

**NEBRASKA INFORMATION TECHNOLOGY COMMISSION**

Project Proposal - Summary Sheet  
Biennial Budget FY2005-2007

Project #37-02  
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Agency	Project	FY2005-06	FY2006-07
Workers' Compensation Court	Court Re-engineering - Coverage and Claims	\$ 58,250	\$ 6,508

**SUMMARY OF REQUEST** (Executive Summary from the Proposal)

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.

**FUNDING SUMMARY**

	FY2005-06 (Year 1)	FY2006-07 (Year 2)	FY2007-08 (Year 3)	FY2008-09 (Year 4)	Future	Total
7. Other Operating Costs	\$4,250	\$ 4,462.50	\$ 4,685.63	\$ 5,165.90	\$ 5,424.20	\$ 23,988.22
<b>8. Capital Expenditures</b>						
8.1 Hardware	\$51,500	\$ 1,545.00	\$ 1,622.25	\$ 1,703.36	\$ 59,617.69	\$ 115,988.30
8.2 Software	\$2,500	\$ 500.00	\$ 525.00	\$ 578.81	\$ 607.75	\$ 4,711.56
<b>TOTAL COSTS</b>	<b>\$ 58,250.00</b>	<b>\$ 6,507.50</b>	<b>\$ 6,832.88</b>	<b>\$ 7,448.07</b>	<b>\$ 65,649.64</b>	<b>\$ 144,688.08</b>
Cash Funds	\$ 58,250.00	\$ 6,507.50	\$ 6,832.88	\$ 7,448.07	\$ 65,649.64	\$ 144,688.08
<b>TOTAL FUNDS</b>	<b>\$ 58,250.00</b>	<b>\$ 6,507.50</b>	<b>\$ 6,832.88</b>	<b>\$ 7,448.07</b>	<b>\$ 65,649.64</b>	<b>\$ 144,688.08</b>

**PROJECT SCORE**

Section	Reviewer 1	Reviewer 2	Reviewer 3	Mean	Maximum Possible
III: Goals, Objectives, and Projected Outcomes	14	11	11	12.0	15
IV: Project Justification / Business Case	23	18	15	18.7	25
V: Technical Impact	18	13	13	14.7	20
IV: Preliminary Plan for Implementation	8	5	5	6.0	10
VII: Risk Assessment	7	6	6	6.3	10
VIII: Financial Analysis and Budget	17	13	13	14.3	20
<b>TOTAL</b>				<b>72</b>	<b>100</b>

**REVIEWER COMMENTS**

Section	Strengths	Weaknesses
III: Goals, Objectives, and Projected Outcomes	<ul style="list-style-type: none"> <li>- Very strong outline of goals, beneficiaries, and method to verify that the project outcomes have been achieved.</li> <li>- Project is tied directly and tightly to comprehensive technology plan</li> <li>- Project describes two additional components of the Worker's Compensation Court strategic plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Likely because this project will be based on results of internal analysis and consultant recommendations (to be completed at a later date), specific goals, outcomes, measurements and assessments are unclear.</li> <li>- The project contemplates an in-house solution that may duplicate services already provided within DAS. The court should consider outsourcing print management to the DAS print shop. Message management should be developed in conjunction with the messaging systems contemplated in the Vocational Rehabilitation proposal.</li> </ul>
IV: Project	- Good case as to why things are not working as	- Not clear if consideration has been given to

