IWDS Transition 2.0

Illinois Workforce Development System (IWDS)

Project Introduction

IWDS TRANSITION AGENDA

- Background
- Project Scope
- Project Timeline & Phases
- Discovery
- Communication
- Roles & Responsibilities
- Next Steps
- Questions

IWDS TRANSITION **BACKGROUND**

Technical End of Life
IWDS PLAN FOR REPLACEMENT

IWDS is an enterprise software system that provides the case management, data warehousing, reporting, and monitoring functions required by federal and state law.

Without IWDS or an adequate replacement system, the associated workforce programs would be unable to serve customers and DCEO would be out of compliance with grant requirements.

Why Now?
ILLINOIS WORKNET EXPANSION

Illinois workNet uses widely accepted technology standards for platforms, accessibility, responsive design, plug-ins, databases, and programming languages.

This system is currently used for non-formula workforce grants and other state-funded workforce programs such as Illinois Works.

IWDS TRANSITION
PROJECT SCOPE

PROJECT SCOPE

The new system will deliver the core functionality needed to meet the Federal and State reporting requirements and support a case management system.

- Transition the WIOA Title I and Trade data to Illinois workNet to fully replace IWDS.

- Meet the State requirements of a reporting and case management system for the workforce programs that DCEO oversees.

- Utilize a modern technology platform resulting in an intuitive user interface with a robust application and database architecture.

- Focus more on the ideal customer workflow and build the best product in the time allowed.

IWDS TRANSITION PROJECT PHASES

INITIATION & DISCOVERY

Define the scope of the project and timeline. Build and approve the project plan and schedule. Research and define the technical requirements and the business requirements. Receive approval on the user stories that will go into the development sprints.

DEVELOPMENT SPRINTS

Build the system's infrastructure then develop the system using approved user stories. Short development cycles allow teams to develop, deploy, and iterate on the product with frequent feedback from stakeholders.

USER ACCEPTANCE TESTING

In User Acceptance Testing, business stakeholders determine whether an application or feature fulfills its purpose. Because development is happening in cycles, testing happens more frequently to ensure that work is being completed towards the product's vision.

TRAINING

Hands-on sessions will be conducted to train the staff on the new system prior to go-live. End users will be provided instructional resources in a variety of formats including documents, videos, and quick start guides.

DATA MIGRATION & GO LIVE

IWDS and historical data is moved to the new application and validated.

