

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 – Adjudication
Agency/Entity	Nebraska Workers' Compensation Court

**Project Proposal Form
FY2005-07 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 – Adjudication
Agency (or entity)	Nebraska Workers' Compensation Court

Contact Information for this Project:

Name	Randall Ceclre
Address	1221 N Street, Ste 402, PO Box 98908
City, State, Zip	Lincoln, NE 68508-8908
Telephone	402-471-2976
E-mail Address	IT.Manager@wcc.state.ne.us

**Project Proposal Form
FY2005-07 Biennium**

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 Adjudication 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.

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 technology is:

Workflow / Business Process Management or Adjudication System Replacement

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.

Project Proposal Form
FY2005-07 Biennium

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).

The internal analysis has revealed that performance improvements can be made in the Court's Adjudication section through the implementation of workflow / business process management technologies. The resulting efficiencies and effectiveness of this functionality have implications on how the Adjudication section operates on a day-to-day basis. Two identified options for implementation from the internal analysis are: 1) introduction of a purchased workflow / business process management software with continued internal custom development of function points and 2) a full Adjudication system replacement with embedded workflow management with custom developed interfaces to other court systems.

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.

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.

Project Proposal Form
FY2005-07 Biennium

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.

Workflow / Business Process Management or Adjudication System Replacement will require the installation of new software technology on a new application server. Because of the structure of the court, the court's three-tier Microsoft Windows Client – Application Server – Database Server model is still the appropriate underlining technology on which to expand our systems. Web Services may have a place if they can integrate effectively and efficiently with our current technology. Web Services may allow us in the future to extend from Client / Server to an Internet-based application, but at the same time it adds a new function point that could fail and make trouble-shooting more complicated. If an Adjudication System Replacement is found it must include workflow to obtain the objectives desired. Workers' Compensation is unique when compared to other court systems. It may be difficult to find a third-party system that can meet our needs. Interfacing a third-party system with the rest of the court systems could prove challenging.

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.

Workflow / Business Process management must provide 99% reliability or it will have an adverse effect on productivity. It must be able to integrate with the state's enterprise directory for identity management and provide secured work queues for staff to control their assignments. It needs to be scalable to allow for future implementation in a secured internet environment that would allow for future use by attorneys and other external parties.

- 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.

Project Proposal Form
FY2005-07 Biennium

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.

Fiscal Year 2007 for installation, training, planning for deployment, design of initial re-engineered workflow and development of functions associated with workflow.

Court stakeholders have participated in the initial analysis or have been closely informed of the outcome. External stakeholders have not yet been approached, but current plans include having an initial focus group with key external stakeholders in December of 2004 and an expanded focus group in June of 2005 with follow-up sessions when appropriate.

The project sponsor is the court's Presiding Judge. He has actively and directly participated in the analysis phase of the re-engineering. The Information Technology project leader/primary developer has not yet been chosen, but will be one of the court's Senior or Lead Application Developers. The design team will be comprised of the Presiding Judge, Adjudication Clerk and Deputy Clerk, selected Adjudication Staff, and staff from the Legal and Coverage and Claims sections. The Information Technology Manager / Database Administrator will function as data analyst. Contract programming resources will be used if appropriate and funds are available. Policy issues that need to be addressed will be taken to the Presiding Judge and Court Administrator.

Experience

Title	Total	In Current Position
Lead Application Developer (IT Project Leader)	15+	2
Presiding Judge	BS in Agricultural Economics, MS Economics Juris Doctorate Private Business Owner - 10 County Commissioner - 10 Private attorney - 12 WCC Judge - 8	4
Adjudication Clerk	40+	20
Adjudication Deputy Clerk	15	3
Adjudication Staff	10+	5+
Legal Staff	5+	5+
Coverage and Claims Staff	6+	6
IT Manager/DBA	28	9

Project Proposal Form
FY2005-07 Biennium

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

- Fiscal Year 2006 - Procurement process completed.
- Fiscal Year 2007 - Installation, training, planning for deployment, design of initial re-engineered workflow and development of functions associated with workflow.

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. Workflow will require staff training in the use of graphic flowchart / diagramming tools to build the workflows. Staff training will also be required on how to use the new software. IT Staff will need to be trained on implementation, maintenance, and administration.

12. Describe the ongoing support requirements.

Workflow or a third-party Adjudication Replacement system will require annual software support and upgrade fees, planning for hardware updates, etc. Other third-party software will need to 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)

- Acceptance of the change by court personnel.
 - Managers are involved in projects.
 - Staff is involved in design and selection processes.
- Solutions may have an unintended adverse impact on other areas of adjudication.
 - All impacted areas and sections are involved in impact analysis.
- Implementation of workflow could cause the loss of knowledge of how the court systems functions at the over-all level.
 - Periodic reviews of workflows need to be performed with staff to retain an understanding of the full process flow.
- A workflow system will have slow system performance.
 - The criteria for product select needs to state performance requirements.
 - Proof of concept testing will be required before a final product decision is made.

**Project Proposal Form
FY2005-07 Biennium**

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 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.

Nebraska Information Technology Commission
Project Proposal Form
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			\$ 100,000.00				\$ 100,000.00	2.4 Other
								Professional Contract Services to assist in the installation, configuration, etc. of purchased software
3. Supplies and Materials							\$ -	
4. Telecommunications							\$ -	
5. Training			\$ 36,382.50				\$ 36,382.50	
6. Travel			\$ 12,127.50				\$ 12,127.50	
7. Other Operating Costs							\$ -	
8. Capital Expenditures								
8.1 Hardware			\$ 30,000.00			\$ 20,000.00	\$ 50,000.00	8.1 Hardware
								Year 2 is the initial hardware purchase, Future represents hardware replacement costs.
8.2 Software			\$ 355,556.25	\$ 103,607.44	\$ 108,787.81	\$ 109,790.00	\$ 677,741.50	8.2 Software
8.3 Network							\$ -	
8.4 Other							\$ -	
								Year 2 is the initial software purchase. Subsequent years represent the annual maintenance agreement costs.
TOTAL COSTS	\$ -	\$ -	\$ 534,066.25	\$ 103,607.44	\$ 108,787.81	\$ 129,790.00	\$ 876,251.50	
General Funds							\$ -	
Cash Funds			\$ 534,066.25	\$ 103,607.44	\$ 108,787.81	\$ 129,790.00	\$ 876,251.50	
Federal Funds							\$ -	
Revolving Funds							\$ -	
Other Funds							\$ -	
TOTAL FUNDS	\$ -	\$ -	\$ 534,066.25	\$ 103,607.44	\$ 108,787.81	\$ 129,790.00	\$ 876,251.50	