Nebraska Information Technology Commission

Project Proposal Form

**New or Additional State Funding Requests
for Information Technology Projects**

FY2005-07 Biennium

Project Title	Court Re-engineering – Vocational Rehabilitation
Agency/Entity	Nebraska Workers' Compensation Court

About this form…
The Nebraska Information Technology Commission ("NITC") is required by statute to "make recommendations on technology investments to the Governor and the Legislature, including a prioritized list of projects, reviewed by the technical panel, for which new or additional funding is requested." In order to perform this review, the NITC and DAS-Budget Division require agencies/entities to complete this form when requesting new or additional funding for technology projects. For more information, see the document entitled "Guidance on Information Technology Related Budget Requests" available at http://www.nitc.state.ne.us/forms/.

Electronic versions of this form are available at http://www.nitc.state.ne.us/forms/.

For questions or comments about this form, contact the Office of the CIO/NITC at:

Mail: Office of the CIO/NITC
          521 S 14th Street, Suite 200
          Lincoln, NE 68508
Phone: (402) 471-3560
Fax: (402) 471-4608
E-mail: info@cio.state.ne.us

Submission of Form
Completed forms must be submitted by the same date biennial budget requests are required to be submitted to the DAS Budget Division. Completed project proposal forms must be submitted via e-mail to info@cio.state.ne.us. The project proposal form should be submitted as an attachment in one of these formats: Microsoft Word; WordPerfect; Adobe PDF; or Rich Text Format. Receipt of the form by the Office of the CIO will be confirmed by e-mail. If an agency is unable to submit the application as described, contact the Office of the CIO prior to the deadline, to make other arrangements for submitting a project proposal form.

Section I: General Information

Project Title	Court Re-engineering – Vocational Rehabilitation
Agency (or entity)	Nebraska Workers' Compensation Court

Contact Information for this Project:

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Section II: Executive Summary

Provide a one or two paragraph summary of the proposed project. This summary will be used in other externally distributed documents and should therefore clearly and succinctly describe the project and the information technology required.

This project will procure, develop, install, and support Court Re-Engineering enhancements in the Vocational Rehabilitation section of the court. This will be based upon the results from current internal re-engineering analysis and the recommendation from a consultant to be engaged in Fiscal Year 2006. From the current internal analysis and court priorities, the first software products to be introduced to the court will be from one or more of the Key Technologies currently identified in the internal analysis that cannot be achieved with existing resources. This project will also provide the court with programming specific contract programmer(s) to work during development phases.

Section III: Goals, Objectives, and Projected Outcomes (15 Points)

1. Describe the project, including:
    *   Specific goals and objectives;
    *   Expected beneficiaries of the project; and
    *   Expected outcomes.

    Goals, Objectives, Outcomes
    The court has several internal re-engineering projects in various stages of development. Each has identified key technology(s) that are critical to the project that will later have broader use in other sections of the court. This project's key technologies are:

    *   Enhanced E-Files (document management)
    *   Message Management (letter and document)

    Based upon the current analysis results and recommendations from the consultant, a revised strategic plan will define specific implementation strategies for accomplishing this project.

    Ultimate beneficiaries will include all external stakeholders of the court, including attorneys, insurance companies, injured employees, employers, etc. Court staff will also reap work and information improvements.

2. Describe the measurement and assessment methods that will verify that the project outcomes have been achieved.

    Specific functional and performance requirements will be defined for each key technology. Post project reviews will be performed to assure that requirements were met. Whenever possible, "proof of concept" testing will be performed to assure that the technology can meet requirements before procurement occurs.

3. Describe the project's relationship to your agency comprehensive information technology plan.

This project was discussed in Section 4.A. Strategies and Future Direction as prepared by the court's Presiding Judge and listed in 4.C. Future IT Projects.

Section IV: Project Justification / Business Case (25 Points)

4. Provide the project justification in terms of tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers).

Enhanced E-Files will provide the court with a fully robust document management system integrated into our current relational database case management system and managed as a full-cycle records management repository. The goal of a "paper-less" environment will be facilitated by a combined case/document management system allowing the court to share files and documents with multiple court members. It also positions the court for the ultimate sharing of information electronically with external parties.

Message Management will integrate word processing with data extracted on a real-time basis from our case management systems. Messages will be sent not only by paper/mail, but through e-fax and securely acknowledged information exchanges. The messages, with any attachments, will be automatically captured and stored in the combined case/document management repository eliminating the need to scan and attach these communications. Staff workload will be reduced while still achieving the "paper-less" environment.

5. Describe other solutions that were evaluated, including their strengths and weaknesses, and why they were rejected. Explain the implications of doing nothing and why this option is not acceptable.

In the previous biennium, the court had requested dollars to procure a document management system. At that time the court had reviewed several systems at a high-level. The strategy at that time was to prepare a RPF and procure a product. The budget request was not approved. Because the court desired to continue moving forward with its strategic plans it evaluated building an in-house document management system. The court performed research and proof of concept tests and has been successful in storing digital documents in its Oracle 9i relational database and therefore has chosen to move forward with an in-house solution.

