

August 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: OneWa 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.

ONEWA – MONTHLY RECAP

Here are the key updates from the OneWa team for August 2020:

August Recap: In August, OneWa worked closely with agency partners through a series of readiness engagements, including budget workshops, agency readiness and engagement meetings and agency data analysis reviews.

- **Program Milestones:**

1. The OneWa program reached an important milestone in August 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 RFP closed on August 10, 2020, and the state has begun reviewing and assessing proposals.
2. On August 15th, the deadline passed for agencies to submit their Biennial Budget Requests for the next biennial period. All requests submitted by agencies are currently under review by the OneWa program team. Once the requests have been reviewed and refined, they will be submitted as one consolidated decision package to OFM.
3. The pilot Agency Deep Dive meeting with DRS occurred on Tuesday 8/4 where the team reviewed topics including: technology readiness, finance process readiness, and people readiness. Following the meeting, the OneWa team completed an evaluation process of the pilot to review outcomes and improve future discussions. High-impact agencies can expect that the OneWa team will be in touch to schedule Deep Dive sessions throughout September and October to discuss agency readiness as well as their baseline readiness survey results.

TALKING ABOUT ONEWA

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

UPCOMING AGENCY READINESS ACTIVITIES

Throughout the next several months, the OneWa program will continue to host numerous agency readiness planning events and meetings in preparation for Phase 1a of the enterprise resource planning (ERP) implementation.

AGENCY READINESS ACTIVITIES TALKING POINTS
<ul style="list-style-type: none">• The technology team conducted “Agency Data Analysis Reviews” with the agencies that have the most complex data systems and/or interfaces. These meetings helped to establish agencies’ understanding of work they need to prepare for integrations and providing data to OneWa.• The OFM IT team is currently working on integration activities with agencies impacted by Phase 1A of the project.• In parallel to the technical validation meetings, agency readiness “Deep-Dive Meetings” will be conducted to review the results of the baseline readiness assessment; discuss people, technology, and process findings; and review upcoming agency readiness activities. The team conducted a pilot meeting with DRS, and they are working to schedule a second pilot meeting prior to scheduling deep-dive meetings with remaining high-impact agencies.• On August 25, the OneWa team conducted the August POC Network Meeting to provide a program update and discuss agency readiness activities. Topics discussed included: ERP 101, HR & Payroll Readiness activities, Preview of Phase 2 HR & Payroll capabilities, Technology activity 30/60/90-day look-ahead, Agency Support Team (AST) implementation activities, and agency readiness activities.<ul style="list-style-type: none">○ Below are links to the full presentation and audio recording:<ul style="list-style-type: none">▪ August POC Network Meeting Presentation▪ August POC Network Meeting Audio Recording

SOLUTION SELECTION INFORMATION

Workday was selected as the ERP vendor after a detailed due diligence process over several months that included solution demonstrations and consultation with industry peers and partners. Evaluation teams made up of agencies, state finance, procurement, budget, HR, and payroll experts provided input into the decision to select a world-class ERP solution that provides the best value for Washington.

SOLUTION SELECTION TALKING POINTS
<ul style="list-style-type: none">• The new system is 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.
- In August, One Washington closed a request for proposal to identify a systems integrator to help the state implement the solution. Their goal is to have the new vendor in place by the fall so work can begin to replace AFRS and TRAINS. *[Note: TRAINS will not be replaced until 2023.]*

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 new “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 OneWa project.

TECH TALK TALKING POINTS

- In August, OneWa completed two key technical activities:
 1. Agency system inventories (21 agencies have yet to validate their system inventories)
 2. Technical strategy documents updated with Workday information
- This fall, the OneWa 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 1A (Core Financials/July 2022). The team will also ask that agencies continue to update their Readiness Inventory (systems and data)
- In September, OneWa is planning to make progress on several more critical activities, including:
 1. Continuing the cybersecurity assessment and remediation
 2. Publishing the solution architecture document
 3. Publishing technical implementation guidance for agencies
 4. Finalizing agency system impact analysis
 5. Publishing the outbound transaction and standard interface document

ENTERPRISE RESOURCE PLANNING (ERP) 101

The OneWa 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 core of many ERP software systems. It can gather financial data from various functional/programmatic departments and generate valuable financial reports.
- By implementing an ERP solution and transforming the processes that support the state’s business, OneWa 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 allows state governments to be agile and quickly respond to any changes or requests.

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 OneWa future-state and engaging support and participation from agency staff with the right skills and abilities. As OneWa moves into implementation, a different kind of support is needed throughout the agencies to prepare for deployment of the new system and processes.

During 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 OneWa program team and agency leadership so that everyone is ready and prepared for OneWa.

AST TALKING POINTS

- All AST teams will make up the OneWa AST Network. Agencies will be able to choose the AST structure that best fits their agency’s culture and the impacts of OneWa (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 OneWa and agencies.
 - Well defined roles and responsibilities to improve efficiency in completing OneWa tasks.
 - Onboarding and training program for new AST members.

ONEWA 101/BACKGROUND

What is OneWa?

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.

What does the timeline for OneWa milestones currently look like?

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

OneWa 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 OneWa 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:

- [Modernization roadmap](#): Find more detail about upcoming OneWa milestones.
- [Budget resource page](#): This is the central location for all of the 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 Point of Contact (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.