<u>Morning Townhall 4/22/22</u>

Q. Are updates going to happen throughout the process? For example, if something doesn't work out the way that you thought or hoped will staff have a chance to see that? How do we make sure staff are heard?

A. Modern software delivery ensures and in fact demands interested parties are heard. It's probably one of the most valuable things you can elicit and surface during a software project. If you're familiar with agile ceremonies, you'll be familiar with the Sprint Review. The Sprint Review will be done with invested stakeholders (2 weeks or 30-day period, whatever that is) and show them what has been developed, what the features do, how information flows from the front end to the back end, how that information is leveraged for the PIRL, performance reporting, analytics, etc. It's important to recognize that the interested parties invested in the features as they're being developed will be shown the software in real time as it's being developed. Trying to develop without the interested party's involvement leaves room for mistakes that could have been corrected timely.

Q. Will the new platform be more agile in its ability to change, add reports, and features if needed?

A. Yes. Relative to ETO it will be like night and day. One of the primary goals is the ability for the system to be flexible. WIOA changes! We will have a whole new service menu at some point. The system MUST be able to adapt to change. When it comes to system analytics and reporting, there are standard data models that allow for flexible reporting. We are looking at the happy medium between canned reporting and business intelligence and dashboarding with access to real time data

Q. is this also looking at businesses since they too are our customers? i.e., multiple accounts for same employer?

A. Yes, we have articulated the need for support of multiple types of accounts and sub accounts managed by businesses for recruiter access.

Q. Are questions such as "do you want free Work Experience, OJT for your business, or Tax Credit information " a question when businesses register? this way employers know what we can provide other than a job board?

A. There will be in phase 1 a business side portal that will connect to the LX, so that type of service hinting is available for phase 1.

Q. Any way if there is change in our organization i.e., new Business service person in sector, so employers can get an update POC email for those businesses registered? this could help remind the businesses that we are here to help to keep employers engaged with our services

A. With email integration, it would be trivial to notify a contact when an assigned lead business services professional is changed.

Q. Will the IT vendor partner with us in the same way Monster did?

A. this project is entirely different in design than prior efforts. We are using AGILE. We plan to bring more context around Agile and how we are using it in future meetings before the end of the year.

Q. I'm curious about process maps and whether developing those would be useful to you that show workflow by unit?

A. These will be critical to implementation, and work has already begun drawing these up from the business process perspectives to get a jump on it.

Q. Is there a plan for a back-up system in case they system goes offline?

A. This ties into modern systems and their approaches to disaster recovery. If we are building on a platform like Dynamic, there are offline options. And this is applicable in other situations, such as outreach by MSFW staff.

4/22/22 Afternoon Townhall

Q. Has any research been done on other states' MIS that meet PIRL requirements so we can steal, borrow, or copy?

A. Yes. Our solution architect and product team have looked at all states, and we are definitely leveraging all learnings and information accordingly. As well as past WA state projects. A LOT of research has gone around this as to whether other states are using legacy technology, current incumbencies with the most states, what the modern look on that is, and CRM and CMS are modern solutions that are easily adaptable and easily attainable, as well as low code.

Q. The Program Team RFP group has been cancelled several times, just wondering what the plan is for that group?

A. We are hard at work developing recommendation documents for this group. The meetings have been canceled for a couple reasons: 1) We don't want to waste people's time. We want to make sure that we bring items of value that can be vetted and can be commented on. 2) these groups will also be leveraged, not just for the RFP, but after we engage with the vendor. The groups are going to be converted directly into implementation teams where we will break them down into smaller sub-groups. We will be leveraging the larger groups for feedback sessions so we can all ensure that we're on the same page. But rest assured, the groups will be leveraged heavily. The groups won't be sun-setted and the Product Manager would not let that happen in 1,000,000 years because we still need access to the people on the groups. So don't leave us quite yet because there's more to come!

Q. Is the Phase 1-Case Management system design going to connect to the staff assisted and self-service activities that will be occurring during the in between time with the different phases. Keeping in mind that we want our systems to holistically capture how the customer is connecting and receiving services within the system?

A. Yes. The system needs to grow to truly be a state system, but also needs to be sliced into smaller systems so that we can maintain customization and bring in the technology solutions that have been created because ETO lacked various features. The idea is to grow the system while at the same time chopping it up into smaller pieces so there is more modular functionality.

Q. There were several comments in chat about the comparison of sales to service.

A. This is a process analogy, not an interaction model. When it comes to solving these type problems at a high level, the processes between sales and service are very similar. They are clearly not the same, but they are similar, and as a result you can leverage investment that has been made to make the barrier to entry into those technology stack solutions easier, and then you customize based on your use case.

PML is written on a on a CMS or CRM. It is built on dynamics. The deep customization, modularity, and the ability to enhance and extend is one of the hallmarks of the CRM. It allows you to go in and customize to your use case.