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Upcoming activities

- Configure and prototype phase begins in July
- Integration design kicks off July 7
- Tech Talk Live! scheduled for July 21



EXECUTIVE DIRECTORS CORNER

As you have likely heard, the Legislature approved the 2021-23 state operating budget, which provides about \$60 million to the One Washington program, and was formally signed by the governor on May 18. This funding will allow One Washington to complete phase 1a: core financials implementation of Workday and begin phase 1b: expanded financials and procurement. This includes program and pool funding for the agency OCM pool as well as the One Washington technology pool. We are excited to be able to help support agencies through these funding pools. For those agencies that are automatically eligible or eligible by exception, we hope you will take advantage of this opportunity and apply for the resourcing support for your agency.



We are about to reach a key milestone for the project starting in July, which is the kick-off of the integration design as we enter the configure and prototype phase of the project. What does this mean? It means that we will begin utilizing the information we have gathered from agencies through our various workshops and sessions (i.e. Foundation Data Model workshops, Process Design Discovery Sessions, etc.) to begin building the tenants, or environments, in Workday.

As we have mentioned previously, we are taking a hybrid-agile approach to the design of the system, which means that the design process will be iterative and continue to build and evolve as we work through designing our solution in Workday. We appreciate your flexibility and understanding through this process, which for many people is a new experience.

I also want to take the opportunity to thank all of the Agency Support Team leads. You all have been extremely dedicated and engaged in keeping up with all of the tasks required to keep your agency on track, connecting with our program team to get the right people into meetings, and providing excellent feedback to the program. We so greatly appreciate your continued efforts and recognize that we would not be successful without your hard work and commitment.

Again, thank you for your continued commitment to One Washington and to helping agencies prepare for the exciting changes ahead.

Best,

Vann

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AGENCY SPOTLIGHT: DEPARTMENT OF ENTERPRISE SERVICES (DES)

We spoke with Lynne McGuire, the chief financial officer and the AST sponsor for DES, and Gwen McClanahan, financial services manager and AST lead for DE S,



to ask them about DES's engagement with One Washington and how their agency is preparing to transition to the new Workday system.

What are you most looking forward to in the new Workday system?

Lynne: We are excited for an updated and modern system that will support end-to-end business processes and provide our team and customers with more of the financial information they need. As a provider of enterprise services, we appreciate the benefits enterprise solutions can offer and are enthusiastic supporters of this effort.

Gwen: We are also excited that the new Workday system will have all of the capabilities that we currently have in our accounting system, but with more. There will be greater flexibility, and research and reporting will be easier in Workday. The small agency customers that we support are definitely interested in how the new system will change processes and affect them. As we near implementation, we are learning more and more about the benefits of the new system and sharing those benefits with our customers.

Speaking of the DES-supported small agencies, how are the smaller agencies needs different from some of the larger agencies and how are you addressing those needs?

Gwen: DES is working closely with One Washington on behalf of the DES-supported small agencies. Even though our customer agencies aren't as involved as larger agencies, there are still areas where they need to be aware and engaged with One Washington. Our DES team is working to make the small agency touchpoints with One Washington as easy as possible. We also take the time to review communications coming from the program to call out clearly what the agencies need to be aware of or do, and which things DES is handling on their behalf.

A common theme from the smaller agencies that they do not feel they have enough time to commit to One Washington and are still unsure how the system is going to affect them. We work hard to remind them that DES is taking care of a lot of this for them, provide them real-life examples of what they expect, and try to ease their minds that we have things covered.

Lynne: We also reiterate to them that as things change, we will provide them with updates and are here to help them adjust to the new processes.

What recommendations do you have for other agencies as they get deeper into their One Washington journey?

Gwen: Our DES internal agency team involvement with the program is strong. We meet regularly to discuss what's happening with One Washington and stay informed together as a group. I would recommend that other agencies communicate regularly internally to make sure that everyone is on the same page.

Lynne: In advance of program work sessions and product reviews, we come together to brainstorm the questions we might have. This has helped us imagine the future, share perspectives and ideas and better prepare to learn and contribute in these forums. We also try to debrief and share after the sessions and workshops to make sure that we pass along knowledge and that we are including and connecting the right people in the discussions. One of our project principles is to do our best to help others succeed in this endeavor—customers, colleagues, stakeholders and partners. Inclusion, sharing and support are keys to this success.

One thing we have realized is that One Washington is not the only project that is building iteratively. Our understanding – those “ah-ha” moments – are also coming in waves. That is OK and a natural part of this approach. Just embrace that feeling continue to be engaged, learning and asking questions.

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OVERVIEW OF ONE WASHINGTON AGENCY FUNDING POOLS

During phase 1a of implementation, state agencies will need to perform readiness activities in preparation for the Workday system go live scheduled for July 2022. For example, all agencies will adapt to a new, standardized chart of accounts, align business processes to fit the new Workday system, integrate Workday with other agency systems and coordinate with the program on data conversion from replaced IT systems. Additionally, agencies will need to provide change management, communications and training support for finance and accounting staff, so they have the knowledge and skills to effectively perform their jobs in the new system.

To help agencies address these requirements, One Washington requested funds to create two funding pools – the One Washington technology pool, and the agency organizational change management pool. These pools will help agencies obtain

additional resources for IT and organizational change management readiness activities. These additional resources are important because recent surveys indicate agencies do not currently have enough capacity to complete readiness activities with existing staff.

