



Technology Services Board Subcommittee – Project Synopsis

May 14, 2020

Department of Labor and Industries (L&I) Worker's Compensation Systems Modernization Project

OCIO Assessment	QA Assessment
	

Project overview

The Workers' Compensation Systems Modernization (WCSM) program will replace many of the 104 existing systems in a multi-year, phased approach with the following goals:

- 1) Customers: Improve the experience of Washington state employers, injured workers and medical providers when looking for information and interacting with L&I;
- 2) L&I service delivery: Implement new technology that strengthens L&I's ability to deliver efficient, accurate, customer-centered service; and
- 3) Technology: Establish a technological environment that is flexible, sustainable and cost-effective for L&I to maintain.

Purpose of Attending the May 14, 2020 TSB Meeting:

- Provide a brief overview of the Workers' Compensation Systems Modernization program.
- Report on the program's strategy and readiness.

Current Status

- Foundation-setting ~ General readiness to operate a successful program (Program Management Office, business readiness and IT readiness). These have included program governance, program/project standards and methodologies, change management, agencywide data governance, enterprise-level software development lifecycle process, and cloud readiness, etc.
- Working to get approval of the investment plan.
- Developing a rigorous procurement plan and draft RFP for selecting a COTS product and implementer.

Delays in acquiring gated funding, coupled with the COVID-19 pandemic, have delayed hiring. We're onboarding several project managers in April and May, with more to come.

Project budget and timeline

	Phases & Timeline		Direct	In-kind	Total
Gate 1	Program & planning phase	7/2019-8/2020	\$18,005,339	\$2,406,265	\$20,411,604
Gate 2	Implementation	9/2020-6/2021	\$30,021,969	\$2,180,041	\$32,202,010
Gate 3	Implementation	7/2021-2/2022	\$26,796,564	\$1,789,290	\$28,585,854
Gate 4	Implementation	3/2022-10/2022	\$31,492,855	\$1,789,290	\$33,282,145
Gate 5	Implementation	11/2022-4/2023	\$17,017,972	\$1,341,968	\$18,359,940
Gate 6	Implementation	5/2023-12/2023	\$27,246,283	\$1,789,290	\$29,035,573
Gate 7	Implementation	1/2024-9/2024	\$31,529,418	\$2,012,952	\$33,542,370
Gate 8	Implementation	10/2024-4/2025	\$21,355,115	\$1,565,629	\$22,920,744
Gate 9	Implementation	5/2025-1/2026	\$30,866,555	\$2,012,952	\$32,879,507
Gate 10	Implementation	2/2026-9/2026	\$23,510,641	\$1,789,290	\$25,299,932

Gate 11	Implementation	10/2026-5/2027	\$15,715,863	\$1,789,290	\$17,505,153
Gate 12	Implementation	6/2027-10/2027	\$9,595,464	\$1,118,306	\$10,713,770
Program total			\$283,154,038	\$21,584,563	\$304,738,602

Key Project Milestones	Planned Date
Select a COTS product and Implementer	June 2021
Deliver the Integration Strategy for the Enterprise	December 2020
Achieve Cloud Readiness of Enterprise Systems	April 2021
Design of Information Architecture for Customer Access Completed	July 2020
Visual Prototype for Vocational Providers Completed	October 2020
Completion of QA Readiness Assessment	January 2022
Co-location of Program Team to Central Location (Delayed due to COVID-19)	June 2020
Design of Change Management Strategy Completed	January 2021
Program Management Office Established (staffed & processes adopted)	June 2020
Go-Live of Employer Accounts module for new employers	August 2022
Go-Live of Employer Accounts module additional scope	April 2023
Go-Live of Employer Accounts module for self-insurance	January 2024
Go-Live of Claims Intake & Adjudication module	April 2025
Go-Live of Advanced Claims Management & Business Intelligence module	September 2025
Go-Live of Vocational Provider module	January 2026
Go-Live of Medical Management module	June 2026
Go-Live of Pension & Disability Payments module	March 2027
Go-Live of Benefit Payments, Provider Payments, & Integration with Finance	September 2027

Key Events to Date	Date
Procured and selected a Systems Integrator	July 2019
Procured and selected a QA vendor	November 2019
Received an increase to delegated authority, with conditions	March 2020
Drafted RFP and supporting artifacts and sent to QA, DES and OCIO for review	April 2020
Created an enterprise Project Management Office	March 2020
Draft investment plan sent to OCIO for review/approval	September 2019 November 2019 March 2020 April 2020