

# Iterative Project Report for Programs & Multi-Year Phased Projects

Submitted to Large Project Oversight on 1/21/2021

## GENERAL INFORMATION

**Program/Project Name:** myWSI Program: Status of Release 4 and Closeout of Release 3.1

**Agency Name:** Workforce Safety and Insurance

**Project Sponsor:** Valerie Kingsley

**Project Manager:** Jennifer Kunz

## PROJECT DESCRIPTION

myWSI is a secure portal for injured employees, employers, and medical providers to access, submit, and view user specific information related to ND Workforce Safety and Insurance (WSI). Over the past four years, WSI developed, launched and added various features to its extranet portal (myWSI) with vendor partner Nexus. To date, the team has completed an initial platform release and three feature releases (prior startup/closeout reports were submitted per project).

In order to reduce complexity, create efficiencies for staff, and improve the integration between the Claims and Policy System (CAPS) and myWSI, in January 2020 WSI leadership determined it was in the best interest of the agency to transition to a single vendor (ServiceLogix) for development and support of both systems. After approval from the Executive Steering Committee to proceed (followed by meetings with Nexus and WSI team members) a Notice of Intent to Make a Non-Competitive Purchase with ServiceLogix was issued February 7, 2020. There were no questions or responses from other vendors. The Alternate Procurement was approved February 20, 2020.

**Completed** projects in the program include:

- Extranet Portal Platform (August 2015 – June 2017): delivered the portal framework and login process, as well as integration with existing online applications.
- myWSI Enhancements
  - myWSI Release 1 (July 2017 – April 2018): delivered features for provider bill status, UR-C / UR-Chiro, medical records submission, and common services for notifications, messaging, and alerts.
  - myWSI Release 2.1 and 2.2 (July 2018 – September 2019): delivered features for the employer eAccount (OEA replacement) and additional common services (payment, FileNet integration, forms retrieval), reports integration, and notifications management.
- myWSI Release 3.1 (November 2019 – September 2020): delivered features for the safety program, ergonomic (ergo) initiative and grant, and mobile friendly form updates.

**Current** project in progress:

- myWSI Release 4 (June 2020 – June 2021): will deliver functionality for online payroll reporting, external forms, integration with CAPS and the existing login architecture, establishment of future myWSI architecture, and production support. Although the baseline budget of \$303,350 is under the major IT project classification, it is being managed as a major IT project because it is part of the larger myWSI Program management. As of December 31, 2020, the project was 12.8% under budget at a cost of \$130,539.

**Future** efforts in the program include:

- myWSI Releases 5–9. The start and end dates for these releases are not yet baselined.

## BUSINESS NEEDS AND PROBLEMS

The projects within the myWSI Program add features to the secure self-service portal for external stakeholders (i.e., employers, providers, and injured employees) to view, update, and submit information through myWSI.

The business needs for the myWSI Program are to:

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

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## PROGRAM/PROJECT FORMAT

**Program Start Date:** August 1, 2015

**Budget Allocation at Time of Initial Start Date:** \$735,500 for the 2017-2019 biennium and \$850,000 for the 2019-2021 biennium.

**How Many Projects Expected at Time of Initial Start Date:** The number was unknown at the initial start date. There was an extensive list of features envisioned and identified early in the planning process. Features are gradually added to myWSI via releases, dependent upon time, budget, and resource constraints.

**Phase Approach Description:** The program consists of multiple projects (releases) delivering functionality into a production environment, ready to be used.

**Estimated End Date for All Phases Known at Time of Initial Start Date:** The earliest expected end date is 2024 but is dependent upon the detailed planning and baselines of the individual projects.

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## PROGRAM/PROJECT ROAD MAP

The program road map shows the high-level plan or vision for the program/projects/phases. It is intended to offer a picture of the lifespan of all the effort that is expected to be required to achieve the business objectives.

Project/Phase	Title	Scope Statement	Estimated Months Duration	Estimated Budget
Project 1	Extranet Infrastructure	Portal framework and login process, integration with existing online applications	Completed	\$504,878 Baseline (See next section for Actual Cost)
Project 2	myWSI Enhancements <ul style="list-style-type: none"> <li>• myWSI Release 1</li> <li>• myWSI Release 2.1 and 2.2</li> </ul>	Provider bill status, UR-C / UR-Chiro, medical records submission, and common services for notifications, messaging, and alerts Employer eAccount (OEA replacement) and additional common services (payment, FileNet integration, forms retrieval), reports integration, and notifications management	Completed	\$1,032,409 Baseline (See next section for Actual Cost)
Project 3	myWSI Release 3.1	Safety program, ergonomic (ergo) initiative and grant, and mobile friendly form updates	Completed	\$599,312 Baseline (See next section for Actual Cost)
Project 4 (in progress)	myWSI Release 4	Online payroll reporting, external forms, integration with CAPS and the existing login architecture, and establishment of future myWSI architecture	12 months	\$303,350 Baseline
Project 5	myWSI Release 5	Site organization, employer dashboard, integration with enterprise identity management	7 months	\$923,450
Project 6	myWSI Release 6	Employer online app, provider dashboard, forms	8 months	\$923,450
Project 7	myWSI Release 7	Provider forms, medical records, safety and ergo refactor	7 months	\$858,331
Project 8	myWSI Release 8	Injured employee dashboard, claims file access, forms	8 months	\$655,213
Project 9	myWSI Release 9	Vendor access, online first report of injury	4 months	\$706,963

**Notes:**

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## PROJECT BASELINES

The baselines below are entered for only those projects or phases that have been planned. At the completion of a project or phase a new planning effort will occur to baseline the next project/phase and any known actual finish dates and costs for completed projects/phases will be recorded. The iterative report will be submitted again with the new information.

