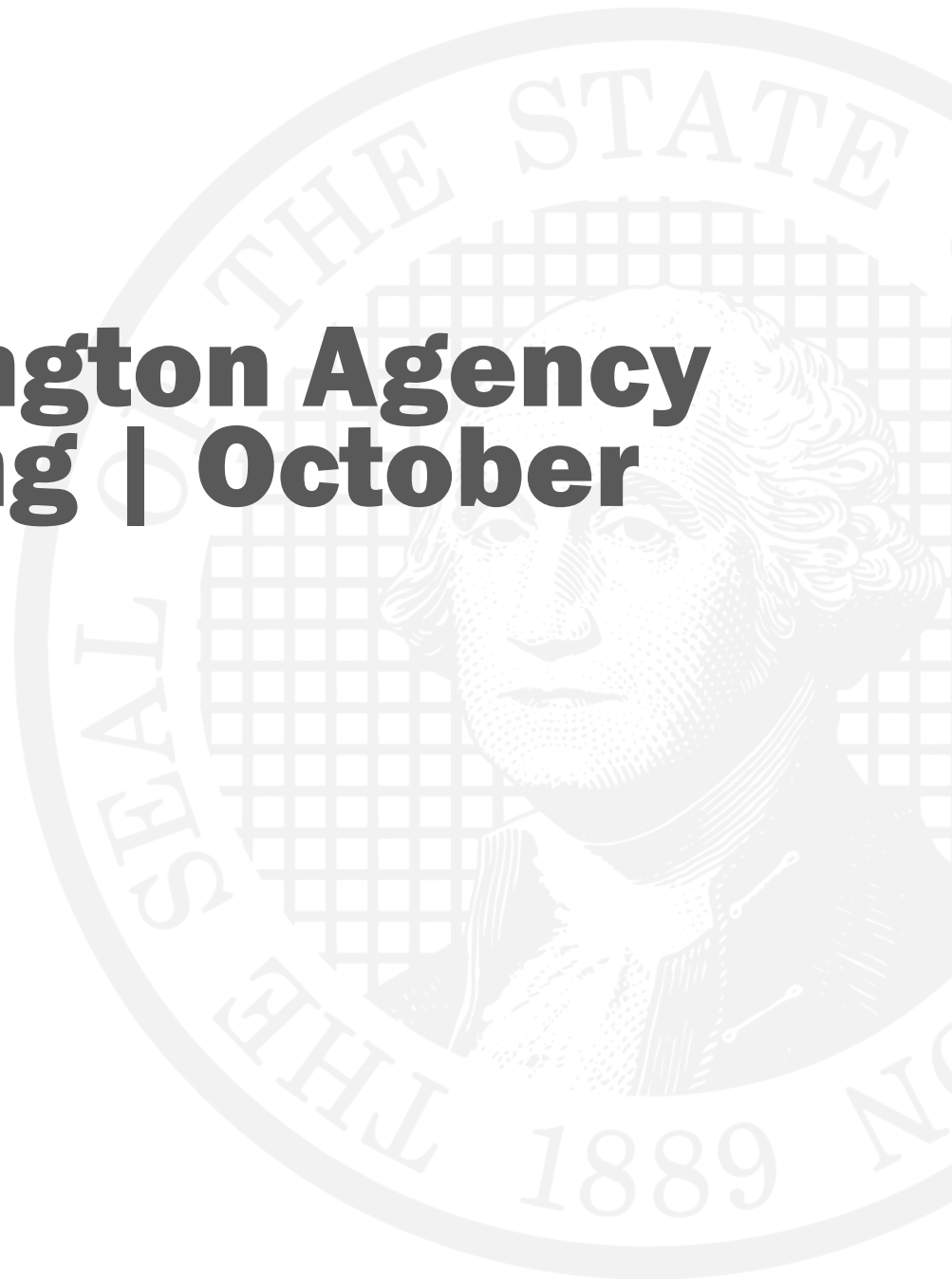October 27, 2020

One Washington Agency POC Meeting | October 2020

Outline

Topic	Description
Introduction / Agenda	• Welcoming Remarks and Agenda • Polling Question #1
Program Update	• One Washington : Reasons & Benefits for Change • Where are we today? • Pre-implementation Spotlight: ERP Lessons Learned • Understanding Data Conversion
"Tech Talk" Technology Update	• Technology Update
People Readiness / OCM Update	• How we are using POC Survey Results • AST Standup Activities • Upcoming readiness activities • How agencies should use One Washington OCM products • Polling question #2
Closing Remarks	• Q & A • Next Steps

