regular status updates will continue through your usual channels.
- Project sponsors will receive detailed briefings on specific impacts.

The fundamentals of this project remain strong, and we're committed to launching a robust solution that meets WorkSource needs. While this delay is disappointing, it reflects our commitment to launching only when all components meet our quality standards.

## What to expect – “Inform” phase

*We know the timeline to complete the project is impacted, and do not have a revised implementation date yet. The project team is dedicated to continuing fully transparent communications with all stakeholders as information is determined. We are currently planning with project leadership on timing considerations, business implications, and budget*

## Request during “inform”

- Hold on broad announcements
- Use talking points provided, if necessary
- We will advance to the Announce stage as soon as there is a date



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# 1. Structured Comms Plan / *Key Points*

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## **Commitment to quality**

- We are committed to delivering technology that meets staff and customer needs from day one. Our priority is ensuring the technology is reliable and effective at the time of launch. We will adjust as needed to ensure a successful launch.
- Meeting the scheduled timeline is secondary to ensuring the technology is ready. We are committed to taking the necessary time to get it right, with close monitoring to ensure requirements are met before moving forward.

## **Transparency and adaptability**

- With a project of this scale and complexity, we continue to refine as we build the technology. The initial launch may not include every desired feature, but the technology is built to evolve and improve. We can continue to enhance and expand capabilities over time. We are committed to sharing where we are today, where we'll be at launch and how we will continue improving beyond launch.

## **Operational readiness**

- Ensuring staff are well-trained, equipped with resources, and supported with clear communication is a top priority. We want users to feel confident with the new technology and processes.
- We are planning for launch while working closely with the technical vendor to continuously assess progress and readiness across key areas and checkpoints. To track progress, we have Go/No-Go criteria across key readiness areas, with regular reports to the I&T Steering Committee (LWDB and ESD leadership, state authorizing entities).



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# 1. Structured Comms Plan / *Message*

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❖ **Launch timeframe has shifted**

❖ **Why we are shifting the launch timeframe**

❖ **Benefits of new launch timeframe**

- Meeting federal reporting requirements at launch.
- Delivering a fully ready product that meets user needs and expectations.
- Gaining more time for testing, feedback and refining the user experience.
- Prioritizing long-term success over meeting a timeline.
- Avoid repeating ETO launch mistakes.
- Avoid Unemployment Insurance peak timeframe (November – February).

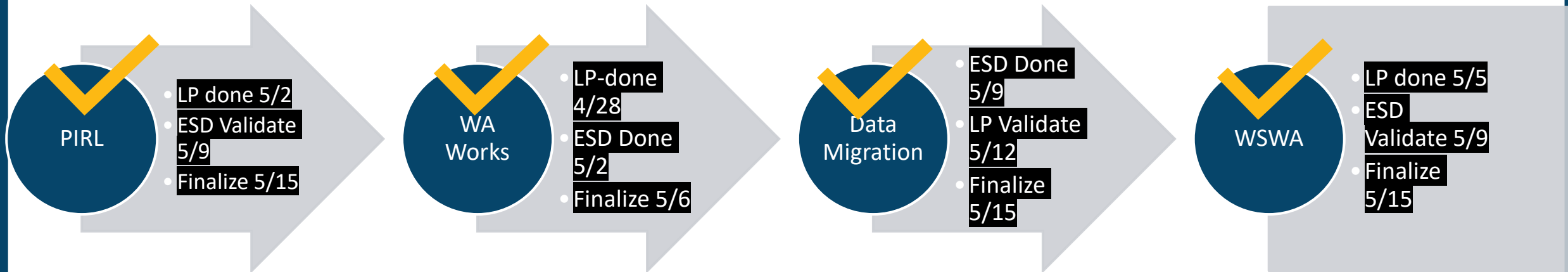


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## 2. Schedule / Planning complete

### 4 workstreams:

- PIRL and other Federal Reports
- WA Works (case management system)
- Data Migration (dependent on WA Works)
- WorkSource WA (website)



