

## Technology Services Board – Project Update

**Agency:** Department of Labor and Industries

**Project:** Business Transformation and Workers' Comp Systems Modernization

**Description:** The Department of Labor & Industries (L&I) has been engaged in foundational planning work to streamline and modernize its core operations and to improve service to customers. Despite numerous business process improvements that will help save hundreds of millions of dollars, the agency's aging technology systems still pose roadblocks to progress. The agency also finds itself in the same position as other large agencies in that it's getting harder to find job candidates trained in the programming languages that support these aging applications.

L&I focused first on foundational projects to prepare for future IT projects, as well as a couple of initial modernization projects to improve the customer experience. In 2018 and 2019, the agency has focused on the following: Business process improvement activities; Website redesign; Provider Credentialing; Data Strategy and IT Assessment & Readiness Plan. This work is in flight to set up the agency for success to take the next steps toward creating a modern, integrated technology infrastructure to support the needs of the customer and agency.

**Purpose of attending 03/12/2019:** L&I will review progress on its early modernization projects as well as the foundational work for major business initiatives like workers' compensation. The overview of the foundational work will include lessons learned.

- The department will discuss project governance, organizational-readiness activities with staff, and how it's working to build organizational change management as part of the agency culture.

Project Schedule
Project Begin Date: 07/01/2017
Baseline Project End Date: 06/30/2019
Actual Project End Date: 06/30/2019

Current Assessments
OCIO = Yellow
Quality Assurance = Red*

Project Budget	
Baseline Budget (7/1/17)	\$11,478,000
Additional Agency Budget	\$5,190,000
Actual Budget	\$16,668,000

*\*Roll-up of multiple projects*