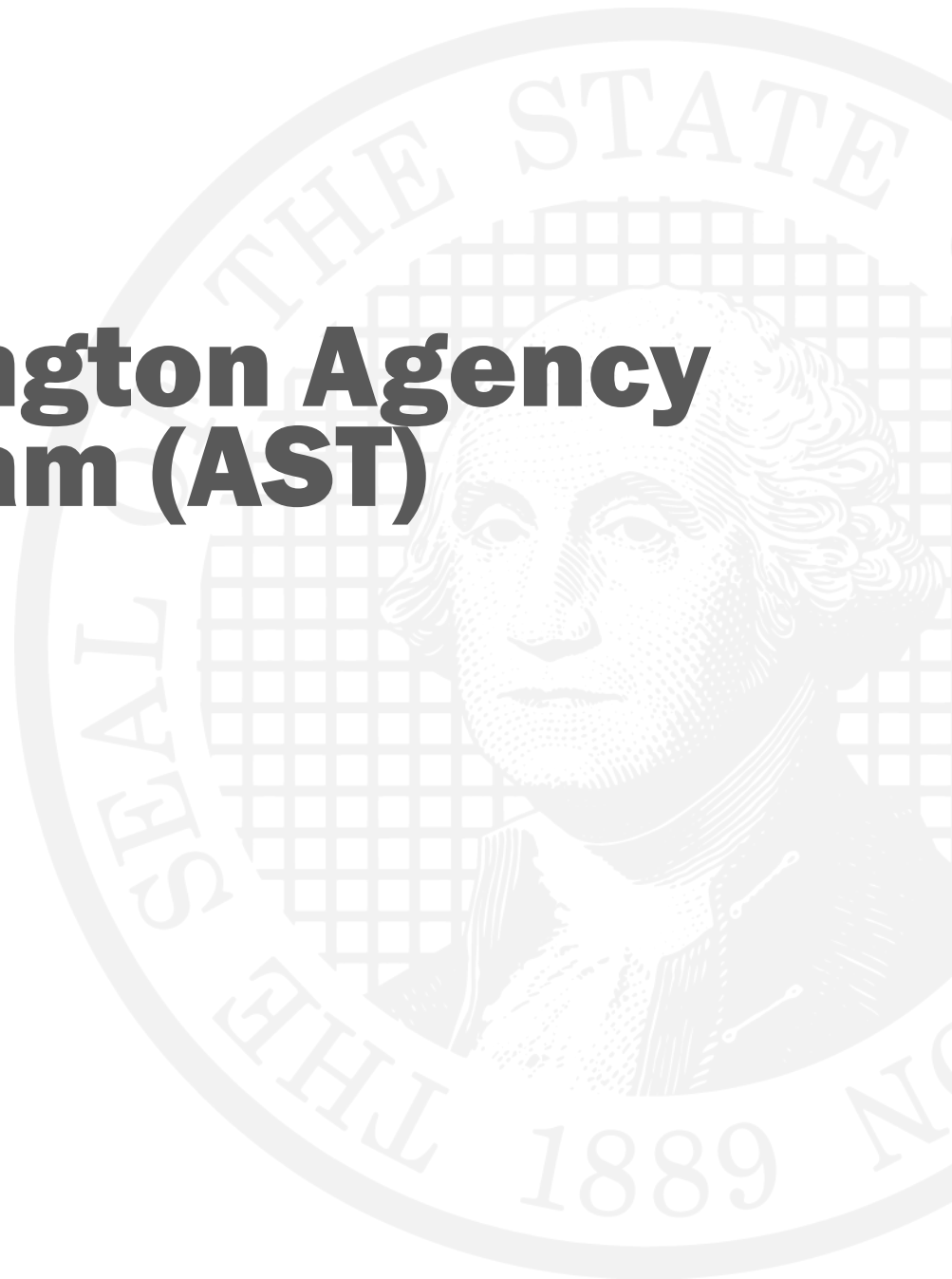


December 10, 2020

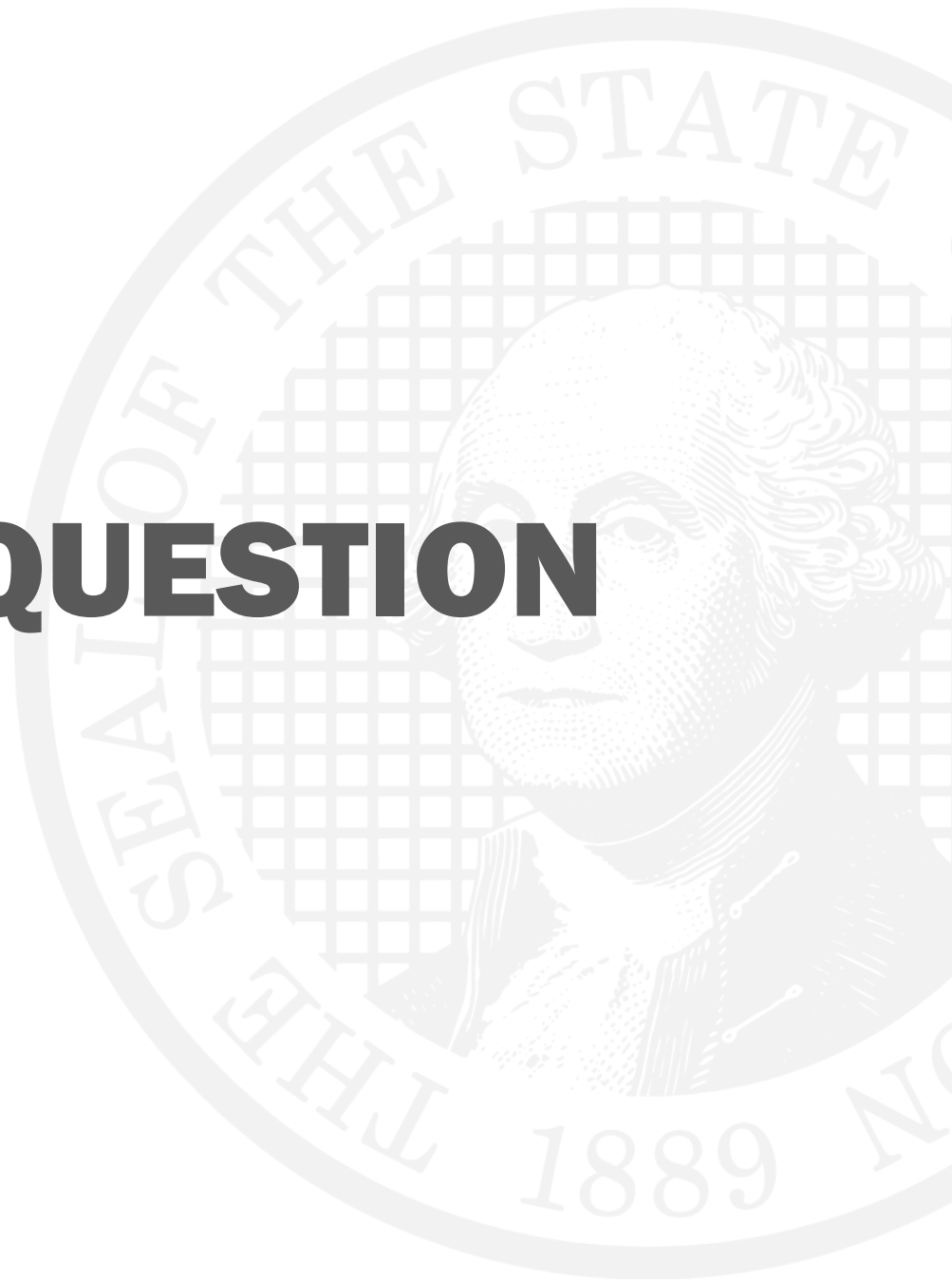
One Washington Agency Support Team (AST) Townhall



Agenda

Topic	Description	Duration
Introduction / Agenda	<ul style="list-style-type: none">• Welcoming Remarks and Agenda• Polling Question	5 min
AST Structure Options & Roles	<ul style="list-style-type: none">• Overview• Structure Options• Roles and Time Commitments• Q&A	25 min
AST Timeline	<ul style="list-style-type: none">• Timeline• Q&A	10 min
Upcoming Activities	<ul style="list-style-type: none">• Timeline• Q&A	15 min
Closing Remarks	<ul style="list-style-type: none">• Wrap up• Next Steps	5 min