### ✓ Cutover planning

- Done- Validate 5/12
- Finalize 5/15



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# 2. Schedule / Detailed to Sprint Level

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## By Workstream Sprint Goals mapped out until done -- Example WSWA

Sprint	Goals	Notes/Dependencies	Sprint Start	Sprint End
31	Workshops & Events	Dependency: Completion of wireframe for Event Registration by ESD In time per their schedule.	8/20/2025	9/9/2025
	Career Profile Management	Dependency: Completion of wireframe by ESD In time per their schedule.		
	Save Jobs	Dependency: Completion of wireframe by ESD In time per their schedule.		
	Submitting Job Applications	Dependency: Completion of wireframe by ESD In time per their schedule.		
	Employer Registration, Configuration & Verification	Dependency: SSO/SAW Integration Dev Complete		
	Content Upload	Static content that can not be completed via CMS and the Comms team		
	Static Security Testing Assessment (Round 3)	Developer will review the results to determine the fix to apply. A PBI will be created for each component that requires work. This is dependent on ESD providing the results by 8/19.		
	Static Security Testing Fixes (Phase 3)	Fixes applied based on Security Testing Assessment		
	Tech Debt Placeholder			
	Schema/Data Migration Deployment	Deployment of Sprint		
32	training box Deployment	This will cover CP a		
	preprod box Deployment	Deployment of Sprint		
	Production Environment Deployment	Deployment of Sprint		
	Career Profile Management	Overflow		
	Employer Registration, Configuration & Verification	Dependency: SSO		
	Submitting Job Applications	Dependency: Con		
	Registered Job Seeker Dashboard	Dependency: Con		
	Creating and Managing Job Orders & Applications			
	Content Upload	Static content the		
	Tech Debt Placeholder			

### By Workstream Assumptions

While the WSWA framework is complete, the remaining high-priority features are fully customized, introducing complexity and ongoing uncertainty around requirements, technical debt, and stakeholder feedback. Launchpad has built in buffer and allocated tech debt capacity in each Sprint to account for these variables and will continue managing these risks in coordination with ESD.

This schedule includes Content Upload placeholder activities beginning in Sprint 30. These activities were originally aligned to a 32-Sprint model and will need to be reassessed based on the updated timeline.

Content uploads may either be distributed across planning.

The features for Workshops & Events, Find a WorkSource Center, and Chat with a Live Agent are assumed that Product Owners across work Smuti is not assigned to any development work have incorrectly included Smuti as a developer. Deferred bugs for WSWA should be reviewed and address them.

Sprint goals are based on timely completion of wireframe delivery dates provided by the ESD. Launchpad anticipates the WSWA data model data model is "Creating and Managing Job Orders". Starting Sprint 36, resources could be released trajectory of those workstreams to their respective teams. Security testing outcomes may introduce requirements capacity to handle those vulnerabilities.

RBAC implementation for WSWA will be managed by the ESD team. RBAC estimated for WSWA are based on sup

### Design Dependencies

Sprint Scope	Backlog Progress	Estimated Mockup Completion Date
1 Job Search Functionality & Results	100% Ready	Complete
2 SAW Integration with WSWA for Job Seekers (Spike)	100% Ready	N/A
3 CMS Content into LWCs (Spike)	100% Ready	N/A
4 Explore Lightcast APIs (Spike)	100% Ready	N/A
5 UTAB Unemployment Tax and Benefit (UTAB) system (Spike)	100% Ready	N/A
6 Find a WorkSource Center	100% Ready for WSWA interface. Backlogging creation of WorkSource Account Object will be completed before Sprint 26 begins.	Complete
7 Chat with a Live Agent	100% Ready	Complete
8 Workshops and Events	95%	Complete
9 Single Sign-On with SAW (Job Seekers)	0%	5/16/2025
10 Content upload for Live chat and Alert page	0%. Next priority for Eric L.	N/A
11 Resources for the Employer	0%	5/9/2025
12 Resources for the Job Seeker	0%	5/9/2025
13 Employer Registration, Configuration & Verification	25%	Complete
14 Content upload for user study 1 pages	0%	N/A
15 Single Sign-On with SAW (Employers)	0%	5/16/2025
16 In-Site Job Application	0%	6/6/2025
17 Career Profile & Resume Builder	0%	6/6/2025
18 Events Registration	0%	6/6/2025
19 Registered Job Seeker Dashboard	0%	6/20/2025

