



Modernization Oversight Forum

Employment Department
October 26, 2021



OUR AGENDA TODAY

Welcome and Introductions – *Sean McSpaden*

Modernization Project highlights – *Renee Royston*

Implementation update – *Maggie Gleason*

iQMS Report – CSG – *Jayne Martin*

Legacy and existing systems and scope – *Renee Royston*

Employee update – *Renee Royston*

Next steps – *Sean McSpaden*



Project Highlights

Renee Royston



Exciting News!

THE NAME OF OUR NEW
MODERNIZED SYSTEM





1200 employees
logged into the site

100 names were
suggested

400 employees
voted



“Frances”



BORN IN 1880

LIFETIME ADVOCATE FOR
WORKING AMERICANS

FIRST FEMALE
PRESIDENTIAL
CABINET MEMBER

LONGEST SERVING
SECRETARY OF LABOR
IN THE NATION'S
HISTORY



Frances Perkins



Other Highlights

- Decisions
 - Contributions
 - PFMLI Benefits scope change
- New PFMLI Director – Sponsor update



Implementation Update

Maggie Gleason



Timeline

314 Days until Go-live!

Title	28-Jun	23-Aug	18-Oct	13-Dec	07-Feb	04-Apr	30-May	25-Jul	19-Sep	Planned Start	Planned Stop
Primary Rollout Schedule										06-Jul-2021 00:00:00	18-Sep-2022 00:00:00
> Preparation										06-Jul-2021 00:00:00	23-Aug-2021 00:00:00
> Definition										12-Jul-2021 00:00:00	01-Dec-2021 00:00:00
> Base Configuration										16-Aug-2021 00:00:00	27-Dec-2021 00:00:00
> Development										05-Oct-2021 00:00:00	30-May-2022 00:00:00
> OCM										06-Jul-2021 00:00:00	05-Sep-2022 00:00:00
> Conversion										06-Jul-2021 00:00:00	08-Aug-2022 00:00:00
> Testing										02-May-2022 00:00:00	19-Aug-2022 00:00:00
> Training										12-May-2022 00:00:00	31-Aug-2022 00:00:00
> Rollout										05-Aug-2022 00:00:00	05-Sep-2022 00:00:00
> Production Support Phas										05-Sep-2022 00:00:00	16-Sep-2022 00:00:00



Frances Definitions and Requirements

FRANCES DEFINITION UPDATE



Definition Update

Phase to define and refine OED Business and Technical requirements



81 Definition Meetings

141 Definitions

121 Development Tasks

Test Scenarios (and Test Results)



Base Configuration

- Base Configuration Phase – ends December 27
 - 6 Base Configuration Checkpoints (UI Tax and PFMLI Contributions)
 - 1 PFMLI-specific Checkpoint
 - Validate that Definitions so far are directionally correct.



Testing and Training Update

Testing Update

- Test Scenario writing begins in December 2021
- Test Planning on all aspects of training continue: Business Testing, Accessibility Testing, Security Testing, Scalability and Performance Testing

Training Update

- Training Information Video being released this week
- Frances FUSE (**F**irst **U**ser **S**ystem **E**xperience)
 - 20 minutes of guided practice
 - Hands-on experience in the system months before rollout
 - Gain confidence in the system



Partner Engagement

External Interface Partners: 9 Partners

- Design and Definition with all OED Data Partners

External Stakeholder Engagement Planning:

- 3 tier approach – beginning in January (communications will begin in November)
 - Surveys
 - Focus Groups, including Functionality Demonstrations
 - Stakeholder Sandbox providing hands-on practice



External Interfaces and Data Exchanges

Interface Stakeholder	Count of Data Exchanges	Initial Kick Off	Design and Definition
Department of Revenue (DOR)	33	✓ September 2, 2021	✓ Started
Department of Consumer and Business Services (DCBS)	16	✓ October 5, 2021	
NIC USA	6	In progress	
Oregon State Treasury (OST)	4	✓ August 18, 2021	✓ Started
Department of Administrative Services (DAS) – Publishing and Distribution	3	✓ September 15, 2021	✓ Started
US Railroad Retirement Board	2	✓ October 20, 2021	
Oregon Secretary of State (SOS)	2	✓ September 30, 2021	✓ Started
US Department of Labor (USDOL)	1	✓ October 5, 2021	
Department of Justice (DOJ)	1	✓ October 11, 2021	



Frances Conversion Update

FRANCES CONVERSION UPDATE



Data Conversion

Partial Mock Conversion #3 Complete

What does this mean?