How to use POC Network Meeting content

During POC meetings, we provide a lot of content and you may be wondering what to do with all of this information. To help make it easier, we will start using the following icons with recommendations.
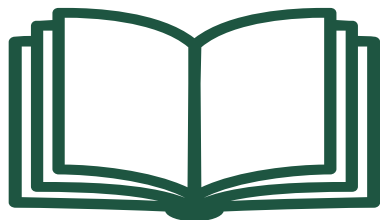
Review

- Information for your awareness and to help you answer questions about the program.
- Key concepts about One Washington, timeline, and milestones.

Share

- Information to share with staff during team meetings and program updates for your agency.
- Important dates, communications activities, and change impacts.

Action Required

- Program requests that require action from agencies.
- People, process, and tech readiness.

Polling Question 1

During this meeting we'd like you to take some live polls to get feedback and hear your opinions.
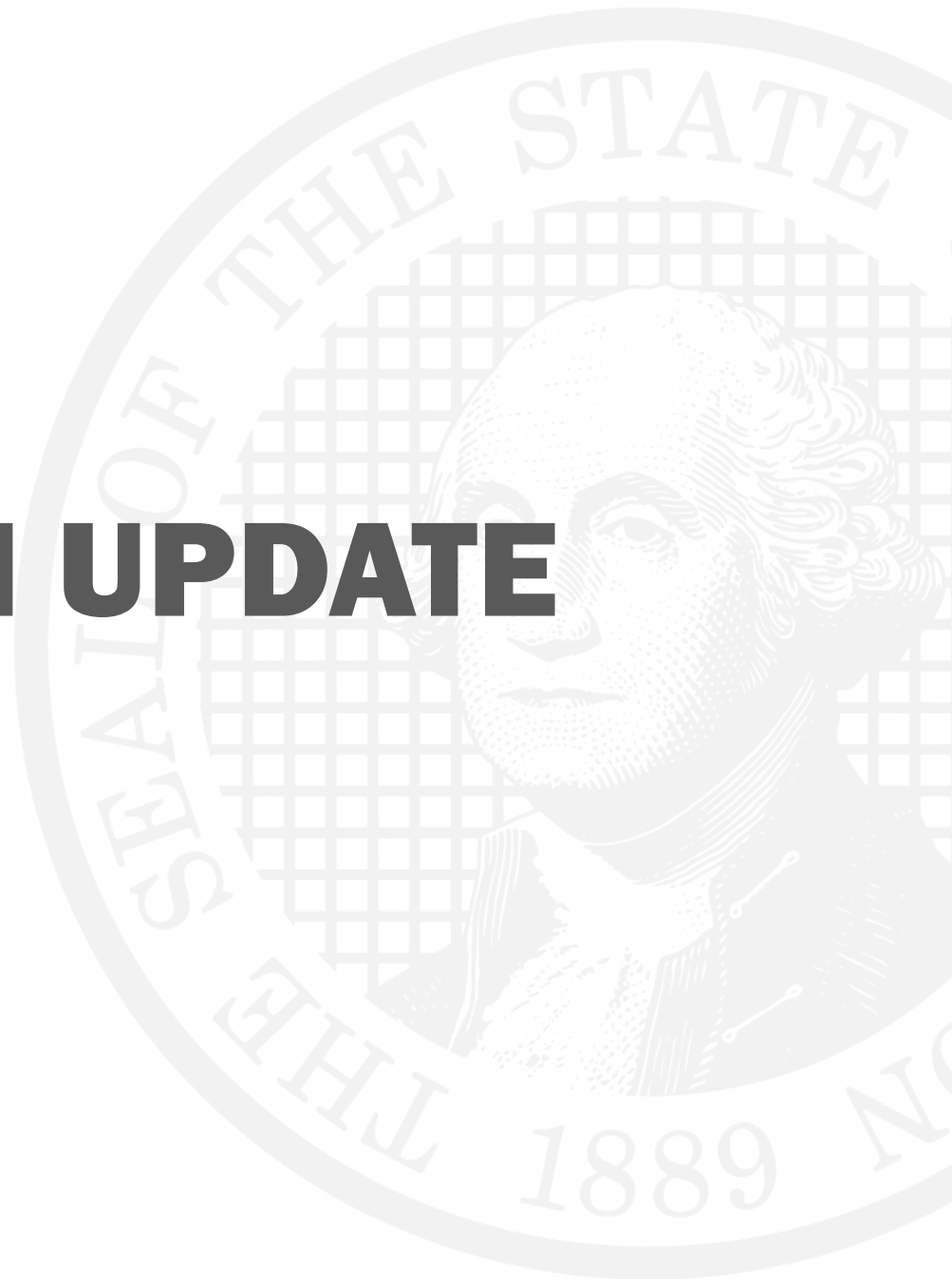
1. Open an internet browser (Internet Explorer, Chrome, etc.)
2. Go to pollev.com/onewa
3. Take the poll!

