

WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY ADVISORY COMMITTEE

September 17, 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*
- System Support Model
- DM Report Out
- Portfolio Tech Update*
- Steering Committee Decisions* Roundtable*

*Standing Item



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Welcome!

Anne Goranson



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WIT Replacement Project Update

Linda Kleingartner



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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)
- **Issue #259618** | If the vendor cannot provide sufficient PIRL SME capacity, then the project timeline may be impacted (J. Perla)
- **Issue #262560** | If dependencies to complete PIRL scenarios and file-level test artifacts are delayed, then the overall project timeline may be impacted. (J. Perla)
- **NEW Issue from Risk #222426** | If large (>\$5K), unplanned budget requests for project expenses occur, then the project budget could be at risk (A. Goranson)

Project's Risks | Risk Report

On 9/10/25, the Monthly Risk Report (as of 9/10/25) was sent to the Advisory Committee with all logged Risks & related mitigation strategy. This report is normally reviewed with Advisory Committee every month (although not in August due to the rescheduled and abbreviated meeting, so the changes noted below are compared to the July Report).

Category	Count	Notes
High Risks (20+)	4	Closed # 216070 (Oklahoma's PIRL); 1 High Risk moved to an Issue (#259618) Elevated #186260 (Dev Ops) from Med, and #248988 (limited SMEs) from Medium High
Med-High	6	1 Med-High Risk moved to issue (#222426/Budget Requests); Elevated #259544 (PIRL Scenarios) from Medium Logged 3 new Medium-High risks (#268633/DM process), (#268541/unplanned work), #259544/PIRL velocity); Lowered #235354/Training to Low
Medium	21	Closed #250795 (DM guidance for mapping); Logged 7 new Medium risks: #268522(tracking changes to sprint plan), #275836 (code quality); #267915 (test data for PIRL); #266860 (DM move Azure Resources); #268634 (non-feature work estimates); #269590 (DM schedule); and #268640 (discovery)
Low	14	Closed 4 risks #101179 (ESD resources), #256649 (UTAB implementation); #258454 (Jmeter tool), and #230943(staff workload); and added 2 new risks #268645 (project priorities) and 279537 (Helix/system support)

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 →

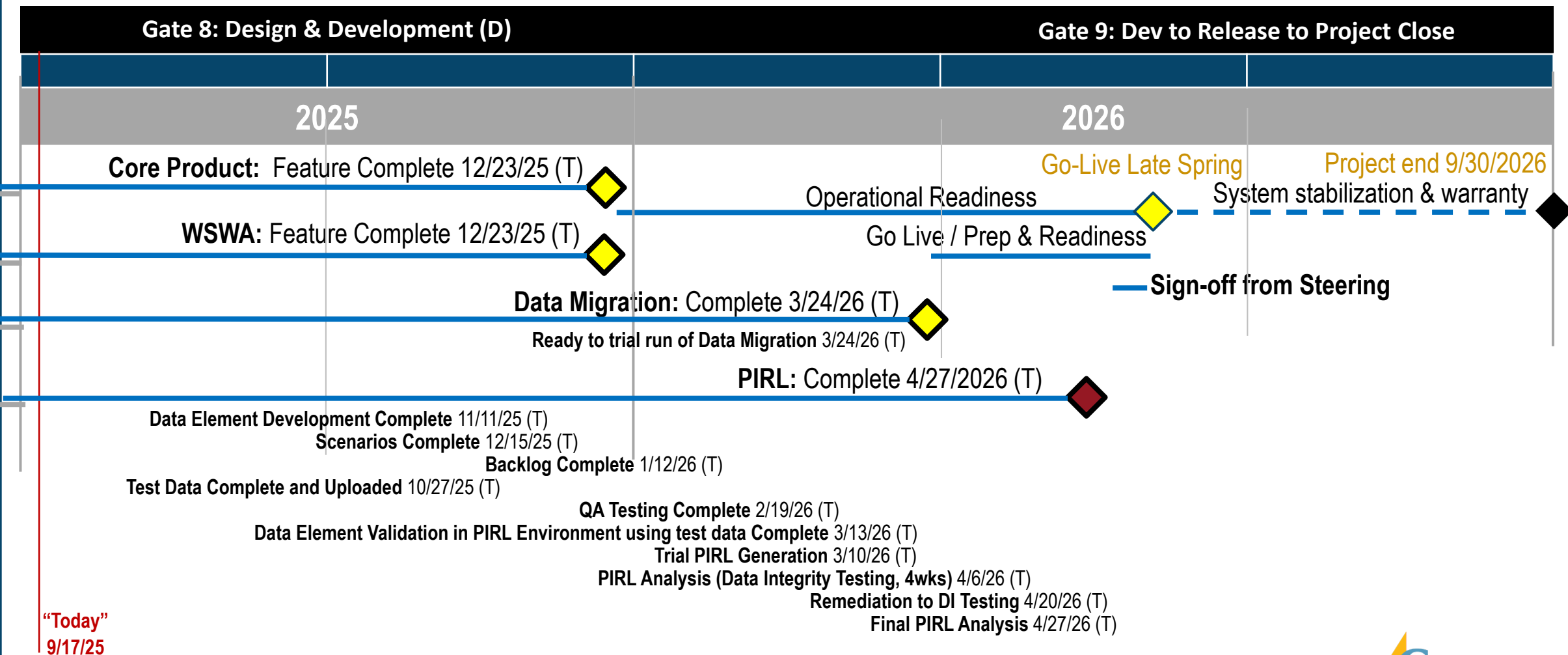
NOTE: Risks are logged if they are expected to impact one or more of the following element **around project implementation:** Schedule, Scope, Cost, Quality, or Stakeholder



