

# IT Project: Statewide Scheduler

## WHAT IS THE STATEWIDE SCHEDULER PROJECT?

Most WorkSource staff have been providing virtual services since March 2020. When we re-open physical facilities, a primary goal is to ensure staff and customer safety to support service delivery. In order to meet COVID-19 safety guidelines, WorkSource customers will be required to make appointments for employment services. This will ensure that we meet capacity limits in order to comply with safety precautions.

A project team is focused on understanding customer and system needs, as well as gathering requirements for a WorkSource scheduling tool. The team will work with WorkSource leaders to select and implement a statewide appointment scheduling tool, ensuring the WorkSource staff are properly trained on how to utilize the scheduling solution to meet their needs.

## PROJECT OBJECTIVE

In alignment with the WorkSource re-opening plans post COVID-19 lockdown restrictions, ESD will implement a statewide appointment scheduling solution to comply with safety precautions and office capacity/availability. The project goal is to make the tool available for WorkSource centers and key affiliate sites so customers can schedule appointments once WorkSource offices re-open to the public for employment services.

## PROJECT OUTCOMES



**GATHER BUSINESS REQUIREMENTS ACROSS WORKSOURCE** – understand how we can support WorkSource customer scheduling needs.



**VENDOR PROPOSALS AND EVALUATIONS** – understand and plan what we need to ensure appointments are scheduled effectively.



**SELECT THE TECHNICAL SOLUTION** – select and procure vendor appointment scheduling solutions in alignment with minimum viable product requirements.



**IMPLEMENT THE SOLUTION** – purchase the software needed and implement the solution in the desired WorkSource locations and staff.



**PROVIDE TRAINING** – create the solution documentation and provide training to team members and support staff, ensuring they have the knowledge and tools needed to administer and maintain the appointment scheduling solution.

## ADDITIONAL INFORMATION

Please visit the project's [SharePoint site](#). Need access to the site or have questions? Please contact the Project Manager [Sarafine Appadolo](#).

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## Current Project Timeline

Nov – Dec 2020

- Project Charter
- Gather and approval of requirements

Jan – Feb 2021

- Vendor RFQQ Process #1
- Bid proposal scoring and evaluations, vendor demos

Mar – April 2021

- Vendor RFQQ Process #2
- Bid proposal scoring and evaluations, vendor demos
- Vendor selection and contract signing
- Information security review

May – Jun 2021

- Implementation planning and execution and testing
- Training, Communication readiness
- Close out project



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