👍 **Pro Tip**

Leave your browser open on this website for other polling questions later in the meeting

PROGRAM UPDATE

One Washington : Reasons & Benefits for Change

Workday will bring many benefits to the state. Today, we are highlighting how the solution will improve employee flexibility and support remote working arrangements.

By moving business activities to the cloud, state employees can work from anywhere on different devices.

Click here for One Washington Executive Director Vann Smiley's presentation from the 2020 Results Washington Lean Conference.

Challenge: As remote work has become the new "normal" for the state, workers have limited ability to access data from old mainframe systems like AFRS.

How the new ERP will help: As a cloud-based technology, the new ERP system is accessible from anywhere from any device including phones and tablets. Much like a commercial mobile banking app, state workers can complete activities from their home offices with no business disruption.

One Washington Program Highlights

Pre-Implementation ➤ **Implementation**

Agency tech work: integration and systems updates; agency readiness

EO 19-04 Signed!

Conducted demos & ERP evaluations.

Evaluating Workday Systems Integrators.

Phase 1a Design & Configuration

Baseline Readiness Assessment

COA Planning

IT Systems and Interface Inventory & Planning

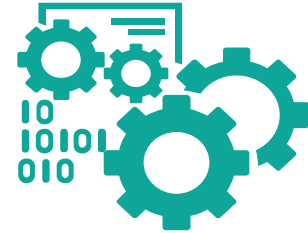Collected ideas and 'lessons learned' on how to implement ERP systems.

Finalized contract with Workday.

Agency Data Conversion

Prepared One Washington FY21-23 budget request.

Spotlight: ERP Lessons Learned

ERP Research Summary
- Beginning in 2016, OFM conducted site visits to states including **Arizona**, **New York** and **Wisconsin** to learn about their ERP implementation efforts.
- Over the past year, our study of other ERP implementations has included Workday implementations at **University of Washington** and **Washington State University**.

What we learned:
- Most states follow **similar approaches** to ERP implementation.
- **Change management** is a critical success factor.
- All states that selected **Workday** hired a system integrator for implementation.
- An empowered, engaged and educated **project sponsor** is critical.
- **Communicate** regularly with agencies.
- **Data cleansing** is an important task prior to moving to a new ERP (see next slide for explanation).
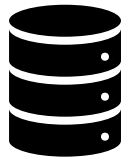
Spotlight: Data Cleansing & Conversion
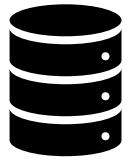
System #1

The Home Depot

System #2

Home Depot, Inc.
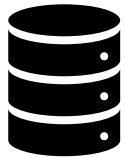
System #3

HD Incorporated

In this example, we have the same vendor captured in three different ways in three different systems. Part of implementation will require data cleansing and standardization before we can migrate.

Workday Data
Home Depot

Data conversion is time consuming and tedious but is worth the time to get it right. The new ERP will only be as good as the data we put in.