POLLING QUESTION



AST STRUCTURE OPTIONS & ROLES



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

AST Structure



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

One Washington Pre-Launch Activities

Activity	Schedule
Identify Sponsors and AST Leads; conduct on-boarding and familiarization activities	Dec 2020 / Jan 2021
Mobilize AST Network and kickoff monthly meetings	Jan / Feb 2021

AST Role Descriptions

Below are brief descriptions of the AST positions/members.

Role	Description
Agency Sponsor	<ul style="list-style-type: none">• Overall leader of the One Washington business transformation within the agency, serve as advocate & mobilize agency staff.• Set priorities, clear obstacles, and mitigate risks.
AST Lead	<ul style="list-style-type: none">• Manage agency-specific plans and tasks in support of One Washington implementation.• Lead completion of One Washington activities and report on progress, risks, and concerns
OCM SMEs/Agency Change Agent(s)	<ul style="list-style-type: none">• Responsible for One Washington-related OCM activities• Support impacted staff to successfully adopt the enterprise-wide processes and Workday solution.
Finance SME(s)	<ul style="list-style-type: none">• Participate in discussions, sessions, training and workshops pertaining to the process areas on behalf of the agency.• Modify agency systems and integrations.• Assist with various data-gathering, data conversion, and validation activities.
Technical SME(s)	

Sponsor Responsibilities and Key Actions

Active and visible sponsorship is the number one contributor to successful change.

Responsibilities

- ❑ Serve as “champion” for One Washington.
- ❑ Attend routine Agency Sponsor meetings.
- ❑ Select the Agency Support Team (AST) network structure* most appropriate for their agency and fill AST roles
- ❑ Maintain accountability and timeliness for executing Agency Readiness Checklist (ARC).
- ❑ Set priorities, clear obstacles and mitigate risks related to One Washington.

Example Sponsor Actions

- ✓ Set the example and actively advocate and show support for One Washington through words and actions (we will help!)
- ✓ Encourage feedback and establish routine two-way communications (allowing for feedback and Q&A sessions).
- ✓ Communicate to reinforce and ensure consistent messaging within the agency.
- ✓ Hold direct, face-to-face meetings with direct reports to explain “what, why and how” and ask them to hold similar meetings with their teams.

