

Project Startup Report

Project Name: ITTP System Replacement Project – Phase 2/Implementation Phase

Agency: Workforce Safety & Insurance

Business Unit/Program Area: All

Agency Representative: Tim Schenfisch, I.S. Director, WSI

Project Sponsors: (1) Kim Ehli, Claims Director, WSI;
(2) Barry Schumacher, Policy Holder Services Director, WSI

Program Manager: Justin Data, Project Manager III, ITD

Project Manager: Doug Hintz, Business Services Supervisor, WSI

Project Description

The Information Technology Transformation Program (ITTP) System Replacement Project includes the replacement of existing core WSI business applications with a Commercial-Off-The-Shelf (COTS) seamless, integrated software solution. Phase 2 of this multi-year project, the Implementation Phase, includes activities planned to implement the iVOS claims and policy management system from Valley Oak Systems.

As a result of an RFP process that was part of phase 1 for this project, Valley Oak Systems' iVOS product was selected as the COTS system, and HCL was selected to provide integration, validation and management services related to the installation of iVOS.

For this phase 2, the iVOS implementation is the “backbone” project, and related activities to support the implementation have been planned to coincide with the activities of the product implementation. These activities include:

- Documenting detailed business requirements of WSI needs
- Identifying “gaps” between business requirements and iVOS software capabilities and potential solutions for addressing the “gaps”
- Developing plans to fill the “gaps” in the business requirements
- Developing technical specifications for any custom development needed to support the gap analysis
- Data migration from current systems to iVOS
- Integration of iVOS with FileNet
- Strategic recommendations for current and future usage of FileNet at WSI
- Technical architecture and infrastructure review of WSI current state and strategic recommendations for future state, including specifications to support the iVOS implementation
- Study and recommendations of potential new business functionality to be implemented in conjunction with the iVOS implementation
- Utility services disposition evaluation and recommendations for the hosting of WSI computer systems, including Information Systems department staffing requirements
- Organizational change management planning and implementation of the change strategies

Benefits to Be Achieved

Project Objectives	Measurement Description
Achieve a 4% reduction in annual claims costs, which equates to \$3.4M annually subsequent to implementation of the new system	<ul style="list-style-type: none"> ▪ Baseline – WSI will take an actuarial measurement calculation that includes claims costs, IBNR (incurred but not reported), case reserves, and any future legislative changes (e.g., HIPAA). This measurement is already being taken by WSI. An activity will be added within the planning phase of the project plan to capture this measurement for

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	<p>this project</p> <ul style="list-style-type: none"> Measured at end – WSI will take an actuarial measurement calculation that includes claims costs, IBNR (incurred but not reported), case reserves, and any future legislative changes (e.g., HIPAA). An activity will be added within the post implementation phase of the project plan to capture this measurement for this project
Provide 24/7 Internet or Web access to employer account and claim information	<ul style="list-style-type: none"> Baseline – An activity will be added within the planning phase of the project to capture a list of the current online services provided by WSI Measured at end – An activity will be added within the post implementation phase of the project to capture a list of the online services provided by the new system

Key Metrics		
Phase 2/Implementation Phase:		
Project Start Date	Estimated Length of Project	Estimated Cost
Dec. 3, 2007 (Project execution kickoff date)	24 months	\$12,813,171
<ul style="list-style-type: none"> The original baseline cost is \$12,813,171 \$1,186,829 is being held in management reserve for scope increases (8% of total allocation) The total budgetary allocation for 2007-2009 is \$14,000,000 According the baselined management plan, it is projected that spending on the project will be between \$11 million and \$11.5 million by the end of June 2009, with the remaining funds needing to be allocated as part of a new budget request in order to complete the project in the 2009-2011 biennium (projected end date Nov/Dec 2009) 		

Key Constraints or Risks
<ul style="list-style-type: none"> In the interest of minimal customization, the business may need to accept more change in process to accommodate iVOS functionality The existing WSI systems will need to be used and maintained while the iVOS system is implemented. The schedule has been developed with this challenge in mind. However, this scenario contains some uncertainty as to the level of work required of WSI staff to maintain the old system while assisting to implement the new system. The total budget allocation for the implementation project is \$14,000,000. This money is authorized to be spent through June 2009. The implementation is not planned to be completed by this time. Executive instability at WSI can impact ability for key decisions regarding project direction to be made, thus delaying the end date of the project Being an entire system replacement this project impacts the lives of most employees at WSI and as such gaining buy in and support at the “grassroots” level is key to project success Completion of the gap analysis and approval of plans to fill those gaps may impact the timeline of the project because not until after that analysis will we know exactly all the details of what will be built to fulfill the business needs. There are points in the project plan to re-evaluate the schedule after these gap analysis phases

Project Closeout Report

Presented to the IT Committee Month NN, 200N

Project Name: Project Name

Agency: Agency Name

Business Unit/Program Area: Business Unit

Project Sponsor: Sponsor Name

Project Manager: PM Name

Project Objectives	Measurements	
	Met/ Not Met	Description

Schedule Objectives			
Met/ Not Met	Scheduled Completion Date	Actual Completion Date	Variance

Budget Objectives			
Met/ Not Met	Baseline Budget	Actual Expenditures	Variance

Major Scope Changes

Lessons Learned

Success Story