"TECH TALK"
TECHNOLOGY UPDATE

Technology Update

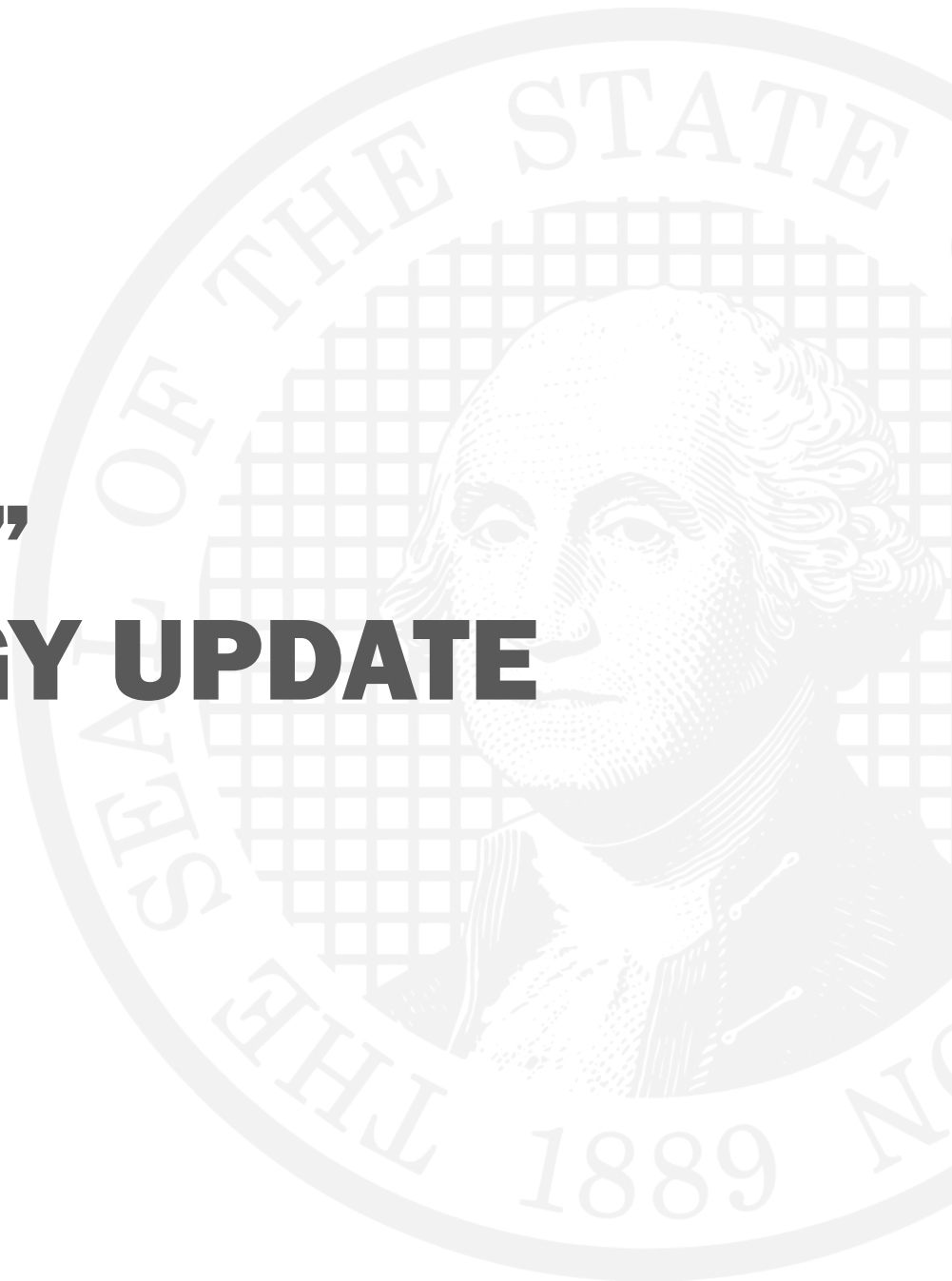What is Tech Talk? Tech talk is information for state agency technical professionals who are supporting the Workday Enterprise Resource Planning (ERP) Solution implementation.

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

Note: This session is full, but we will send out an email to all POCs with a link to the recording. Be sure to sign-up early for the next Tech Talk Live session!

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.

OCM UPDATE

POC Survey Feedback

Since July, we've incorporated the POC Survey feedback in multiple OCM planning documents.

AST Planning

One Washington DP Request

OCM Capability Planning

What We Heard From You (common themes)	How We Are Addressing It
Provide sample documents for change management, emails, etc. that just need small amounts of tweaking to make them agency specific.	**The One Washington OCM Team will be providing materials and templates starting in December.**
The program should ask for more money from the legislative budget so the agencies aren't having to pay or use existing resources.	**The program is asking for funding in the FY21-23 DP to provide IT and OCM resources to agencies.**
Agencies need Organizational Change Management, IT, and finance support.	
Agencies need more advanced notice and more time to complete tasks.	**One Washington is working on a planning process to better forecast agency tasks and provide more advanced notice.**
Send communications and tasks through Agency POCs (or Cc for awareness).	**One Washington is developing standard communications procedures to improve consistency across the One Washington team.**
Communications have improved but there's still room for improvement in clarity and consistency across the One Washington team.	

