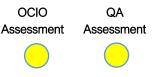


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# Technology Services Board – Project Synopsis

Date 9/13/2022

Agency Name: Washington State Department of Labor & Industries Project Name: Workers' Compensation System Modernization Project (WCSM)



## **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 subsystems 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



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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