

WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY STEERING COMMITTEE

February 6, 2024



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Agenda:

- Welcome / Agenda Review
 - WIT Replacement Project Update
 - WIT Accessibility, Design & Quality Assurance
 - Go / No-go checklist
 - Quality Assurance
 - Next Steps
-
- I&T Steering Committee Items

Meeting objectives:

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



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WIT Replacement Project Status

As of 1/31/2024 : 

-  Budget
-  Risk
-  Schedule
-  Scope
-  OCM

Accomplishments:

- Sprint reviews will persist- every 3 weeks. Hosted 1/9 and 1/30.
 - January's development and testing focused on building reusable components that will increase system flexibility for future changes in Dept. of Labor reporting requirements and business needs. This resulted in more technical effort up front, for long-term savings and flexibility. A test automation strategy was finalized to ensure multi-browser compatibility, while balancing the workload of manual testing.
- Data migration progress included Job Seeker Military, Personal and Contact record data mapping & validation, enabled data quality validation steps, and continued enhancements on the data pipeline; traceability dashboard.
 - Met with Data Migration Advisory team to evaluate the status of data cleaning & updates of new fields.
- Secured Salesforce/Launchpad licenses, both ESD and LWDB; cost-reimbursement contracts for LDPs, manual Lambda Test, Planning Poker, Miro.
- Onboarded ESD Dev Ops Engineer and several Launchpad developers. Secured candidates for 3 developer journey positions.
- Resolved Issue #180830--- ESD has run into problems securing development tools and contracts timely.



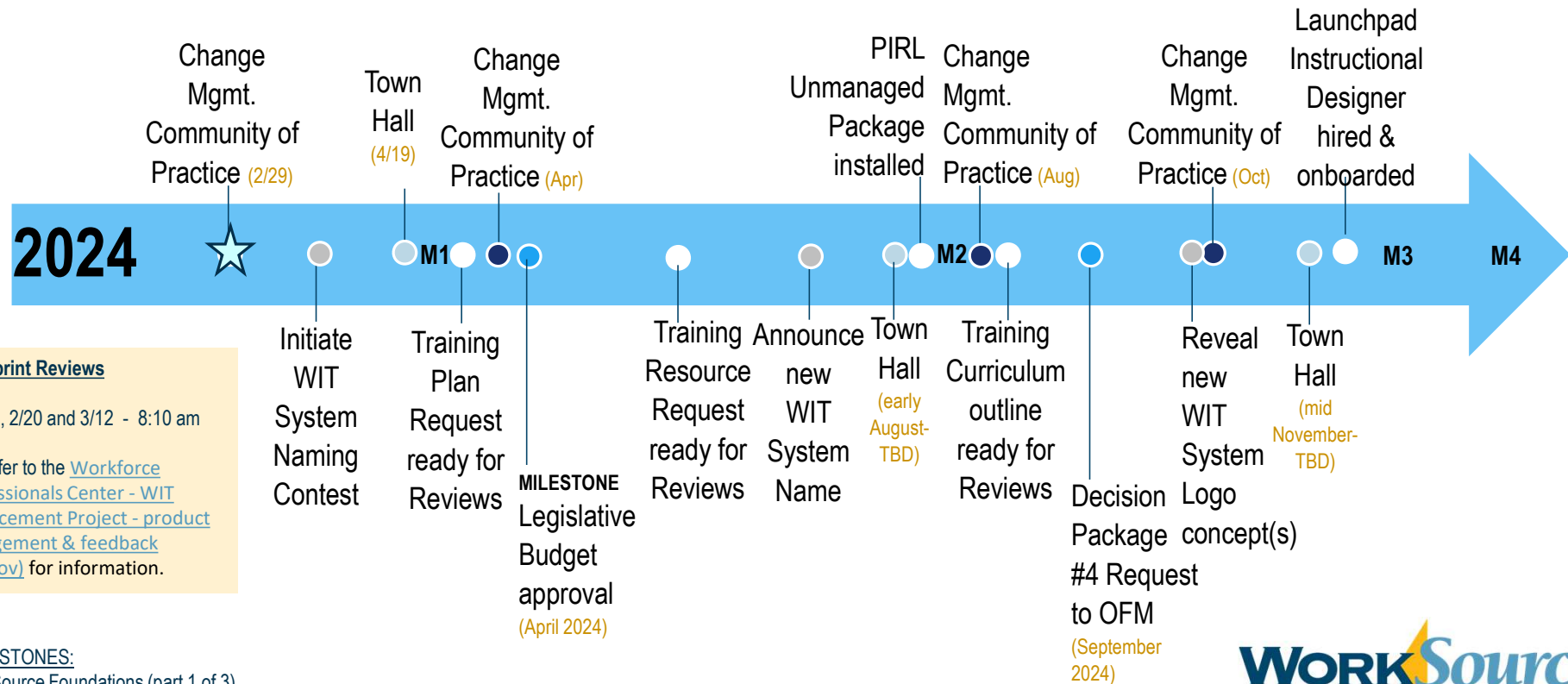
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2024 Project Timeline



