

One Washington Agency OCM Pool Townhall – Option #1

Date: June 8, 2021

Time: 9:00 AM – 10:00 AM PST

Today's Agenda:

- Overview of Agency Pools and Supplemental
- Agency OCM Pool Overview
- One Washington Technology Pool
- Agency OCM Pool
- Application Submission and Review Process
- Application Forms
- Example OCM Activities
- Q&A

A.) Overview of Agency Pools and Supplemental

- For Phase 1, support will be provided for the Agency OCM Pool, with resources that will be hired/managed by One Washington and deployed out to agencies.
 - Eligible agencies have received applications to apply for the Agency OCM Pool and those applications are due back to the One Washington team by June 30.
- Coming up next is the supplemental budget request - we'll be contacting agencies within the next few weeks.

B.) Agency OCM Pool Overview

- We encourage you to think of the Agency OCM Pool as a Service Delivery Model (with One Washington providing a consistent and structured OCM “service” to agencies).
- Unlike the Technology Pool, the Agency OCM Funding Pool is about people. It means that One Washington is hiring OCM staff members and, through this process, we are determining how to provide resources (people) to the agencies who need additional support.
- We have a centralized One Washington Team. We’re responsible to make sure there are leading practices from previous state ERP implementations and from a State of WA approach.
 - We’re also providing the tools and templates that OCM resources (people) will be able to use with the agencies.
 - We also recognize that each agency is a different size and may have a different complexity level, so we are providing structured tools/methodologies/processes that agencies can tailor information to meet its needs.

Participant question: This model is provided to all agencies as a part of the SOW – this is different from providing additional OCM individuals, correct?

Response: Yes, our OCM Team is providing support to all agencies as a part of the OCM/Agency Readiness work that we’re doing with materials. Through our Readiness Assessment and other activities, we have determined that a lot of agencies don’t have OCM capacity for One Washington. The intent of the Agency OCM Pool is to bring on additional resources (people) to help with some of the people readiness activities.

Participant question: Is there a maximum number of Agency OCM Pool resources that can be allocated for the agencies?

Response: There is no maximum. Some large agencies may be eligible for one or more resources, while some small agencies may only receive one shared resource (i.e., one full time resource may be assigned to support 2-3 small agencies). Once hired, Agency OCM Pool staff will then be assigned to agencies.

Participant question: I see you are providing materials/tools/templates to ALL, but do we have to part of the pool to have One Washington-facilitated guided training?

Response: The end user training plan is still in development, however, the initial thinking is that agencies do not need to be part of the pool to receive end user training. End user training would be provided to all impacted staff regardless of whether they are part of the Agency OCM Pool or not.

Participant question: Is trust accounting included in the scope of what will be provided for training?

Action item: One Washington team to take this as a note for follow up around the trust accounting functionality for where it fits in to determine if it is a part of Phase 1a or Phase 1b.

Participant statement: The timing of the training plan is too late for agencies to meet the OCM Pool application due date if they wait to see whether or not the training meets their needs.

Response: The OCM resource is through June 2022; we intend to submit a supplemental request for additional agency OCM resources for FY23. We will need to plan for post-implementation support, but it may not be provided by your assigned OCM resource. The program will be providing support post go-live for all agencies.

C.) One Washington Technology Pool

- Applications for the One Washington Technology Pool are due on 6/30/21.
- The Technology Pool Committee includes the One Washington Technology Team, OFM IT, OCIO Representative, Briana Samuela, Brian Tinney, Mike Schaub, and the Finance One Washington Business Owners / Functional Leads.

Participant question (DNR): I was looking for an appeal process for the Technology Pool and what this looks like. Can you please provide additional information?

Action item: Briana Samuela to respond to the One Washington Technology Funding Pool email from DNR to provide further details.

Participant question: Is the intent that tech pool \$ will be expended for coding only thru December and then for testing and necessary fixes to coding after that (once end to end testing starts), or, could agencies do coding Jan – June (if they chose 1B to meet the deadline but wanted to do the work to get to 1A in that Jan-June timeframe)?

Action item: Briana Samuela to follow up with Mary Groebner about these details.

This will be handled on a case-by-case basis.

Please contact [OneWa](#) to share the details of any agency specific concerns ASAP. OneWa will support agencies as they prepare for end-to-end testing which begins in January 2022.

Technology Pool funding is only for FY22, for Phase 1A. Additional funding may not be available later.

