### Decide | Align leaders on a joint vision and create foundational artifacts

- Stand up governance structure (ESC, ILT, ICT) and identify integration goals / day 1 entry criteria
- Identify critical path activities across workstreams and build project plans to track against those activities
- Begin customer persona development and website heuristic evaluation
- Develop the integration strategy
  - Define vision, goals, and objectives
  - Design boundaries
  - Develop guiding principles for org design

### Design | Develop target operating model and define the new organizational construct

- Complete website heuristic evaluation
- Develop high-level organization design
- Develop communications and CM plans
- Prioritize and select program integration opportunities
- Complete customer personas
- Develop detailed organizational design
- Develop transition roadmap

### Deliver | Execute org design, implementation strategy, comms/CM plan, and technology strategies

- Execute transition roadmap
- Execute HR actions
- Execute CM, Comms, Training
- Execute Day 1 Transition Playbook
We’re collaborating on six integration workstreams to facilitate a successful integration

<table>
<thead>
<tr>
<th>Workstream name</th>
<th>Key focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>Develop and launch a new, citizen-facing DHHS website as one entry point to programs and services; define standard operating procedures for external and team member communications.</td>
</tr>
<tr>
<td>Finance</td>
<td>Develop combined finance activities and processes.</td>
</tr>
<tr>
<td>HR, Change Management and Culture</td>
<td>Design and implement a change management strategy and updates to core HR functions.</td>
</tr>
<tr>
<td>Information Technology</td>
<td>Design and configure existing and new IT systems and supports.</td>
</tr>
<tr>
<td>Operations and Customer Experience</td>
<td>Determine the design and implement the strategy of key operational activities.</td>
</tr>
<tr>
<td>Program Integration</td>
<td>Identify opportunities to enhance and transform services as a unified DHHS.</td>
</tr>
</tbody>
</table>

Team members across both agencies are engaging on smaller project teams within each workstream.
Activity / Communication | Purpose
--- | ---
**Ongoing weekly:** Integration workstream work sessions | DoH and DHS workstream leads and their teams collaborate on project plans and action steps.

**Ongoing weekly:** Integration leadership team update sessions | DoH and DHS leadership team members review progress of / hear status updates from the six integration workstreams.

**Jan. 31:** One team DHHS email update | A monthly wrap-up of integration activities and news; sent to all DoH and DHS team members.

**Jan. 31:** Better Together podcasts and service area spotlights | A fun, easy way for team members to explore new service areas, teams and roles across both agencies. New team members are featured monthly.

**February (Date TBD):** DHHS town hall | A live, virtual meeting featuring for integration news, updates and pre-submitted questions from managers and teams.

Ongoing activities and communications continue to inform and engage team members along our integration journey.