Tasks started / in Progress
Completed Tasks

4



Next 2 Sprint Reviews

Tuesdays, 2/20 and 3/12 - 8:10 am

Please refer to the [Workforce Professionals Center - WIT Replacement Project - product engagement & feedback \(wa.gov\)](#) for information.

2024 MILESTONES:

M1: WorkSource Foundations (part 1 of 3)

M2: WorkSource Foundations (part 2 of 3)

M3: WorkSource Foundations (part 3 of 3)

M4: WIOA (includes Adult, Dislocated Worker & Youth)



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Project Budget – December 2023

	Monthly Budget Summary			
Section	December 2023 Budget	December 2023 Expenditures	December 2023 Variance	Monthly Variance %
134-114 CPP WIT Gate 4-State	\$477, 678	\$505,147	(\$27,469)	-5.75%
Grand Total	\$477,678	\$505,157	(\$27,469)	-5.75%

Annual Projection			
FY24 Budget	FYTD Expenditure as of Dec. 2023	Projected Expenditures June 30, 2024	Projected Variance June 30, 2024
\$9,323,000	\$1,615,208	\$7,563,445	\$1,759,555
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NOTES:

- December budget represents 85% of the monthly budget due to the 15% holdback.
- Projected expenditures represent the tech budget from July (2023 submission).
- ESD has submitted a supplemental decision package to reflect this update as well as a request to extend the implementation of the project.
- DRAFT Updated Technology Budget was submitted to OCIO and OFM 1/22/2024 for review.

(as of 1/18/2024)



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WIT ACCESSIBILITY, DESIGN, AND QUALITY ASSURANCE

Michael Luchini



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WIT Accessibility, Design, and Quality Assurance

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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)

Desired output:

- Broadly socialized approach for the WIT Accessibility, Design and Quality Assurance processes / intentions (both Advisory Committee and Steering Committee)

Reviewed 1/17/2024 with Advisory Committee.
2/6 Steering Committee Discussion: any other considerations?



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WIT PROJECT – DRAFTING GO / NO-GO OBJECTIVE AND INPUTS

FOCUS: Training & Operational Readiness



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For Steering Committee Reference only

WIT Replacement Project Success*

Project completed on schedule and within budget

- A human centered system which:
 - Staff report high satisfaction and usability ratings
 - Provides performance reporting to support operational decision making for all partners
 - Is scalable and can be adapted to changing needs
 - Meets the defined project scope outlined in the Project Charter (e.g., API, enables integration with local systems and functionality across systems)
 - Instills confidence- people should want to use the system, and ability to use what goes into the system to assist customers

**I&T Steering Committee identified the success criteria in February 2022 I&T Steering Committee Meeting, and then adopted 3/2022 via Project Management Plan review*

Launch Go No-Go checklist Authors

Steering Committee

Subject Matter Experts

Criteria	Category of focus
Objective	Concise statement of what can occur with this completed Criterion
Inputs	The specific items that will fulfill the objective
Indicators	The specific measures that will be monitored and reported on that must be / critical to the Go / No-go decision



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Steering Meetings to draft Go / No-Go Check List Criteria

Criterion	Draft Description of the Objective	Focus Month
Development	The Product can support the product framework, articulated in the IT Vendor RFP, including the PIRL reporting and in alignment with compliance needs.	April 2024
Testing	The system is stable, performant, and tested per business requirements and acceptance criteria. All high priority+ bugs are resolved.	<i>May 2024</i>
Security	The system is secure.	March 2024
Data Readiness	Data is clean, accurate and complete in staging	<i>April 2024</i>
Communications	The information about the System Replacement launch is distributed to the WorkSource stakeholders (e.g. LWDBs, ESD, WorkSource system staff).	Ready- Jan 2024
Training	The Training Plan Audiences have been trained on the system (Knowledge).	Jan/ <i>Feb</i> '24
Operational Readiness	The WorkSource staff are ready to deliver services and support customers using the system (Ability).	Feb/ <i>Mar?</i> 2024
System Support	The Tier 1 and Tier 2 supports are ready for system operations.	<i>March 2024</i>
Legacy System Closure	The plans are in place for a tidy transition away from the legacy system.	May 2024

Steering Committee Input received

Today's Meeting focus

Focus month adjusted



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Training Go / No-Go checklist- Slide 1 of 2, reference only

DEFINED TRAINING AUDIENCES -- STEERING COMMITTEE 1/5 Recommendation

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

- 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.



