



STATE OF WASHINGTON

OFFICE OF FINANCIAL MANAGEMENT

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May 5, 2023

TO: Honorable Christine Rolfes
Honorable Lynda Wilson
Senate Ways & Means Committee

Honorable Timm Ormsby
Honorable Drew Stokesbary
House Appropriations Committee

Honorable Marko Liias
Honorable Curtis King
Senate Transportation Committee

Honorable Jake Fey
Honorable Andrew Barkis
House Transportation Committee

FROM: David Schumacher
Director

SUBJECT: ONE WASHINGTON'S QUARTERLY REPORT TO LEGISLATIVE FISCAL COMMITTEES (JANUARY – MARCH 2023)

I am pleased to submit the quarterly report for the One Washington program. This report focuses on the program's scope, schedule and budget. We are implementing Phase 1A (core financials) of the Workday cloud enterprise resource planning (ERP) system, otherwise known as the Agency Financial Reporting System (AFRS) replacement. You can find previous reports at one.wa.gov.

Project scope

Agency engagement – Workday demonstrations

Last quarter we shared that the program held several individual engagements with agencies to explain and seek feedback on the Workday foundation data model (replacement of the state's chart of accounts). That work continued this quarter.

We held 18 information sessions between February 21 and March 28. Sessions covered Workday functionality by business functional area (accounts payable, accounts receivable, business assets, etc.) and introduced attendees to the Workday business processes used in each module. These sessions were the first of several planned opportunities for agency staff to view live demonstrations of the state's configuration of the Workday solution.

We estimate over 600 staff from across the enterprise were invited to each of the sessions. Agencies asked over 720 questions, which have been answered. Written responses were sent via email to each attendee and posted to the program's SharePoint resource page. Recordings of each session are in the process of being edited for accessibility and will be posted for use as a resource in the next quarter.

Because this was the first time agencies were able to view the state’s Workday business configuration, it was important for us to seek feedback. Key findings from our follow-up survey included:

- 84% of respondents felt that the sessions were useful in understanding the future state.
 - “These sessions helped address several of the outstanding questions we had at least from a business process perspective.”
 - “I think the sessions got us asking the right questions about how our internal processes will work. Knowing the different roles that will be available was extremely helpful in this work.”
- 92% of respondents said they received enough communication prior to the sessions.
 - “Meeting coordination and communication was well done. It was helpful to know what material was going to be covered ahead of time.”
- 98% of respondents believed the resources provided for the sessions were sufficient.
 - “I love the new OneWA processes. Meetings were scheduled quickly and OneWA was open to suggestions and questions.”

When we asked attendees how familiar they were with Workday both prior to the sessions and once they had attended, there was a noticeable shift in familiarity after the sessions.

- 15% decrease in participants who considered themselves “not familiar”
- 32% increase in participants who considered themselves “somewhat familiar” or “very familiar”

Overall, the survey respondents indicated they had a better understanding of the future state, appreciated the interactive Workday visibility, and valued that questions were answered both in real time and provided as follow-up documentation to the sessions.

In addition, agencies offered suggestions for improvement, including offering shorter, more frequent sessions to allow time to process the complex topics, providing American Sign Language interpreters at all events, and communicating more clearly on the intended audience groups. The One Washington Organizational Change Management team has partnered with the subject matter experts and the communications team to address this feedback and make changes where possible.

Project schedule

In mid-February, the program’s updated Phase 1A project schedule entered the formal change control process. This means any proposed changes to the project plan that will impact budget, key project milestones, or the go-live date of July 1, 2025, will undergo a formal request process and consideration by a schedule change control board. Proposed schedule changes impacting budget or the go-live date will be considered by the Executive Steering Committee (ESC) before being approved or denied.

The schedule was technically baselined on March 1, 2023, and this milestone was shared at the ESC meeting on March 8, 2023.

Project budget

2023 legislative session engagement

Thank you for your time and consideration during the legislative session. Throughout January and February, Cristie Fredrickson, Executive Sponsor for One Washington, partnered with OFM and WaTech staff and ESC members to meet with interested legislators and engage with staff regarding One Washington’s 2023-25 budget request.

Please see the ‘budget attachments’ section for information regarding last quarter’s spend and projections for the following quarter.

Budget attachments

The attachments outline how we used funding to deliver value for the quarter. These include overview data and a full expenditure report:

- *OFM One Washington Budget Report – January-March 2023*: Fiscal reports
 - A list of quantifiable deliverables accomplished and the expenditures by deliverable by fiscal month
 - A report on the contract full time equivalent charged and paid to each vendor by fiscal month
 - A report identifying each state agency that applied for and received organizational change management pool resources, the staffing equivalent used, and the cost by fiscal month by agency compared to the budget spending plan
 - A report identifying each state agency that applied for and received technology pool resources, the staffing equivalent used, and the cost by fiscal month by agency compared to the budget spending plan
 - A report on the budget spending plan by fiscal month by phase compared to actual spending by fiscal month

- *OFM One Washington Performance Metrics – January-March 2023*: Financial performance metrics on 10 state agencies that includes monthly performance data

For more information, please contact:

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