

Washington **Paid Family & Medical Leave**

 **Employment Security Department**
WASHINGTON STATE

Advisory Committee Meeting February 15, 2019



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

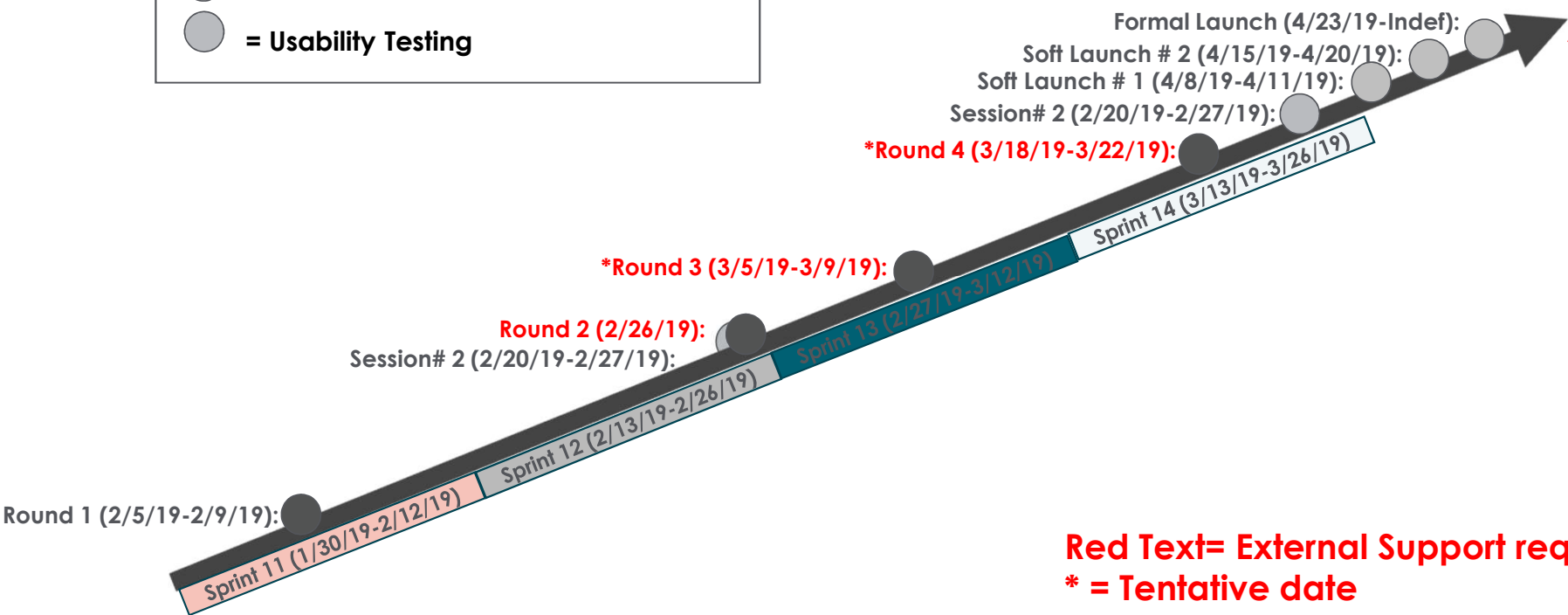
▶ Discussion

ROLL OUT PLAN

- ▶ Key Dates & Milestones
- ▶ Usability Testing
- ▶ Product Acceptance Testing
- ▶ Release Strategy
- ▶ Roll Out Communications
- ▶ Summary

