

PROJECT STARTUP REPORT

Submitted to Large Project Oversight on 7/24/2017

GENERAL INFORMATION

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

PROJECT DESCRIPTION

The Workforce Safety and Insurance (WSI) myWSI (Extranet) Enhancement Project will add various features to myWSI, which was implemented in June 2017. These enhancements will enable injured workers, employers, and providers the ability to review claim information, view specific reports, and utilize advanced features such as dashboard development and submission of electronic forms and workflows.

WSI will continue its partnership with Nexus Innovations (Nexus) and the Information Technology Department (ITD) to deliver the new features to myWSI. Execution of the myWSI Enhancement Project is targeted to begin July 3, 2017 and will complete June 30, 2019. The baseline budget for this project is \$735,509. The work will be divided into releases and base-lined as each is planned. The first release will begin July 3, 2017 and end April 30, 2018.

The previous project (November 2016 - June 2017) implemented the foundation for myWSI, including 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 this new 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 myWSI Enhancement 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 Workforce Safety and Insurance.

PROJECT BASELINES

Project Start Date	Baseline Execution Start Date	Baseline End Date	Baseline Budget
4/1/2017	7/3/2017	4/30/2018 for Release 1 6/30/2019 for the whole project	\$735,509 for Release 1

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OBJECTIVES

Business Objective	Measurement Description
<p><u>Business Need 1:</u> Streamline processes related to information from/to external audiences</p> <p><u>Objective 1.1:</u> Review and improve current processes affecting external stakeholders</p>	<p><u>Measurement 1.1.1:</u> Reduce the number of contacts with WSI staff per thousand policyholders/claims by 10% within the first year.</p>
<p><u>Business Need 2:</u> Increase online interactivity for WSI's stakeholders and partners</p> <p><u>Objective 2.1:</u> Design a site that is user-friendly, easily navigable and targets appropriate audiences</p>	<p><u>Measurement 2.1.1:</u> Increase by 10% the number of external stakeholders using available extranet portal features within the first year</p>
<p><u>Objective 2.2:</u> Create the extranet to be adaptable to mobile devices</p>	<p><u>Measurement 2.2.1:</u> Site accessible via iOS, Android, and Windows devices</p>

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

Benefits of resolving Business Need 2:

- Improved end user experience

KEY CONSTRAINTS AND/OR RISKS

The project has the following constraints:

- Resource limitations within WSI.
- The go-live dates must be planned around the CAPS go-live dates to ensure resource availability.
- Project coordination with the multiple partners in the project (WSI, Nexus, and ITD).
- 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