WorkSource Integrated Technology (WIT) Information & Technology Steering Committee

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

Date: Monday November 7, 2022
Time: 12:30 p.m. – 2:00 p.m.

Meeting Notes

Attended by: *Jairus Rice, *Amy Martinez, Linda Kleingartner, Michael Luchini, Nona Mallicoat, Puneet Agrawal, *Danielle Cruver, Cami Feek, *Maribeth Sapinoso, Bill Dowling; Elizabeth Court (for Eleni), *Dan Zeitlin, *Lisa Romine, Anne Buchan, William Westmoreland, Marie Kurose, Miriam Halliday, Bryan Pannell, Lisa Kissler, Tiffany Alviso, Ismaila Maidadi

Guests: Greg Grahn, Amy Seiberlich, Gasper Gulotta & Kathy Pickens-Rucker (QA Vendors)

Unable to attend: Eleni Papadakis, Joy Emory, Gay Dubigk, *Mark Mattke, Rod Van Alyne, *Katie Condit, Anna Minor, *Gustavo Aviles

*I&T Steering Committee voting members

Meeting Objectives:
- Shared understanding on the WIT replacement (Phase-1 ETO) project deliverables
- Full engagement from participants on decisions and advice requested

Decisions Made:
- (Project) Decision: The Steering Committee approves the recommended Apparent Successful Bidder as Cloud Synapps and authorizes the contract negotiations with the ASB.
- (Project) Decision: The Steering Committee approves the recommendation to move case management and labor exchange into approved scope and update the charter accordingly.

Discussion:

Welcome | Cami Feek opened the meeting and announced the departure of ESD's Employment Connections Division Director, Jairus Rice. Cami introduced Lisa Kissler, ESD's Chief Strategy and Innovation Officer, noting Lisa will be championing the project at the sponsor level. ESD's Ish Maidadi will serve as the Interim Director of ESD's Employment Connections Division. The WIT project will remain the number one priority for ESD.

WIT Replacement Project- Status Update | Linda Kleingartner provided an update on the project status, indicating it remains Yellow state overall. In September's status report, the project moved from green to yellow due to new issues logged relating to acquiring staff resources. Issues have been resolved and recruitments are underway. New risks will be opened related to the selection of the apparent successful bidder (ASB) and the technology platform (Salesforce). There are no high-level risks currently. Development of local change management plans have begun in five areas plus ITSD. Remaining areas will begin their plans in November. The last townhall occurred on 10/28/22 and attendance seems to
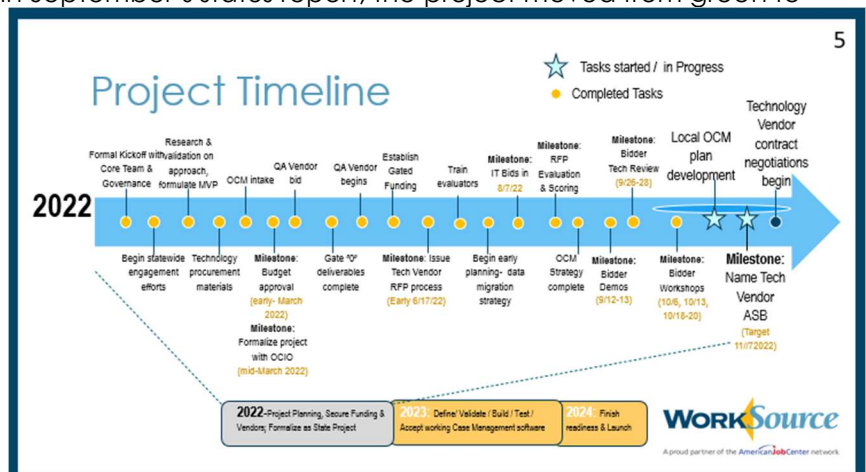
Project Timeline

be down, so please help promote the December townhall, where the 2023 system build plans and development sequence will be reviewed. The 2023 timeline has been added to the Project Update visual. The project budget is on track and in green status.

IT Procurement/Decision | Linda Kleingartner and Greg Grahn
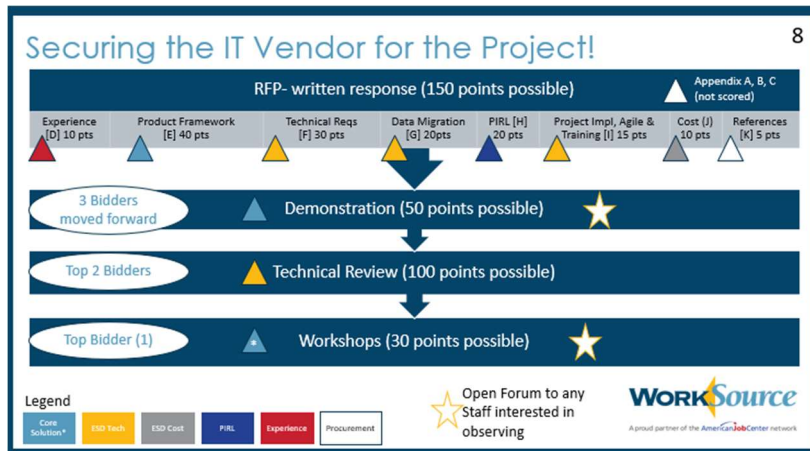
Linda shared the Apparent Successful Bidder has been identified through the procurement process and extensive evaluation activities (pictured). The top bidder has been identified as Cloud Synapps (CSA), using LaunchPad as a subcontractor. The recommendation to Steering Committee is the result of points gathered throughout the process and include feedback from staff who observed the demos and workshops. The process included 19 evaluators representing both ESD and LWDB's. This was a highly collaborative process- for example, the October Workshops covered 11 focus areas which included 100 field and program staff participated in the planning and facilitation of the workshop discussions.

