WIT – Replacement Project
Organizational Change Management Plan for ITSD

Plan Approval Date: **December 2022**

The ITSD OCM Working Group Team (names in bold are part of the OCM planning team):

Roles	Assigned		Primary Responsibilities
Plan Sponsor(s)	**Christa Castanon** Sumit Gupta		• Endorse OCM plans and activities • Provide active and visible sponsorship • Communicate directly with employees • "Manage management" of affected organizations, help remove roadblocks
Change Team	**Kelly Ziesemer** **Reddy Varakantham** Liane Johnson		• Drives change management & helps develop associated OCM plans • Support other roles (Project Sponsor, Project Team, Project Support, Senior Leaders, Managers) • Works with project teams, SMEs, and other resources to ensure a successful execution • Lead coordination of OCM meetings and planning and reporting activities
Subject Matter Experts	**Chad Stoker** **Rebecca McGinnis** **Ardriel Galvan** Rob Allred Lawrence Banks Famous Atkison Krystin Boydstun	Aaron Mason Vel Viswanathan Cuong Dang Dean Gruginski Dean Stainbrook Peter Sundholm Michele McMillin	• Provide requirements, process, forecasting & trending, and technical expertise • Contribute specialized knowledge, reporting, tools that can help the project team and OCM activities • IT & data analytics • Testing, product updates and patches • Dev ops • Customer service/Technical Solutions

Who will approval this ITSD OCM Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
The entire OCM team	Christa Castanon and/or Sumit Gupta	Quarterly or monthly

How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
Division town halls, emails, IT division Pulse messages, newsletters, 1:1s, FAQs, WIT town halls	Division town halls, emails, Teams polling features, Pulse messages, huddles, staff surveys, 1:1s	The current system is slow, difficult to use, and doesn't integrate with other systems or provide accurate data and reporting. To provide exceptional customer service we need a user-friendly technology system for employees and partners of the WorkSource partnership. To best serve the needs of the agency, the system must have data and reporting accuracy as well as the agility needed for future modifications and system integrations.

ITSD Strengths	ITSD Opportunities
• Knowledge of current system, IT and data analytics • Vendor/technology collaboration (vendor, business, WaTech, Product Management liaison) • Resilient group (used to lots of change and able to keep working through change) • Understanding of statewide IT policies and legal considerations • Securing data • Architecture • Consulting in technology forecasting, trending, integration	• Accountability all around – Sups/Mgrs to hold staff accountable (duties/due dates, etc.), and Sups/Mgrs are accountable as well • Leverage talent and skills appropriately • Prioritization • Long-term planning (including future system capabilities and portfolio management to prevent working in firefighting mode) • Communication (about priorities and in general) • Engagement (avoid multitasking during town halls, huddles, etc.)

Perceptions, Risks, and Concerns

What excites us about this upcoming change?
• Opportunity for growth and to restore trust our customers have in ITSD
• Low-code implementation for easier future system management
• Better designed system with more functionality

What concerns we have about this upcoming change?
• ESD's ability to provide adequate training
• Getting vendors to meet actual needs
• Migrating data from ETO to WIT replacement system
• Stress of the project and potentially losing staff

What resistance do we anticipate having with this change?
• The existing ETO vendor may not support the WIT-ETO replacement project which could create challenges around migrating the data
• Staff may not be engaged if they think this project doesn't apply to them
• Management not listening to IT staff with the technical expertise on what should or shouldn't be done

Risks or consequences of not making this change:
• Continued use of an unsustainable, degraded system that doesn't meet current needs
• The agency will be out of compliance

What Will Success Look Like?

• Happy customers; improved relationship between IT/EC/LWDB WorkSource partnership
• Reduction in tickets which is a byproduct of success and meeting users' needs
• Data migrates successfully
• Accuracy in data and reporting
• Can work proactively on future opportunities and not in firefighting mode to make changes
• Modernized platform aligns with agency strategy
• Good vendor relationship and accountability
• Solid hand-off with vendor
• Proper succession planning, funding, resources, etc., for maintenance and operations
• Adequate training for IT staff and users
• Project is completed within scope, schedule, and budget after robust testing and buy-in from all stakeholders across the WorkSource partnership

ADKAR Methodology and Planned Steps to Support Change within ITSD:

Awareness	**D**esire	**K**nowledge	**A**bility	**R**einforcement
• Division town halls • Leverage 'talking points' document packet • IT division Pulse emails • 1:1s • Team huddles • Trivia	• SMEs participate in development • Change Champions • Staff voice sharing with peers • Videos • Ensure folks feel heard, are part of the process, suggestions are considered	• Short training videos • FAQs • Layered approach; multiple places to learn new system • Central repository with desk aids	• Test model for people to practice; non-live environment • Create 'admin' days for learning, practice of new system • TEAMs channel/group email inbox to ask questions	• Helpful if staff can see 'dashboard' in real-time • Share the wins • Celebration of milestones • Recognize behaviors we want repeated • Use feedback loops