OCM: Agency Support Team (AST) Network

▶ **Purpose**: To **strengthen leadership sponsorship** and **engagement** for the program while formalizing **finance** and **technical subject matter expertise**.

▶ **Overview**: Streamline communications and planning within agencies, including with agency leaders, by organizing and supporting agency resources to complete agency readiness (people, process, and technology) activities

Proposed Structure

Agency Sponsor

POC or AST Lead

- OCM/Change SME(s)
- Finance SME(s)
- Technical SME(s)

One Washington Pre-Launch Activities

Activity	Schedule
Communicate and align with agency leadership	Oct 2020
Begin communicating AST concept and timeline to existing POC network members	Oct-Dec 2020
Mobilize AST Network and kickoff monthly meetings	Jan 2021

Agency Support Team (AST) Update

Action Required

AST planning and stand-up is progressing, with upcoming activities and milestones

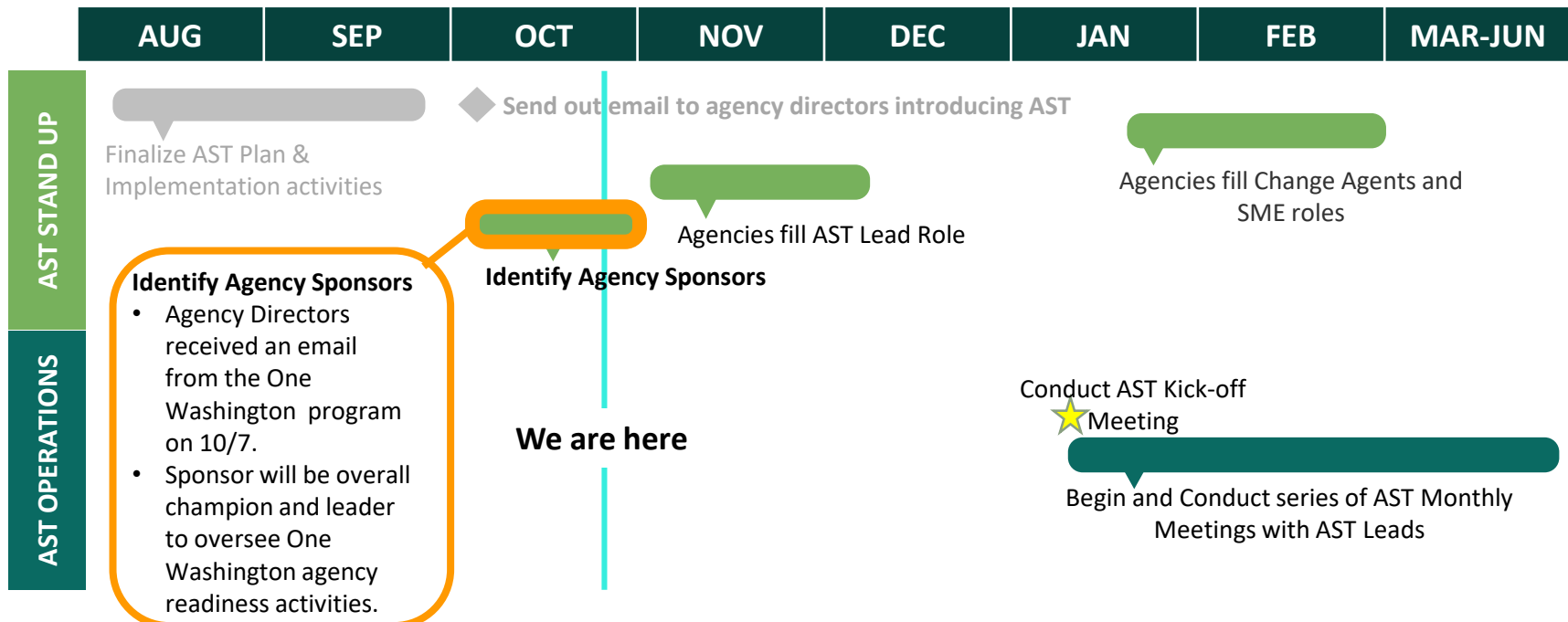### AST Email to Agency Directors sent on 10/8