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Training Go / No-Go checklist--- Slide 2 of 2

DRAFT for the STEERING COMMITTEE to process through on 2/6



Training	Draft Language for today's "work"
Objective	The <u>Training Plan Audiences</u> * have been trained on the system and has access to the information (Knowledge).
Inputs	Status of the WIT System training curriculum & materials. Status of the <u>defined training audiences</u> * and their assigned WIT System training (e.g., core training for their system role, functional responsibility, and persona responsibilities). Status of the training resources (e.g., people, places, logistics, tracking tool).
Indicators	To be developed by the subject matter experts. In this case the Training Advisory Team will develop

*See table on prior page. 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

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 the external stakeholder's ability to use the system.

Operational Readiness* Go / No-Go checklist

DRAFT for the STEERING COMMITTEE to process through on 2/6

Steering Prep
work

Operational Readiness*

Draft Language for today's "work"

Objective	The WorkSource staff and those supporting the WorkSource Staff are ready to deliver services and support WorkSource customers using the system (Ability).
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 (job-seekers, employers) 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). 6. Status of change management for WorkSource Staff (e.g., letting go of the work-arounds, favorite forms). 7. Status of a temporary WorkSource I&T Incident Response structure for the transition (e.g., launch implementation, crisis communications) 8. Status of the continuity of operations incident response plan (e.g., issuance of monetary benefits).

*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.



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QUALITY ASSURANCE



Kathy Pickens-Rucker & Gasper Gulotta



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Current QA Assessment Summary

Assessment Dashboard



* Lower numbers mean a lower risk rating

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

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

WORKSource

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High Priority Recommendations

16

No Open High Priority Recommendations



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OCIO insights

Next Meeting:
Tuesday
March 5, 2024

Project Next Steps:

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- Next Sprint Review Tuesday 2/20– 8:10 am. Focus on Intake registration flow:
 - o Plan to begin the build of the progressive intake process. Once complete, this will enable job seekers to move from ‘reportable individual’ level services to staff-assisted services while maintaining PIRL compliance.
- WIT Customer Experience and Research Pool phase 2 kick-off during first 2-weeks of February, focused on Customer Digital Experience.
- ESD to review / finalize Launchpad’s Data Migration Plan.
- Data migration sprints 21, 22 with continued focus around core planning & strategy and continued updates on latest schema version, gap analysis of entities to waiver and TAA training revision.
- Onboard Application Developers. Continue recruiting Data Migration Mgr.
- Host quarterly Change Management Community of Practice on 2/29.
- Secure security services (testing & consulting) via RFQQ.
- AccelQ testing training (both ESD & Vendor).



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I&T Steering
Agenda topic(s):

**Advisory Committee
update**

Portfolio of Projects

Round table

Transition Time!
(WIT Project-specific people are excused)



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1/17 ADVISORY COMMITTEE

Ismaila Maidadi



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PORTFOLIO OF PROJECTS

Michael Luchini

Roadmap Link:
[ProdPad - Published Roadmap](#)



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ROUND TABLE

Ismaila Maidadi



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THANKS!



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For Steering Reference only--- Communications Go / No-Go checklist

STEERING COMMITTEE 1/5 recommendation

Communications	Steering proposal (as of 1/5)
Objective	The information about the System Replacement launch is distributed to the WorkSource stakeholders (e.g., LWDBs, ESD, WorkSource staff, WTECB), WorkSource Customers (e.g., job seekers and employers), WTECB, and external authorizing environment. (AWARENESS)
Inputs	<ol style="list-style-type: none"> 1. Status of the project launch communications (e.g., launch date, details to WorkSource stakeholders). 2. Status of the WorkSource system user communications (e.g., training, expectations). 3. Status of WPC site updates related to launch. 4. Status of jobseeker notifications and outreach (e.g., webinar, awareness survey, based on data). 5. Status of employer community notifications and outreach (e.g., webinar, awareness survey, based on data). 6. Status of planned Town Halls featuring the launch. 7. Status of the Worksourcewa.com content updates.



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