



WorkSource Integrated Technology (WIT) Information & Technology Steering Committee

Providing strategic direction, prioritization and governance for systems and services of the WIT

Date: Friday February 6, 2024
Time: 9:00 a.m. – 10:30 a.m.

Meeting Notes

Attended by: *Joy Adams, *Gustavo Aviles, Cynthia Garcia, *Danielle Cruver, *Bill Dowling, Cami Feek, *Lisa Kissler, *Ish Maidadi, *Mark Mattke, *Amy Martinez *Lisa Romine, Jack Chapman (for Joy Emory), William Westmoreland, Rod Van Alyne, Dave Wallace (for Eleni Papadakis)

Guests: Puneet Agrawal, Linda Kleingartner, Anne Goranson, Anne Buchan (scribe), Amy Seiberlich, Gasper Gulotta, Kathy Pickens- Rucker, Michael Luchini, Phil White, Venkat Ammisetty

Unable to attend: Katie Condit, Marissa Cahill, Joy Emory, Miriam Halliday, Marie Kurose, Eleni Papadakis, *I&T Steering Committee voting members

- Meeting Objectives:**
- Shared understanding on the WIT replacement project deliverables
 - Full engagement from participants on decisions and advice requested.

- Decisions Made:**
- None

Discussion:

Welcome and Introductions | Cami Feek, Ismaila Maidadi & Mark Mattke

Cami introduced two new WIT Project Team members. Venkat Ammisetty has been hired as the Technical Delivery Manager. Anne Goranson has assumed the role of Project Owner. Ish thanked Michelle Griffith for representing ESD as the Project Owner. Michelle will remain on the Lead Development Partner Team. Mark stated he has heard great feedback around the Sprint Review process and staff inclusivity.

WIT Replacement Project- Status Update | Linda Kleingartner

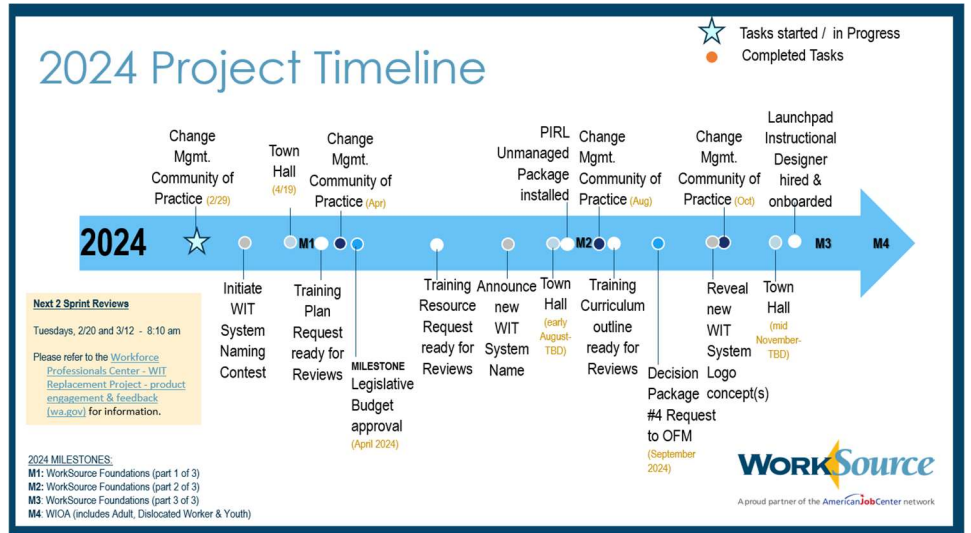
Accomplishments: There have been three Sprint Reviews. In January hosted on 1/9 and 1/30. Sprint reviews will persist- every 3 weeks. A lot of work currently is focused on the core WorkSource foundation work. Being able to get a progress bar up and loaded is a huge success. January's development and testing focused on building reusable components that will increase system flexibility for possible future changes (e.g., US Dept. of Labor reporting requirements and business needs). This foundation work has resulted in more technical effort up front, as expected, for long-term savings and flexibility. A test automation strategy was finalized to ensure multi-browser compatibility, while balancing the workload of manual testing. Michael is working to get to the Labor Exchange portion of the work.

Another highlight is there was a \$2 million dollar savings to the project related to the Salesforce/Launchpad licenses for 2024. The Issue shared in December (ESD has run into problems securing development tools and contracts timely) has been resolved.

Timeline: The next Sprint Review will take place on Tuesday February 20, 2024. Feedback was received that 8:00 am can be a difficult start time, so this has been adjusted for 8:10 am start. Linda will send out updated meeting notices to include that sessions agenda the week before the Sprint Review.

