PRESENTATION OVERVIEW

Introductions
Approve Meeting Minutes
Technology Roll Out Plan
Technology Preview
Communications Strategy
Open Comment
INTRODUCTIONS

► Advisory committee
► In-person attendees

(Note: We will use the conference call feature to identify who is on the phone rather than announce during meeting)
APPROVE DECEMBER & JANUARY MINUTES

Discussion
ROLL OUT PLAN

► Key Dates & Milestones
► Usability Testing
► Product Acceptance Testing
► Release Strategy
► Roll Out Communications
► Summary
KEY DATES & MILESTONES

- = Product Acceptance Testing
- = Soft Launches and Production Go Live
- = Usability Testing

Round 1 (2/5/19-2/9/19):
Round 2 (2/26/19):
  Session# 2 (2/20/19-2/27/19):
*Round 3 (3/5/19-3/9/19):
  *Round 4 (3/18/19-3/22/19):

Session# 2 (2/20/19-2/27/19):

Formal Launch (4/23/19-Indef):
  Soft Launch # 2 (4/15/19-4/20/19):

Red Text= External Support required
* = Tentative date
FUNCTIONALITY BUILT 2/12/19 (Sprint 11)

- Business Data Import & Updates
- Employer & TPA Registration
- Employer Account Replication across components
- Customer Relationship Management tools
- Payment processing
- Premium Calculation
- Wage File test site (in production)
- Wage Filing
  - Manual entry online
  - File upload
  - Bulk Filing

Diagram:
- Dynamic Security Testing
- Performance Testing
- Product Acceptance
- Regression Testing
- System Integration Tests
- Integrated Code Review
- Static Code Analysis (Security)
- Demonstration
- Functional Acceptance
- Functional Testing
- Peer Code Review
- Unit Test
USABILITY TESTING

► Usability Testing Session #1 Jan 23-Jan 30th
   Audience/topics: small business, large business, and employer agents will
   join to give input on select features including account creation,
   submitting reports, and navigation between ESD and PFML sites

► Usability Testing Session #2 *Target* date- Feb 20-Feb 27th
   Topics: sprints 10 and 11 completed features

► Usability Testing Session #3 *Target* Date-Mar 20-Mar 27th
   Topics: sprints 12 and 13 completed features

► Accessibility Assessment- to be scheduled
### Product Acceptance Testing

<table>
<thead>
<tr>
<th>Round</th>
<th>User Base</th>
<th>Start Date</th>
<th>Duration</th>
</tr>
</thead>
</table>
| One (Sprint 10)| • Internal PFML Staff  
                 • Business Design Team  
                 • Suzi Levine  
                 • Cami Feek        | 2/5/19       | 2 days    |
| Two (Sprint 11)| • Internal PFML Staff  
                 • 20 non-PFML ESD business staff  
                 • Executive Steering                  | 2/26/19 9am - Noon | 1-3 days   |
| Three (Sprint 12)| • Internal PFML Staff  
                     • 20 non-PFML ESD business staff  
                     • **Advisory Committee**            | *3/5/19     | 3 days    |
| Four (Sprint 13)| • Internal PFML Staff (features)  
                         • All ESD Invite (load)                   | *3/18/19    | 4 days    |
# Soft Launches and Production Go-Live

Software live in production by 4/2/19

<table>
<thead>
<tr>
<th>Ref.</th>
<th># of users</th>
<th>Start Date</th>
<th>Duration</th>
<th>Sample Type</th>
<th>Support Level</th>
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<tbody>
<tr>
<td>One</td>
<td>10</td>
<td>4/8/19</td>
<td>3 days, scheduled</td>
<td>Cross-section</td>
<td>Hyper-Care</td>
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<tr>
<td>Two</td>
<td>100</td>
<td>4/15/19</td>
<td>5 days, un-scheduled</td>
<td>Cross-section</td>
<td>Standard Support</td>
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<tr>
<td>Go Live</td>
<td>All</td>
<td>4/23/19</td>
<td>Indefinitely</td>
<td>All</td>
<td>Standard Support</td>
</tr>
</tbody>
</table>
TECHNOLOGY PREVIEW
► Separate slide deck
**Communications Strategy**

Green = Invites for testing, soft launches
Blue = Mass communications

**Product Acceptance Testing Round 1 (2/5/19 - 2/9/19):**
- 2/5: Initial outreach for PAT round 2, ESD biz staff, Exec. Steering
- 2/15: Initial outreach for PAT round 3, ESD biz staff, Advisory