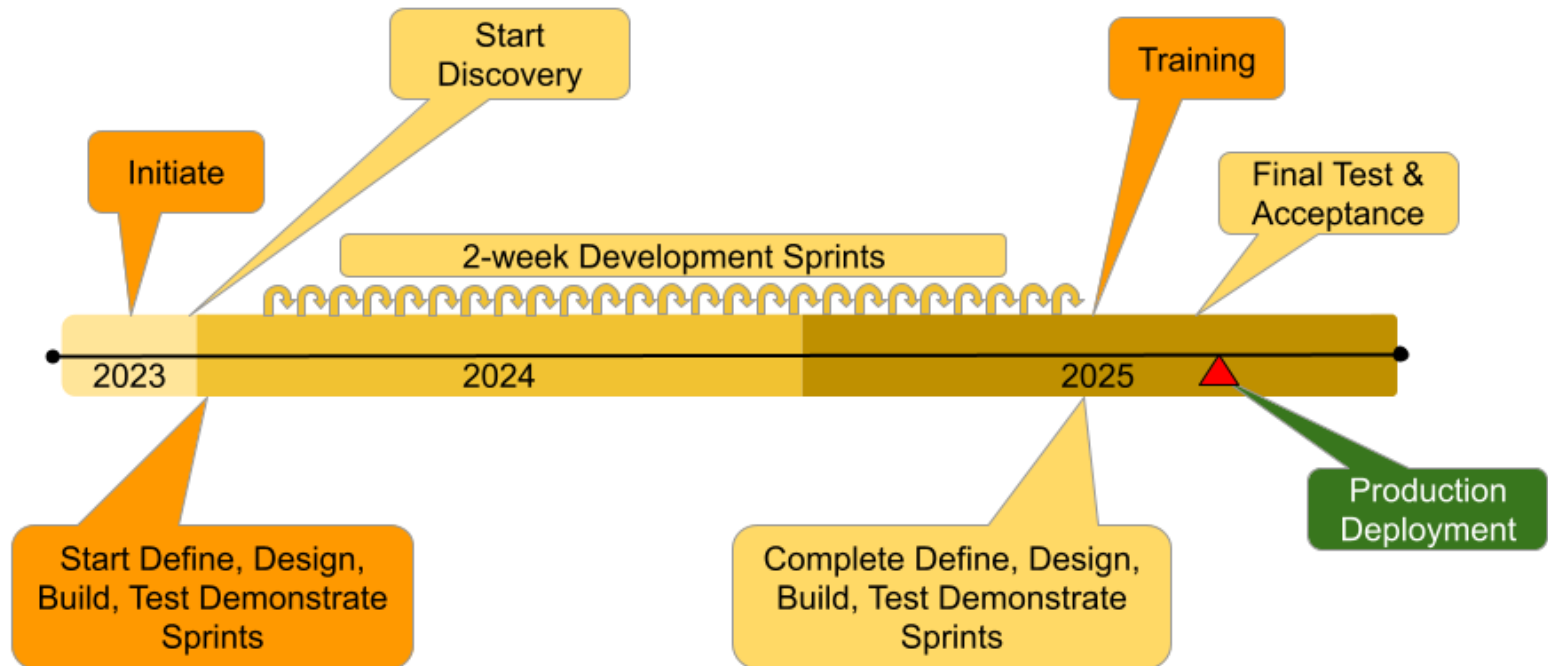Once migrated, users will only need to use the new application.

IWDS TRANSITION SPRINTING
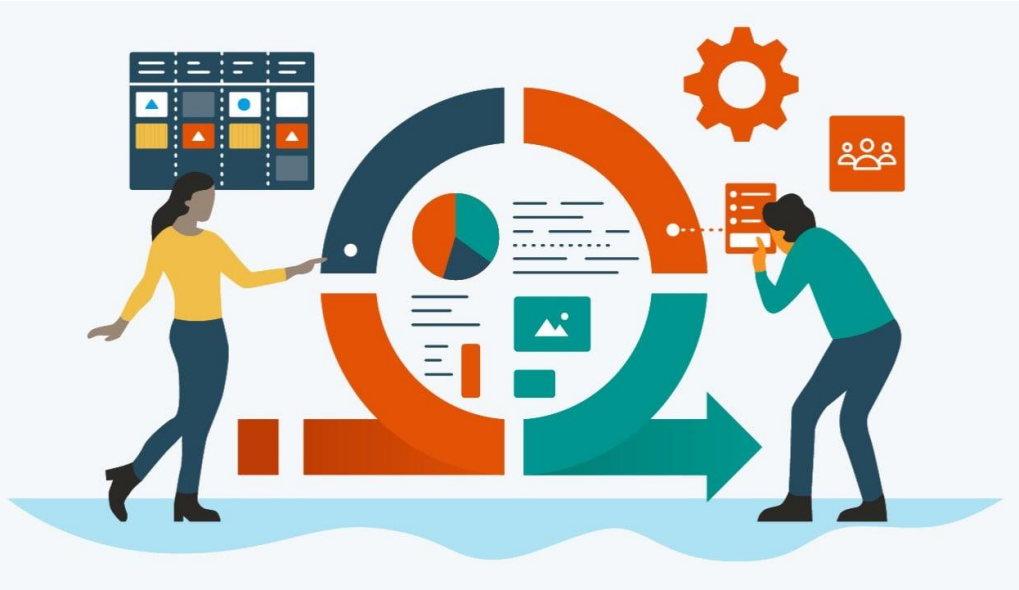
- Discovery doesn't stop with the initial discovery phase.