*Note: more information forthcoming regarding AST sponsor activities

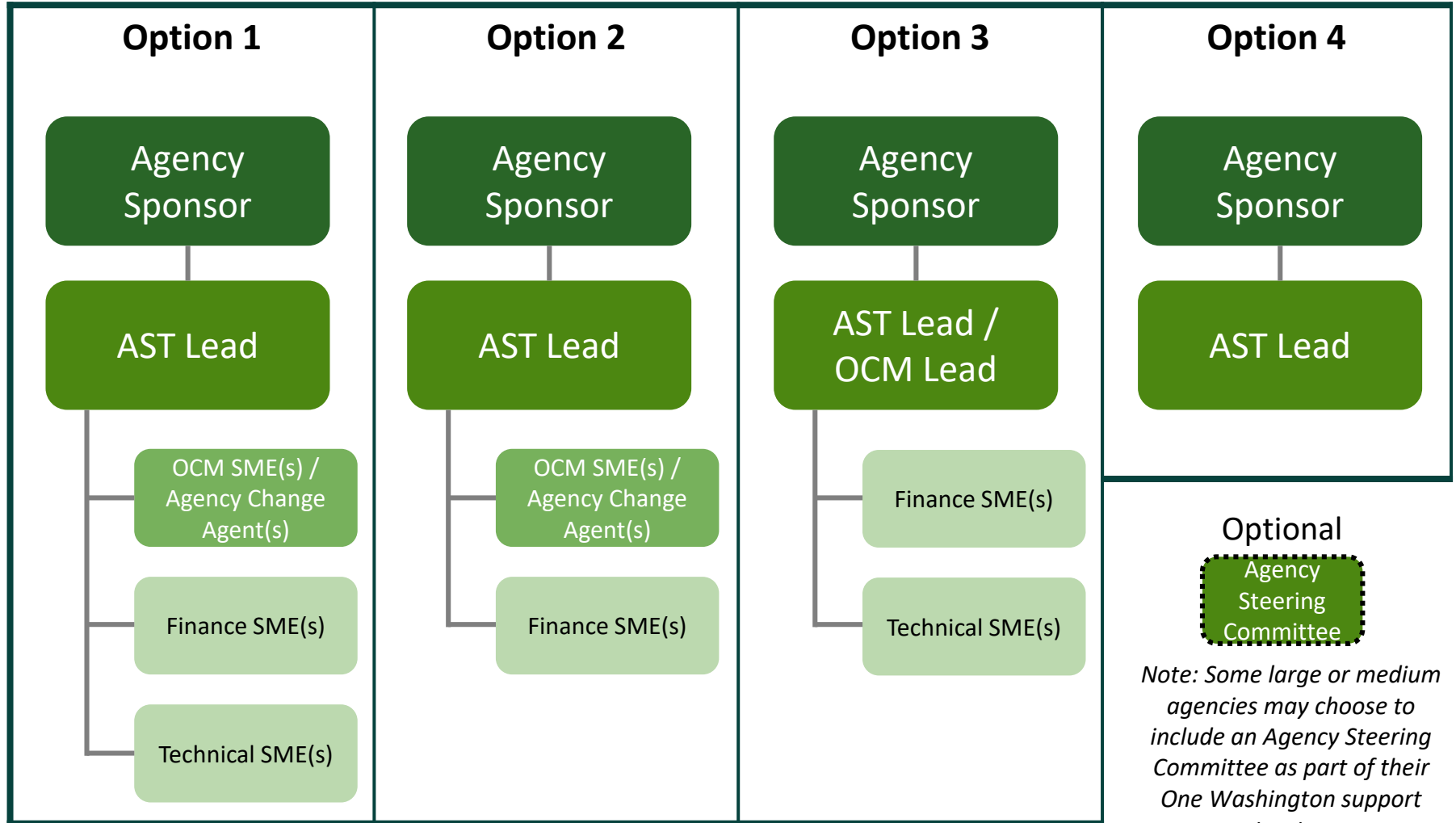
Highlighting the Role of the AST Lead

Agency Support Team Leads play an important role in the new AST structure.

POC Responsibilities Today	AST Lead Responsibilities	Time Commitment
<p>Facilitate communications between the agency and the One Washington Team and serve as primary day-to-day contact</p>	<ul style="list-style-type: none"> • Responsible for executing agency-specific tasks in support of One Washington • Lead completion of One Washington activities and report on progress, risks, and challenges • In collaboration with agency leadership, request involvement from other agency staff as necessary to complete One Washington activities • Attends monthly AST meetings • Reviews and reports on agency’s progress for One Washington activities on a monthly basis • Facilitates communications between the agency and One Washington • Acts as an early-adopter to learn about One Washington and support One Washington activities • Advocates for One Washington and builds support and buy-in among agency staff 	<p>Estimate: 2-8 hours/month (first 3 months)</p> <p><u>Note:</u> Hours will increase over the life of One Washington and ebb and flow based on One Washington activities</p>

AST Options

Agencies should select an option based on size, impact (as you know it today), and culture.



Frequently Asked Questions – Structure/Options



Will the AST Network replace the POC Network?

Can my agency have more than one AST Lead?

My agency is very small, can one person be the Sponsor and AST Lead?



