

## Agency system/interface request Data tab – due April 1, 2020 -- CRITICAL MILESTONE

Agencies that have not yet completed this task may be in jeopardy: There may be additional and potentially significant agency expense due to lack of systems and data planning. There is also potential impact to agency onboarding to the new system. Attention is required.

### Escalation resources:

- See the [Wall of Success](#) for specific agency status
- Escalation [week #1 recorded session](#) (launching escalation path on March 2, 2020)
- [Slide deck used in week #1 escalation](#)
- [Glossary of roles](#)
- [First email follow-up to the week #1 escalation session](#) with deadline and escalation calendar

### Additional background:

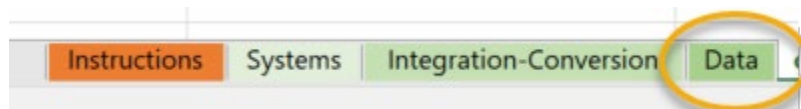
This information will provide input to the RFP process for a systems integrator. At a high level, the data will help us answer, “Which agency systems require interfaces to the new system vs. which are potential candidates for replacement by the new system?” The answers to these questions will help calculate project implementation cost.

Original request: “Agency System/Interface Request” emailed to agencies: Oct 16, 2019

Follow up email: “Action Requested: competed Data Tab of Systems/Interface Request due 4/1/2020” and emailed to agencies: Jan 28, 2020

The request is in two parts:

- 1) Still active and due April 1: the “Data” tab from the spreadsheet
- 2) Past due if not already completed: Internal systems that will be impacted by the OneWa modernization effort (the Systems tab; the information about the interfaces in and out of these systems that contain enterprise data (the Integration-Conversion tab). See the [Wall of Success](#) for specific agency status.



### Request for authorized agency users – Ongoing

Related to the agency system/interface request above. Agencies that provide systems and/or interface information can access their own data via a centralized self-service reporting tool. To gain access to the tool/reporting, a member of the agency’s point of contact list must originate an email with the name and contact information for agency staff. No further action is required of agencies that do not have systems/interfaces. “Authorized Access” emailed to agencies: Nov 13, 2019

**\*\* THE INITIATIVES BELOW HAVE COMPLETED \*\***

## **Deloitte baseline readiness assessment survey – Complete (results forthcoming)**

The “people” side of change is often the most challenging area for large transformation efforts. The first step in organizational change management is knowing where we are. The baseline readiness survey includes both people and process questions and will help us answer, “What is the initial level of support that agencies need for OneWa? How much organizational change management is needed?” Technology readiness will utilize the data collected in the System/Interface inventory request.

“Agency Baseline Readiness Assessment Survey” emailed to agencies: Nov 12, 2019

Recognizing that some agencies are much larger than others, our goal is to collect a proportionate number of responses based on size. The Wall of Success depicts the number of agency responses received so far and the target number of agency responses as the goal.

## **Hackett Group benchmarking survey – Complete (results forthcoming)**

This work compares the state’s performance against peer group data made available through Hackett. The output is expected to bolster the business case for transforming the state’s administrative business functions. It will help us answer, “What efficiencies can the state gain in its administrative operations?”

“Agency Benchmarking Survey” announcement to agencies: Nov 13, 2019

## **Hackett Group benchmarking supplemental survey – Complete**

Similar to the primary benchmarking survey announced on Nov 13, 2019, the supplemental survey will measure the state enterprise against peer group data. The supplemental focuses on *state employees’ perception of the services received from agency finance and procurement departments*. We’ll have data that answers the question, “What is the perceived satisfaction of internal agency customers?” As explained in the original benchmarking notice, data will only be published at the enterprise level.

“Request: Benchmarking Supplemental Survey” emailed to agencies: Dec 6, 2019

Please see [the agency resource page](#) for agency status and other supporting information.

How can we make information resources more valuable to you? Questions and feedback are encouraged at [onewa@ofm.wa.gov](mailto:onewa@ofm.wa.gov).