- Each sprint is two-weeks in duration, starting on a Friday and ending on a Thursday.

- Stories planned for current sprint were discovered & defined in previous sprints.

- Business Rules, Data Definition, User Interface Design and validation steps are all part of a fully defined user story.

- The better the definition, the lower the level of story refinement during a sprint.

Mon	Tue	Wed	Thu	Fri
				-Start Sprint -Develop -Define
-Develop -Define	-Develop -Define	-Develop -Define -Test	-Develop -Define -Test	-Develop -Define -Test
-Develop -Define -Test	-Develop -Define -Test	-Finish Testing -Define	-Demo -Planning -Retrospective	-Start Sprint -Develop -Define

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IWDS TRANSITION PROJECT TIMELINE

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IWDS TRANSITION INITIAL PROJECT SCHEDULE

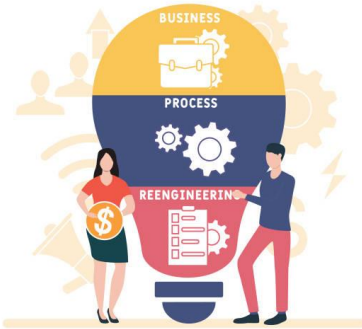| Phase	Duration Days	Start	Finish
IWDS Transition			
Initiate Project	24	Mon 10/16/2023	Fri 11/16/2023
Initial Discovery	70	Mon 10/30/2023	Fri 2/1/2024
Sprint 0 (Infrastructure development, Stories for Sprint 1)	45	Fri 12/1/2023	Thu 2/1/2024
Define, Design, Develop, Test	366	Fri 2/2/2024	Thu 7/24/2025
Sprints 1-4 (1st Qtr. 2024)	40	Fri 2/2/2024	Thu 3/28/2024
Sprints 5-10 (2nd Qtr. 2024)	60	Fri 3/29/2024	Thu 6/20/2024
Sprints 11-17 (3rd Qtr. 2024)	80	Fri 6/21/2024	Thu 9/26/2024
Sprints 18-24 (4th Qtr. 2024)	80	Fri 9/27/2024	Thu 1/2/2025
Sprints 25-30 (1st Qtr. 2025)	70	Fri 1/3/2025	Thu 4/3/2025
Sprints 31-36 (2nd Qtr. 2025)	60	Fri 4/4/2025	Thu 6/26/2025
Sprints 37-38 (3rd Qtr. 2025)	20	Fri 6/27/2025	Thu 7/24/2025
Training	60	Fri 5/30/2025	Thu 8/21/2025
Data Conversion Validation	10	Fri 7/25/2025	Thu 8/7/2025
Final MVP Integration & Acceptance Testing (UAT)	20	Mon 7/28/2025	Fri 8/22/2025
Cycle 1 - Testing, Tracking, Fixing	5	Mon 7/28/2025	Fri 8/1/2025
Cycle 2 - Testing, Tracking, Fixing	5	Mon 8/4/2025	Thu 8/8/2025
Cycle 3 - Testing, Tracking, Fixing	5	Mon 8/11/2025	Fri 08/15/2025
Cycle 4 - Testing, Tracking, Fixing	5	Mon 8/18/2025	Fri 08/22/2025
Production Deployment	3	Fri 08/22/2025	Sun 08/24/2025

IWDS TRANSITION DISCOVERY WORK

Listing of Initial Milestones that will be further defined during discovery.
Note – These are not listed in a priority order

