

CWSN Insider

Vol I Issue I

July 13, 2011

Message From Dennis Petrie



Welcome to the first issue of the California Workforce Services Network (CWSN) Insider!

With an implementation date scheduled for July 2, 2012, the CWSN will bring about many changes to our day to day business, fundamentally changing how we administer California's workforce development programs. The Insider subscription e-mail has been established to keep the Workforce Services Branch (WSB) and local partners abreast of the latest developments with biweekly

CWSN project updates including change management tools, project timelines, upcoming training and spotlights of project staff.

In addition to the Implementation Team, the Organizational Change Management Team and the Project Policy Committee were created to coordinate the organized implementation of the CWSN with minimal impact on staff. All team members will be contributing to the CWSN's successful execution and system wide adoption.

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CWSN Project Status Timeline

	<u>Project Phases</u>	<u>Begin Dates</u>
We are here →	◆ Design and Configuration	6/28/11
	◆ System Development	8/17/11
	◆ User Acceptance Testing	1/30/12
	◆ Training for Trainers	3/26/12
	◆ All User Training	5/01/12
	◆ Implementation ("Go Live")	7/02/12



EDD employees (field and local offices) submitted the following questions to the Project Team.

E-mail your questions to cwsn@edd.ca.gov.

Q: What is the implementation date?

A: The scheduled implementation date is July 2, 2012.

Q: What will occur for employers who enter their own job openings into CalJOBS?

A: CWSN will still have the capability for employers to enter and maintain their own job openings.

Q: Is there going to be a public relations campaign to get staff interested in learning a new system?

A: Workforce Services Branch (WSB) has created the Organizational Change Management team (OCM) that will be responsible for providing training and marketing to include system/project updates.

Q: Will resumes be able to be created and stored on CWSN?

A: CWSN will have the ability to create and store resumes. Efforts will be made to convert current resumes in CalJOBS into CWSN.

Q: Will the old ECMS and PASS data be incorporated into the new system?

A: The goal is to transfer this information into the new system, however at this point we do not have specific information about the data conversation.

Q: Will each WIB-WIA be required to use this new system?

A: All LWIA's and local partners will be required to report their data to Central Office using CWSN. Some areas may choose to use a different system to collect their data but they will still be required to transfer their data into CWSN.

CWSN Implementation: Performance Measurements

By Annette Wolfgang

On June 22, 2011, a small workgroup convened with the goal to discuss:

1. *Once the CWSN is implemented, how do we determine if it was successful?*
2. *What improvements do we anticipate that the CWSN will bring upon its implementation?*

Members of the workgroup included:

- ◇ **Art O'Neal**, Workforce Services Division
- ◇ **Patricia Espinosa**, Northern Division
- ◇ **Robin Purdy**, Sacramento Employment and Training Agency
- ◇ **Jerry Bell**, Information Technology Branch

Utilizing the affinity diagram process, members joined a facilitated discussion ending with the grouping of the ideas into common topics and expectations. The initial measures focus on improved customer service, better availability of training for staff, improved data quality, and better system accessibility. A follow-up meeting will cover further breakdown the performance measures and the measurement tool that would be most appropriate.

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Did you know...

California is the twelfth state to partner with Geographic Solutions.



Each Insider issue will highlight a member from one of the CWSN Project Teams.

SPOTLIGHT



JTA “Guru” Jerry Bell has worked with EDD’s Workforce Services Division as our Information Technology Branch representative for several years. His work experience, system expertise and approachable personality make him a triple threat and according to one team member, “Jerry rocks. In fact, whenever I have a decision to make, I just ask myself ‘what would Jerry do?’ Works every time.” From Jerry’s perspective, “The CWSN project will offer the benefit of an integrated, single client record, web based system able to deliver outstanding results, including comprehensive reporting capabilities. It is an easy to use system that will serve EDD and the public well.” Jerry’s positive attitude and leadership skills are commendable as he leads his Implementation Team through these unprecedented challenges with the new system.

OCM Corner

What is Organizational Change Management (OCM)?

By Kimberlee Meyer

OCM is a framework for managing the effects of new business processes, changes in organizational structure or cultural changes within an enterprise. Simply put, OCM addresses the people side of change management. (SearchCIO.com)

The Workforce Services Branch (WSB) has created the OCM Team to provide a structured approach to the California Workforce Services Network (CWSN) Project and empower employees to accept and embrace changes during this transition. The team members are:

- Annette Wolfgang, IT Services Group
- Nancy Cha, IT Customer Services Unit
- Jackie Harris, Capacity Building Unit
- Kimberlee Meyer, Project Manager Unit

The OCM Team’s goal is to supply you with the tools, processes, and training that will allow you to gain the skills needed to successfully implement the CWSN. We are working diligently to prepare resource lists, e-learning segments, team exercises, training schedules and “Did You Know” tidbits along with many other tools to make this transition as smooth as possible. We will be working along side the Implementation Team to communicate a consistent message about items that pertain to the transition as well as any updates to the project status. We look forward to working with all of the field staff and local partners throughout the State of California to make the implementation of the CWSN a success!



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