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Project Schedule

7



Workstreams (T) target date

July 2025 projections

Actuals

Adjusted

Delayed



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System Support Model

Venkat Ammisetty



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Support Model Update

9

WIT Support flow upgrades

- Upgrade support software, Remedy rebranded Helix
- Partners can submit tickets via Salesforce to Helix
- Proposing: VST team access to Helix
- WSS and VST team can move items between queues, leading to quicker resolution time

Technical improvements:

- Salesforce integration via Helix iPaaS (powered by Jitterbit)

To be determined

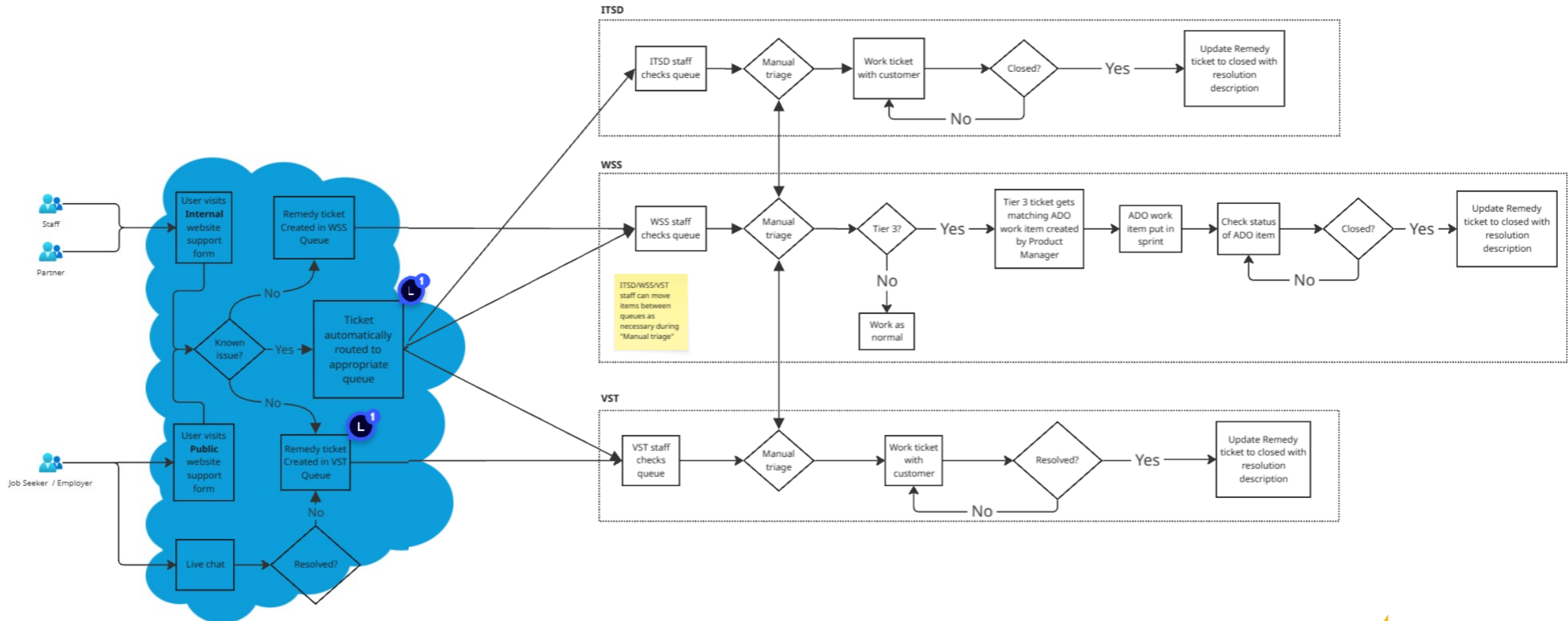
- ☐ How are access requests handled?
- ☐ How are data requests handled?