The project continues with the modified change management approach by hosting a Community of Practice meeting on a quarterly basis in 2024.

Budget: The project is in a transition period. The team is working with OCIO and OFM to submit and get the technical budget approved. The work entails ensuring alignment with the supplemental package. Another update will be provided next month, and Linda anticipates this will summarize the adjustments to the decision package. Puneet indicates they are very close to finalizing and should be wrapped up in the next couple weeks. Linda also shared the December budget reflects closer alignment the spending to the monthly budget. Annual spending shows a \$1,759,555 project variance.



WIT Accessibility, Design, and Quality Assurance | Michael Luchini

Michael provided an overview of accessibility working that is occurring with the system design. The team is working closely with the Lead Designer and Accessibility Coordinator to assure the system is technically usable and aligns with

WIT Accessibility, Design, and Quality Assurance 7

Objectives:

- Summarize how we already engage the ESD Equal Opportunity Office and ESD Accessibility Coordinator
- Review Products plan to leverage best practices: Federal Standard- Rehabilitation Act-- 508/Compliance and Web Content Accessibility Guidelines (WCAG) v2.1
- Voluntary Product Accessibility Template (VPAT) to be done at regular intervals (via third-party vendor)
- Difference between the different accessibility testing tools and those tools in use by those with disabilities (e.g., JAWS, NVDA, Microsoft Narrator, Dragon Dictate)

government standards. This is being done through both Accessibility Evaluation and Usability Evaluation Methods. Accessibility and usability evaluations are performed quarterly on deliverable such as web pages. Puneet commented that he was happy to see this as he has seen other projects that are not proactive in this area which creates major issues later. (note: reference material that Michael shared were sent out in the email containing the meeting notes).

(Advice) Go/No-go criterion Training & Operational Readiness | Linda Kleingartner

Linda reviewed two sections of the "Go/No-Go Checklist Criteria" with the committee for feedback. The areas reviewed were Training and Operational Readiness.

Screen shot of the Steering Committee edits from 2/6 for the Training Audience:

***Defined Training Audiences:**

Audience	Description
WorkSource Staff	Users of the new system- e.g., WorkSource Staff, One Stop Operator, LWDB Staff and other contracted service providers
Groups Supporting WorkSource Staff	Various groups who support the WorkSource Staff- (e.g., WorkSource management, Help Desk, Grant Management Office, Monitoring, Policy, Finance, Vendor Pay)
Groups Supporting WorkSource Customers	WorkSource Staff, and IT staff (who provide technical assistance to employers and job seekers, such as troubleshooting issues with seeker accounts) and the Development team (describe further- work with Venkat, and included in System Operations/Support)

Clarification on Training audience-

External stakeholders (e.g., employers, job seekers, WTECB) will not be active training audiences, instead are a **communications audience** who will be provided information and materials (e.g., tip sheets, user guides, webinars) for their system usage success. This audience's "training" will happen via the WorkSource Staff. In other words- WorkSource staff will facilitate their ability to use the system.

Screen shot of the Steering Committee edits from 2/6 for the Training Objective and Inputs:

TRAINING	Draft Language for today's "work"
Training Objective	The Training Plan Audiences* have been trained on the system and has access to the information (<u>Knowledge</u>) <u>to include the forward facing plan (resourcing and tools) to sustain the knowledge.</u>
Training Inputs	<ol style="list-style-type: none"> 1. Status of the WIT System training curriculum & materials. 2. Status of the defined training audiences* and their assigned WIT System training (e.g., core training for their system role, functional responsibility, and persona responsibilities). 3. Status of the training resources (e.g., people, places, logistics, tracking tool). <u>(make sure both parts CRM & LX knowledge of the trainers)</u> 3.4. <u>Plan in place and ability to sustain the training/ knowledge of the defined audience (beyond the implementation for new people, technical teams, etc.)</u>
Indicators	The specific measures that will be monitored and reported on that must be / critical to the Go / No-go decision (to be identified by the subject matter experts, in this case the Training Advisory Team).

