

Agency IT Operations Plan

2017-2019

Workforce Safety and Insurance

Line of Business: Public Safety
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Agency Number: 4850

2015-2017 Accomplishments

- iLinx email capture implementation
- CAPS Release 1
- CAPS Database Consolidation
- Continuous Improvement Initiative - Voided Applications
- Communication Audit Implementation
- External stakeholder communication improvements - Fee Schedule
- WSI Application Development
- CAPS Release 0
- Extranet Architectural Analysis
- Medical Bill Payment - APC Grouper
- PC Replacements
- Security Training and Education
- Service Desk Support
- Internal communication/workflow improvements- Infopath
- External stakeholder communication improvements - FL214 form
- Internal communication/workflow improvements- C56 form
- Pharmacy Benefit Manager - US Script
- Oracle Reports Replacement Analysis

2017-2019 Technology Strategy Information

Goal

Customer Strategic Perspective

Strategy

Texting/Instant Communication System

Customer Strategic Perspective	Delivery of Safety Services
Customer Strategic Perspective	Wellness Program
Customer Strategic Perspective	iHCFA - Electronic Submission
Customer Strategic Perspective	Implementation of Extranet/Portal
Finance Strategic Perspective	Cyber Security (policy setup, e-mail security, customer service)
Internal Process Strategic Perspective	Communication Audit Implementation
Internal Process Strategic Perspective	System Replacement Program (CAPS)
Internal Process Strategic Perspective	Outward Facing Forms (including OFROI)
Internal Process Strategic Perspective	Medical Run Automation
Internal Process Strategic Perspective	Data Warehouse (claims - loss control analytics)
Internal Process Strategic Perspective	Incorporate Ergo Program into PICS
Internal Process Strategic Perspective	Imaging PHS Mail
Learning & Growth Strategic Perspective	Enhance WSI Philosophy
Learning & Growth Strategic Perspective	Crucial Conversations

2017-2019 Planned Activity Information

- CAPS Phase 3
- WSI Extranet Feature Enhancement
- Business Analytics
- InfoPath
- CI Initiative - Designated Medical Provider

2017-2019 Technology Being Investigated or Considered

Office 365	Office 365 Implementation
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New Projects

- CAPS Phase 3
- Extranet Program

- Oracle Reports replacement

Technical Infrastructure Information

Number of Computers/Workstations	475
Number of Portable Devices	60
Number of Network Printers	49
Number of Servers	0
Number of public-facing web sites	1
Number of internally facing web sites	1

Application Information

<i>Accounting Utility</i>	Provide Insurance for Injured Workers
<i>ACH Treasury Software</i>	Provide Insurance for Injured Workers
<i>Claim Lookup</i>	Provide Insurance for Injured Workers
<i>Claims and Policy System</i>	Provide Insurance for Injured Workers
<i>Claims Maintenance System</i>	Provide Insurance for Injured Workers
<i>CMS Administration</i>	Provide Insurance for Injured Workers
<i>CMS Maintenance</i>	Provide Insurance for Injured Workers
<i>Collections Manager</i>	Provide Insurance for Injured Workers
<i>Comp Run Automated Pitney Bowes</i>	Provide Insurance for Injured Workers
<i>CORVEL</i>	Provide Insurance for Injured Workers
<i>Debit Card USBank</i>	Provide Insurance for Injured Workers
<i>Document CD download</i>	Provide Insurance for Injured Workers
<i>Fax Assembler</i>	Provide Insurance for Injured Workers
<i>File To FileNet</i>	Provide Insurance for Injured Workers
<i>FileNet</i>	Provide Insurance for Injured Workers
<i>FileNet Commit Processer</i>	Provide Insurance for Injured Workers
<i>Finance Contract Application</i>	Provide Insurance for Injured Workers
<i>Forms Tool (Word Templates)</i>	Provide Insurance for Injured Workers

<i>Genex Case Management Notes</i>	Provide Insurance for Injured Workers
<i>Human Service file</i>	Provide Insurance for Injured Workers
<i>iLINX</i>	Provide Insurance for Injured Workers
<i>Incident Report</i>	Provide Insurance for Injured Workers
<i>Indexing</i>	Provide Insurance for Injured Workers
<i>InfoPath Forms Internal</i>	Provide Insurance for Injured Workers
<i>InfoPath Forms External</i>	Provide Insurance for Injured Workers
<i>IRS</i>	Provide Insurance for Injured Workers
<i>ISO SSN file</i>	Provide Insurance for Injured Workers
<i>itWorks</i>	Provide Insurance for Injured Workers
<i>Job Service E-Search</i>	Provide Insurance for Injured Workers
<i>Job Service File</i>	Provide Insurance for Injured Workers
<i>Legal & Rehab</i>	Provide Insurance for Injured Workers
<i>Medicare file</i>	Provide Insurance for Injured Workers
<i>Online Account Information External</i>	Provide Insurance for Injured Workers
<i>Online Account Information Internal</i>	Provide Insurance for Injured Workers
<i>Online Claim Lookup</i>	Provide Insurance for Injured Workers
<i>Online Claim Notes</i>	Provide Insurance for Injured Workers
<i>Optical Character Recognition</i>	Provide Insurance for Injured Workers
<i>Online Employer Account</i>	Provide Insurance for Injured Workers
<i>Online Employer Lookup</i>	Provide Insurance for Injured Workers
<i>Online First Report of Injury</i>	Provide Insurance for Injured Workers
<i>Online Payroll Reporting</i>	Provide Insurance for Injured Workers
<i>Online Payroll Reporting Administration</i>	Provide Insurance for Injured Workers
<i>Oracle Reports</i>	Provide Insurance for Injured Workers
<i>P2P Import Interface</i>	Provide Insurance for Injured Workers
<i>Policyholder Information Computer System</i>	Provide Insurance for Injured Workers

<i>PICS Printing</i>	Provide Insurance for Injured Workers
<i>REDIX</i>	Provide Insurance for Injured Workers
<i>Right Fax</i>	Provide Insurance for Injured Workers
<i>Robots</i>	Provide Insurance for Injured Workers
<i>Scanning</i>	Provide Insurance for Injured Workers
<i>Special Investigation Unit/CMS Forms</i>	Provide Insurance for Injured Workers
<i>Special Billing</i>	Provide Insurance for Injured Workers
<i>System Administration</i>	Provide Insurance for Injured Workers
<i>ND Tax Department</i>	Provide Insurance for Injured Workers
<i>Video Resource Library</i>	Provide Insurance for Injured Workers
<i>Work Manager</i>	Provide Insurance for Injured Workers
<i>Work Manager Administration</i>	Provide Insurance for Injured Workers
<i>USScript</i>	Provide Insurance for Injured Workers
<i>WSI Web Site</i>	Provide Insurance for Injured Workers
<i>CAPS - Claims and Policy System (New)</i>	Provide Insurance for Injured Workers