

Agency Operations Plan 2015-17

Agency:

Workforce Safety & Insurance (WSI)

Line of Business: (optional)

<p>Workforce Safety & Insurance (WSI) manages and regulates an exclusive employer-financed, no-fault insurance system covering workplace injuries, illnesses, and death. WSI is the sole provider and administrator of the workers' compensation system in North Dakota. In addition to collecting premium payments from employers and processing claims filed by North Dakota workers, WSI promotes workplace safety by assisting employers in providing safe work environments for their workers. Benefits of WSI coverage include payment of medical, disability (wage replacement), vocational rehabilitation (if medically and vocationally necessary), impairment, and death benefits.</p>
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<p>General liability, health, and accident insurance are not substitutes for workers' compensation insurance. North Dakota Workers Compensation Law, with limited exceptions, requires all employers to insure their full-time, part-time, seasonal, and occasional workers.</p>
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Contact:

Name:	Tim Schenfisch
Title:	IT Director
Phone #:	701-328-5945
Email:	tschenfi@nd.gov

Technology Strategy:

The mission of the Information Technology (IT) department is to provide high quality, reliable and cost-effective information management products and services that support the WSI vision and purpose.

Additionally, the IT department will provide the highest level of services by:

- Investing in technology and developing
- partnerships that deliver cost effective technology solutions based on business needs;
- Providing timely access to high-quality applications and data that are easy for customers to use
- Quickly satisfying a need and providing the solution
- Quickly satisfying the automation needs of WSI, reducing the time between recognizing a need and providing a solution
- Delivering innovative technology solutions within budgeted cost and schedule
- Creating a collaborative and challenging work environment.

WSI's 2014 Strategic Management System identifies strategic initiatives that are tied to strategic perspectives.

Strategic Perspectives:

- Customer
 - Strategic Initiatives
 - Implementation of Communication Audit
 - Develop Claims & Loss Control Analytics
- Finance
 - Strategic Initiatives
 - Investment Allocation Study
 - Review Actuarial Reserve Discount Rate
 - Business Continuity Plan Update
 - Review Reinsurance Levels
- Internal Process
 - Strategic Initiatives
 - Implementation of Communication Audit
 - Business Process Improvement
- Learning & Growth
 - Strategic Initiative
 - Enhance WSI Philosophy

The executive team at WSI also identifies a short term (3 to 6 month) thematic goal and associated initiatives that assist in the implementation of the identified strategic initiatives.

Technology Infrastructure:

WSI supports and maintains development, test, and production database environments to support the Claims Management System (CMS) and Work Manager (WM) system (developed primarily to support the Injury Services department of WSI) and the Policyholder Information Computer System (PICS) (developed primarily to support the Employer Services department of WSI). The database to support the CMS and PICS systems is running on Oracle 11g, hosted on IBM AIX.

WSI is using Filenet P8 on Windows server for document management. Filenet Capture is used to capture images from hard copy emails and batches of hard copy documents. RightFax and Filenet Fax Entry are used for Inbound and Outbound faxes. WSI is using Cardiff Teleform, Teleform Capture Server and Teleform Mediclaim for OCR and ICR on Windows server using a Microsoft SQL database.

Accounting is completed on the Microsoft Great Plains General Ledger application on a Windows 2000 server with a SQL 2000 SP3 database. The Great Plains financial clients run on WSI Finance Department personal computers.

WSI maintains its own Service Desk. Service Desk tickets are managed by iTSM from Front Range running on Windows server 2003 utilizing Microsoft SQL 2005 database.

The WSI IT department currently supports over 300 personal computers and notebooks, over 40 printers, including mobile phones and tablet devices.

Planned Activities:

Policy System (PICS) and Claims System (CMS) Update or Replacement Project

WSI has identified the need for the updating or replacement of its policy system (PICS) and claims system (CMS) as one of the key initiatives in its long range IT plan. The PICS system was developed primarily to support the Employer Services department of WSI in providing policy underwriting, policy renewal, premium billing, assessment billing, and limited collection functionality. The CMS system supports Injury Services, Office Services and Medical Services in providing claim history, claim payment and reserve liability functionality and medical provider payment history.

WSI is in the process of completing a series of steps leading up to a RFP for this project. Part of this process is evaluating various approaches to software development and the costs associated with each approach. More detailed information should be available in September 2014 when WSI should have results from the Business Process Modeling phase of the project.

Communication Audit Implementation

WSI is in the second year of a 3 year initiative to implement enhancements suggested by an internal communication audit. This will improve communications with injured workers, employers and providers. This initiative includes implementation of additional SharePoint workflow using InfoPath forms, an upgrade to our Internet web site and also the beginning of a secure web portal.

Technologies being considered or investigated: