ONE WASHINGTON
Newsletter
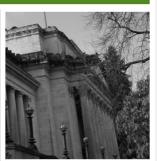
October 2020

Upcoming dates & activities:

- System integrator vendor selection complete
- Tech Talk *Live*! October 29, 2020
- Agency deep dive meetings

In this month's newsletter...

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Executive director's corner

This October, Results Washington hosted its 9th annual Washington State Lean Transformation Conference. The theme of this year's conference, *Improve, Iterate, Adapt – A Better Future for Washington* is fitting because it was the first time the event was hosted virtually, which required organizers and participants to engage differently. It also highlights the ability of Washingtonians to find creative solutions and innovative ways of working when presented with business challenges.

For those not familiar with lean principles, the key concept is about eliminating activities that do not add value to customers. In these terms, One Washington exemplifies lean because we are improving business processes to serve citizens faster and more efficiently. To help illustrate this point, I shared several examples at this year's conference to show how the work we are doing to improve state business processes and modernize IT systems will lead to a better future for Washington:

- **Support unemployment benefits payments** - Better access to financial data will allow state leadership to act more quickly to administer unemployment benefits to Washingtonians in times of need.

- **Improve remote working arrangements** - By moving business activities to the cloud, state employees can work from anywhere on different devices including cell phones.

- **Strengthen budget forecasting** - Improved financial data and analytics capabilities will make it easier for state finance analysts to spot trends and take corrective action earlier to help mitigate future budget crises.

The transformation journey to achieve future benefits for the state requires hard work and collaboration now. Over the past two months, the program evaluated system integrators (SIs) who will partner with us to implement Workday. Within the last few weeks, the program selected the Apparent Successful Bidder (ASB). Contract negotiations are underway and we will update you soon about the selection. The program team has also been conducting agency readiness workshops and appreciates the valuable input received from DES, WSDOT and WaTech.

Other important readiness activities include work to finalize the One Washington budget request with careful consideration of the technical, functional and OCM resource needs over the next biennium. Additionally, the program's technology team has focused on documenting IT systems and interfaces and has begun integration work. The collective efforts of the program team, agencies and our industry partners underscore the importance of collaboration as we continue to explore ways to improve how we deliver services to Washingtonians.

We are at an exciting time in the program as we prepare to transition from pre-implementation readiness to implementation activities. As the tempo of One Washington continues to increase in the coming months, we look forward to deepening our partnership and collaboration with each of you to achieve success.

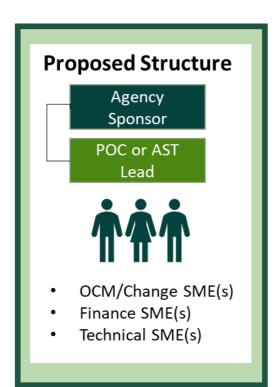Thank you for your continued support for the One Washington program and for all that you do.

Best,

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Agency Support Team Network

The One Washington program recently achieved two significant milestones: (1) the selection of Workday as the successful bidder for the software to be implemented for finance, procurement, human resources, payroll and budget; and (2) the selection of the ASB for the system integrator of the Workday software. This means that the program is kicking off implementation activities. To coincide with this new phase of the program, it will be important for agencies to have the right type and amount of support to complete activities in preparation for go-live.

To this end, the program is introducing the Agency Support Team (AST) Network. The purpose of the AST Network is to help agencies complete people, process and technology readiness activities required for the successful implementation of the Workday software solution. These activities will range in effort and complexity from distributing program communications materials to staff, to cleansing and converting agency data into Workday. Since these activities will require input from different staff across each agency, it will be the role of the ASTs to centrally manage all readiness activities in a strategic and coordinated way. The following new roles, including a variety of subject matter experts (SMEs), will help address the specialized readiness activities agencies will need to complete as part of implementation:

Proposed Structure

- Agency Sponsor
- POC or AST Lead
- OCM/Change SME(s)
- Finance SME(s)
- Technical SME(s)

Agency Sponsor –The Agency Sponsor is accountable for the business transformation within the agency and to provide the resources necessary to complete program activities.

AST Lead - The person who organizes, coordinates and tracks the completion of program activities.

OCM/Change SME(s) - Individuals who lead people readiness activities (including communications and training).

Finance SME(s) – Individuals who are experts in each of the finance process areas impacted by the program.

Technical SME(s) - Individuals within each agency who will support and assist with activities (e.g. integrations, system remediation, updates, etc.) that require technical expertise during the implementation.