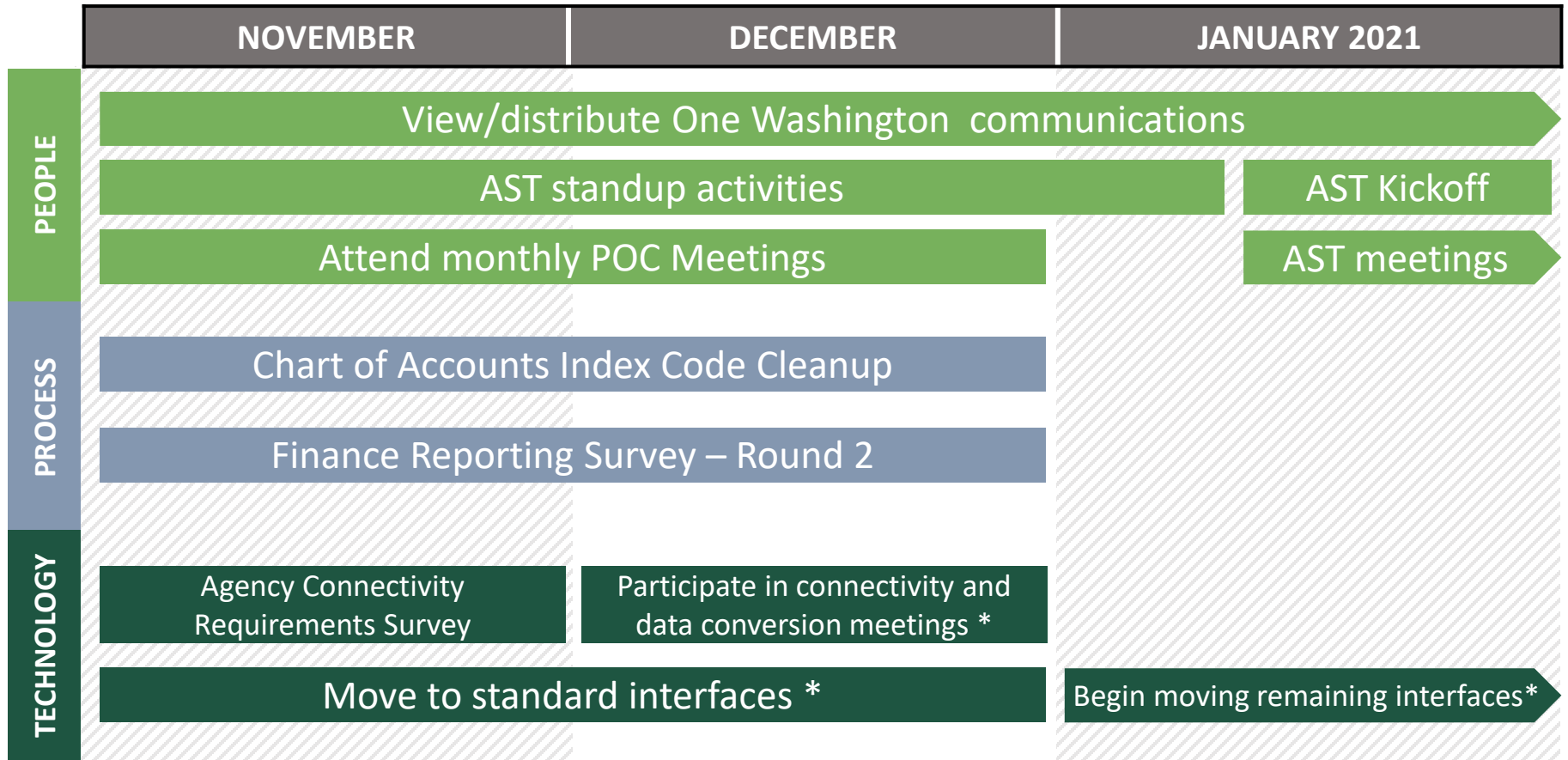| Key AST concepts	AST standup timeline	Identify agency sponsors by 10/30

AST Implementation Activities

AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR-JUN

AST STAND UP

◆ Send out email to agency directors introducing AST

Finalize AST Plan & Implementation activities

Agencies fill AST Lead Role

Agencies fill Change Agents and SME roles

Identify Agency Sponsors

AST OPERATIONS

Identify Agency Sponsors
- Agency Directors received an email from the One Washington program on 10/7.
- Sponsor will be overall champion and leader to oversee One Washington agency readiness activities.