01 INITIATE THE PROJECT PLANNING PROCESS WITH DOIT

02 DOIT TO STAND UP WEB APPLICATION AND SQL SERVER & SIU GRANT ACCESS

03 CREATE GRANT MONITORING FUNCTIONALITY

04 EXPAND CUSTOMER TRACKING FUNCTIONALITY

05 EXPAND INTAKE TO INCORPORATE WIOA TITLE I FUNCTIONALITY

06 EXPAND INTAKE TO INCORPORATE 1E AND 1N FUNCTIONALITY

07 EXPAND INTAKE TO INCORPORATE TRADE PROGRAM FUNCTIONALITY

08 EXPAND SERVICES FUNCTIONALITY

09 EXPAND CASE MANAGEMENT FUNCTIONALITY

10 EXPAND CUSTOMER EXIT & FOLLOW-UP FUNCTIONALITY

11 EXPAND FEDERAL REPORTING FUNCTIONALITY

12 ACCOMMODATE REPORTING & DASHBOARDING NEEDS

13 EXPAND PERFORMANCE (IPATS) TOOLS

14 EXPAND ENTITY & RELATIONSHIP MANAGEMENT

15 CREATE GRANT MANAGEMENT FUNCTIONALITY

16 INCORPORATE DEMAND OCCUPATION FUNCTIONALITY

17 EXPAND USER MANAGEMENT FUNCTIONALITY

18 MIGRATE IWDS DATA TO THE NEW SYSTEM

19 MVP TESTING & ACCEPTANCE

20 IWDS CUTOFF DATE AND TRANSITION TO DOIT-HOSTED IWIS APPLICATION

21 MVP TESTING AT DOIT DATA CENTER

22 DOIT HOSTING APPLICATION AND GO-LIVE

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IWDS TRANSITION LOCAL DISCOVERY SCHEDULE

Week 1 : 12/5-12/7		
	Tuesday	**Thursday**
9:00 am – 9:15 am	Review	Review
9:15 am – 10:30 am	Customer Flow & Local Policy and Procedures	Customer Flow & Local Policy and Procedures
10:30 am – 10:45 am	Break	Break
10:45 am – 11:45 am	Customer Flow & Local Policy and Procedures	Customer Flow & Local Policy and Procedures
11:45 am – 12:00 pm	Q&A and Review	Q&A and Review

Week 2-3 : 12/12 -12/19, TBD 12/21		
	Tuesday	Thursday
9:00 am – 9:15 am	Review	Review
9:15 am – 10:30 am	Define Feature Sets	Define Feature Sets
10:30 am – 10:45 am	Break	Break
10:45 am – 11:45 am	Define Feature Sets	Define Feature Sets
11:45 am – 12:00 pm	Q&A and Review	Q&A and Review

IWDS TRANSITION LWIA PARTICIPATION

Primary & Secondary Team Member Expectation

It is important to receive feedback and keep the LWIAs informed throughout each phase of this project.

- **Primary Team Member Expectation**
  - o Serve as a point of contact and representative of the LWIA for this project.
  - o Help completes assignments (research, content review, or sending needed information) that come out of discovery sessions.
  - o Participate in discovery working session (as applicable)

- **Secondary Team Member Expectation**
  - o Be prepared to attends meetings when the primary is unable to.
  - o Be prepared to assists the primary with completing assignments.

IWDS TRANSITION DISCOVERY WORKING SESSIONS
Primary & Secondary Team Member Expectation

The initial discovery sessions will include an intensive series of "working sessions" focused on how career planners currently use IWDS

- o With the help of the IWP, we want to identify around 10 members from the Project's LWIA SME team, one per EDR.

- o These members will be expected to attend the discovery session as described.

- o All primary and secondary members will be kept informed of ongoing project status and may be asked to assist at various times.

IWDS TRANSITION ROLES & RESPONSIBILITIES

PRODUCT OWNERSHIP - STATE LEVEL

State Level Subject Matter Experts – Drive project decisions, day-to-day SME support. Definition of "what" we are building. (Features)

TRAINERS

Point of contact staff throughout the state and local areas, lead trainers to support implementation & transition of the product.

Oversight Steering Sponsors

LWIA SME SYSTEM TEAM

System requirement definition from the local perspective. Direct User Subject Matter Experts (SMEs), Integral to the success of product definition. Definition of "how" we process.

COMMUNICATION TEAM

Develop approved flow of communications for project. Draft all content, schedule, work closely with Project Oversight to deliver consistent message.

