PROJECT STARTUP REPORT

Submitted to Large Project Oversight on 12/28/2016

GENERAL INFORMATION

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

PROJECT DESCRIPTION

The Workforce Safety and Insurance (WSI) Extranet Project will create a secure self-service portal for authenticated external stakeholders (i.e., employers, providers, and injured workers) to view, update, and submit information related to interactions with WSI.

WSI conducted a communications audit in 2011 that recommended three initiatives to improve clarity, governance, and serving of injured workers. The initiatives included a re-designed internal intranet, a re-designed public internet web site, and a secure extranet portal for injured workers, employers and medical providers. The intranet and external web site projects have been completed successfully. This project would enable WSI's customers to securely access needed information via the Internet through an extranet portal. The scope of this project will also include a re-designed ND login process that will benefit other agencies.

The planning and analysis began in February 2016. WSI engaged with Nexus Innovations (Nexus) who collaborated with ITD to evaluate the current, as-implemented state of the ITD-provided SharePoint environment as a potential solution. After the comprehensive analysis, the solution was determined to be an extranet portal developed on a .Net platform. The analysis also included the documentation of best practices, a review of extranet architectural options, and delivery of an architecture plan.

Planning and analysis completed in late October 2016. The project scope includes: the portal framework, the re-designed ND login process, integrating WSI's current external facing applications into the common portal, and a detailed definition for a possible future enhancement project.

BUSINESS NEEDS AND PROBLEMS

The business needs for this project are as follows:

1. Improve internal and external communication
2. Increase online interactivity for WSI's stakeholders and partners
3. Streamline processes related to information from/to external audiences

The WSI Extranet Project is in line with WSI's core purpose "to care for injured workers" by offering a secure portal for injured workers, employers, and medical providers to view, update, and submit information related to their interactions with WSI.

PROJECT BASELINES

Project Start Date	Baseline Execution Start Date	Baseline End Date	Baseline Budget
8/1/2015	11/1/2016	6/30/2017	$504,877

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OBJECTIVES

Business Objective	Measurement Description
Business Need 1: Improve internal and external communication 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 the 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
Business Need 2: Streamline processes related to information from/to external audiences Objective 2.1: Review and improve current processes affecting external stakeholders	Measurement 2.1.1: Reduce the number of contacts with WSI staff per thousand policyholders/claims by 10% within the first year.
Business Need 3: Increase online interactivity for WSI's stakeholders and partners Objective 3.1: Design a site that is user-friendly, easily navigable and targets appropriate audiences	Measurement 3.1.1: Increase by 10% the number of external stakeholders using available extranet portal features within the first year

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COST BENEFIT ANALYSIS

For the investment in this project, the following anticipated benefits will be achieved:

Benefits of resolving Business Need 1:

- Improved external stakeholder satisfaction; improvement in processing time and accuracy of data

Benefits of resolving Business Need 2:

- Customers able to find information more easily; workload relief for WSI staff

Benefits of resolving Business Need 3:

- Improved end user experience

KEY CONSTRAINTS AND/OR RISKS

The project has the following constraints:

- Project coordination with the multiple partners in the project (WSI, Nexus, and ITD)
- Challenges that are inherent with large groups
- Review and approval through committees and large groups that delays the process
- Cost, schedule, scope, and quality are often in conflict during projects. The sponsor elected to prioritize these constraints as follows:
    - Quality
    - Scope
    - Budget
    - Schedule