

Eastern Washington Partnership
WorkSource System Update
May 26, 2016

WorkSource Integrated Technology Systems “Go-Live” during May

The long anticipated launch of WorkSourceWA.com and the new statewide customer management system went live on Tuesday, May 3rd. Although delayed from the target implementation date in late 2015, both systems were activated following an extensive migration of customer records and the integration of the statewide “single sign on” system known as **Secure Access Washington**.

Data migration included over 500 thousand job seeker records, and thousands of employer accounts that had been active in the Go2WorkSource website during the 10 quarters prior to the launch date.

User enhancements supported by the new systems include:

- Real time information transfer between the customer website profile and staff customer management systems
- Capacity for job seekers to create and store essential job search materials such as resumes and cover letters within their personal web profile
- Improved job listing, resume search and candidate screening functions for employers
- Website compatibility with virtually all customer technologies (computers, tablets and smartphones)
- Internal communication tools that allow staff to contact customers through automated calling and texting features, in addition to traditional e-mail

As with all large scale technology launches, the first week presented some customer and staff user challenges and system anomalies. To mitigate these impacts, and to allow time for job seekers to activate their profiles and upload necessary job search materials, the state has adopted a “soft launch” implementation and marketing approach. Under this plan, all large scale promotion and mass communication activities regarding WorkSourceWA.com will be deferred until June. A press release hosted by Governor Inslee will initiate the second phase of marketing to Washington state employers and job seekers.