SIU DEVELOPMENT TEAM

Lead discovery, document requirements into user stories, produce process flow diagrams and wireframe product, coach team in Scrum, build the system, ensure quality.

IWDS TRANSITION LEVEL OF EFFORT (LOE)

			Est Start 10/16/23 Est Finish 11/3/23	Est Start 10/30/23 Est Finish 2/1/24	Est Start 2/2/24 Est Finish 7/24/25	Est Start 5/30/25 Est Finish 8/21/25	Est Start 7/28/25 Est Finish 8/22/25
Role	Staff Member	Activities	Initiate	Discovery	Build & Test	Training	Final UAT
Senior Leadership Sponsorship Team	Julio Rodriguez, Lisa Jones, John Barr, Patti Schnoor, Annamarie Dorr, Michelle Cerutti, CEJA Division Mgr, OET Tech Assistance Mgr	Kick-off Planning, Initial Kick-off Meeting, Full Kick-off Meeting	14-20hrs				
		Monthly Status	.5hr / mo	.5hr / mo	.5hr / mo	.5hr / mo	.5hr / mo
		Communication Planning, Communication content review, approval, execution	2-4hrs/mo	2-4hrs/mo	2-4hrs/mo	2-4hrs/mo	2-4hrs/mo
		Requirement Validation		1-2hrs/wk	1-2hrs/wk		
		Preparation and Review	2-4hrs/wk	1-2hrs/wk	1-2hrs/wk	1-2hrs/wk	1-2hrs/wk
		Discovery, Requirements gathering, Design		1-16hrs/wk	1-6hrs/wk		
System Owner Team	Kelly Lapetino, Tamika Chism, Lora Dohm, Mark Burgess, Jeff Brown, Mike Baker, Mark Saladino, David Swanson	Project Team Meetings	2h/wk	2h/wk	2h/wk	2h/wk	2h/wk
		Internal & External Kickoff Meetings	4hr				
		Discovery, Requirements gathering, Design		12-16hrs/wk	4-6hrs/wk		
		Demonstrations			1hr/bi-wk		
		User Acceptance Testing			4-6hrs/wk		12-16hrs/wk
		Training				6hrs/wk	
		Preparation and Review		2-4hrs/wk	2-4hrs/wk	2-4hrs/wk	2-4hrs/wk
Communication Team	Annamarie Dorr, Kelly Lapetino, Bryan Ellis	Communication Planning	4-8hrs	1-2hrs/mo	1-2hrs/mo	1-2hrs/mo	1-2hrs/mo
		Build communication content	24-30hrs	4-6hrs/mo	4-6hrs/mo	4-6hrs/mo	4-6hrs/mo
		Communication Approvals	2hrs	2-4hrs/mo	2-4hrs/mo	2-4hrs/mo	2-4hrs/mo
State Level - Subject Matter Experts (SME)	Paula Barry, Bryan Ellis, Kris Theilen, Jim Potts, Susan Boggs, Shelia Sloan, Lorraine Wareham	Discovery, Requirements gathering, Design	2hrs	4-6hrs/wk			
		Demonstrations			1hr/bi-wk		
		Training				4-6hrs/wk	
		User Acceptance Testing			4-6hrs/wk		
Local Workforce Innovation Area SME Team	System Administrators, Super Users, Champ. Users, TBD	Discovery, Requirements gathering, Design	2hrs	4-6hrs/wk			
		Demonstrations			1hr/wk		
		Training (Title 1 Admins)				4-6hrs/wk	
		User Acceptance Testing			4-6hrs/wk		4-6hrs/wk
Field Reps/Trainers Team	Regional Team, Aime'e Julian, Sarah Goldhammer, Fiscal/Monitoring, System Administrators, TBD	Discovery, Requirements gathering, Design	2hrs	4-6hrs/wk			
		Demonstrations			1hr/wk		
		Training (Title 1 Admins)				4-6hrs/wk	
		User Acceptance Testing			4-6hrs/wk		

IWDS TRANSITION **ROLES LOE**

Level of Effort & Next Steps

Level of Effort (LOE):

