# Technology Services Board – Project Synopsis

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| Date 9/13/2022 | **OCIO Assessment** | **QA Assessment** |
| Agency Name: Washington State Department of Labor & Industries  **Project Name: Workers’ Compensation System Modernization Project (WCSM)** |  |  |

## Project overview

The Workers’ Compensation Systems Modernization (WCSM) project aims to replace L&I’s “legacy” workers’ comp computer systems and its cumbersome business processes with a modern technical solution(s). This will help streamline and automate manual processes, which will lead to additional efficiencies and even better return-to-work outcomes.

### For TSB discussion

The WCSM project received results of an independent third-party review in 2021. The project has been revising its strategy and wants to provide the TSB with a project update based on the results.

## Issue statement

The state’s existing workers’ comp computer “ecosystem” is very large, old and complex. It uses more than 100 sub-systems is made up of multiple generations of technology. Too often, L&I’s improvement efforts have run into technological roadblocks that force L&I to continue tolerating inefficient business processes.

## Management strategy and readiness plan

The WCSM project team is changing its strategy from larger system changes in a phased approach, to prioritizing smaller, targeted system upgrades that offer more immediate business transformational value. This is based on the recent independent third-party review. The focus for the rest of this biennium is to implement select recommendations from the independent review, develop a revised solution strategy and complete a feasibility study. A “discovery planning phase” is now underway to revise the project’s next steps.

## Project budget and timeline

| **Budget – Current technology budget** |  |
| --- | --- |
| Employee Staffing Costs | $491,883 |
| Employee Staffing Costs – In-kind | $1,022,036 |
| Quality Assurance | $538,200 |
| Technology Assessment/Solution Strategy | $2,700,000 |
| Future State Journey Map | $899,997 |
| Feasibility Study | $416,665 |
| Legacy/Remediation/Integration Lead | $422,400 |
| Business Strategic Advisor | $420,000 |
| Project Director | $567,000 |
| Pre-Discovery | $300,000 |
| Strategic Advisor (Short-term) – In-kind | $390,000 |
| Executive Coaching – In-kind | $35,000 |
| Other | $48,753 |
| **Total Project Cost** | **$8,251,934** |

| **Key Project Milestones** | **Planned Date** |
| --- | --- |
| Approved Modernization Strategy | 4/23 |
| Current state logical architecture document | 5/23 |
| Updated total technical inventory document | 5/23 |
| Feasibility study completed | 6/23 |
| Discovery Planning Phase complete | 6/23 |

| **Key Events to Date** | **Date** |
| --- | --- |
| Completion of Independent Review | 6/21 |
| Governance Realignment Work | 5/22 |
| New Steering Committee formed | 6/22 |
| Steering Committee Charter executed | 8/22 |
| Statement of work for Modernization Strategy executed | 8/22 |
| Statement of work for Technical Deep Dive executed | 8/22 |
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