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| **Questions** | **Answers** |
| **What is the purpose of this assessment?** | The purpose of the assessment is to measure the initial readiness level of each agency’s people and processes for One Washington. Technology readiness questions are gathered separately through the Agency System/Interface data request. |
| **What type of data is going to be collected?** | The Baseline Readiness Assessment survey is collecting data about people and process readiness for each agency. The majority of questions in the survey ask respondents for their level of agreement with statements about agency readiness and maturity levels for different process areas (finance, procurement, budget, HR and payroll, along with organizational change management). |
| **How will the data be used?** | The data helps the One Washington team know the amount of organizational change management needed and the level of support agencies may need for the OneWa people and process transformation and system modernization. |
| **When will the assessment happen?** | The survey is open from November 12 through December 6. |
| **Why is this assessment happening now?** | While it may seem the outcomes of the OneWa program are a long way off, there are readiness activities agencies will need to complete prior to the first OneWa deployment. The Baseline Readiness Assessment is happening now so that the program can support early change management efforts and prepare agencies. |
| **I don’t work in all five of these process areas—what do I do?** | Please answer all questions in the Background, Change Leadership, Agency Employee Readiness, Organizational Change Management, and Communications categories. However, ***only***answer process area questions for your relevant process area. If a process area doesn’t apply to you, please select Not Applicable (N/A). |
| **This survey seems long—can I save my progress?** | Unfortunately, the survey tool times out after 30 minutes of inactivity, and you cannot save your work. Please plan enough time to take the survey so you do not lose your work. |
| **What if I don’t know the answer to one of the people or relevant process area questions?** | We appreciate your effort to answer these questions as accurately as possible but recognize you may not know the answers to all of them. We have provided an N/A option on each question for this reason. |
| **Where can I find more detailed instructions on how to complete the survey?** | Please use the following link to access the POC Toolkit and a recording of the survey orientation presentation: <https://ofm.wa.gov/about/special-initiatives/one-washington/agency-resources> |
| **What if I have additional questions that are not answered on the Q&A sheet or in the orientation?** | Please contact [onewa@ofm.wa.gov](mailto:onewa@ofm.wa.gov) with any questions about the survey. |
| **There are a couple of typos and formatting mistakes in the survey – are these being addressed?** | Yes – the team is aware of the typos and formatting errors and has fixed all known issues. We apologize for any confusion or inconvenience these may have caused. |
| **Some functions within my agency are supported by DES; how will information be collected from us?** | For those process services purchased directly from DES, we will gather data directly from DES (you can leave these sections blank on the survey). For the other, non-DES supported services, we will need your input. |
| **How can an agency POC know how many surveys have been completed by their agency? And by what business area?** | The OneWa organizational change management (OCM) team is tracking survey participation and will be periodically updating status on the “Wall of Success” report that will be shared with the POC network. |
| **Since the survey must be completed in one sitting, is there an offline version available for advance preparation by the participant?** | Yes, we have posted an Excel version of the survey at <https://ofm.wa.gov/about/special-initiatives/one-washington/agency-resources> |
| **Do you have a breakout of which questions apply to which processes?** | Yes, please review the Excel version of the survey available here to see the breakout of questions to processes. |
| **Will we get a copy of the survey responses for our agency?** | Yes, once the full report is complete (in Spring of 2020), we will share the results with the [agency POC network](https://ofm.wa.gov/sites/default/files/public/onewa/AGENCY_points_of_contacts_list.pdf). |
| **Are you expecting responses by Subject Matter Expert (SME) for each agency or only one?** | We are requesting multiple responses by different SMEs for each agency. Slide 6 of the [POC Toolkit](https://ofm.wa.gov/sites/default/files/public/onewa/OneWa_Baseline_Readiness_Survey_POC_Toolkit.pdf) includes instructions on how many responses to target for each process area. |
| **Are the responses anonymous?** | We are collecting names of survey participants for tracking purposes; however, the Baseline Readiness Assessment Report will be an aggregate roll-up of responses and will not include individual names. |