The court reviewed requirements to integrate Microsoft Word into its Borland Delphi applications to accomplish developing a comprehensive Message Management system. This strategy did not look promising to achieve all the goals defined for the system and would not have been tightly integrated. Third-party Delphi components that provide word-processing, spell-checking, and tight integration to the Oracle relational database were evaluated and proof-of-concept tests were performed with trial versions of the components. The testing was successful and created a tightly integrated application.

By doing nothing the court will achieve its goal of being paperless.

6. If the project is the result of a state or federal mandate, please specify the mandate being addressed.

Not applicable.

Section V: Technical Impact (20 Points)

7. Describe how the project enhances, changes or replaces present technology systems, or implements a new technology system. Describe the technical elements of the project, including hardware, software, and communications requirements. Describe the strengths and weaknesses of the proposed solution.

The key technologies are all enhancements to our current Microsoft Windows Application and Oracle Relational Database environment. Because the court's offices in Lincoln are on 100 megabit data communications, band-width requirements are not an issue.

Because the court did not receive funding during the last budgeting process for document management it evaluated building an in-house document management system. The court performed research and proof of concept tests and has been successful in storing digital documents in its Oracle 9i relational database and therefore has chosen to move forward with an in-house solution. Building the document management in-house will require the court to recreate functionality that is already available in turn-key systems, but will make it easier to integrate with our current case management system.

Message management will require the purchase of third-party component software that will provide word-processing, spell-checking, and conversion to Adobe PDF features directly into its Borland Delphi developed applications. Today staff is used to creating documents in Microsoft Word and Wordperfect. This third-party software will vary somewhat from these word-processing products and staff will need to adjust. Both the case/document management system and the message composer and publishing features phase of message management should be completed before the development of electronic transmission methods are added. This will require the development of single-direction and bi-directional interfaces with the current state enterprise electronic fax system and more than likely the state's enterprise directory – portal – content management systems for securely acknowledged message transport. The use of the enterprise system for communications will take advantage of a central point of electronic communications with external parties. The court will be dependant on the availability and reliability of this system.

E-Files (document management) will give us the ability to come as close to paper-less as possible. The database will grow at a faster rate than it does today and in the future will require additional disk storage and a higher performance server. Backups will take longer.

Message management integrates composition, spell-checking, data from the case/document management database and publishing into one tightly integrated system, eliminating several manual steps to produce a message. The publishing functions will produce documents with consistent formatting and display features.

8. Address the following issues with respect to the proposed technology:

- Describe the reliability, security and scalability (future needs for growth or adaptation) of the technology.

The court uses Oracle's relational database which is one of the three top database systems in the industry. It is known for its reliability, scalability, performance, recoverability, and security.

The court has already performed proof-of-concept testing on the third-party word-processing and spell-checking tools that will be integrated with the Borland Delphi development system. Saved drafts must not become corrupted. Software that creates "Published" Adobe PDF documents must take full advantage of Adobe PDF security features to allow the court to create authenticable and electronically signed portable documents. "Transmission systems" (e-fax and securely acknowledged message transfer) must have low rates of failure and when failures do occur, notifications must be back to the system. The transmission systems must produce transmission/receipt logs. They must secure the messages so that they are accessible to only authorized persons. As volumes increase, the transmission systems must be upgradeable to meet specific service levels. The proof-of-concept testing indicated that this solution will meet all of these needs.

- Address conformity with applicable NITC technical standards and guidelines (available at http://www.nitc.state.ne.us/standards/) and generally accepted industry standards.

The court participated in a joint project with IMServices to define accessibility development standards for Microsoft Windows development. Those same standards with other published standards will be used when procuring third-party software solutions. Other standards and guidelines will be reviewed at appropriate times during the projects.

- Address the compatibility with existing institutional and/or statewide infrastructure.

IMServices and Department of Communications will be brought in to review any new technologies for compatibility.

Section VI: Preliminary Plan for Implementation (10 Points)

9. Describe the preliminary plans for implementing the project. Identify project sponsor(s) and examine stakeholder acceptance. Describe the project team, including their roles, responsibilities, and experience.

All project plans below are tentative and may be revised based upon the outcome of the recommendation of the consultant.

The re-engineering began in Fiscal Year 2002, with the deliverable of phase one completed in 2003. The second phase began in Fiscal Year 2005 and will carry into at least Fiscal Year 2007.

Court stakeholders have participated in the first phase of the re-engineering and will continue in subsequent phases.

The project sponsor is the manager of the Vocational Rehabilitation section of the court. The Information Technology project leader/primary developer is a Senior Application Developer. The design team will be comprised of the Vocational Rehabilitation Manager, Specialists and staff. The Information Technology Manager / Database Administrator will function as data analyst. Policy issues that need to be addressed will be taken to the Court Administrator.

