



Technology Services Board – Project Synopsis

Date 9/13/2022

Agency Name: Washington State Department of Labor & Industries

Project Name: Workers' Compensation System Modernization Project (WCSM)

OCIO Assessment	QA Assessment
	

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