



WorkSource Integrated Technology (WIT) Information & Technology Steering Committee

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

Date: Tuesday April 2, 2024
Time: 9:00 a.m. – 10:30 a.m.

Meeting Notes

Attended by: *Joy Adams, *Gustavo Aviles, *Bill Dowling, Joy Emory, Cami Feek, *Ish Maidadi, *Mark Mattke, *Amy Martinez *Lisa Romine

Guests: Puneet Agrawal, Linda Kleingartner, Anne Goranson, Anne Buchan (scribe), Amy Seiberlich, Kathy Pickens- Rucker, Phil White, Vankat Ammisetty, Dave Wallace Jack Chapman, Drew Cassidy

Unable to attend: Cynthia Garcia, Katie Condit, *Danielle Cruver, Marissa Cahill, Miriam Halliday, *Lisa Kissler, Marie Kurose, Eleni Papadakis, William Westmoreland, Rod Van Alyne

*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 | Ismaila Maidadi & Mark Mattke

Ish and Mark welcomed the Committee to the meeting. Reviewed the agenda. Ish shared there are no Advisory decisions to report on from the last meeting on 3/20/24.

AI in WorkSource Offices | Ismaila Maidadi

The topic of AI use in WorkSource offices was brought up at the March Steering Committee Meeting. Both ESD and local boards are interested in using this technology. ESD staff may now use Co-Pilot in a limited fashion and in support of job seekers. ESD is working to identify trainers for this effort.

Roundtable | Ismaila Maidadi and Mark Mattke

Mark asked if the application for RESEA allocations has been submitted. Ish responded it has and includes more pilots to explore for WorkSource services. There is currently a quantitative evaluation going on that will meet US DOL standards for RESEA. Gustavo indicated it is a random controlled trial for collecting and processing data. The pandemic period is currently being assessed to determine the impact. A Trade Act Retrospective Evaluation will also occur to try and understand the impact of that program.

Amy Martinez asked about a possible “meet and greet” for UI navigators to assure referrals are being made to WorkSource services. Action: Ish will connect with JR to set this up.

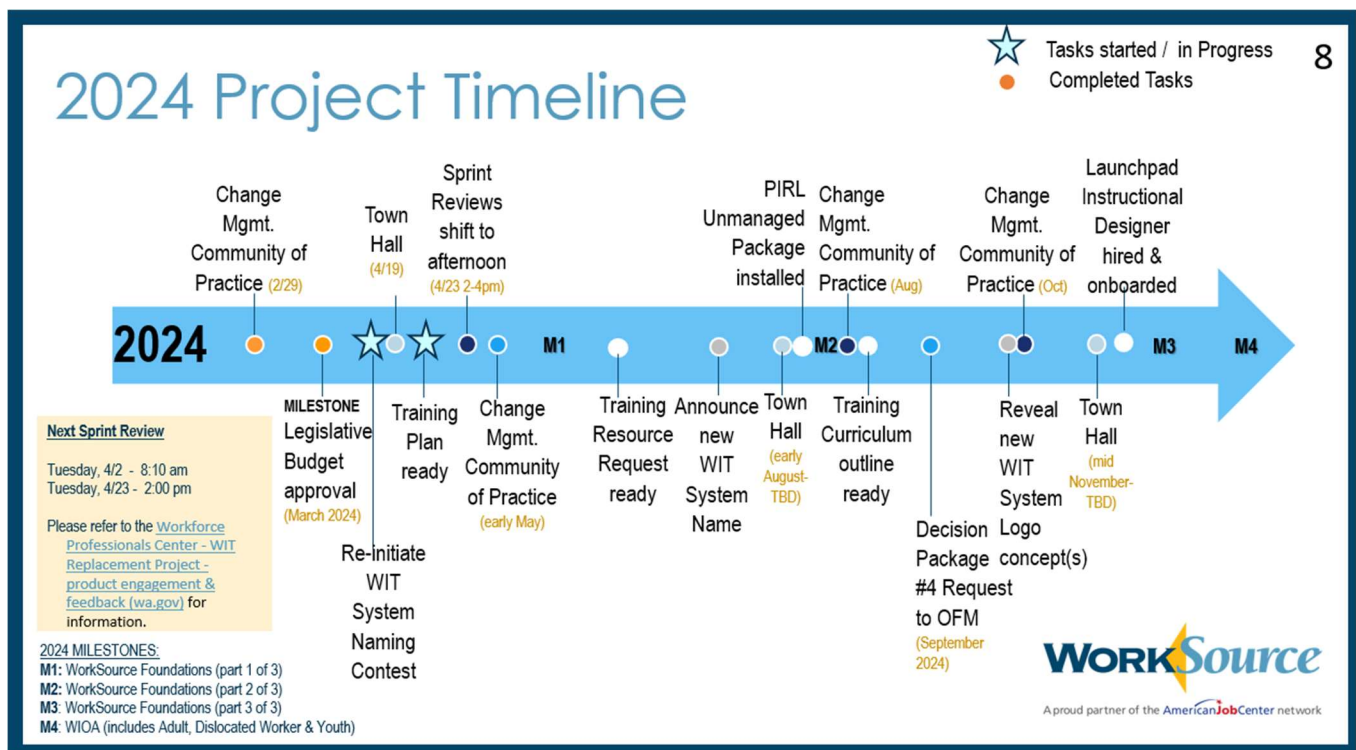
WIT Replacement Project- Status Update | Linda Kleingartner