KEY DATES & MILESTONES

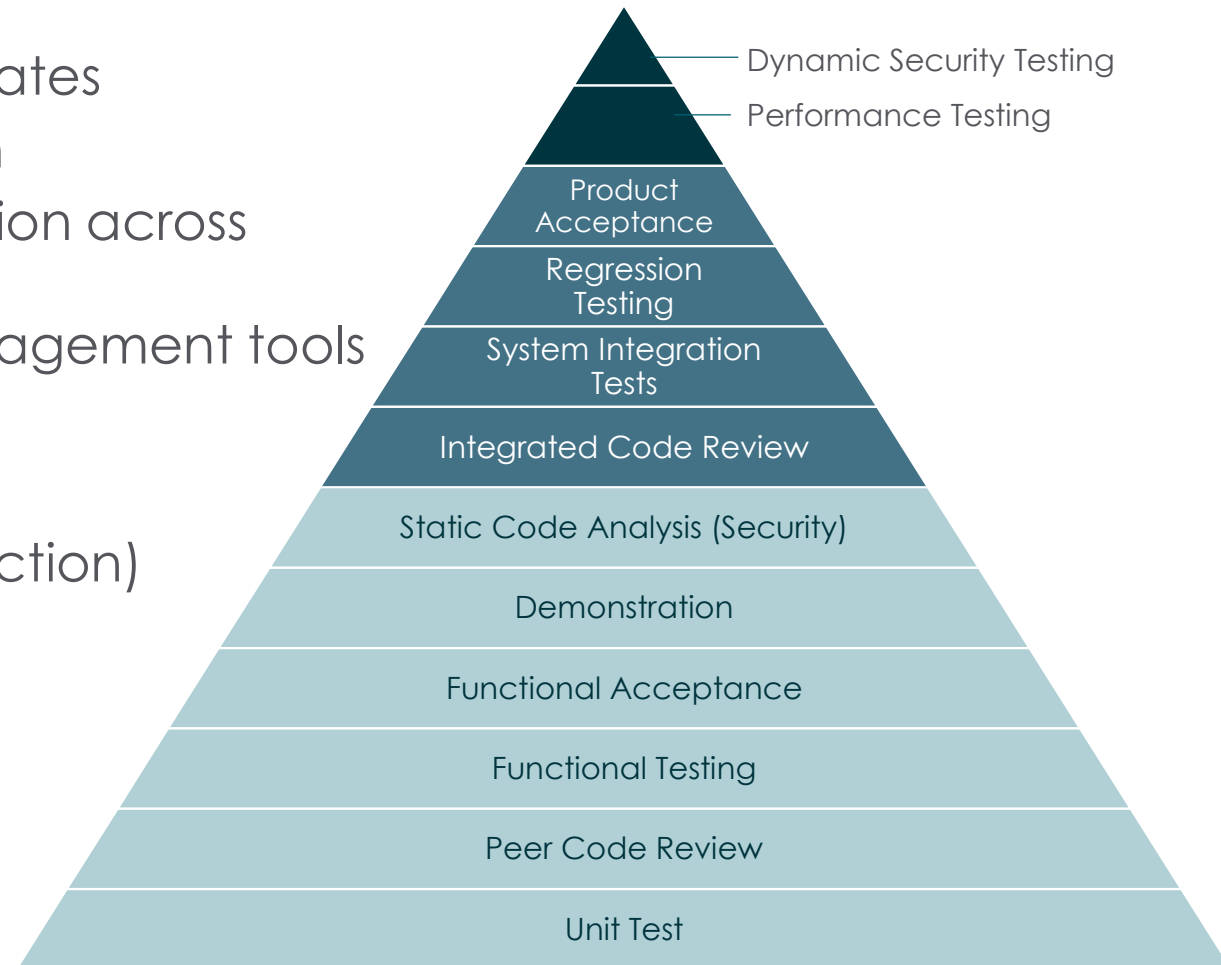
- = Product Acceptance Testing
- = Soft Launches and Production Go Live
- = Usability Testing



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



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

Round	User Base	Start Date	Duration
One (Sprint 10)	<ul style="list-style-type: none"> Internal PFML Staff Business Design Team Suzi Levine Cami Feek 	2/5/19	2 days
Two (Sprint 11)	<ul style="list-style-type: none"> Internal PFML Staff 20 non-PFML ESD business staff Executive Steering 	2/26/19 9am - Noon	1-3 days
Three (Sprint 12)	<ul style="list-style-type: none"> Internal PFML Staff 20 non-PFML ESD business staff Advisory Committee 	*3/5/19	3 days
Four (Sprint 13)	<ul style="list-style-type: none"> 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

