

September 2020

Purpose: Agency points of contact are encouraged to use these talking points and resources when communicating with their peers and leaders. Topical talking points are provided in each section below.

Primary Audience: Agency POCs

Guidance: One Washington has carefully crafted the intent and content in this resource. As you incorporate talking point content into agency communication channels, feel free to use agency voice but please exercise restraint in making edits to the core message.

Providing Feedback: We would appreciate your feedback on the format and content to make sure the talking points are valuable. You can email Emily Gilbert (emily.gilbert@ofm.wa.gov) to provide talking point feedback.

ONE WASHINGTON – MONTHLY RECAP

Here are the key updates from the One Washington team for September 2020:

September Recap: In September, One Washington worked closely with agency partners through a series of agency readiness and engagement meetings and agency data analysis reviews.

Program Milestones:

- The One Washington program reached an important milestone by closing the request for proposal (RFP) to identify a system integrator (SI) to implement the new ERP solution. The SI will be responsible for working with agencies to design the ERP solution, utilizing Workday as the platform vendor, to best meet the needs of the state. The One Washington program is in the process reviewing all submissions with a goal of selecting a SI vendor by mid-fall.
- The One Washington program has reviewed budget requests submitted by impacted agencies. The OFM team is in the process of reviewing the full decision package.

TALKING ABOUT ONE WASHINGTON

This section is intended to highlight the One Washington team's recommendation in messaging upcoming or accomplished milestones and program updates for different stakeholders within your agency.

WORKDAY

The One Washington program has selected Workday as the ERP system vendor. Workday offers its financial management and ERP system on a common platform. This company is expanding rapidly to support large enterprises and focuses on service-centric sectors, including healthcare, financial services, insurance, professional services, retail, higher education and government. Workday is highly rated for their customer satisfaction, service and support. They are known for having high-quality technical

support and vendor responsiveness, as well as for their strong deployment services in their ease of deployment and integration.

WORKDAY TALKING POINTS

- Over 50 public sector organizations use Workday, employing over 400,000 workers across the country. Workday customers include six state governments as well as several city and county governments with populations of more than 500,000 people.
- Applications designed specifically for the cloud, such as Workday, have been proven to meet the requirements of organizations in the most heavily regulated and risk-averse industries worldwide.
 - Security is a top priority within the public sector. You can be confident that Workday's security model will also meet the needs of your organization.
 - The cloud offers secure gateways for data access to protect sensitive information.
 - Security measures prevent data loss and ensure proper authentication of user access to the system as a whole.
- Workday is delivered through a subscription-based predictable-cost model that includes services not found in traditional licensing models (e.g. mobile solutions, ongoing software maintenance, regulatory compliance updates, secure data backups, disaster recovery etc.)
- The new ERP system is intended to give agency leaders easy access to real-time data so they can make more informed, strategic decisions about how tax dollars are spent, and to empower employees to better serve their agencies' mission.
- Replacing Agency Financial Reporting System (AFRS) and WSDOT's Transportation Reporting Accounting and Information System (TRAINS) with a modern system is necessary. The back-office systems that support the missions and functions of the state of Washington and serve the needs of its constituency were built during a time of smaller budgets, less personnel and fewer constituent needs. The systems are aging, poorly integrated with one another, require heroic efforts by staff to operate, and pose identifiable risks. Today's expectations of "on-demand" decision-making and greater transparency and accountability are hard to achieve with the current systems in place.
- This upgrade will provide many benefits to Washington, most notably, an integrated ERP solution that will allow agency leaders clearer insight into accounting activities for better decision-making. It will also provide improved functionality, user-friendly technology, simpler maintenance, and better remote access.

SOFTWARE AS A SERVICE (SAAS) INFORMATION

The current AFRS system is hosted on an on-premises, state run data center, which Washington state built. In shifting to our new Workday ERP solution, the state will move away from the on-premises server and will utilize a SaaS licensing model that will be hosted on a cloud server. The One Washington program recognizes this is a new concept for many people. We are here to help you become as informed as possible about the One Washington program and the changes from the new Workday ERP system.