**PAT Round 2 Usability session# 2**

**PAT Round 3**

**Usability session #3**

**Sprint 13 (2/27/19-3/12/19)**

**Sprint 14 (3/13/19-3/26/19)**

**Sprint 15 (3/27/19-4/12/19)**

**Sprint 16 (4/13/19-4/26/19)**

**Sprint 17 (4/27/19-5/12/19)**

**Sprint 18 (5/13/19-5/26/19)**

**Sprint 19 (5/27/19-6/12/19)**

**Sprint 20 (6/13/19-6/26/19)**

**Sprint 21 (6/27/19-7/12/19)**

**Sprint 22 (7/13/19-7/26/19)**

**Sprint 23 (7/27/19-8/12/19)**

**Sprint 24 (8/13/19-8/26/19)**

**Sprint 25 (8/27/19-9/12/19)**

**Sprint 26 (9/13/19-9/26/19)**

**Sprint 27 (9/27/19-10/12/19)**

**Sprint 28 (10/13/19-10/26/19)**

**Sprint 29 (10/27/19-11/12/19)**

**Sprint 30 (11/13/19-11/26/19)**

**Sprint 31 (11/27/19-12/12/19)**

**Sprint 32 (12/13/19-12/26/19)**

**Sprint 33 (12/27/19-1/12/20)**

**Sprint 34 (1/13/20-1/26/20)**

**Sprint 35 (1/27/20-2/12/20)**

**Sprint 36 (2/13/20-2/26/20)**

**Sprint 37 (2/27/20-3/12/20)**

**Sprint 38 (3/13/20-3/26/20)**

**Sprint 39 (3/27/20-4/12/20)**

**Sprint 40 (4/13/20-4/26/20)**

**Sprint 41 (4/27/20-5/12/20)**

**Sprint 42 (5/13/20-5/26/20)**

**Sprint 43 (5/27/20-6/12/20)**

**Sprint 44 (6/13/20-6/26/20)**

**Sprint 45 (6/27/20-7/12/20)**

**Sprint 46 (7/13/20-7/26/20)**

**Sprint 47 (7/27/20-8/12/20)**

**Sprint 48 (8/13/20-8/26/20)**

**Sprint 49 (8/27/20-9/12/20)**

**Sprint 50 (9/13/20-9/26/20)**

**Sprint 51 (9/27/20-10/12/20)**

**Sprint 52 (10/13/20-10/26/20)**

**Sprint 53 (10/27/20-11/12/20)**

**Sprint 54 (11/13/20-11/26/20)**

**Sprint 55 (11/27/20-12/12/20)**

**Sprint 56 (12/13/20-12/26/20)**

**4/17: Go Live media advisory**

**4/15: Media advisory**

**4/23: Go Live press release**

**4/30: Mailed reminder to all-employers**

**3/15: Soft Launch #2 listserv invite sent**

**3/6: Soft Launch #1 invites sent**

**3/15: Soft Launch #2 listserv invite sent**

**3/15: All-employer email series begins**

**2/15: TPA email series begins**

**2/15: Initial outreach for PAT round 2, ESD biz staff, Exec. Steering**

**2/26: Initial outreach for PAT round 4, All ESD (load test)**

**2/15: Initial outreach for PAT round 3, ESD biz staff, Advisory**

**2/10: Soft Launch #1 listserve invite sent**

**3/15: Soft Launch #2 listserve invite sent**

**3/15: Soft Launch #2 listserve invite sent**

**3/8: Letter mailed to all employers to prepare, incl.:**
- Reporting formats
- SAW login
- Create an account

**4/23/19 Ribbon Cutting Ceremony**
ASSUMPTIONS

► Last Go/No-Go & Code Freeze for Cutover is 3/27
► New software will be built, tested, and merged into the product all the way up to 3/27
► Further go/no-go decisions will occur after each production soft launch
What do we need from you?

► Feedback
► Stakeholder Engagement
► Product Acceptance Participants
► Employer participants in soft launches
FOR THE GOOD OF THE ORDER

► Budget (follow up questions?)
► Policy – Certify and Verification of Claims
► Open Comment
CONTINUE THE CONVERSATION

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Visit us online at www.paidleave.wa.gov

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Ask questions and make comments on our public forum at bit.ly/CommentForum