Technology Services Board Subcommittee – Project Synopsis

November 12, 2020

	OCIO Assessment	QA Assessment

Department of Enterprise Services
Learning Management System (LMS) Upgrade Project -
Application Renamed - WA Learning Center

Project overview

Upon completion, the LMS Upgrade Project will deliver an Enterprise Learning Management (LMS) solution for the State of Washington that supports design and delivery of course content, allows for ease of registration and access to required and educational courses for learners and provides managers/supervisors a means to easily track and report on required training.

Description: The State of Washington via the Department of Enterprise Services (DES) had been using SumTotal Maestro since 2003 to provide a State-wide Learning Management System (LMS) to state employees and agencies. The LMS had over 75,000 active users, managed over 26,000 classes annually, tracked between 65,000 and 70,000 course completions per month and stored more than 8,000,000 training records. This application served over 200 customer organizations including executive branch agencies, the Legislature, the Judicial branch, higher education, boards, and commissions.

The application provided:
- Diverse types of training providing public sector organizations flexibility, time and cost savings
- Economies of Scale – access to trainings for all agencies, whether they are large or small
- Distance learning
- Records management (transcripts, rosters, certificates) for participants
- Access to Online training – E-learning
- A vehicle to register for Instructor led training
- Web based training - access anytime (24/7), from any place
- Training center management and private sector partner's/instructor tasks
- Employee Professional Development
- Data to inform agency training and compliance decisions
- The ability to share training content from the enterprise (DES, OFM, and WaTech)

Business Problem to be solved: As agency use of the LMS expanded, problems with the LMS increased and its limited technical capabilities outgrew agency business requirements resulting in security, technical environment, compliance, learner, LMS administrator, technical and support concerns.   Though the vendor worked with Washington State to address some of the issues the current application/platform was intended for small to medium organizations, and there were functionality requirements which could not be solved without replacing the system with a modern platform designed for large, complex organizations.
Discussions with LMS and Human Resource representatives from various state agencies clearly showed this technology and customer-needs gap would continue to grow. Because of this, DES sought approval with the Office of the Chief Information Officer (OCIO) to purchase a new LMS. To ensure the most cost-effective and business suitable option was selected, the OCIO required

DES to first perform a feasibility study to determine the best course of action. The feasibility study was conducted in third quarter 2018 and confirmed the need to upgrade to SumTotal Learn's Software As A Service (SAAS) solution. Based on the feasibility study, DES submitted a decision package in 2018.

In July 2019, DES received half of the requested funding ($1,500,000).
Recognizing the need for a statewide solution, the Department of Enterprise Services (DES) decided to move forward with the project. To do that:
- DES assigned in-kind resources to the core team
- DES delayed other Statewide projects
- DES allocated funds from their budget to cover the new platform fees of roughly $400,000

For TSB subcommittee discussion
Provide and update on the successful launch of the WA Stage Learning Center application and highlight the organizational change management approaches utilized to engage stakeholder agencies.

Project budget and timeline

Budget	
Budget	$1,500,000
DES In-Kind	$1,938,641
Total Project Cost	$3,438,641

Key Project Milestones	Date
Feasibility Study	September 2018
Decision Package Submittal	September 2018
Procured Independent QA, Project Manager and Organizational Change Manager	July/August 2019
Project Start	September 2019
Technology Budget Approval	October 2019
Business Process and Design Workshops	November 2019 - January 2020
Enterprise Configuration & Domain (Agency) Specific Configuration	February 2020 - August 2020
HRMS/AD (Informatica) and SAW Feeds	November 2019 – October 2020
Data Migration: Round 1 (11,500,000 records) and Delta (remaining records)	March 2020 - November 2020
Pilot Go-Live	August 2020

Key Project Milestones	Date
Testing	September 2020
Training	October 2020
Go-Live	November 2, 2020
Hyper Care & Project Close	November 20, 2020