SAAS TALKING POINTS

- SaaS is a software licensing and delivery model in which a service provider hosts applications for customers and makes them available to customers via the internet. Software is licensed on a subscription basis and is centrally hosted on a cloud server.
- Many private and public sector organizations are using SaaS solutions to outsource software maintenance and control costs. This type of system delivery model is helpful because it is quick to deploy, requires no infrastructure (accessed via the internet), delivers automatic updates and manages all backups and data recovery. This allows the state to free up valuable resources and time.
- The cloud can refer to anything remotely hosted and delivered via the internet. The cloud is a set of technologies (computers, servers, databases) that make up the technological infrastructure of the system on which the SaaS is hosted. All cloud programs are run by software and SaaS specifically is the business software applications that are delivered via the cloud.
- SaaS vendors, including Workday, recognize that every organization is unique and there is not always a one-size-fits-all solution for all government entities. Washington will be able to work with Workday to help design the system in a way that works best for its needs.

ENTERPRISE RESOURCE PLANNING (ERP) 101

The One Washington program is excited to partner with Workday to bring a world-class ERP system to Washington. If ERP systems are a new concept – or if you need a refresher – see the overview below to learn more about ERP systems and the benefits of having an enterprise-wide ERP.

ERP TALKING POINTS

- An ERP is a set of common business practices and a software system that implements core business practices across an organization. A complete ERP system combines business functions (finance, procurement, budget, payroll and HR) across an organization's main resources – its people, money, information and assets – and provides decision makers with real-time enterprise information.
- The new ERP system will be implemented in phases beginning with phase 1a, which focuses on replacing the state's aging financial system and modernizing core financial processes. The Chart of Accounts (COA) is the center of many ERP software systems. The new ERP system will include a standardized enterprise-wide COA.
- By implementing an ERP solution and transforming the processes that support the state's business, One Washington will help ensure decision-makers have access to data that is accurate and timely, standardize common business processes across agencies and improve service delivery.
- ERPs provide real-time visibility into agency financial data, which is one of the greatest benefits of an ERP. By providing up-to-the-second information on available resources and the progress of orders and initiatives, ERP's allows state governments to be agile and quickly respond to any changes or requests.

TECH TALK

As we move towards ERP implementation, we want to provide individuals in IT roles with information and tools to understand the IT impacts of the new system. Our “Tech Talk” section in the newsletter and talking points will help get IT users up to speed. Please note that some agencies will have more technology impacts than others, so some of the information may or may not apply to your agency. We will continue to keep you updated and informed throughout the duration of the One Washington project.

TECH TALK TALKING POINTS

- This fall, the One Washington program will work with agency POCs and agency leadership directly to discuss our data conversion needs for agency systems that will be replaced during phase 1 (Core Financials/July 2022). The program will also ask that agencies continue to update their Readiness Inventory (systems and data).
- One Washington is planning to make progress on several more critical activities in the near-term, including:
 - Validate data analysis reports
 - Assess the system integrator’s approach/ proposal
 - Technology pool process
 - Security plan of action and milestones (POAM)
 - Technical deliverable inventory
 - OFM ITSD invitation to agencies to select AFRS standard interface move dates
 - Agency reporting needs survey
 - Validation of integration plan with the system integrator
 - Office of Cybersecurity review phase 2
 - Tech Talk Live! October 29, 2020 at 11:00am

AGENCY SUPPORT TEAM (AST) PLANNING

Successful implementation of the State’s new ERP solution will require aligning agency leadership around a shared vision for the One Washington future-state and engaging support and participation from agency staff with the right skills and abilities. As One Washington moves into implementation, a different kind of support is needed throughout the agencies to prepare for deployment of the new system and processes.