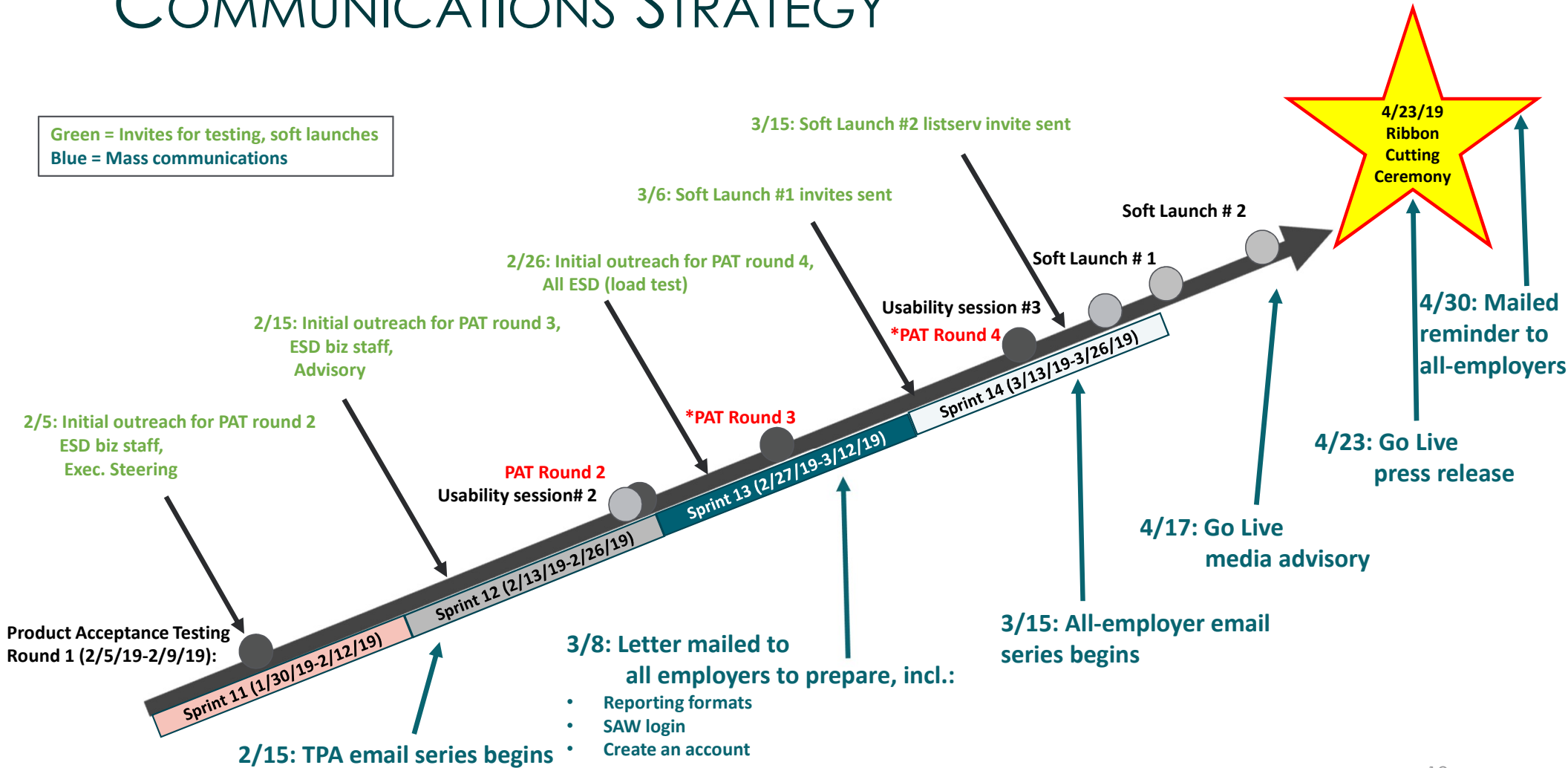
Ref.	# of users	Start Date	Duration	Sample Type	Support Level
One	10	4/8/19	3 days, scheduled	Cross-section	Hyper-Care
Two	100	4/15/19	5 days, un-scheduled	Cross-section	Standard Support
Go Live	All	4/23/19	Indefinitely	All	Standard Support

TECHNOLOGY PREVIEW

▶ Separate slide deck

COMMUNICATIONS STRATEGY

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



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

Carla Reyes

Director, Paid Family & Medical Leave

Washington State Employment
Security Department

(360) 485-2349

CReyes@ESD.WA.GOV



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