We are here

Conduct AST Kick-off
⭐ Meeting

Begin and Conduct series of AST Monthly Meetings with AST Leads

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Upcoming Agency Readiness Activities

Action Required

The schedule below summarizes key readiness activities agencies should be doing to prepare for implementation.

|	NOVEMBER	DECEMBER	JANUARY 2021
PEOPLE	View/distribute One Washington communications		
	AST standup activities		AST Kickoff
	Attend monthly POC Meetings		AST meetings
PROCESS	Chart of Accounts Index Code Cleanup		
	Finance Reporting Survey – Round 2		
TECHNOLOGY	Agency Connectivity Requirements Survey	Participate in connectivity and data conversion meetings *	
	Move to standard interfaces *		Begin moving remaining interfaces*

* Applies to select agencies

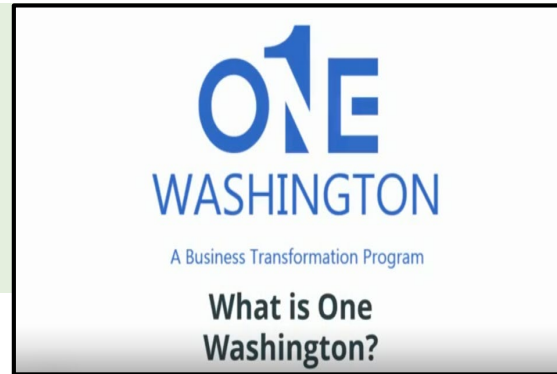Note: Agency readiness activities may change once the system integrator is on-boarded

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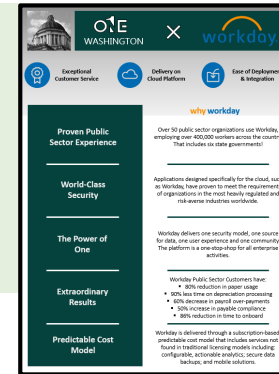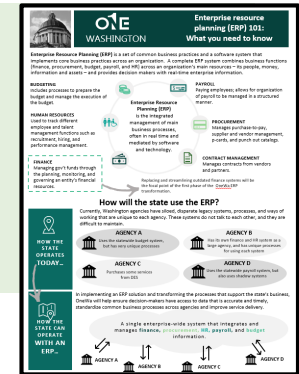# Spotlight: One Washington Communications

Share
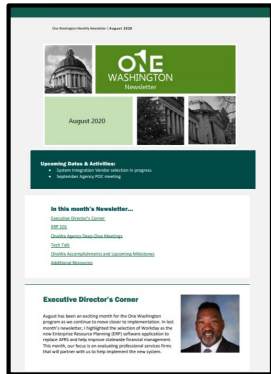
Monthly Newsletter
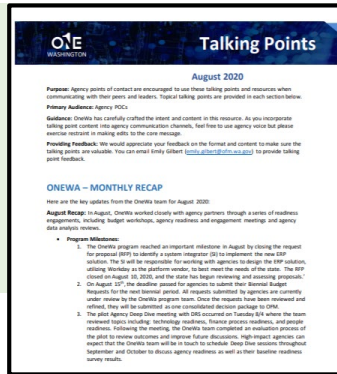
Monthly Talking Points

Program Videos

Workday 101 One Pager

ERP 101 One Pager

? How Can I Make Sure These Communications are Utilized?

- Notify relevant agency staff when new/updated products are available

- Encourage staff to follow One Washington on social media

- Email products and links to highly impacted staff (IT and Finance staff who administer current systems impacted by One Washington , AFRS users, etc.)

- Ask for time in staff meetings to share these products and socialize One Washington

For more information and resources regarding One Washington, visit our Website & follow us on Social Media

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We'd like to hear your feedback about what topics we should cover in the next POC Meeting.

1. Open an internet browser (Internet Explorer, Chrome, etc.)
2. Go to pollev.com/onewa
3. Enter as many topics as you want that you'd like to hear about.
4. Topics that others enter will be displayed.
5. Click the "thumbs up" icon (👍) to "upvote" any option. Upvoting indicates you agree with that topic.
6. Click the "thumbs down" icon (👎) to "downvote" any option. Downvoting indicates you disagree with that topic.

Closing Remarks

Thank you for your attendance and participation.

- Q & A
- Next Steps
  - Next meeting in November
  - Suggest future topics to One Washington inbox

If you have any feedback, comments, or questions, please contact us at:

OneWa@ofm.wa.gov