*See table above. Note: WIT Project Technical Teams are a defined audience however the "training" for Go / No-Go will be covered under System Support Go/No-go checklist

Screen shot of the Steering Committee edits from 2/6 for the Operational Readiness Objective and Inputs:

OPERATIONAL READINESS	Draft Language for today's "work"
<u>Operational Readiness Objective</u>	The WorkSource staff and those supporting the WorkSource Staff are ready to deliver services and support WorkSource customers using the system (Ability).
Operational Readiness Inputs	<ol style="list-style-type: none"> 1. Knowledge saturation of system functionality/use for the <u>defined training audiences.</u> 2. Required forms and documents are accessible to WorkSource Staff and are aware on how to locate information. 3. WorkSource Staff have enabled external customers (<u>job-seekers, employers</u>) to be ready for the system change. 4. Processes and procedures for baseline Operational changes are in place (e.g., Services Catalog, user account approvals, program workbooks/manuals, WINS). 5. Sunsetting work-arounds that are no longer necessary due to the new WIT system (e.g., RAS, paper-driven intake and customer registration processes). <u>(this would be more of an assessment rather than a go/no-go criterion)</u> 6.5. Status of change management for WorkSource Staff (e.g., <u>assessment</u>, letting go of the <u>work-arounds</u>, favorite forms). 7. Status of a temporary WorkSource I&T Incident Response structure <u>go live contingency plan</u> for the transition (e.g., launch implementation, crisis communications) <u>and continuity of operations incident response plan (e.g., issuance of monetary benefits).</u> 8.6. Status of the continuity of operations incident response plan (e.g., issuance of monetary benefits).
Indicators	The specific measures that will be monitored and reported on that must be / critical to the Go / No-go decision (to be identified by the subject matter experts, in this case the Implementation Team and Advisory Committee).

*Training, Communications, Data Readiness, System Operations are separate categories; as is any ETO closure activities. Project closure and technical staff transition is outside of the scope of the Go / No-Go.

Quality Assurance | Gasper Gulotta and Kathy Pickens-Rucker- ISG-NW

The project still operates in the best practice range with recognition of the continuing challenge of staffing the project. A plan is needed to ensure the team is ready for turnover. The QA team commented they are seeing increased communications between teams to stay aligned. Excellent stakeholder feedback has been received. There are three open recommendations, none of which are high. The project team is doing well, which makes it difficult to find areas to address!

Current QA Assessment Summary

Assessment Dashboard



Risk Assessment Rating Trends

Management Category	Impact Trending	November 2023 Assessment	December 2023 Assessment	January 2024 Assessment
Overall Program Rating	↔	2.9	3.0	3.0
1.0 Integration	↑	2	2	3
2.0 Scope	↔	3	3	3
3.0 Schedule	↔	3	3	3
4.0 Cost	↔	4	3	3
5.0 Quality	↓	3	4	3
6.0 Human Resources	↔	3	3	3
7.0 Communications	↔	3	3	3
8.0 Risk	↔	3	3	3
9.0 Procurement	↔	3	4	4
10.0 Stakeholder	↔	2	2	2

Total QA Recommendations to Date	30
Total QA Recommendations Remaining Open	3

Legend	Low Risk	Medium Risk	High Risk
Color:	Green	Yellow	Red
Rating:	1 - 3	4 - 6	7 - 10
Definition:	Industry best practices	Action warranted to reduce risk	Immediate action warranted to avoid adverse impact



Next Steps, Project Steering Committee closing comments | Puneet Agrawal, Linda Kleingartner

Next month's focus includes moving into Self-Service Intake, which likely will be covered at the next Sprint Review. Puneet commented that the project continues to progress in a manner that OCIO likes to see and that there has been a significant turnaround since the IT Vendor hiccup last year.

Advisory Committee Updates | Ismaila Maidadi

The Committee approved a new town hall cadence which will be one session on Fridays. The session will be recorded and posted on the WPC site for those who'd like to watch but cannot attend. 2024 townhalls are scheduled for April 19th, August 16th, and December 6th.

Product Backlog (Portfolio of Projects) | Michael Luchini

A new portfolio manager has been hired and he will be introduced to the Steering Committee next month. The team just completed a large body of work including the addition of grants new to the system that need ETO elements. The CRF is now live for Training Services and State EcSA. The EcSA bug in production is now fixed. The only body of work Product is engaged in now is the PROWD grant and how product can help operationalize.

Ish mentioned a pilot project underway at WS Columbia Basin providing RESEA services in the evenings and on weekends. Technical enablement is needed to extend application to allow the pilot to happen since RESEA has a co-dependency with UTAB.

Roundtable and Wrap-Up | Ismaila Maidadi and Mark Mattke

- **Data Share Agreement subgroup update?** -- Mark Mattke shared the Q1 target of a tracking tool and formation of SME team has not happened. Mark and Ish will follow up with Dan Zeitlin. Amy commented she has been waiting on a DSA for 13 months now, which is still being negotiated on the ESD side. DSA's will be needed for access to the new system.