

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 – Coverage and Claims
Agency/Entity	Nebraska Workers' Compensation Court

**Project Proposal Form
FY2003-05 Biennium**

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 – Coverage and Claims
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 Coverage and Claims 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 hardware / 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.

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 Print and Mail Management
- Contact Management (Telephonic Response)

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.

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This project were 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).

Increased enforcement in areas such as Proof of Coverage will generate increasing levels of two-way communications between the court and outside entities such as employers and insurance companies. The increased outward communication will create greater volumes of outgoing mail. An enhanced printer / envelope inserter system is viewed as an alternative to increase staff to perform repetitious tasks. Incoming communications if left solely to paper will cause increased handling of paper, scanning and storing of the responses, and entering status information into a re-engineered enforcement case management system. Incoming electronic communications that can be interfaced with the re-engineered enforcement case management system would directly capture the responses and require no human interaction other than on an exception basis and monitoring management. Telephonic Response and Internet Messaging are current key technologies being considered as means of Contact Management. The goal is to improve service as workload increases without increasing staff.

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.

Full electronic delivery would be ideal, but in many situations only physical mailing addresses are known for employers. Use of a third-party mail management company may be an alternative to the enhanced printer / envelope inserter system, but could get complicated when multiple documents must be merged and would slow down delivery. An in-house system gives the court greater control and flexibility and the possibility of direct interfacing with out computer systems.

Use of the internet solely for electronic incoming communications may not accomplish minimizing paper responses to the degree desired. Telephone response and internet messaging look to be the best combination of technology to minimize the paper responses.

The other solution is to do "things as they are today" which will result in increased staffing, poor data quality, backloads of requests, etc.

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

Not applicable.

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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.

Enhanced print and mail management will require a high-capacity printer and a folder / envelope inserter device that can accommodate merging with other paper documents minimize human interaction. The court will need to go to windowed envelopes to eliminate the printing of addresses on envelopes and also reduce the possibility of mailing to a wrong person or company. Such a combination of equipment will still need management and staff will need to understand how the equipment effectively works together.

Telephonic Response may require an additional hosting server or may be hosted on an existing court application server. Special communications cards will be required to handle incoming calls with assigned phone numbers. Telephonic Response is proven technology. Interfaces to our case/document management system may be complicated. Actual digital files may need to be retained and if so, will consume space in our case/document database.

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.

Enhanced Print and Mail Management

Because of increasing print, merge, fold, and insert requirements, the enhanced printing equipment must be proven technology with low failure rates and have local service support. If the devices have embedded programmable features for unique print jobs, then securing access to the programming is required. It must be able to handle print volumes for the life of the devices which are approximately three to four years, based upon the courts current hardware replacement cycle.

Contact Management

A Telephonic Response system must provide reliable connections or it will frustrate the callers. Captured responses must only be accessible to authorized staff. The system must be configured to add additional communication cards and phone numbers for future growth.

- 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.

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- 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.

Work is to begin in Fiscal Year 2006 and carry through at least Fiscal Year 2007.

Court stakeholders have participated in the initial analysis. External stakeholders are unidentifiable because they are in class of persons/organizations such as uninsured employers, new corporations, newly injured employees, etc.

The project sponsor is the manager of the Coverage and Claims section of the court. The Information Technology project leader/primary developer is a Lead Application Developer. The design team will be comprised of Coverage Claims Compliance Examiners and other Coverage and Claims staff. The Information Technology Manager / Database Administrator will function as data analyst. The Coverage and Claims Manager will also be involved at any review points and any policy issues that need to be addressed will be taken to the Court Administrator.

Experience

Title	Total	In Current Position
Lead Application Developer (IT Project Leader)	15+	2
Compliance Examiners	6+	6
Coverage and Claims Staff	10+	10+
IT Manager/DBA	28	9

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

- Fiscal Year 2006 - Contact Management (Telephonic Response)
- Fiscal Year 2007 - Enhanced Print and Mail Management

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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. There will need to be training on how to use the print/merge/fold/insert equipment. Telephonic Response software will require training for IT Staff on installation, configuration, program interfacing and management.

12. Describe the ongoing support requirements.

Hardware maintenance support will be required for the print/merge/fold/insert equipment and there will be a need for local support. Purchased software will need to be placed under upgrade/maintenance agreements.

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)

Coverage and Claims Re-engineering

- System becomes un-manageable due to volume and complexity.
 - Systems need to be sized to handle future volumes and scalable.
 - Complexity needs to be reduced through standardization and simplification.
- External parties will continue to reply on paper and not use the systems.
 - Effective marketing must be performed.
 - Incentives/disincentives must be provided to encourage use.
- Mailings are sent to the wrong party.
 - Mailing addresses must be printed on the cover page and windowed envelopes must be used.

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.

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Excel Spreadsheet
(Double-click)

Financial information appears at the end of the document.

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.

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Section VIII: Financial Analysis and Budget

(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							\$ -		
2.3 Project Management							\$ -		
2.4 Other							\$ -		
3. Supplies and Materials							\$ -	7. Other Operating	\$4,250
4. Telecommunications							\$ -	Phone lines	\$3,000
5. Training							\$ -	Folder/Inserter Maint	\$1,250
6. Travel							\$ -		
7. Other Operating Costs		\$4,250	\$ 4,462.50	\$ 4,685.63	\$ 5,165.90	\$ 5,424.20	\$ 23,988.22		
8. Capital Expenditures									
8.1 Hardware		\$51,500	\$ 1,545.00	\$ 1,622.25	\$ 1,703.36	\$ 59,617.69	\$ 115,988.30	8.1 Hardware	\$51,500
8.2 Software		\$2,500	\$ 500.00	\$ 525.00	\$ 578.81	\$ 607.75	\$ 4,711.56	Folder and Inserter	\$25,000
8.3 Network							\$ -	Printer	\$2,500
8.4 Other							\$ -	Telephone Cards	\$14,000
TOTAL COSTS	\$ -	\$ 58,250.00	\$ 6,507.50	\$ 6,832.88	\$ 7,448.07	\$ 65,649.64	\$ 144,688.08	Server	\$10,000
General Funds							\$ -	Year 2 thru 4 represents maintenance costs, Future contains costs to replace equipment	
Cash Funds		\$ 58,250.00	\$ 6,507.50	\$ 6,832.88	\$ 7,448.07	\$ 65,649.64	\$ 144,688.08		
Federal Funds							\$ -		****
Revolving Funds							\$ -	8.2 Software	\$2,500
Other Funds							\$ -	Telephonic Response	\$2,500
TOTAL FUNDS	\$ -	\$ 58,250.00	\$ 6,507.50	\$ 6,832.88	\$ 7,448.07	\$ 65,649.64	\$ 144,688.08		****