## 2. Schedule / Resourcing

### Address PIRL resource shortages:

- Business Analysts
  - LP has 2 BAs dedicated to Backlog Creation and Test Data (1 net new)
- Requirements
  - LP has two PIRL SMEs dedicated to scenario writing (1 net new)
    - Onboard mid-May
  - ESD Data Integrity Team largely dedicated to scenario writing
- Developers
  - LP has one part time dev to upload data
- Quality Assurance / Testers
  - LP has 2 QAs dedicated to just PIRL testing (2 net new)

### No change in schedule & resources / stay on track:

ESD Communications – Website content and User Studies

Training Curriculum Development

Technical support planning - Tiered Support, ETO closure activities



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# 3. WIT Budget | Analysis

## Factors:

- Legislative Budget released “fully funded implementation” with a 2/28/2026 date
- Legislative Budget did not include all M&O costs, starts 3/1/2026
  - Will need to submit another Decision Package for funds in FY27
- Vendor contract costs for completed work has pushed beyond FY26
- Technical Budget Amendment #6 includes \$800K contingency in FY26
- Project does not include redundancy in staffing
  - Planning Team completed budget reviews for project phases 5/1 – 5/5

## Next Steps:

- Will continue budget discussions with OFM / WaTech / ESD Budget when schedule agreed upon



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## 4. Operational Readiness | Adjustments

### Considerations:

- Shift Training Delivery activities from May until 6 months prior to launch
  - Staff training is actively engaged 10 weeks prior to launch (just in time)
  - Notify Training Resources the delay for onboarding (Super Users, Logistics, LMS Admins)
    - The teams verifying Training Content (“AB Testers”) to start in late summer 2025.
- Launch Communications / town halls to adjust to elongated schedule
- Full leadership engagement on messaging & supports

### Next Steps:

- Contract amendments & adjustments to deliverables timelines (e.g., Change Management), when schedule and budget is worked out



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# 5. Vendor Management

## **Completion Date accountability**

- Every 3 weeks (per Sprint) sign off on completed work
- Reporting on the Planned vs Actuals to the Steering Officers (expanded Performance Dashboard)
- Monthly meetings with Vendor leadership and WIT Project Sponsors
- Bi-monthly meetings with Vendor leadership and ESD Chief Technology Officer

## **Contract discussions**

- Underway.



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# Area Change Plans

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# DM Report Out

## Ariana Cordova

- ✓ Enrollment: WIOA DLW Category Decision (4/2/25)
- ✓ Enrollment: WIOA Youth Program Type (4/16/25)
- ✓ Null Service name migration (4/16/25)
- ✓ WIOA Eligibility Touchpoint in Draft status for Youth Program enrollment (4/23/25)
- ✓ Youth Enrollment: Dropped out of school discrepancy (5/7/25)