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WIT Support Flow- draft

10



Web Support Contact Form- draft

11

Website support form

If you're having trouble using the site, fill out the form below and we'll get back to you as soon as possible.

* indicates required fields.

* Name

A User

* Email

user@email.com

Phone (Optional)

(123) 456-7890

* I need help with:

Website issue



* Briefly describe the issue.

Can't submit application for Customer Associate (job ID: 1234567).


Upload a screenshot or file. (Optional)

Accepted file types: PDF, DOC, DOCX, JPG, PNG, MP4 or MOV (up to 25MB)

 Upload files or drop file here

 A-file-with-a-very-very-long-name-that-goes-into-multiple-lines.doc  Delete

 file-2.doc  Delete

 file-3.doc  Delete

Submit request



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WIT Tiered Support – Tiers 0, 1, 2

12

Tier	Description / <i>primary audience</i>	Examples
0	Supports WorkSource Professionals, Jobseekers and Employers via Self Help, tip sheets, e-learning Desk Aid and Reference Material / <i>Work Source Staff only</i>	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 / <i>WorkSource Professionals, Jobseekers and Employers</i>	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. / <i>ESD IT team</i>	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



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WIT Tiered Support – Tiers 3, 4

13

Tier	Description / <i>primary audience</i>	Examples
3	All product enhancements, environment management, and data integrity. <i>/ ESD IT team</i>	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. / <i>External Partner / Vendor Support</i>	Performance optimization recommendations or product enhancement requests
		All External IT Partner coordination, Cloud Infrastructure
		Disaster recovery



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DM Report Out

Tim Robison

- ✓ Enrollment Service Object-Follow-Up Service Delivery Methods
- ✓ ENROLLMENT: Completion Reason Logic
- ✓ ENROLLMENT: Completion Reason Mapping
- ✓ Employer Account: Address Field



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Portfolio/Tech Update

Chris Jenkins-Torres



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Project Updates

Project Name	Status	End Date	Project Contact	Updates
WIT Replacement	In Progress	Q2 2026	Linda Kleingartner	<i>Refer to previous slides for up-to-date information</i>
(OneWA) WIT Updates	In Progress	6/30/2026	Susan Lo	<ul style="list-style-type: none"> WIT Product team reviewed architecture with leadership and received approval of the design on 8/20 Discovery around TAA continues WIT/AFS Product discovery with AFS product team continues
JAS/JFS Workforce Vouchering Modernization	In Progress	9/30/2025	Susan Lo	<ul style="list-style-type: none"> Third-month reconciliation is currently in progress August project meeting decision: Continue using purchase car post-project until a permanent solution is identified or issues arise Change request submitted to align with updated pilot program policy—purchases to be made primarily through approved vendors Discovery activity: Shadowed vouchering process with WorkFirst staff at Rainier office Completed contract meeting with OST Scheduled upcoming meeting with US Bank and OST
RAS Phone Accommodation	In Progress	TBD*	Eric Le	<ul style="list-style-type: none"> Official release of RAS changes paused due to concerns around operational readiness Meeting with leadership 8/29 to identify next steps
Links Landing Page	Discovery	TBD	TBD	<ul style="list-style-type: none"> Survey was distributed to identify which offices were interested in adopting this format Three responses so far, Olympic, SW, and SeaKing
Enterprise Port. - WorkSource Hardware Refresh	Complete	8/29/2025	Lauren Heller	<ul style="list-style-type: none"> 35 out of 36 sites refreshed, 972 total devices deployed Grays Harbor has 16 units pending install at new opening (as of 8/28) All configurations are ADA-Compliant



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Steering Committee Decisions

Anne Goranson

✓ BAM Charter

Escalations will flow through the WorkSource I&T Advisory
Committee



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THANKS!



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