Linda shared the project state has moved to Yellow, explaining this is due to the new issue that was logged (will be covered later). She reiterated that it is entirely normal for a project of this size to move towards red (and hopefully back to green) throughout the project. The project team is committed to creating full transparency when the project runs into challenges.

Accomplishments: Linda highlighted that the project acquired software for quality assurance and testing. During today's Sprint Review the ESD Quality Assurance staff facilitated a demonstration of the automated test. Linda encourages all Steering Committee members to view the recorded segment on the WPC site: (link to the recording https://www.youtube.com/watch?v=2cX96Fzr0_U, scroll down and pick the chapter related to testing). The project's decision package (#3) has been fully funded.

Mark asked about staffing as he noted the refocused efforts on recruitment. Linda clarified some of the recruitments within the project are positions that were already in recruitment (4). There has, however, been some turnover on the project as some of the ESD staff (3 in the past month). While this may trigger concerns, especially with the Data Manager departure on 3/31, the timing is good. The data migration team's roadmap (which matches the Product Roadmap) lags the core product development, originally one sprint + one week. The project has purposely created some space to allow the Product team to integrate any desired changes (from Sprint Review feedback), pushing the duration to be 3 sprints + 1 week- which allows any Product requested changes to be developed, ideally creating less re-work for the Data Migration Team. Linda also shared ESD has been already in pursuit of a second data manager.

Project Timeline: There is a townhall scheduled for April 19th. The naming contest for the case management system is being re-initiated and a communication will be coming to one-stop-operators and project communicators in the next week. The labor exchange system will continue to be called "WorkSourceWA.com". Linda alerted the Steering Committee that a draft of the training plan will be presented to Advisory at the April 17 meeting, which means the Steering Committee will likely be asked to review and approve the Training Plan. The plan will outline objectives, metrics, and approach. Look for the plan the week of the 22nd (assuming Advisory has no recommendations for changes.)



Budget: Based on the February budget report, the project spend remains stable and reflects a slight underspend.