Greg Grahn, ESD Interim Contracts Directory, commented this is the most thorough RFP he has ever been a part of. Lisa Romine had questions around the scoring, which Greg reviewed with the group, providing the point totals for the different activities in the process.

(Project) Decision: the Steering Committee approves the recommended Apparent Successful Bidder (ASB) as Cloud Synapps and authorizes the contract negotiations begin with the ASB.

Next steps include announcement of the ASB, host requested de-briefs, contract negotiations and the distribution of the 1st Project Communications Packet to cascade this information out to staff.

2023 Activities and Scope Tuning | Linda Kleingartner and Michael Luchini

The original project charter was written to only focus on the Phase 1-which is the case management portion of the project. Integrating the labor exchange work as part of the Phase 1 build timeframe will actually streamline the project activities, lessen project risk and optimize the resources working on the project. Delaying these pieces of the scope will cause rework. Phase 1 and Phase 2 have always been part of the original, approved decision package

(Project) Decision: The Steering Committee approved the recommendation to move labor exchange and WorksourceWA.com into approved scope and update the charter accordingly.

Linda also provided an update on the preliminary worksplan sequence and planning for SME engagement. In order for leaders in the WorkSource System to plan, we will highlight by program / focus areas planned for the next quarter to help consider impacts to the daily work due to staff engagement. Specifics are forthcoming. Michael Luchini shared as part of Sprint 0 (initial onboarding and other important IT Vendor activities-beginning January 2023) the expected duration (# of sprints estimated)for each program / focus area will be mapped out. January will include the workplanning with Cloud Synapps and LaunchPad. Michael indicated his preference for 2-3 leads for each business area. A communication requesting representatives based on domain will be sent out later in November.

Decision Package Update | Danielle Cruver shared the Governor's office is building their budget now, to be released the third week of December. The WIT Replacement Project was submitted at the top of the range and at maintenance level. ESD-Finance learned WIT was moved to a policy level request by OFM. Anna Minor was provided an update on the costs once we drafted a proposed ASB. ESD has continued to meet

with OFM to answer specific questions and the meeting was productive. A meeting with the OFM and legislative staff is scheduled for Wednesday 11/9 to meet with Mark Mattke and Amy Martinez (representing the LWDB community), along with project staff.

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

The project continues to progress well. Project Risk Ratings went down this month which is good. Overall, the project is green (3.9) The QA team reaches out to Planning Team members and key stakeholder each month to get an idea of what is happening. They will be reaching out to each Steering Committee member over the course of the project and appreciate your attention and time to offer your insights. Three recommendations were closed this month and the project team is doing great!
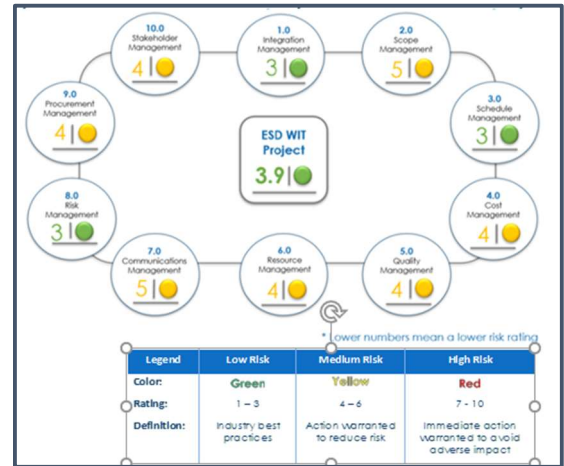
A new high priority recommendation was opened indicating the WIT project technical leaders, contracts staff, and business analysts should ensure the Vendor bid is properly scoped for all essential project tasks before the final contract negotiations.

OCIO Comments | Puneet Agrawal

Puneet wants to make sure teams are staffed and work teams are ready to go. Next phase will be smoother. The Decision Package is with OFM, and Puneet has spoken with Anna Minor and she is aware an ASB will soon be announced. Great progress!

Linda stated the team will beginning to look at additional risks that come with the ASB, so do not be startled when the risk numbers increase next month (will be sharing the details with the Advisory Committee).

Advisory Committee Items | Nona Mallicoat

Advisory has received a request for recommendations on proposed ETO system changes that is out for a vote right now. There will be more to share in December. There is also a request from the team at OPRDS for updates at Advisory on Data Sharing Agreements which will become a regular monthly agenda item.

Product Backlog | Michael Luchini
New Items: grant funding operations. In Progress: EcSA QQL Improvements, QQL improvements, NDWG grant WIN released last week, PAC MTN REO Grant Support.

The AG's office gave a green light to apply for the OCIO waiver. Michael to work with Maddie to move forward.

We are still working with WA Tech on integrating WebEx Boards with Teams. No update right now.

Single sign-on activation for ETO will be rolled up into the WIT replacement.

Closing and Wrap-Up | Jairus Rice and Amy Martinez acknowledged the great work of the project and how pleased they are to reach this important milestone. Great work Team!