What is the One Washington technology funding pool?

This pool is intended to provide funding for agency IT resources, and support to update interfaces and replace existing systems. This process kicked off last year when we asked for agency input on the support they may need prior to the program requesting these funds in the 2021-23 biennium budget.

What is the agency OCM pool?

This pool is intended to provide funding for OCM resources to help manage agency readiness activities within their agency for phase 1a.

Is my agency eligible to apply?

An agency's eligibility was based on agency size, complexity, and the degree of impact resulting from the One Washington Workday implementation. Agencies were evaluated separately for their eligibility for the agency OCM pool and the One Washington technology pool. Eligible agencies have already received instructions on how to apply for resources. If your agency did not receive application instructions, then your agency is not eligible to apply for the pool. To learn more, please see the [budget resources](#) page on our website.

How will ineligible agencies be supported throughout phase 1a?

Agencies who are not eligible to apply for the agency pools will be supported in the following ways:

- Small agencies who receive financial services from DES Small Agency Finance Support will receive support from DES. One Washington will work with DES to evaluate and address resource needs to provide small agencies with support as needed.
- Other small agencies will receive direct support from the One Washington OCM team, as needed, in the form of products such as slide decks, talking points, FAQs, etc.
- The One Washington OCM team will also be available to meet with ineligible agencies to better understand their change management needs throughout phase 1a.

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CHANGE IMPACT ASSESSMENT UPDATE

In our [May newsletter](#), we introduced the One Washington phase 1a Change Impact Assessment. The Change Impact Assessment remains in progress and will help identify the impact to people, process, and technology activities throughout implementation.

The Change Impact Assessment categorizes phase 1a change impacts by process area and indicates which specific stakeholder roles will be impacted as a result of the change. It explains what activities will start, stop, and continue as a result of phase 1a. The information captured in the assessment will also be used to inform future program communications and will help shape the phase 1a training strategy and curriculum.

Many of the inputs for the Change Impact Assessment were gathered during Foundation Data Model sessions, Process Design Discovery sessions, and Business Process Analysis sessions from February through May 2021. The information gathered is still undergoing validation with our finance subject matter experts who are aligned to each of the configuration workbooks for phase 1a.

Some of the early benefits for phase 1a changes that have been identified include:

- More **streamlined and efficient** financial business processes across agencies.
- **Consistent terminology** usage for agency staff.
- More **timely coding and approvals**.
- Opportunity to **minimize tenure history issues** so things are not lost when moving between agencies.

As more change impact details are communicated, we will continue to encourage agency SMEs who are involved in these efforts to remain heavily engaged with review and validation to help make sure we are covering design scenarios to meet agency needs.

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PROJECT ACTIVITIES: 30/60/90-DAY LOOKAHEAD

For those who are actively engaged in the details of the project, the following table provides a view into the activities happening in each of the One Washington workstreams (program, process, technology, and OCM & Training) over the next 30, 60 and 90 day periods.

Workstream	30 Days	60 Days	90 Days
Program	<ul style="list-style-type: none"> FY 22 Technology & Agency OCM funding pool processes – application instructions, submission, review, and selection 	<ul style="list-style-type: none"> FY 22 Technology & Agency OCM funding pool processes Development and submission of supplemental decision package to the state 	<ul style="list-style-type: none"> Development and submission of supplemental decision package to the state
Process	<ul style="list-style-type: none"> FDM blueprint refinement User story creation Procurement fit gap analysis Testing strategy 	<ul style="list-style-type: none"> FDM blueprint refinement 	<ul style="list-style-type: none"> FDM blueprint refinement Customer confirmation sessions
Technology	<ul style="list-style-type: none"> Legacy system inventory and remediation agreements creation Integration design Data validation and conversion Configuration 1 tenant build 	<ul style="list-style-type: none"> System security plan development Legacy system remediation Agency system integration design Reports development and testing 	<ul style="list-style-type: none"> Legacy system remediation Agency system integration design Reports development and testing Integration build and testing
OCM & Training	<ul style="list-style-type: none"> Agency support team and agency readiness checklist activities Training needs assessment Communications 	<ul style="list-style-type: none"> Agency support team and agency readiness checklist activities Communications Training strategy development 	<ul style="list-style-type: none"> Agency support team and agency readiness checklist activities Communications Agency information sessions OCM pulse checks

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RESOURCES

The following list represents some of the resources available on [our website](#):

- [One Washington benefits](#): Learn more about the benefits of the One Washington program.
- [Why Workday one-pager](#): Description of why the state selected Workday as the ERP system vendor.
- [SaaS 101](#): Background information about Software as a Service solutions.
- [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.
- [Modernization roadmap](#): Find more detail about upcoming One Washington milestones.
- [Frequently asked questions](#): Find answers to common One Washington questions on our FAQ page.

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NEW PROGRAM MEMBERS

We also welcome the following individuals to the One Washington program team:

- Jessica Armstrong – OCM Director
- Jennie Wills – Agency Deployment Lead
- Rick Rauenhorst – Technical Architect
- Bridget Rivera – Administrative Assistant Lead

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Do you have questions to ask or feedback to provide?

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

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