



Tuesday, September 10, 2019

1500 Jefferson St SE, Olympia, WA / 1st Floor / Presentation Rm

9:00 a.m. – Noon

Present: Jim Weaver Staff: Sue Langen, Angela Knight
 Butch Leonardson
 Rep. Matt Boehnke (webex)
 Rep. Zack Hudgins
 David Danner (webex)

TOPIC	LEAD	NOTES
Welcome and Introductions	Jim Weaver	Introductions and roll call.
Approve June 11 Meeting Minutes	Jim Weaver	Approved as written.
Project Roundtable – Lessons Learned <ul style="list-style-type: none"> • Employment Security Department – Paid Family & Medical Leave <ul style="list-style-type: none"> ○ Suzi LeVine, Commissioner and Project Executive Sponsor (call-in) ○ Carla Reyes, Project Director ○ Lisa Kissler, Project Technology Manager ○ Dana McLean, Public Consulting Group, QA ○ Jamie PoVey, Public Consulting Group, QA 	Sue Langen Pamela Davis-Taggart	<p>The project team gave a brief status of the project. This new leave insurance program is being built from scratch – rules, policies, technology, operations. This will be ready to start paying benefits in January 2020.</p> <p>Although project status is red due to aggressive timeline, project is progressing successfully.</p> <p>Things that went well:</p> <ol style="list-style-type: none"> 1. Funding – GFS loan paid back with interest and on time. 2. Strong, visible and active sponsorship 3. Engage the right people and partners 4. Organizational change management 5. Communication & outreach 6. Transparency about project status

- **Secretary of State – VoteWA**
 - **Kim Wyman, Secretary of State**
 - **Mark Neary, Deputy Secretary of State and Project Executive Sponsor**
 - **Stuart Holmes, Product Owner**
 - **David Huffman-Walddon, Renaissance Strategic Consulting, QA**
 - **Melanie Roberts, Stellar Associates, QA**

Whitney Dickinson

Things that could have gone better:

1. Concurrent design, build, rules, development and operations challenging
2. Anticipate emerging technology
3. More time to plan
4. MVP vs VIP

Things they are doing differently:

1. Leveraging beta launches
2. Incorporating customer feedback
3. Actively managing change
4. Understanding impacts from MVP approach
5. Setting and managing expectations

Quality assurance provided their assessment of what worked well, highlighting creative problem solving, team co-location, project team synergy and strong sponsorship.

Also, QA provided assessment of what could improve, highlighting end-to-end testing and bugs, clear project schedule, accurate definitions of MVP and managing partner expectations.

Secretary Wyman provided a review of scope and status of the project.

Thirty-nine counties came together to work collectively on the effort to modernize the state's election system.

Things that went well:

1. Strong sponsor engagement and Agile knowledge
2. Organizational change management
3. Detailed budgeting
4. Stakeholder engagement at each development cycle
5. Executive Steering Committee engagement

Things that could have gone better:

1. Better communication of scope to counties
2. More IT and operational support resources needed statewide
3. Data conversion delays
4. Better training facilities
5. Better technical partner engagement
6. Better DOL interfaces
7. More documentation and detailed communications
8. More resources for issue tracking and communication

Another key challenge was the negative press that occurred, which leadership thought would undermine confidence in the system. They had to work to change the narrative to calm it down.

QA provided their assessment of ongoing risk which includes small project team size, and challenges to maintain the system at this staffing level and working on the timeline for future releases.

Office of Privacy & Data Protection Update	Sue Langen Will Saunders	Will talked about data stewardship principles he has been coordinating with agencies to agree on a common approach to help guide: <ul style="list-style-type: none"> • Data retention and minimization • Due diligence for third party collaborators • Sensitive data and sensitive contexts • Data quality and accuracy • Open data, transparency and accountability • Data security
Board structure, meeting cadence	Sue Langen	Deferred to a future date.
Public Comment		No public comments.