Project/Phase	Program/Project Start Date	Baseline Execution Start Date	Baseline End Date	Baseline Budget	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Project 1	8/1/2015	11/1/2016	6/30/2017	\$504,878	6/30/2017	0%	\$469,031	7.1% under
Project 2		7/1/2017	6/28/2019	\$1,032,409	9/3/2019	9% behind	\$983,891	4.6% under
Project 3		11/19/2019	9/1/2020	\$599,312	8/7/2020	7.69% ahead	\$540,349	4.5% under
Project 4		6/17/2020	6/18/2021	\$303,350				

**Notes:**

## OBJECTIVES

Project/Phase	Business Objective	Measurement Description	Met/Not Met	Measurement Outcome
Program	Business Need 1: Streamline processes related to information from/to external audiences			
	Objective 1.1: Review and improve current processes affecting external stakeholders	Measurement 1.1.1: Reduce the number of contacts with WSI staff per thousand policyholders/claims by 10% within the first year of program completion.		
	Business Need 2: Increase online interactivity for WSI's stakeholders and partners			
	Objective 2.1: Design a site that is user-friendly, easily navigable and targets appropriate audiences	Measurement 2.1.1: Increase by 10% the number of external stakeholders using available extranet portal features within the first year of program completion		
	Objective 2.2: Create the extranet to be adaptable to mobile devices	Measurement 2.2.1: Site accessible via iOS, Android, and Windows devices	Met	Stakeholders and partners are able to access myWSI via mobile devices.

This is a program and completion will not occur until after myWSI Release 9; measures will be taken at that time.

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## POST-IMPLEMENTATION REPORT

Post-Implementation Reports are to be performed after each project or phase is completed. A “PIR” is a process that utilizes surveys and meetings to determine what happened in the project/phase 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?”

Project/ Phase	Lesson Learned, Success Story, Idea for Next Time, Etc.
Project 1	<ol style="list-style-type: none"> <li>1. It was beneficial to walk through the training with the training handouts.</li> <li>2. The project managers did a remarkable job in leading the team!</li> <li>3. Communication overall was very good between ITD, WSI and Nexus. There were some issues, but they were resolved quickly.</li> <li>4. The team leads were amazing with assistance and always prompt with assistance.</li> <li>5. Overall, the project went great from my perspective.</li> <li>6. Congrats on the successful implementation! I look forward to using it myself as an account holder with WSI!</li> </ol>
Project 2	<ol style="list-style-type: none"> <li>1. The training provided was wonderful and I can see the URC UR Chiro applications that were deployed as very valuable to the UR Department. They will help provide better/faster service to the injured workers!</li> <li>2. Issues were corrected when identified during testing.</li> <li>3. The technical team members (from multiple areas) completed significant changes/improvements to the environments (getting the myWSI environments set up to mirror the CAPS/WSI legacy applications environment), which was a major accomplishment.</li> <li>4. There were some snags with the scripts and bugs with Go live, but overall, they were fixable; we just had to all work together (which we did) to figure them out.</li> <li>5. The frequent technical touch-bases with ITD before Go-live worked well.</li> <li>6. Very good collaboration across multiple organizations (WSI, Nexus, ServiceLogix, ITD) working on issues together with little friction.</li> <li>7. Early on, there were a lot of unknowns from the developers' standpoint; as the project progressed it became easier for who to contact, etc. The WSI team also grew its knowledge base on what their capabilities and skills for tasks were.</li> <li>8. Both teams grew through working together. We learned good communication through difficult situations.</li> <li>9. Communication was much better between all the teams involved.</li> <li>10. Training was done very well with good communication throughout the process.</li> <li>11. Integration testing went better this time because we were able work on integrations earlier than last time.</li> </ol>
Project 3	<ol style="list-style-type: none"> <li>1. A lot of work went into this and I think as we all become accustomed to the changes it will work nicely.</li> <li>2. I really like the new functionality in MyWSI!</li> <li>3. Expanding our client base utilizing myWSI.</li> <li>4. Too soon to tell, each month employers safety audits are completed, and employers will need to learn what to do during that time.</li> <li>5. This was unique situation where a business unit was doing so much manual work then moving so much to automated and online. Kudos to all the team members - business, tech, vendor, management.</li> <li>6. Too early in the release to comment.</li> <li>7. Once customers are signed up and learn the functionality, I believe it will serve them and WSI well.</li> <li>8. I think once we have a chance to work in all the CRs we'll have a very efficient product for our customers.</li> <li>9. I really like the Road map approach that was designed by Nexus, it is a great picture to see for the Employer to see where they are at in the process and what needs to be completed.</li> </ol>

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## KEY CONSTRAINTS AND/OR RISKS

- WSI and NDIT resources (business, technical) are limited in the number of staff available.
- The schedule is combined with the CAPS project schedules due to intense integration of the systems and functionality.
- Close coordination with CAPS releases and enhancements is necessary.
- The full program schedule cannot be established due to the long duration; therefore, schedule management is constrained to each release.
- Future funding appropriations are necessary to complete all releases in the program.