

PROJECT CLOSEOUT REPORT

Submitted to Large Project Oversight on 08/16/2017

GENERAL INFORMATION

Program/Project Name: WSI Extranet
Agency Name: Workforce Safety and Insurance
Project Sponsor: Tim Schenfisch
Project Manager: Jennifer Kunz

PROJECT BASELINES

Original And Final	Project Start Date	Baseline Execution Start Date	Baseline End Date	Baseline Budget	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Original Baseline	8/1/2015	11/1/2016	6/30/2017	\$504,878	6/30/2017	0%	\$469,031	7.1% under
Final Baseline		11/1/2016	6/30/2017	\$504,878	6/30/2017	0%	\$469,031	7.1% under

Notes:

MAJOR SCOPE CHANGES

There were three scope changes in the project, but none impacted the baseline budget or schedule.

PROJECT OBJECTIVES

Business Objective	Measurement Description	Met/ Not Met	Measurement Outcome
Objective 1.1: Create a secure portal for WSI external stakeholders to submit and view up to date information related to their interactions with WSI	Measurement 1.1.1: Upon completion of extranet project, ND injured workers, employers, and medical providers will be able to log in to the extranet portal to submit and view up to date information related to their transactions with WSI	Met	This project successfully produced the outcome of enabling injured workers, employers, and medical providers with the ability to log in to myWSI and view information related to their transactions. The myWSI Enhancement Project will add features to further empower stakeholders.

Notes:

When the project was initially chartered, it was assumed there would be two phases; however, the ESC directed the sponsor and project managers to separate the initiative into two distinct projects to better align with funding (which spanned two bienniums). Measurement 1.1.1 was met with this first Extranet project and measurements 2.1.1, 3.1.1, and 3.3.1 were moved to the new myWSI Enhancement Project (July 2017 – June 2019).

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POST-IMPLEMENTATION REPORT

Post-Implementation Reports are performed after a project is completed. A “PIR” is a process that utilizes surveys and meetings to determine what happened in the project and identifies actions for improvement going forward. Typical PIR findings include, “What did we do well?” “What did we learn?” “What should we do differently next time?” Notable findings are presented in this closeout report.

	What Went Wrong? or What Went Right? <i>(Comments are from the Post-Implementation Survey respondents)</i>	Lesson Learned <i>(What behavior/action would have prevented or improved things? or What behaviors/actions should be repeated to promote success?)</i>
1.	Successes	
a.	It was beneficial to walk through the training with the training handouts.	Continue supporting and ensuring these successes are maintained.
b.	Andy and Jason did a remarkable job in leading the team!	
c.	Communication overall was very good between ITD, WSI and Nexus. There were some issues, but they were resolved quickly.	
d.	Andy was a helpful addition to the project.	
e.	Jason Cherney who is on-site is amazing with assistance and always prompt with assistance.	
f.	Overall the project went great from my perspective. Jennifer was responsive and was able to either get the information I needed or point me to the person I needed. She was also great at keeping up with the tasks and timelines when we needed WSI to submit requests and get information and decisions back from them.	
g.	Congrats on the successful implementation! I look forward to using it myself as an account holder with WSI!	
2.	Improvement Areas	
a.	UAT could have involved others to troubleshoot areas that were found later in the game.	Discuss and consider this feedback prior to UAT.
b.	It's necessary to include BA's in the process; they may not be needed at all meetings, but at least knowledge of the project and impact to business. Workload management - it was good that Andy was added for project support.	This has been discussed and the BA's are being included more in the myWSI Enhancement Project. The team is also actively discussing who might be missing from requirements meetings.
c.	At first, as an administrator, it is a little difficult to understand, but easier as you get used to it.	This is likely part of the general change to a new process, but to pursue it further, the team will gather more feedback prior to developing the training plan for the myWSI Enhancement Project.
d.	A small step (the functionality) and could integrate better into smartphones and tablets.	The decision was made to exclude from scope the development of a mobile app. However, myWSI does respond/adjust in scale to mobile devices. Going forward, the team will increase communication about this approach. The team will also begin high-level discussions about when a mobile app might be feasible in the future.
e.	The testing seemed inadequate.	Discuss and consider this feedback prior to UAT.

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f.	Context, communication, and requirements gathering from key stakeholders for CAPS integration seemed late.	Provide the bigger picture context and ensure the right players are in the room. Need to ensure requirements drive design and design discussions should have formal requirements documentation to serve as the basis for the underlying approaches. These documents should be available to key constituents. Regarding integration, the project managers will schedule regular technical integration meetings with the CAPS team (in addition to the higher-level integration/vision meetings).
g.	There were questions in training regarding PEO's that manage several accounts. Instead of them getting individual invites, one received over 50 it would have been better to establish them as a different user so they didn't have to go through that process.	Although this was a business decision early in the project, it has been noted and clarification will be made.
h.	Need to follow the promotion model and configuration management strategy to surface all the issues.	The configuration management strategy was discussed and agreed upon fairly early on, but the team will revisit the process.
i.	There were too many projects for many of the same people involved in them. Oracle, Extranet and CAPS all at one time.	This was discussed with the sponsor and project managers; however, due to all of the projects being fully funded, WSI will need to continue with all projects. The team will improve the close monitoring of resources and schedules to avoid conflicts as much as possible.
j.	Build out Dev, Test environments more; need better code promotion management and alignment with CAPS.	Additional environments were discussed, documented, and have been requested; they will now align with CAPS environments.
k.	Some confusion in the ITD process about when to create a ticket and who creates them.	This process has been discussed and clarified.
l.	For Go-Live, the two-part rollout was confusing.	Communicate only one Go-Live date and keep the technical steps within the immediate team.
m.	During Go-Live, more formally documented contacts were needed.	The project managers will add full contact information for each of the team members involved during the Go-Live process.
n.	During Go-Live, once problems were encountered, a conference call should be started earlier.	The team will formally add this step into the Go-Live process.

How the Project Resolved Business Problems/Needs – Survey Comments:

1. myWSI is laying the ground work for many future projects.
2. myWSI has increased the level of security for the employer's on-line account.