In Frances:

◦ Customers	364
◦ Accounts	401
◦ BINs	434
◦ Names	453
◦ Addresses	1,213
◦ Contacts	736
◦ Reports	5,101
◦ Predecessor/Successor Links	22
◦ Total Wages	\$262,644,931.49



Data Purification



Conversion: Next Steps

Full Mock Conversion #1 (of 12) begins mid- November

Additional Verification Activities

Purification – Data Cleansing

Conversion Reconciliation



iQMS Report - CSG

Jayne Martin



CSG iQMS Update

Risk Assessment Refresh

- Two new risks opened

Overall Project Health – Medium

- 10 previously reported risk being monitored
- 1 high, 2 low, and 7 medium

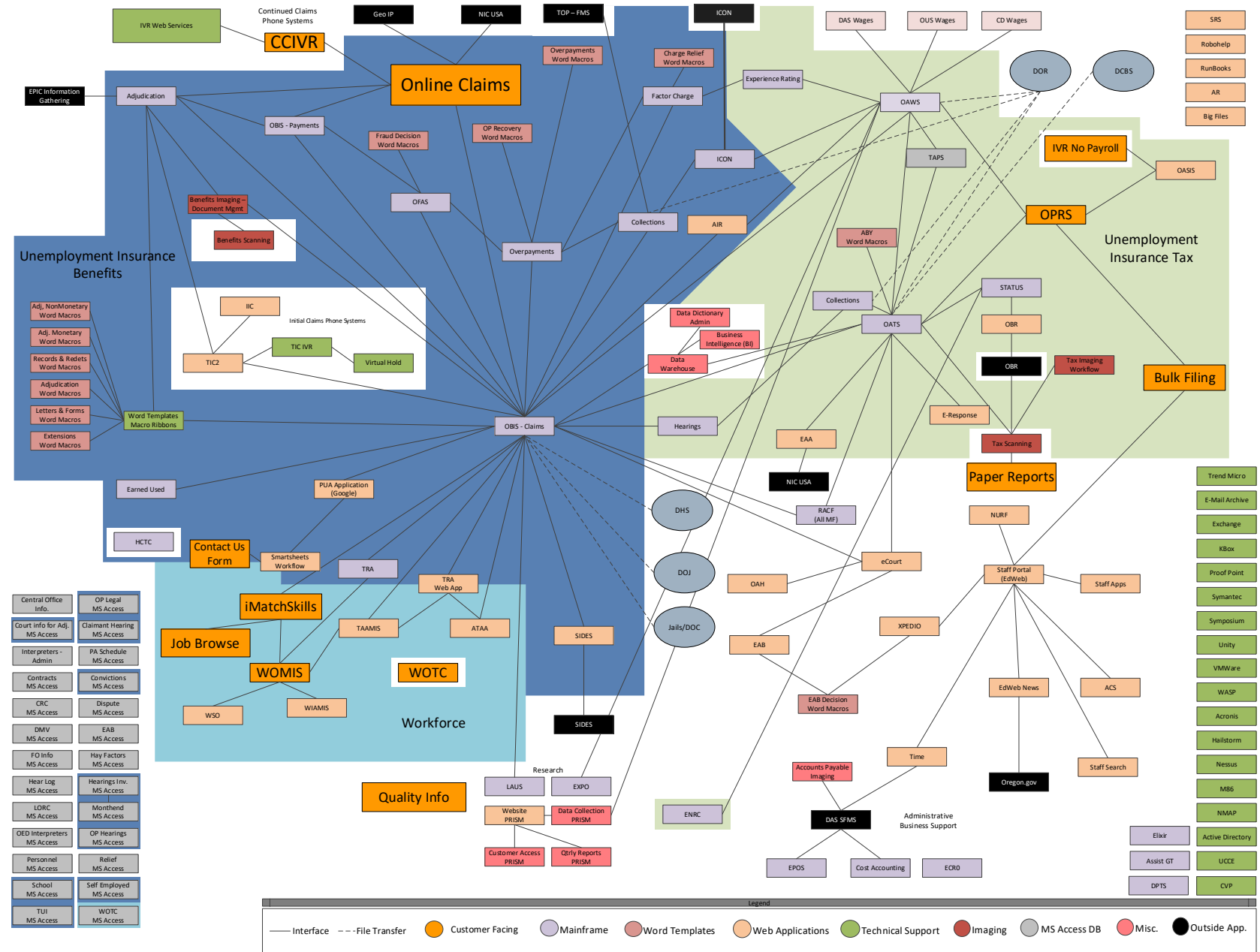


Legacy and Existing Systems & Scope

Renee Royston

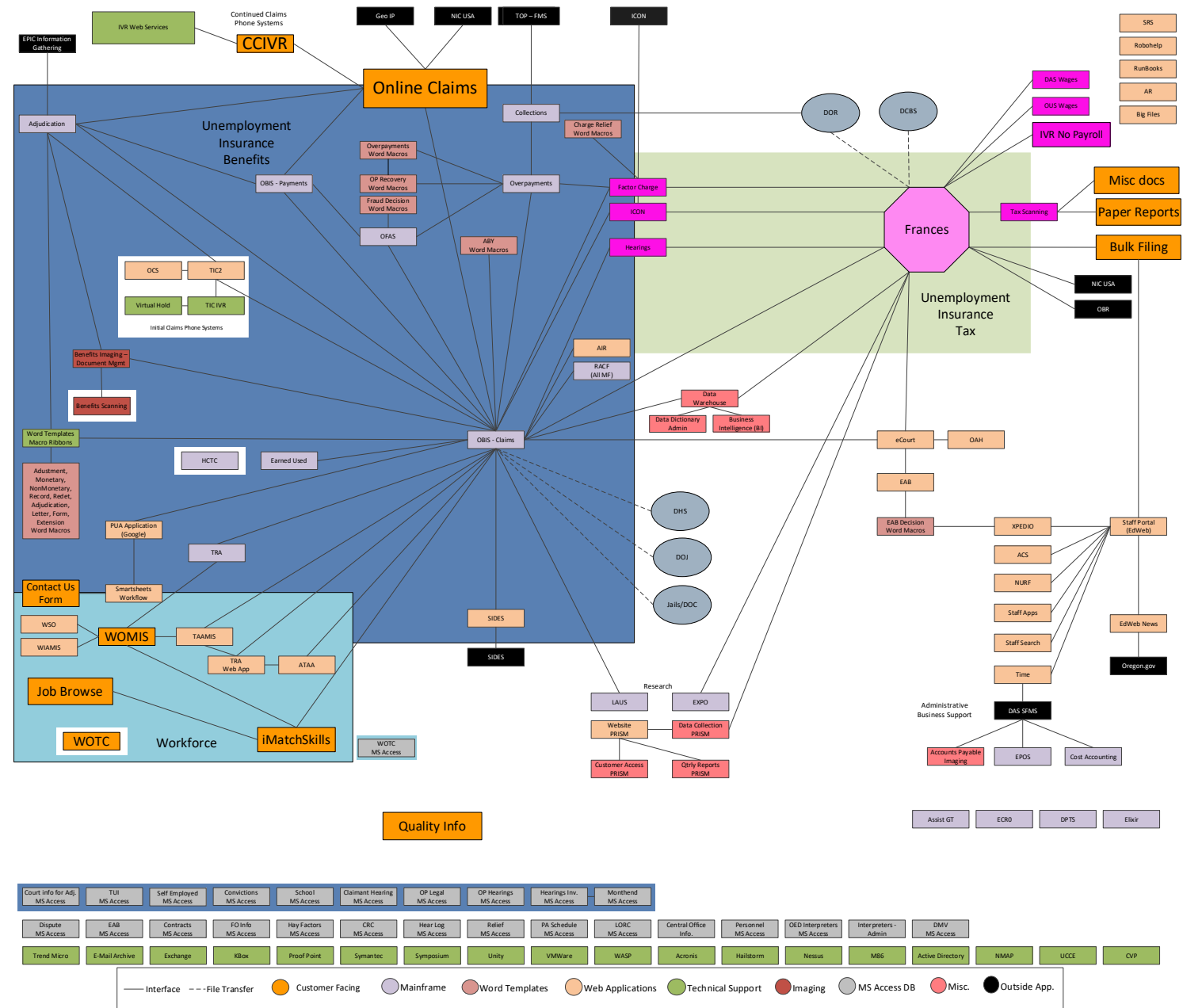


OED System Diagram October 2021



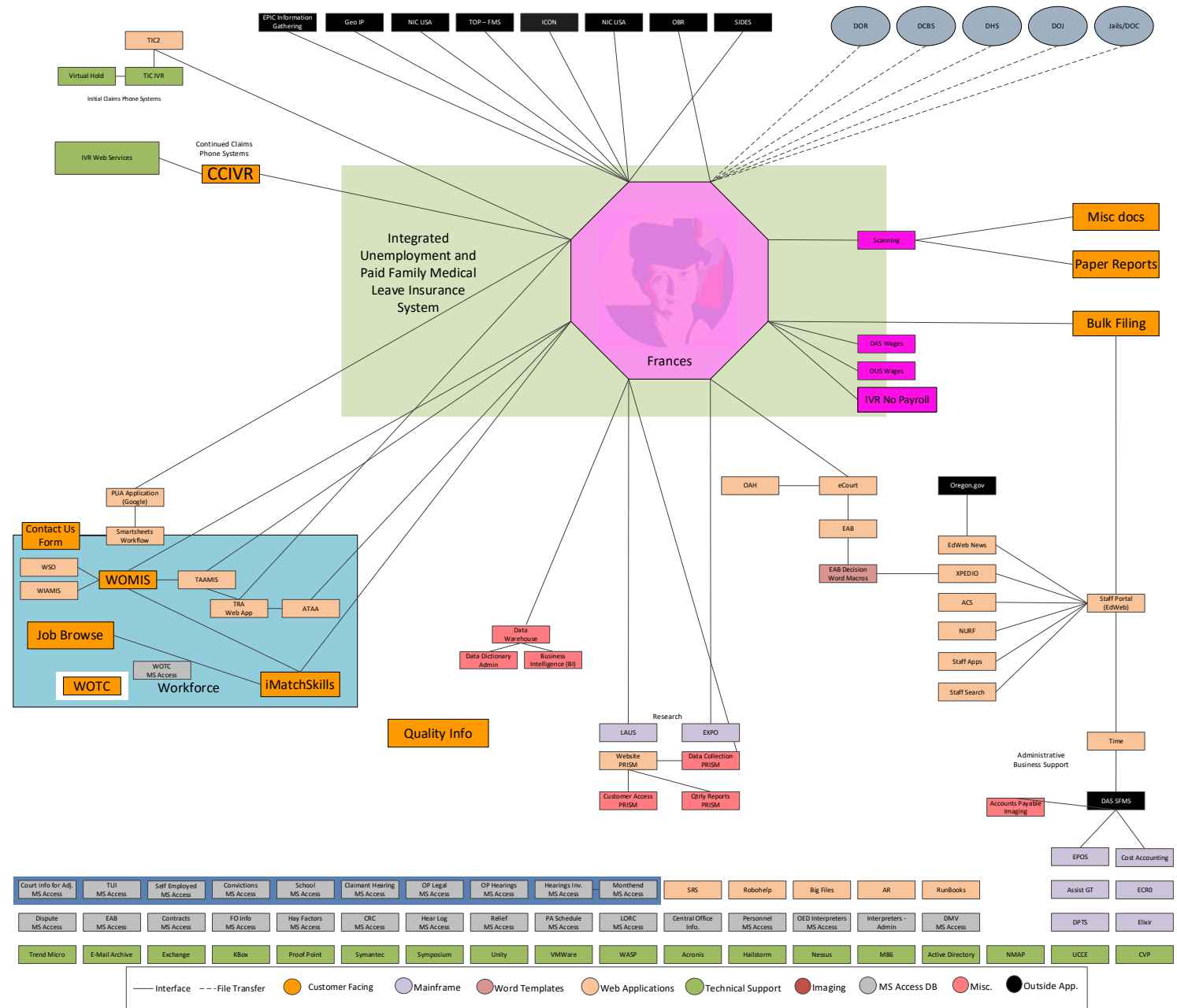
OED System Diagram

After Frances Rollout 1: September 2022

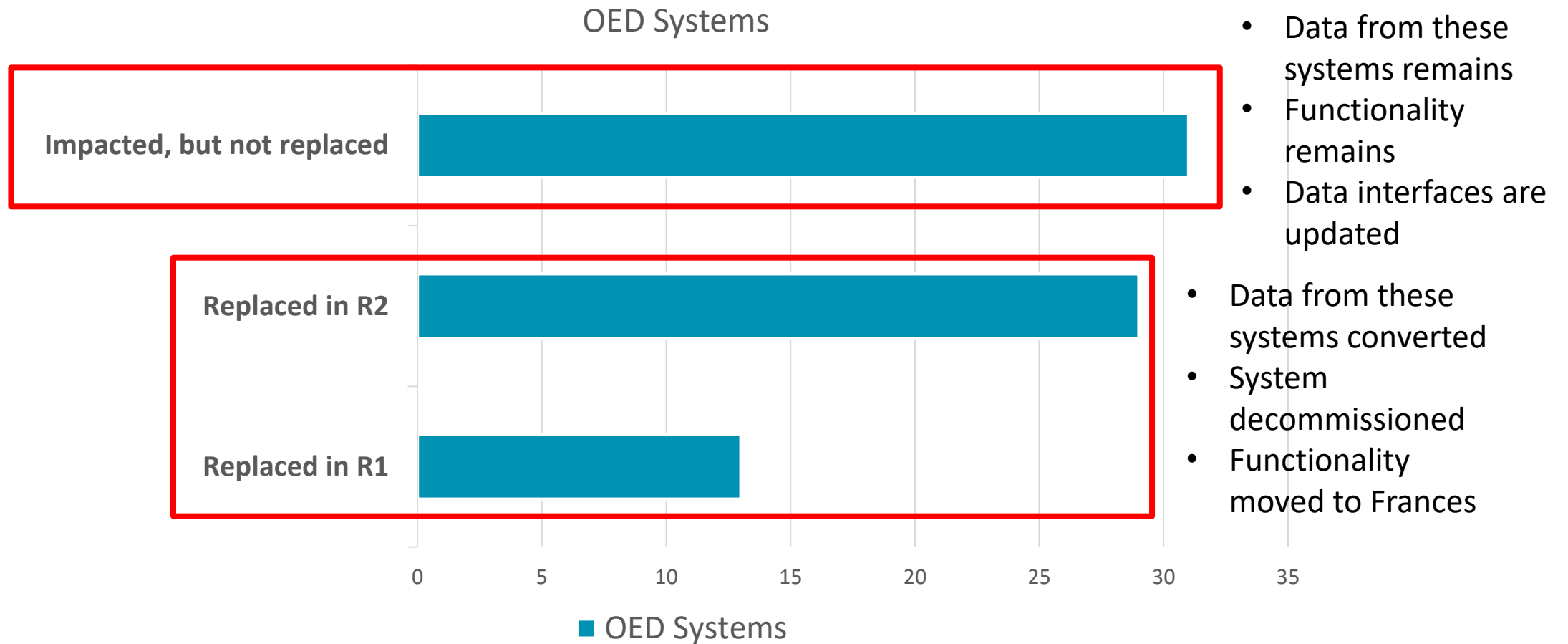


OED System Diagram

After Frances Rollout 2: March 2024



Existing Systems Metrics



Existing System Interface Adjustments

Significant number of interface adjustments internally: **129**

Each Interface is being validated and reviewed for:

Change: The interface is to or from a system being replaced by Frances

Decommission: The interface is to or from systems BOTH being replaced by Frances

No Change: The interface is to or from systems NOT being replaced by Frances

OED IT Development Work is necessary in most of these interfaces. This work is being managed by OED Modernization and currently under definition and requirements building.



Employee Update

Renee Royston



Readiness Survey Assessment Approach

Three readiness assessments per rollout:

- Baseline: August 2021
- Mid-Point: February 2022
- Go-Live: August 2022

Assesses readiness at the time the survey was taken:

- Reflects the opinions of the respondents
- Points to where our successes are or areas for improvement
- Not meant to compare different areas of the agency
- Minimum of three responses to report at the unit level; otherwise results only included at the section level

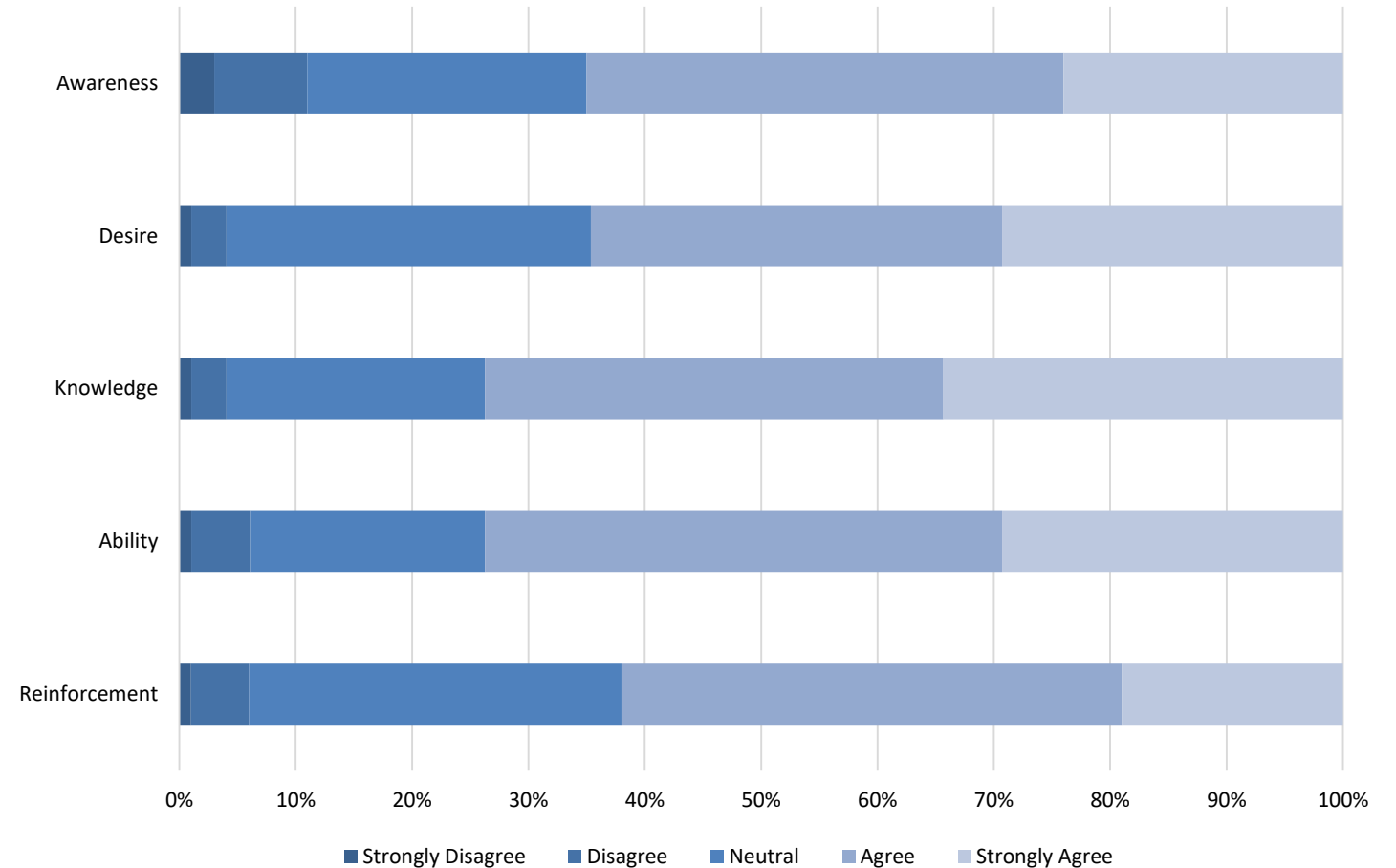


Agency Results

- 1,076 Responses
- Overall positive results with over 60% agree/strongly agree in each category

Category	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Awareness	3%	8%	24%	41%	24%
Desire	1%	3%	31%	35%	29%
Knowledge	1%	3%	22%	39%	34%
Ability	1%	5%	20%	44%	29%
Reinforcement	1%	5%	32%	43%	19%

Agency ADKAR Breakdown

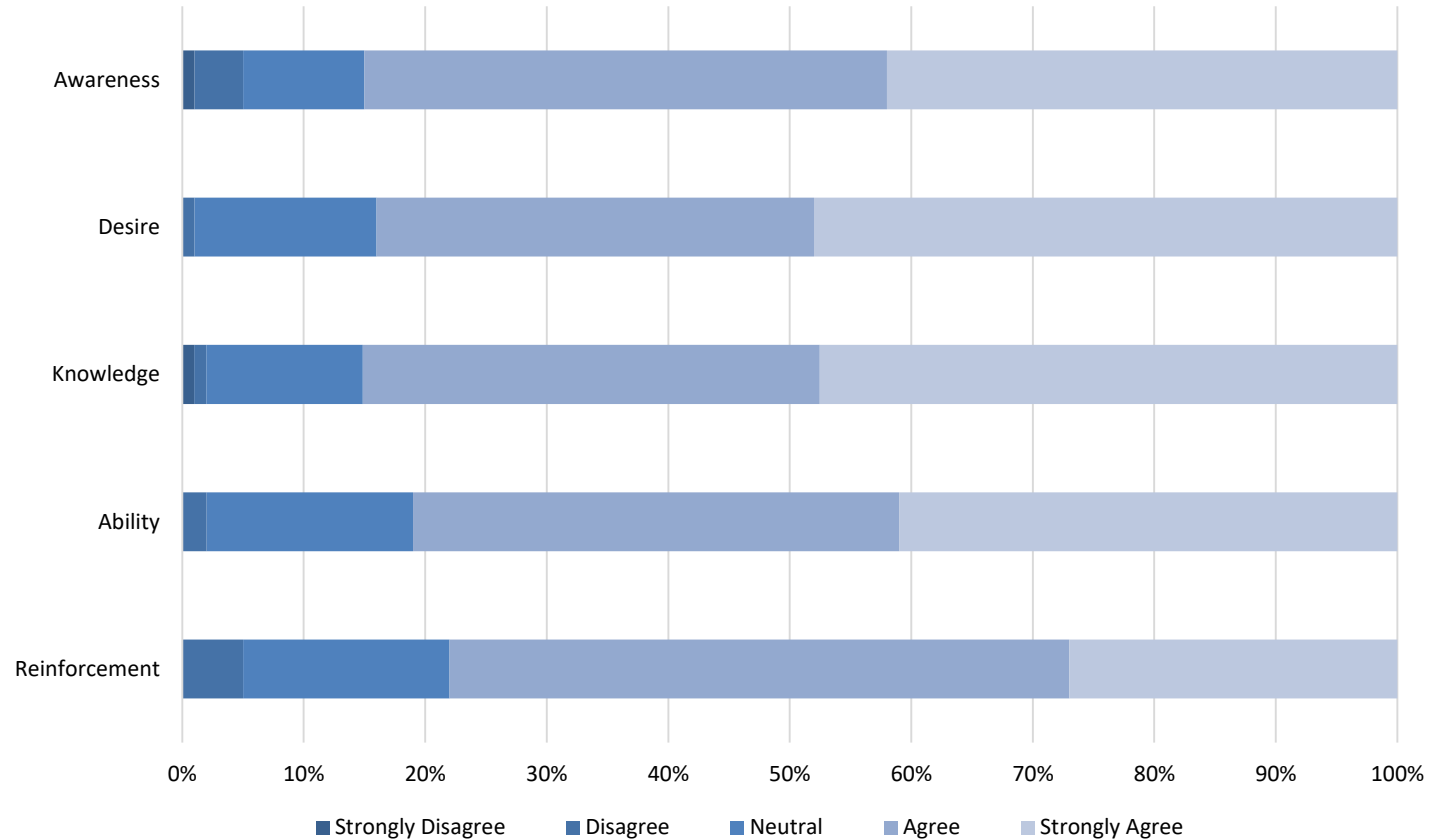


Manager Results

- 103 self-identified managers responded across the agency
- Increase in positive results with 80% agree/strongly agree in most categories

Category	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Awareness	1%	4%	10%	43%	42%
Desire	0%	1%	15%	36%	48%
Knowledge	1%	1%	13%	38%	48%
Ability	0%	2%	17%	40%	41%
Reinforcement	0%	5%	17%	51%	27%

Manager ADKAR Breakdown



Agency Responses

Division/Section	Total Responses
Administrative and Business Services (ABS)	31
Communications	6
Director's Office	5
Human Resources (HR)	10
Information Technology (IT)	55
Modernization	33
Other	7
Paid Family and Medical Leave Insurance (PFMLI)	20
Unemployment Insurance (UI)	740
Workforce and Economic Research	34
Workforce Operations	135
Grand Total	1,076



Overall **ADKAR** Survey Results

Common global themes throughout the Agency:

- Staff want opportunities for hands-on training in the Frances system specific to their area of focus
- The agency wants more communication about modernization and functionality in Frances
- Units want targeted communication about impacts to their unit
- Staff want to be heard, respected and included in the process



Continuing OCM Efforts

- Debriefed impacted Directors/Deputy Directors the week of September 20th
- Meet with frontline managers with actionable steps
- Develop OCM and communication activities based on results
- Next readiness assessment survey February 2022



Forum Next Steps

- Next meeting – discussion
- Adding members
- Additional topics



Questions?