Earlier this month, an email was sent to agency directors with a request to identify agency sponsors. Once in place, agency sponsors will fill the AST roles outlined above in the way that makes sense for each agency. For example, some agencies may not require all roles to be filled if they are small and/or do not have significant impacts resulting from One Washington. The proposed structure above provides agencies with flexibility to build an AST that best suits their individual needs.

As previously mentioned, the new AST structure will help agencies complete readiness activities effectively and prepare for deployment in a strategic and coordinated way. Please stay tuned for more information in the coming months about the standup of the AST Network and additional agency readiness activities to help prepare for the start of the Workday software implementation.

Agency deep dive meetings

What is an agency deep dive meeting?
The intent of deep dive meetings is to provide select agencies with an individualized touchpoint to the One Washington program team. The goals of these meetings include providing agencies with an update on the One Washington program, and discussing current readiness and upcoming agency readiness activities.

What kinds of readiness activities will be discussed?
The deep dive sessions will cover the following topics:

Technology Readiness - Review of systems and interfaces, connections to integration layer, and upcoming data conversion requirements.

Finance Process Readiness - Discussion of new Chart of Accounts model, AFRS index code cleanup and current state finance process maturity.

People Readiness – Discussion on new AST structure and upcoming OCM activities.

Each agency will receive an individualized assessment of their current readiness status in the format of an agency scorecard, which is based on the Baseline Readiness Assessment completed last spring.

When will my agency's deep dive meeting occur?
The program team is working with agencies to schedule these two-hour meetings. Note that not all agencies will be asked to participate in a deep dive session.

Want to learn more about agency deep dive meetings?
Be on the lookout for the *One Washington Agency Deep Dive Video* featuring Emily Poyner, the One Washington OCM Director, and Amy McMahan, the DRS Project Management Office Director, for additional information and benefits of these meetings.

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Tech Talk

Following is a list of our recently completed technology activities as well as the 30, 60 and 90-day outlook for additional technology activities. For items with a green asterisk (*), you can expect communication from the Technology Team requesting additional input (if applicable to your agency).

What is Tech Talk?

Tech talk is information for state agency technical professionals who are supporting the Workday Enterprise Resource Planning (ERP) Solution implementation.

Spotlight On| Tech Talk Live!

This meeting for agency technical professionals, will be held on Thursday, October 29, from 11:00 AM to 12:00 PM. Project Managers from WaTech, OFM IT, the Cloud Highway Project and One Washington will highlight:

- Interdependencies of our collaborative efforts
- Plans for the next 30/60/90 days
- Questions and Answers

Timeframe	Activities
	Tech Talk *Live*! October 29 at 11:00am
30 days	✱ **Watch for e-mail about conversion activities and next steps**
	✱ **Respond to the *Agency Connectivity Requirements* survey**
	✱ **Respond to secondary *Reporting and Analytics* surveys**
	✱ **Attend workshop to prepare for legacy system conversion and migration**
60 days	✱ **Participate in collaboration sessions for agencies with unique connectivity requirements**
	Respond to secondary Reporting and Analytics surveys
90 days	**Read the *Reporting and Analytics Current-State Needs report* that will be published in December/ January**
	Read the implementation information that will be provided in January
✱ Your agency will be contacted directly if involvement is required.	

For questions related to One Washington *Tech Talk*, please email the One Washington mailbox and use the subject "Tech Talk."

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One Washington accomplishments and upcoming milestones

The following section outlines the accomplishments – achieved and upcoming – for the One Washington program based on the modernization roadmap.

- **SI selection.** In mid-October the One Washington program concluded its interviews with SI vendors and selected the ASB. Contract negotiations are underway.

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Additional Resources

The One Washington program manages an agency resources page with resources related to the project and how the state will oversee it. The following list represents some of the resources available on the site:

- ERP 101: Find information about what an Enterprise Resource Planning system is to help ground your understanding of the changes you can expect with the One Washington project.

- AFRS case for change one-pager: Find information to help answer the "Why Now?" question and understand the case for modernizing the state's financial administrative system.

- Modernization roadmap: Find more detail about upcoming One Washington milestones.

- List of agency points of contact (*updated weekly*): Learn who the POC is for your agency.

- **Frequently asked questions:** Find answers to common One Washington questions on our FAQ page. This month's updated FAQs will answer your budget-related questions.

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Have questions to ask or feedback to provide?

Questions, comments and feedback related to this newsletter's content, structure and organization and the One Washington program broadly are welcomed at onewa@ofm.wa.gov.

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Get in Touch Learn More

- **Frequently asked questions:** Find answers to common One Washington questions on our FAQ page. This month's updated FAQs will answer your budget-related questions.

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