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# Portfolio & Tech Updates

Chris Jenkins



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# Portfolio & Tech Updates

Project Name	Status	End Date (Duration)	Purpose	Project Updates
<b>JAS/JFS Workforce Vouchering Modernization</b>	In Progress	9/30/2025	Support services for DSHS participants are delayed by A-19 (BFET) and WorkFirst voucher requirements, often taking up to two weeks. Many agencies don't accept paper vouchers, and rural areas face vendor shortages, creating service inequities. To better meet customer needs and contractual obligations, modernizing service delivery is essential, as field requests continue to highlight the need for greater efficiency	<ul style="list-style-type: none"> <li>Pilot Policy has been reviewed and updated</li> <li>PROWD P-Card Pilot began 5/5</li> <li>Discovery in motion for other potential solutions</li> </ul>
<b>RAS Phone Accommodation</b>	Initiation	8/19/2025	The project enhances the Reemployment Appointment Scheduler (RAS) for efficiency and ease of use, reducing staff involvement. ESD aims to keep phone appointments available upon customer request, aligning with Department of Labor guidelines.	<ul style="list-style-type: none"> <li>Product brief reviewed by Leadership</li> <li>Development work slated to begin 5/7</li> <li>Ops Readiness and Change Management planning underway</li> </ul>
<b>WIT Data Sharing Access Process</b>	Intake	12/30/2025	Develop a streamlined and unified process for granting system access to WAWorks for Worksource partners and individual users, ensuring compliance with updated policy 0030. This initiative aims to enhance the agency's legal posture, improve data-sharing efficiency, and deliver a better user experience	<ul style="list-style-type: none"> <li>Intake was submitted</li> <li>Core team reviewing initial project and planning for discovery</li> </ul>
<b>WS Resource Rooms Virtual Customer connection</b>	Intake	TBD	Identify ways to improve technology use and create a platform for customers to connect with remote workers. Spokane is facing lengthy wait times, which technology could help address. The idea emphasizes enabling online connections for visitors upon arrival.	<ul style="list-style-type: none"> <li>Will review this project in the future when resources become available.</li> </ul>



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# Windows 11 Upgrade – Why It's Happening

## **Windows 11 Upgrade: Project Overview**

- Windows 10 will reach end-of-life on October 14, 2025.
- Mandatory upgrade ensures continued security & system support.

## **Impacts**

- WorkSource public use equipment
- All ESD employees at WorkSource
- Other WorkSource employees who use ESD equipment

## **Early Adopters Testing: April 28 – May 12, 2025 (In Progress)**

## **WorkSource Rollout: May 12 – June 30, 2025 (In Progress)**

- Windows 11 will be installed in public use equipment when it is replaced



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# Public-Facing Computers – Replacement Necessity

## Public-Facing Computer Replacement

- All public-facing computers are out of warranty as of July 2024.
- 594 G4 desktop computers are incompatible with Windows 11 upgrade.
- Need to replace 993 devices to prevent operational impact.

## Next Steps

- Finalize purchase details with the vendor, Synchronous Technologies.
  - 494 HP ProBook laptops
  - 598 HP Elite Mini desktops



*Above: HP ProBook 465 G11 Laptop*



*Above: HP Elite Mini 805 G8 Desktop*



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# Testing Results – Issues Identified With Multi-App Mode

