MORNING SESSION

Q. I hear and get told about Indeed.com from lots of customers, so are there talks with Indeed as a new partnership especially since they are HUGE in advertising? to me makes sense to be a double wammy i say but i also know we are somewhat of a competitor just curious on if this has been discussed

Thank you for the information, we'll take this into account as we move forward. Please note, we are required to conduct a competitive procurement, we cannot preemptively just enter discussions with potential vendors.

Q. Is it being considered to make sure the new platform will be able to integrate with Salesforce/LaunchPad or similar platforms?

A. That is absolutely being considered. These WIOA and Workforce development specific customizations on top of solid ERP and CRM platforms are of strong interest for interrogation and discovery--in addition to their underlying platforms, be it dynamics, salesforce etc.

Q.   Are you reaching out to companies or others that have platforms in use to ask them to view the RFP instead of just sending out? What are the steps are going to be done to outreach to attract providers?

We will use the state's online bid notification system to post an RFP. We are in the process of gathering company names and will be reaching out to inform them that an opportunity is coming up.

Q: Are users involved in these decisions? ETO reminds me of Blackboard; I don't believe educators created Blackboard since it's not educator friendly. ETO is not friendly either!

A: Yes. ESD PPP staff are currently on their first round of site visits for orientation to ETO and how it is being used.

Q. Will the new platform work on both edge and chrome?

A. Yes. The new systems ability to work in multiple browsers is a priority.

Q. Are we also looking toward the future, flexibility of system to adapt or capture additional data/reports as needed and the ability for customization – agile?

A. Yes. This isn't a "one and done" effort. Customization ability will be part of the new system.

Q. Will there be an assessment of what other states are using and if there is a product already out there that might make sense for us?

A. There has been ongoing research around existing solutions from other states and that research will help to inform our solicitation, which we are required to competitively bid out.

Q. Are we going to be able to select multiple touchpoints at once?

A. Staff visiting field offices have heard this request repeatedly. TouchPoints will be more of an engagement and activity, as opposed to something collected for federal reporting requirements. The customer comes first, and the system will be designed in a way that demonstrates that.

Q. Is the new system going to be agile enough to work with programs such as WorkFirst, RESEA, SFS, Trade Act? Trade is so hard to track within our current system.

A. Yes. We have users and program staff assuring requirements are added to the new system

Q. Could there be an AI element to enhance engagement, data navigation, usability or other needs?
A. Potentially. There is a data maturity model that needs to happen first.

Q. Will we be able to print after saving instead of having to go back out to dashboard, etc.?

A. Yes

Q. is this going to get shut down like phoenix's unfortunate downfall?

A. No!

Q. Are there any plans to somehow link the new Qtrac scheduling system with the new system to capture those numbers and eliminate double work on the front-end users?

A. A decision has not been made yet on whether Qtrac will be linked to the new system, or if the new system will have the scheduling function worked in.

Q. ETO records get incomplete data from UTAB and WSWA that don't complete the required elements we need to capture in Workforce Development. What are the solutions what we will look for in the new system? Also, because the current data in ETO is not accurate how are we going to approach the new WIT system in transferring data?

A. Data migration is something the team is acutely aware of. As discovery work continues, they are seeing how previous migration affects workflow. There will be a careful and deliberate assessment of what data will migrate. There will be a lot of discovery work on this topic. The Steering Committee has also prioritized this.

Q. Can we have a system (NGTs) that gets Employer information from Tax and Wage in our new system?

A. We currently receive employer information from NGTS, and it is something we plan to include in the new system.

Q. Have we done any studies on loss of productivity due to ETO dumping users out after a short period of inactivity? Couldn't there be a way to go to a lock screen rather than completely exiting the program, potentially losing data from partially completed fields?

A. We are not sure if there have been prior studies on this but are aware of this issue. Timeouts are standard across systems due to security.

Q. What's the long-term structure for staff training on the new system...will this come from the vendor, internal, both?

A. New system training will be both internal and with a vendor. We must wait and see what the successful vendor has, but we will have a specific training person for the new system.

Morning Questions from chat after Q&A ended:

Q. Will there be an easier way to find the recruiter for a business account?

A. This is a popular request from the field and the team will note it for the requirements.

Q. Will system have a reminder function for case management purposes?

A. This too is a popular request from the field and the team will note it for the requirements.

Q. Will we be able to search/find a customer by phone number? Or search by email address?

A. We hope to have multiple search elements. We have noted this suggestion.

Q. Do you have something in place if this new system, let's say down for the day, is there going to be a plan B in place?

A. Thank you for the suggestion the team will include this in consideration for vendor maintenance and operations requirements.

Q. Federal Contractors have specific requirements for posting - can we implement a system to ensure they meet those requirements easily please?

A. The team has heard this request from the field and will note it for the requirements.

AFTERNOON SESSION

Q. Will the WIT replacement have RFS (request for services) for LEX supervisor to track daily services provided?

A. We do know the tracking is something people want to see in the new system. Other programs have been cooped into this.

Q. Looks like the team is composed of generals, coronel, majors, etc. Are there any front-line people (corporals, sergeants, etc.) on the team?

A. Yes! We are we are generating feedback from front line staff and using to guide this process. Will use all these staff experiences to help create the solutions. Additionally, we have a lot of staff involved via the Advisory Teams (communications, training (TBD), change management (TBD) and others). The I&T WorkSource Advisory Committee is also comprised of frontline staff from every local workforce board and ESD staff.

Q. Will the WIT replacement have an A19 voucher system integrated for programs requesting funds for participants?

A. This is a very specific problem set. This issue has come up and been recorded. More discovery will be needed. There are not any commitments at this point in the process to feature level determinations.

Q. Will EJACs be integrated so outside partners can track services provided by ESD staff?

A. Yes. Perspectives and holistic view as they exist with the WDC are key to achieve referral type functionality.

Q. Will case manager (CM) dashboard show or highlight last date of services to prioritizes weekly and monthly contact requirements?

A. Yes.

Q. Will forms be filter based on program permissions?

A. This question is too detailed for where we are currently; specific mechanics will come down to perspective of case managers.

Q. Will PowerBI be able to connect to backend data to show real-time data rather than exporting to Excel or Sharepoint on a weekly or monthly reports?

A. Access to the data is imperative.

Q. Will CMs or supervisors be able to create custom reports based on the needs of shareholders and upper management?

A. Yes, based on the level of the user.

Q. What does Communication possibilities mean? The ability to connect with other State databases?

A. Ability text and other communication solutions.

Q. You may have answered this. Is this a web-based program like ETO or a software program like SKIES? The spinning and waiting with ETO has been soooooo slow! TY!

A. When Skies was written it was common to install other programs. Now we push to web technologies for easier updates, bug repair etc. It will be web-based, not on your machine. Everyone looks at cloud and web tech as the way to deploy solutions.

Q. Are you considering the ability to create ad hoc queries and those to create reports within the system?

A. Yes

Q. Are there any similar systems that other states use that we can imitate?

A. Yes! Systems other states that are WIOA compliant= KY, MI (working on test system), AL, CO, GA all have good public intake systems that are dynamic.

Q. Will all elements required by WIOA policy be required by the system to save records?

A. Yes, looking at- placeholders.

Q. I want to ask about accessibility features of the new system- things like compatibility with screen readers, ability to change the color, brightness, contrast, zoom in and out to make things bigger/smaller- are these types of features being considered?

A. This is an accessibility standard which is an OCIO requirement. We would have to consider.

Q. Will it be less time consuming? Trying to print anything is a big loss of time as well as watching the dreaded ETO circle spin.

A. This has come up a lot. ETO is slow and cumbersome, it takes a long time to find info/data hunt. Performance consideration requirements will be integrated into the RFP.

Q. Yes, the SKIES radio buttons made it so much easier to record services, a case manager could select three/four services at one point in time and easily save. My question would be if the JVSG staff will have the ability to review DD-214's again, instead of making it self-attestation? This has come up multiple times or will it be set up for both avenues?

A. Yes, this has been captured. There are technical and policy related implications behind this question that will need to be explored further.

Q. In UI Application, often the start date and the end date of employment with an employer is not correct. (User error) If incorrect, then that incorrect data will continue to migrate to other applications, right? Any way to alter the dates, to make it accurate? Or is it fixed/ cemented?

A: Thank you for highlighting this concern, our product team will make recommendations for system design that properly controls the flow of information between systems and where edits should occur.

Q. Will the end user (front line worker) be consulted thru this process, including final decision?

A. We are looking at the front-line worker and talking to as many as possible. We come back and write RFP requirements. At some point there will be chances to play with the system and provide feedback. There will be user acceptance period and hands on work delivering production level functionality to users on a regular basis. You will be able to interact throughout the process. User testing, Advisory, and Steering will all be involved in testing.

Q. With the new system, can more than one service be captured at a time for the same customer?

A. Staff visiting field offices have heard this request repeatedly. TouchPoints will be more of an engagement and activity, as opposed to something collected for federal reporting requirements. The customer comes first, and the system will be designed in a way that demonstrates that.

Q: A very complex project with so many contingencies to consider. How will we build in beta testing and customer experience feedback loops to provide feedback as we build the product as opposed to after delivery of the product?

A: It is the projects intent to conduct user testing along with usability early and often as the system is being built.