

Project name: Communications & Productivity Service

Date: December 2025

15% Complete



Progress summary

In December, the Communications & Productivity Service Project team continued core project planning and agency readiness work, strengthened governance and communications, and advanced change-management deliverables. The team finalized the charter, continued drafting the Project Management Plan, expanded the project schedule, updated the monthly PMO status report, and began preparing Steering Committee materials.

Stakeholder engagement and communications progressed through Steering Committee updates and a Townhall held in December (moved to Dec. 16). In partnership with the OCM vendor, the team submitted the OCM Business Readiness Plan and shared an OCM status dashboard with sponsors on 12/31. The team also continued building out project tools and agency tracking by expanding the C&P Master List (including adding a pass-thru costs tab) and updating the schedule to reflect completed agencies and leadership meetings.

The team supported agencies by responding to cost-information requests, validating steps for agencies needing only billing updates, and scheduling multiple agency leadership meetings (DOC, LNI, DOL, DSHS, HCA, and DOH). FAQs and website updates continued throughout the month, alongside follow-ups on external-facing project goals content.

PBX line status (latest reported)

	Complete	In process	Not started
Agencies (52 total)	21	27	4
Lines (14,214 total)	2,723	11,208	283

Next steps

- Finalize non-tenant agency communications and complete internal review.
- Draft Steering Committee slides.
- Prepare for the Jan. 12 Townhall.
- Continue refining FAQs and website updates (including communications review).
- Continue scheduling and preparing for agency kick-off/leadership meetings; follow up with agencies with fewer than 100 lines.