D.) Agency OCM Pool

Agency OCM Pool Timeline:

- June 2021: Agency Application Period
- June – July 19, 2021: Application Review Period

- July 19 – July 30, 2021: Appeal Period
- Late July – August 13, 2021: Appeal Review Period
- Mid July – Late August: Staff Hired and Assigned to Agencies

E.) Application Submission and Review Process

- On May 25, the One Washington team sent out the Agency OCM Pool information.
- Each agency is in the process of determining as an agency if they feel that they meet the criteria and choose to apply for the pool.

Participant question: If we get a resource, are we allowed to task them? Will they have a dedicated schedule for conducting work at the agency or is it ad hoc and we have to come ask for each activity as it comes up?

Response: The intent is for the OCM resources to work with each agency to address the people readiness tasks defined in the ARC. Yes, agencies could task these individuals with the activities.

Participant question: What is the difference in application between eligible agencies and then agencies that are eligible by exception? Does it change the potential outcome of the amount of or type of support?

Response: Agencies eligible by exception need to complete an additional form with the justification/business case. The goal is to make sure that the needs of the eligible agencies are met. If there are other needs outside of eligible agencies, the committee can make a determination on how the resources are allocated.

Reminder: The next OCM Pool Townhall will be held on June 21 at 3:00pm PST.

Additional Q&A (some questions included throughout the notes):

- 1. Is there a connection between OCM and other training that may be required? For example, if staff need training on double entry bookkeeping, will identifying this need through OCM support open up funding for this training?**

We're going to ask OCM resources to follow a process to determine the type of impact that One Washington will have on each agency. Based on the impact, we will assess what help/support is needed. The One Washington team will provide the core activities to be done but there is a flexibility expected based on agencies' unique needs to identify when additional support may be needed in certain areas.

- 2. Some agencies do cost allocation (especially HCA, DSHS, and DCYF). Would this be an example of where One Washington OCM might offload training to agency OCM resources, and where agency OCM resources could work across agencies to encourage standardization?**

We're developing a standardized Workday solution for all agencies. As we continue to share the course curriculum around this (more will happen this Fall 2021), there are going to be exceptions that may be an agency-specific training requirement related to agency policies and/or processes. It may fall to the agencies to develop some supplemental training if needed in these instances. Cost allocation will be covered re: how to use allocations in Workday, but there may need to be more tailored training with each of the agencies for their specific policies/processes.

- 3. If an agency has a lot of AFRS templates that they will need built in Workday, will One Washington build those into Workday for them? Will standard training show the agency how to build them in themselves? Will that level of training require the agency to be a part of the Agency OCM Pool?**

The information requested in this question will come into focus during the development of the training curriculum and training strategy. There will be more information coming in the next few months.

- 4. Some agencies may need help with answering staff questions with expert-level knowledge of Workday and the One Washington program, and the ability to identify impacted staff members' training needs. What will the Agency OCM resources be allowed to do?**

The intent of the OCM resources (people) is to provide support at the agencies to complete people readiness activities. Agency OCM Pool resources will not be Workday experts. We'll continue to work with OCM resources who may not have "expert level" knowledge of Workday in order to provide agencies with the strongest support possible.

- 5. Can agencies apply for support during the training phase only?**

The One Washington team will be hiring individuals on a rolling basis. In the application, agencies can note the type of support requested/the timing that they might need a resource. The OCM Team used various data collected from readiness assessments and IT inventories to identify some agencies that we thought might need the additional OCM support. There was a reason why these were identified – while it's possible that things may have changed, we ask that you use the information available to you to identify if you still feel additional support is needed.

- 6. In the SOW, it seemed like OCM resources could help IT with changes (almost sounded like a BA role). Can you describe that possibility more?**

The intent of the Agency OCM Pool is to provide OCM resources to support people readiness activities. It's the intent of the Technology Funding Pool to provide additional support for the type of work that IT might need. However, when it comes to the skills side (if there is a skill change on the IT side), OCM can come in to help.

- 7. Can we tailor what we are requesting in terms of OCM resources to be dependent on other decisions that have yet to be made by the One Washington project. For example, we don't know the crosswalking details yet for training, so how can we control the timeline?**

There is flexibility to a point. Due to the way One Washington is funded, we're funded through Fiscal Year 2022. The team would like to get agencies their OCM resources as soon as possible and have them with them through Phase 1a go-live. As agencies are applying, it would be helpful to include information about agency-specific training concerns.

- 8. How does the timing of the training plan impact agencies' ability to meet the Agency OCM Pool application due date if they wait to see whether or not the training meets their needs.**

The OCM resource(s) is provided through June 2022. we intend to submit a supplemental request for additional agency OCM resources for FY23. We will need to plan for post-implementation support, but it may not be provided by assigned OCM resources. The program will provide support post go-live for agencies.