Workers' Compensation Systems Modernization

Project Overview

The Workers' Compensation Systems Modernization (WCSM) project aims to replace L&I's "legacy" workers' compensation 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 injured workers.

Critical Risks and Issues

Risk: Project director position is vacant.
Mitigation:
- The project director role has been open since February after the previous director left unexpectedly.
- We're working with an external firm to find a replacement and have begun interviewing four candidates they recommended. Our goal is to have a new project director by this fall to ensure a smooth transition.

Risk: Misalignment of project governance.
Mitigation:
- The governance structure, approved by the executive steering committee in 2022, was reviewed this summer, and the team took additional training to ensure compliance.
- A RAPID matrix for decision-making and communication was implemented in August to help keep everything aligned.

Risk: Insufficient time for critical project documentation.
Mitigation:
- The project team is using an iterative approach to tackle this issue.
- We've already completed the second draft of the project charter, scheduled one-on-one meetings with subject matter experts in August to discuss risks, issues, and assumptions, and identified resources for the decision package.
- The modernization approach is on hold until further steps are decided, but we aim to complete everything on time.

Consultation Needed

What feedback does the program or project need from the Board?

- What experiences or lessons can you share regarding an iterative sun setting\decommissioning approach?
- What is important for us to consider as an agency, when implementing new technology and capabilities as we shift to and update to a hybrid cloud based system of systems?