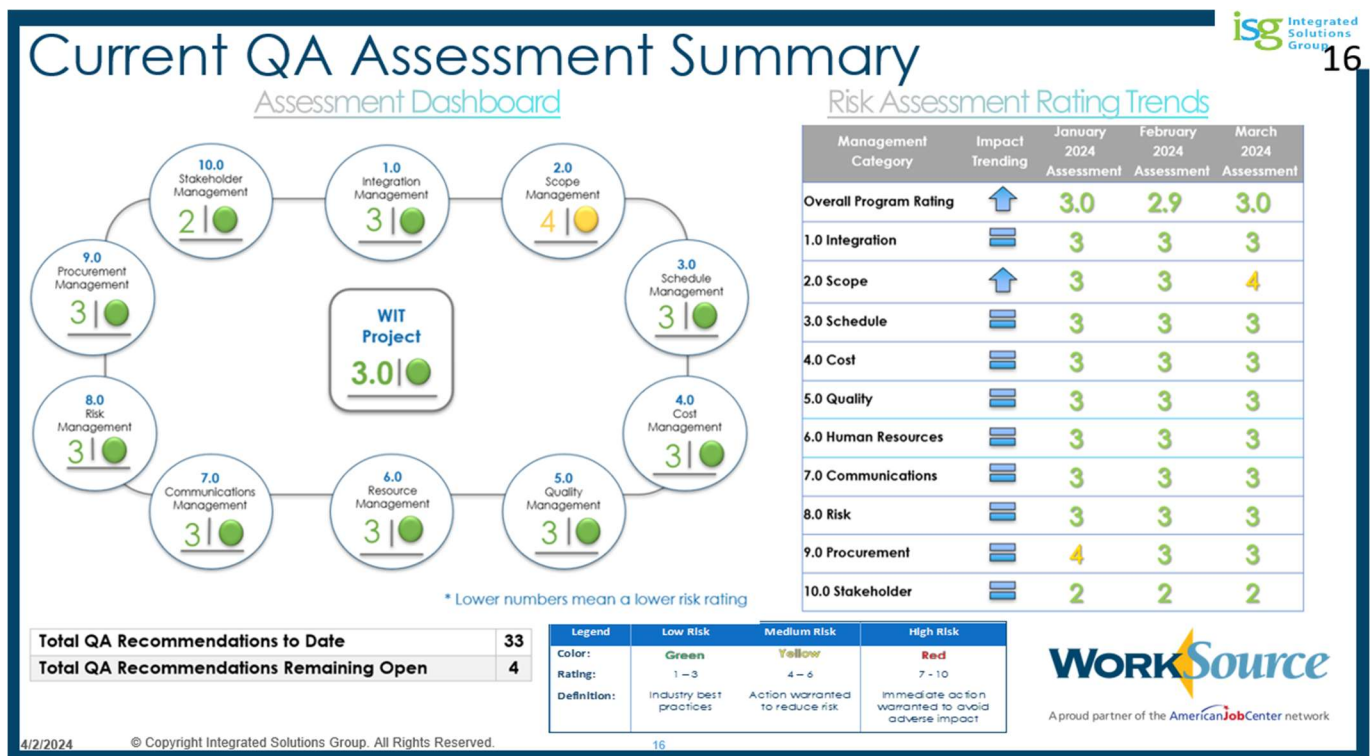
Risks and Issues: A new issue (184385) was identified as concerns the vendor's experience with system implementation. The vendor has already delineated roles and responsibilities to assign the right staff and recruit. This issue will likely be resolved soon. This issue only pertains to 4 positions within the vendor's technical leadership. They have been partnering with ESD staff and the team is pleased with their collaboration and responsiveness.

(Advice) Go/No-go criterion Development & Testing | Linda Kleingartner & Venkat Ammisetty

The focus month for the data readiness component of the Go/No-go Checklist has moved to August. Linda and Venkat reviewed the updates to the Development/Testing objectives and inputs. The Steering Committee did not have any changes. The next step is for the project's subject matter experts to outline the specific measures for the Inputs.

Quality Assurance | Kathy Pickens-Rucker- ISG-NW

Scope management has moved to yellow, although the project itself remains in a healthy status. Themes from the QA report explain a small increase in risk around scope management related to the data migration sub-project and they provided two new medium priority recommendations. Given the health of the project, the opportunity exists to sharpen and adjust project processes and artifacts (e.g., tune communications plan, review the stakeholder plan).



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

Cami commented that she is grateful for the transparency from the project team, as well as the collective way they work together as "one team" with the Vendor. Puneet encouraged the team to continue fostering the top-down messages and is pleased with the Sprint process. He stated ESD is a mature leader in these practices. He reiterated the recruitment issues discussed earlier are not unusual. In the long run, it is important to find the right resources, not just someone to fill a chair. Great work is happening on this project!

Wrap-Up | Ismaila Maidadi and Mark Mattke

Ish and Mark closed the meeting appreciative of the Steering Committee's involvement. Ish offered praise for the Sprint Review demo on testing and the attention to detail for a quality product.