AST TIMELINE



Agency Support Team (AST) Timeline

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

Agencies fill AST Lead Role by December 18



Create AST Plan ✓

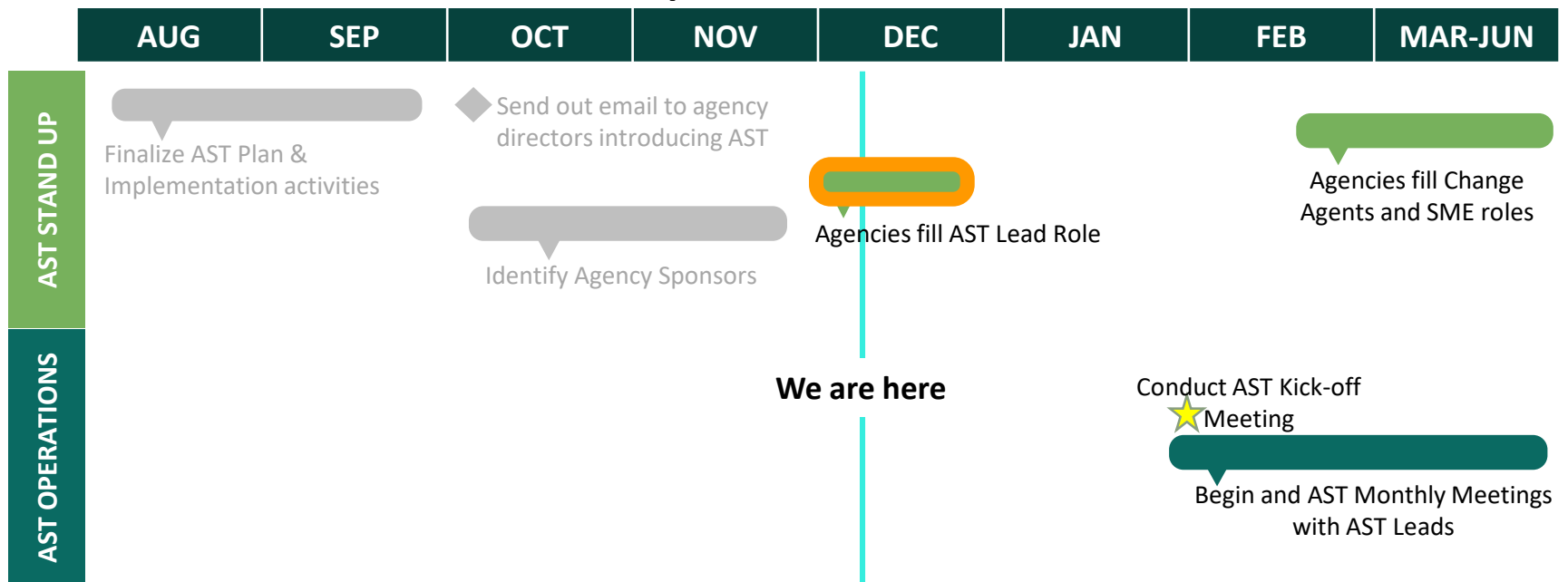


Identify agency sponsors ✓



Please fill AST Lead Role by Dec 18

AST Implementation Activities



Frequently Asked Questions – Timeline



When will the AST be implemented and finalized?

What is the duration of the AST roles?