During current and previous phases, the POC Network played a critical role in communicating key messages across agencies. Implementation requires us to create a different support structure – the Agency Support Team (AST) network. The AST will be comprised of staff who understand agency systems and business practices. They will help coordinate and complete readiness activities (people, process, and technology) in conjunction with the One Washington program team and agency leadership so that everyone is ready and prepared for One Washington.

AST TALKING POINTS

- All ASTs will make up the One Washington AST network. Agencies will be able to choose the AST structure that best fits their agency’s culture and the impacts of One Washington (e.g., for small agencies, the AST may just be one or two people).

- The AST structure is an evolution of the existing POC network meant to organize agency resources to complete agency readiness activities in preparation for ERP implementation.
- The AST structure will not be a change for some agencies because they're already operating this way, but it will be a change for others.
- Additional benefits of the AST include:
 - Better knowledge sharing and collaboration between agencies.
 - Improved communications channels between One Washington and agencies.
 - Well defined roles and responsibilities to improve efficiency in completing One Washington tasks.
 - Onboarding and training program for new AST members.

ONE WASHINGTON 101/BACKGROUND

What is One Washington?

One Washington is a comprehensive, transformation program to modernize and improve the state's aging administrative systems and business processes common across state government. There are five key administrative functional areas with organizational change management and the project management office supporting the transformation for the employees and the systems that will be modernized, including finance, procurement, HR, payroll and budget.

ONE WASHINGTON BENEFITS TO AGENCY EMPLOYEES

- In implementing an ERP solution and transforming the processes that support the state's business, One Washington will help ensure decision-makers have access to data that is accurate and timely, standardize common business processes across agencies, and improve service delivery.
- ERP software is intuitive and user-friendly and allows employees to access data from anywhere with different devices, including mobile devices.
- With appropriate workflows, an ERP system can route requests to the appropriate person or group of people who need to approve or be made aware of a transaction.
- ERP functionality will help agencies better track how taxpayer dollars are spent, and will improve employee access to financial data, requiring less dependence on others to produce reports. New screens and automation will replace manual processes and spreadsheets.
- ERP systems provide data in real-time, which allows accurate reporting and information on headcount, information on staff, and organizational structures.

What does the timeline for One Washington milestones currently look like?

With funding secured, high-level implementation milestones are currently projected as follows:

| One Washington milestone... | Will be completed during... |
|--|-----------------------------|
| Announcement of ERP vendor and release of the procurement for a systems integrator* | Complete |
| Systems integrator request for proposal released | Complete |
| Systems integrator onboarded to One Washington finance implementation activities/AFRS replacement begins | Fall 2020/Winter 2021 |
| New chart of accounts available for agency use | Spring/Summer 2022 |
| Go live of initial core finance functions | Summer 2022 |

**A systems integrator is experienced with large enterprise complexities and provides implementation solutions. The systems integrator is anticipated to lead the development of a methodology to design, develop and implement the financial solution.*

To learn more about OneWa, visit our [FAQ page](#).

ADDITIONAL ONEWA RESOURCES

The OneWa program manages an [agency resources page](#) for resources related to the business transformation and program governance. The following list represents some of the resources available on the site:

- [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.
- [Budget resource page](#): This is the central location for all publicly available resources for agencies to learn more about the biennial budget process.
- [Wall of Success \(updated weekly\)](#): Use this dashboard – created during fall 2019 – to check your agency’s status on current initiatives.
- [List of agency points of contact \(updated weekly\)](#): Learn who the POC is for your agency.
- [Frequently Asked Questions \(FAQs\)](#): Find answers to common questions related to OneWa on this FAQ page.
- [Governance structure \(updated biweekly\)](#) and [org chart](#): Information regarding the governance members and how the OneWa program is structured can be found here.
- [AFRS case for change one-pager](#): Find information to help answer the “Why Now?” and case for modernizing the state’s financial administrative system, AFRS.