Experience

Title	Total	In Current Position
Senior Application Developer (IT Project Leader)	6+	2
Vocational Rehabilitation Manager	30+	4
VR Specialists	30+	5+
VR Staff	30+	5+
IT Manager/DBA	28	9

10. List the major milestones and/or deliverables and provide a timeline for completing each.

- Fiscal Year 2006 – Implementation of Enhanced E-Files and Message Management composition, publishing and delivery through paper mail.
- Fiscal Year 2007 - Message Management delivery through electronic delivery e-fax and secured and acknowledged message transfer.

11. Describe the training and staff development requirements.

For all the key technologies, not only will there be major training requirements, but changes in mindset on how to perform the duties. Message Management will require a change in mindset that will include simplification and standardization and the desire and ability to view documents electronically instead of producing paper copies. Internal training will be provided by IT Staff on how to use the Message Management functions.

12. Describe the ongoing support requirements.

Borland Delphi third-party component software will need to be placed under upgrade/maintenance agreements. All in-house developed software will be maintained by on-board staff or contract developers if applicable and funds are available.

Section VII: Risk Assessment (10 Points)

13. Describe possible barriers and risks related to the project and the relative importance of each.
14. Identify strategies which have been developed to minimize risks.
(Combined Answer)

- Acceptance of the change by court personnel.
  - o Managers are involved in projects.
  - o Staff is involved in design and selection processes.
- Messages will fail to be delivered electronically.
  - o Monitoring through test messages must be performed on a regularly scheduled basis.
  - o Alerts must be developed that notify when processing nodes fail.
  - o Acknowledgements must be returned and matched to the original message.

Section VIII: Financial Analysis and Budget (20 Points)

15. Financial Information

Financial and budget information can be provided in either of the following ways:

(1) If the information is available in some other format, either cut and paste the information into this document or transmit the information with this form; or

(2) Provide the information by completing the spreadsheet provided below.

Instructions: Double click on the Microsoft Excel icon below. An imbedded Excel spreadsheet will be launched. Input the appropriate financial information. Close the spreadsheet. The information you entered will automatically be saved with this document. If you want to review or revise the financial information, repeat the process just described.

Excel Spreadsheet
(Double-click)

Financial information appears at the end of the docuement.

16. Provide a detailed description of the budget items listed above. Include:
- An itemized list of hardware and software.
- If new FTE positions are included in the request, please provide a breakdown by position, including separate totals for salary and fringe benefits.
- Provide any on-going operation and replacement costs not included above, including funding source if known.
- Provide a breakdown of all non-state funding sources and funds provided per source.

See side notes on spreadsheet above.

17. Please indicate where the funding requested for this project can be found in the agency budget request, including program numbers.

Program Number 530.

(Revise dates as necessary for your request.)

	Estimated Prior Expended	Request for FY2005-06 (Year 1)	Request for FY2006-07 (Year 2)	Request for FY2007-08 (Year 3)	Request for FY2008-09 (Year 4)	Future	Total	
1. Personnel Costs							$ -	
2. Contractual Services								
2.1 Design							$ -	
2.2 Programming		$ 50,000.00	$ 52,500.00	$ 55,125.00	$ 57,881.25	$ 60,775.31	$ 276,281.56	**2.2 Programming**
2.3 Project Management							$ -	Represents use of contract programming to develop specific applications and interfaces to IMServices Portal and Content Management systems, programming of a records management system.
2.4 Other		$ 2,900.00	$ 3,190.00	$ 3,349.50	$ 3,516.98	$ 3,692.82	$ 16,649.30	
3. Supplies and Materials							$ -	**2.4 Other** $2,900
4. Telecommunications							$ -	IMS Annual Hosting Fee $2,340
5. Training							$ -	IMS Content Mgmt Hit Fee $560
6. Travel							$ -	
7. Other Operating Costs							$ -	
8. Capital Expenditures								****
8.1 Hardware							$ -	
8.2 Software		$ 3,000.00	$ 600.00	$ 690.00	$ 793.50	$ 912.53	$ 5,996.03	**8.2 Software**
8.3 Network							$ -	Third-party component software for Borland Delphi for wordprocessing, PDF generation, spell-checking, etc.
8.4 Other							$ -	
TOTAL COSTS	$ -	$ 55,900.00	$ 56,290.00	$ 59,164.50	$ 62,191.73	$ 65,380.66	$ 298,926.88	
General Funds							$ -	
Cash Funds		$ 55,900.00	$ 56,290.00	$ 59,164.50	$ 62,191.73	$ 65,380.66	$ 298,926.88	
Federal Funds							$ -	
Revolving Funds							$ -	
Other Funds							$ -	
TOTAL FUNDS	$ -	$ 55,900.00	$ 56,290.00	$ 59,164.50	$ 62,191.73	$ 65,380.66	$ 298,926.88	