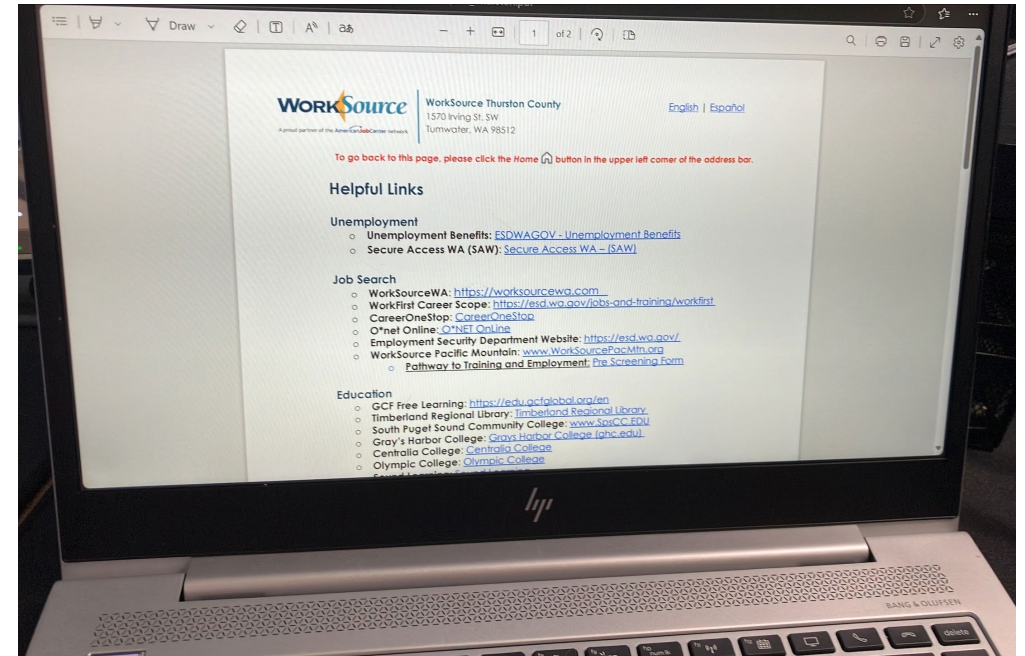
## Windows 11 Testing – Key Findings

**Problem 1:** Microsoft removed desktop icons from Multi-App mode. ESD opened design change request (1/15/25) with Microsoft but they are not obligated to change the functionality back.

**Mitigation:** Recommending Single-App mode as new standard.

**Problem 2:** Guest profile displays black screen in new models using current Multi-App mode.

**Mitigation:** Escalated Severity A ticket to Microsoft. Recommending Single-App mode.



*Photo of Single-App Mode, Credit: Mark Braden*

# Next Steps & Recommendations

## Our Recommendation

- Single-App Mode: Simplifies user experience, enhances security by preventing misuse, minimizes troubleshooting.

## Next Steps and Implementation Plan

- Trial Single-App Mode on select Windows 10 machines at key WorkSource sites.
- LWDB leaders can recommend sites for testing.
- Gather feedback from public users before full rollout.
- Ensure smooth transition & risk mitigation using test results.



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# WorkSource Smartboards

- ESD is moving away from Webex licenses, effective June 15, 2025.
- Zoom will be used with external customers; MS Teams will be used internally.
- ESD's IT team is working on instructions for WorkSource offices that use Smartboards for virtual classes.
- We will schedule an informal "office hours" session to walk users through changes and to answer questions.



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# Business Validation Plan

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# Business Validation – what is that?

Business validation is the process of assessing whether the product has the potential to succeed in the WorkSource system. It involves Validation Teams to examine the system, test run features, reports, try out functionality which will inform Michael Luchini, ESD Product Manager to confirm the technology and supports are ready.

## Part of the Go / No-go Criteria | “Inputs”

### 2- Product Readiness |

- “WA Works and new WSWA site are accessible, integrated, & federally compliant for all current State & Federal programs / services”
- “Full production of the validated and submittable PIRL, including all related federal performance reporting”

### 4- Data Migration |

- “Business team validation (user testing from front end application) and signoff on data quality for each milestone”



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# WIT Business Validation Process



# Plan Details & Process Summary

Focus / objective	Validation Teams	Facilitator	Details (notes)
4 sections: <ul style="list-style-type: none"> <li>• WA Works</li> <li>• WorkSource WA</li> <li>• PIRL</li> <li>• Data Migration</li> </ul>	Primarily the Lead Development Partners (except DM which leverages the DM Advisory Subgroup)	Primarily the Product Manager	Reflects which environment work occurs, pre-work before validation, system access

**Process Summary** | narrative to explain the general process, responsibilities, feedback mechanism(s) and other pertinent processes that gather stakeholder's input into the design process and prior to the Validation Team's engagement with the validation steps.

**Advisory Request by 6/5** | Review the 4-page Business Validation Plan and provide feedback and approval / non-approval via charter process. Seeking a recommendation to proceed from Advisory Committee for Steering Committee Action.



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# THANKS!

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