- Initial Discovery Phase (LOE: 4 – 6 hr/wk)
  - November 2023 – January 2023: State-Level User Initial Discovery
  - **November 30, 2023: Kickoff Meeting with LWIA SME System Team Members**
  - December 2023 – January 2023: Local Level User Initial Discovery
- Continued Discovery & Development (LOE: 4 – 6 hr/wk)
  - February 2024 – July 2025: Translate Program Requirements to Specifications
  - February 2024 – Mid 2025: Start Continuous Design-Build-Test Development Sprints
- Mid 2025: Training (LOE: 4 – 6 hr/wk)
- Mid 2025: Final User Acceptance Testing & Integration (LOE: 4 – 6 hr/wk)
- Late 2025 – Early 2026: Production Deployment/Go Live
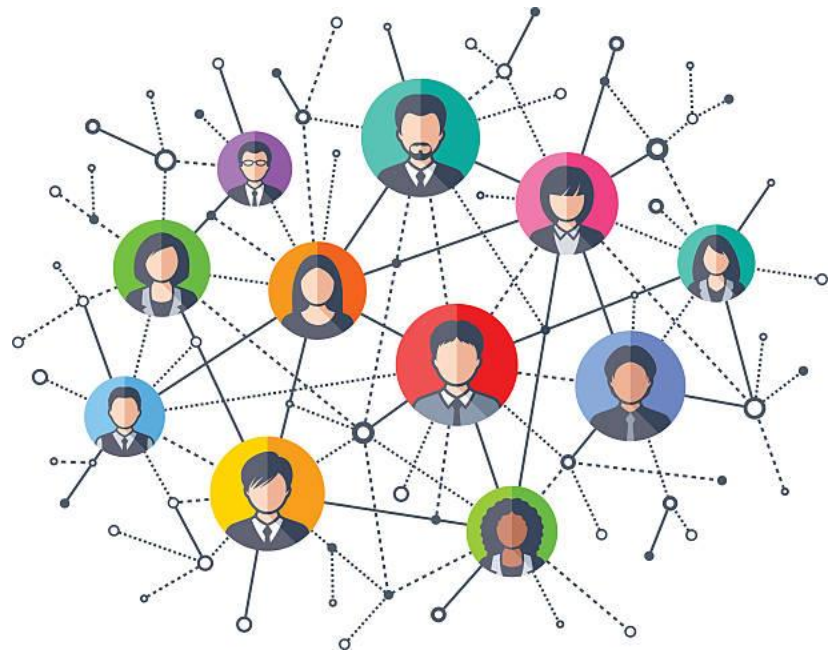
IWDS TRANSITION COMMUNICATION CONTROLS

Communications Team builds content, selects channel, creates schedule

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Senior Leadership reviews and approves content, channel, schedule

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Message gets delivered through appropriate channels (website, email, meetings, etc.)

Please refer questions to your LWIA Director or System Administrator.

IWDS TRANSITION **NEXT STEPS**

NEXT STEPS &

ACTIONS

- Reach out to Caroline Portlock cportlock@willcountyillinois.com if you are interested in participating in the intensive series of "working sessions" by end of day 12/1/23.

- Those 10 reps will get a calendar event for weekly discovery sessions by EOD 12/4/23
  - o What to bring
    - Local Processes
    - IWDS Usage Notes

IWDS TRANSITION **QUESTIONS**

QUESTIONS & ANSWERS

- When does it start?
  - Now! It's already started!

- When will we start using the system?
  - Late 2025 or Early 2026.

- How will I know what to do?
  - Scheduled meetings on your calendars.
  - Project communications website.
  - Recurring demonstrations and status (Every 2 weeks on a set day starting in 2025).

- What do I communicate to others?
  - Communications are created by the communications team and reviewed by Senior Leadership.
  - Most of the formal communications will be distributed from the Senior Leadership or product owners.
  - Please refer questions to your LWIA Director or System Administrator.

- Other Questions. . .