

## Message from the OCM Team



On December 9, 2011, the California Workforce Services Network's (CWSN) Organizational Change Management (OCM) Team released an Information Notice and an Internal Administrative Notice seeking nominations of 100 qualified and diverse trainers from the Field Divisions and Local Workforce Investment Areas. The nomination process will create a pool of qualified trainers for the CWSN utilizing the training-for-trainers (T4T) approach. There will be a separate training effort for the community-based organizations that have funding from the Workforce Investment Act beginning or continuing beyond July 2, 2012.

The trainers will be responsible for the delivery of training pertaining to the CWSN within their designated areas, while maintaining the Workforce Services Branch's standards and conduct in all courses. The goal of the initial training is to transfer knowledge and provide hands-on experience to allow employees to navigate within the CWSN system while accomplishing their daily job duties. At completion of the project, trainers will become the primary CWSN trainers for their respective areas.

A specified number of trainers have been allotted to each area based on the CWSN survey results. Geographic Solutions, the CWSN vendor, will also provide a separate Management Information System (MIS) Administrator training; therefore, we suggest your MIS administrator and nominated trainer(s) be separate individuals. Each area should nominate staff members who will be able to commit and adhere to the CWSN's training mission and timeline. All nomination forms must be approved by either the Local Workforce Investment Area Director, Field Division Chief or acting body.

The selected trainers will be major contributors to the overall success of the CWSN implementation! *Happy Holidays from the OCM Team!*

## CWSN Project Status Timeline



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# The CWSN Project Schedule and How it is Managed

By Bob Buckley, Project Schedule Manager

Project scheduling is a technical skill area, but what it captures and tracks is familiar to everyone, whether at the office or in your private life. When you want to achieve something such as implementing the new California Workforce Services Network (CWSN) or just building a tool shed in your backyard, you will use some type of project scheduling.

For your own project planning, you would do the same things project managers, project customers, various subject matter experts (SMEs), and I had to do for the CWSN:

- ◆ **List every task:** It is necessary to achieve your goal, your project “deliverable.” For example, “CWSN up and running” or “Tool shed ready to use.”
- ◆ **Organize the tasks:** Use the order in which you expect they will need to be done. Although this does not need to be precise, you should know the order of the tasks at hand.
- ◆ **Estimate how long each task will take:** Here is where your SMEs are so important—the people who know the various task areas. Ideally, they are the ones who have done those tasks themselves
- ◆ **Assign each task to a single point of contact (SPOC) for task status reporting:** We call these our “Task Status SPOCs.” Even if three or four people work on the same task, we want progress to be reported by one person per task to help keep the information consistent.

If you follow the items above, you will have a good working model of your project and a very good idea of how long it will take. Once you have finished, you then have your proposed schedule to show to the various “key stakeholders.”

With all necessary approvals in hand, the final act of planning is to “baseline” your project schedule. That simply means to save your schedule and all of its forecasted start/finish dates (for tasks, phases, and the project as a whole), so that you can compare actual progress to what you originally planned. Finally, publish your baseline schedule and you are ready to move beyond planning to actually doing (“executing”) your project.

On CWSN, we **track project progress** weekly by:

- ◆ Asking the Task Status SPOCs to report the past week’s progress on their tasks.
- ◆ Capturing the progress in our project schedule.
- ◆ Synchronizing our Employment Development Department schedule with our vendor partner Geographic Solutions’ schedule; we track their key tasks as “touchpoints” along with our own tasks.

We **report the current status** of our CWSN schedule in several ways:

- ◆ **Weekly e-mails** to the project manager and project customer. This e-mail contains summary information and any issues, concerns, or questions that the project schedule manager may have.
- ◆ **Monthly reports** to the California Technology Agency.
- ◆ On an **ad hoc** basis, if any key stakeholder requests some other view of the project tasks, dates, or progress, each request would be discussed with the project manager.

That’s a “whirlwind tour” of what we do in project schedule management generally and for the CWSN project specifically.



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8. Voilà, you’ve subscribed and will now receive bi-weekly CWSN updates from the Insider!



*“The world fears a new experience more than it fears anything because a new experience displaces so many old experiences.”*

~ D.H. Lawrence



# Insider SPOTLIGHT

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



Nancy Cha is the editor of the CWSN Insider and was the first member of the Organizational Change Management (OCM) Team. Nancy contributed to the development of the CWSN Insider and is always thinking of innovative communication tactics. "I think, dream, and breathe CWSN," she jokingly says. But on a serious note, Nancy is all business as the OCM Team prepares for the training recruitment efforts. "The project has evolved tremendously, but our team is so talented I know we'll make California proud," she adds.

Aside from being on the OCM Team, Nancy also acts as the eMAC branch SPOC and was also a member of the SharePoint Team. She brings a creative perspective and her strong work ethic permeates throughout her team. Her supervisor Dale Kunesh says, "Nancy's creative style and flair show in all the SharePoint websites she has designed and managed for the Workforce Services Branch. We know her talent will also shine through while working as part of the OCM Team."

Prior to joining the Employment Development Department, Nancy worked at her alma mater, the University of California, Riverside, in the Associate Vice Chancellor's Computing & Communications Department, and later worked in the Promotions Department at FOX Broadcasting Company. She started her state career in 2009 with the Department of Corrections and Rehabilitation managing service contracts for the Juvenile Division.

This Thanksgiving holiday, Nancy participated in her first 5K run/walk in the "18th Annual Run to Feed the Hungry" in Sacramento. In the near future, Nancy would like to teach English abroad in South Korea.



## What Are You Doing This Holiday Season?

**Bob Buckley**, Project Scheduler: *"We will enjoy a meal in a nice local restaurant somewhere with our grown children, and catch up on their lives and experiences."*

**Katie Fong**, Project Team: *"I will be snowboarding this entire holiday season."*

**Annette Wolfgang**, OCM Team: *"Spending time with family and friends, and naturally working on the training plan for CWSN!"*

**Jacqueline Harris**, OCM Team: *"Enjoying the holidays with my family and friends while we reflect back to our many blessings received during the year."*

**Kimberlee Meyer**, OCM Team: *"I will be celebrating my daughter's birthday and enjoying the holidays with friends and family."*

**Nancy Cha**, OCM Team: *"I will be eating galore at the annual Hmong New Year celebration."*



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