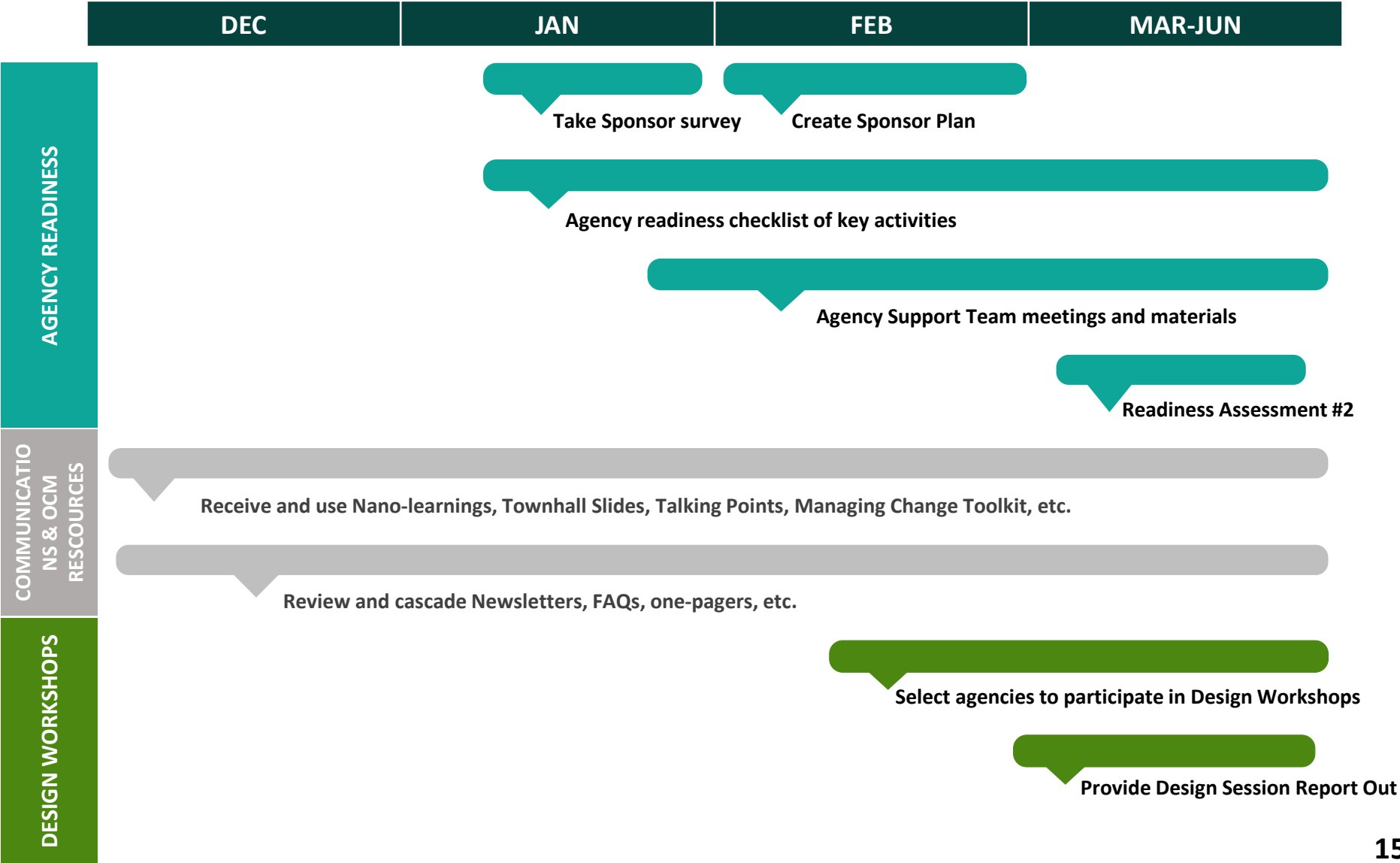


UPCOMING ACTIVITIES



Upcoming One Washington Activities

Plan & Design (Architect) Workday



Closing Remarks

Thank you for your attendance and participation.



- Q & A
- Next Steps
 - Send AST Lead name to One Washington at the email below by 12/18
 - Start working with AST Lead to identify others to fill AST roles as required
 - Sponsor Survey (more to come!)
 - Sponsor Plan (more to comes!)

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

OneWa@ofm.wa.gov

APPENDIX





The DOC has done a great job of building an Agency Support Team (AST). Below are a few tips to help other agencies establish their ASTs.



Jim Dunivan

Enterprise Results Director,
WA State Department of Corrections

Tips for Setting up your Agency Support Team:

- Utilize **existing structures**, for DOC it's our project team
- Clear lines of **communication**
- Include and engage those who have been involved historically, **acknowledge their contributions and effort**
- **Identifying Sponsor** – DOC's Deputy Director is very influential and engaged, coaching of Sponsor (don't assume based on title)
- **AST Lead** – current POC may not be best positioned, actively understanding who needs to be involved, project manager role, not a passive role
- Org chart of AST with **clear roles and responsibilities**
- **Executive status reports** and messaging to the agency



AST Sponsor

OneWa Advisory Committee Members

AST Lead

PM/OCM Team

Technical Team

- Architecture
- Security
- Systems
- Network
- Applications
- Data
- BA

Business Process Subject Matter Expert (SME) Teams

Financials	Contracts	Procurement	Budget
Data Warehouse	Correctional Industries	Payroll	Human Resources