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Section	Strengths	Weaknesses
Justification / Business Case	<p>they are. Not sure there is a strong business case on what direction this is headed. No return on investment analysis.</p> <ul style="list-style-type: none"> <li>- This project contemplates automating paper correspondence. A reviewer must assume that this correspondence is currently being handled by staff. Justification, then, would be to allow staff to process either additional paper, or reduce staff time devoted to paper processing.</li> </ul>	<p>using centralized (Print Shop) printing/inserting service alternative</p> <ul style="list-style-type: none"> <li>- The Worker's Compensation Court plans to implement electronic messaging as a primary component of the court's business. While the court produces paper today, one must assume that the use of paper will decline over time as electronic messaging is accepted by filers. Since paper cannot be totally eliminated, improving staff ability to process paper communications is a proper goal. However, this request has the court purchasing equipment and operating that equipment within the court. As electronic messaging becomes accepted, the demand for this equipment should diminish. The court should contemplate outsourcing this service rather than purchasing equipment to provide it.</li> </ul>
V: Technical Impact	<ul style="list-style-type: none"> <li>- Good to hear the desire to work with IMS and DOC on compatibility. Also need to include other agencies that may have opportunities to partner in this venture.</li> <li>- Both telephonic response and enhanced print and mail management can function to make staff more efficient.</li> </ul>	<ul style="list-style-type: none"> <li>- Unclear how this interfaces with existing technology</li> <li>- Future costs of this technology is not clear. Staff resources are devoted to care and maintenance of print and mail management. Descriptions of telephonic response technology is vague. There is insufficient cost/benefit detail to allow this reviewer to make a recommendation on the technology.</li> </ul>
VI: Preliminary Plan for Implementation		<ul style="list-style-type: none"> <li>- Would have like specific information on where and how the staff will be training on the Telephonic Response. Voice is a specialized technology that the agency may need some assistance with.</li> <li>- Internal analysis and consultant recommendations are pending, so plan contains little detail.</li> <li>- Milestone and deliverables are not defined beyond the technology to be implemented. Given the priority of contact management in 2006, with print management in 2007, one must conclude that telephonic response represents the greatest benefit to court. The current mail functions would continue. By 2007, the court may find electronic filing may negate the need for mail management equipment.</li> </ul>
VII: Risk Assessment	<ul style="list-style-type: none"> <li>- The proposal identifies potential risks for the projects.</li> </ul>	<ul style="list-style-type: none"> <li>- Other risks include items such as complexity of system outpaces staff knowledge, technology changes, and costs of systems not being able to be sustained.</li> <li>- Project relies on results of "recommendation from a consultant to be engaged in Fiscal Year 2006". There appears to be a risk that the consultant engagement either is not funded, or is unsuccessful...either would impact this project.</li> <li>- Given known volumes of paper production, one would assume that the demands on the system are predictable. The risk assessment leaves open the possibility of future costs to support or modify the system.</li> </ul>
VIII: Financial Analysis and Budget	<ul style="list-style-type: none"> <li>- Costs associated with the project are reasonable.</li> </ul>	<ul style="list-style-type: none"> <li>- Costs seem low, project likely would require interfaces or, at minimum, changes to legacy systems.</li> <li>- Hardware costs are listed one year before project is scheduled. No personnel or programming costs are associated with the project. This would presume that the solution is turnkey. Hardware purchase may duplicate services already available.</li> </ul>

**APPENDIX****AGENCY RESPONSE TO REVIEWER COMMENTS****37-02 -- Court Re-engineering - Coverage and Claims****Reviewer(s) Comments**

- (Strength) Very strong outline of goals, beneficiaries, and method to verify that the project outcomes have been achieved. - Project is tied directly and tightly to comprehensive technology plan - Project describes two additional components of the Worker's Compensation Court strategic plan.

- (Weakness) Likely because this project will be based on results of internal analysis and consultant recommendations (to be completed at a later date), specific goals, outcomes, measurements and assessments are unclear.

**WCC Response:**

One reviewer draws one conclusion and second draws another conclusion.

Nine Analysis documents are available that contain detailed problem and objective definitions. They are titled: Coverage and Claims Re-engineering - IME (Stage 1); Automation of LSS Monitoring; Compliance Case System; Insurance Coverage Enforcement System; Automated Feed of Information from the Department of Insurance system; IME (Stage 2); Automation of Awards Monitoring; Self Insurance; and Managed Care System. These documents are available for review.

**Reviewer(s) Comments**

- The project contemplates an in-house solution that may duplicate services already provided within DAS. The court should consider outsourcing print management to the DAS print shop.

**WCC Response:**

At the point of the proposal preparation and submission, DAS services were not reviewed as an option. This was because the Proposal Preparer was not aware of the services that the DAS Print Shop currently provides, so the suggestion is appreciated. The current cost projections are based upon the scenario of an housing the hardware within the agency and represents a worst cost scenario. At the time the project commences and requirements are finalized, the court will consider DAS as an option. The appropriation is still needed if the in-house alternative is the best solution based upon the needs.

**Reviewer(s) Comments**

- Message management should be developed in conjunction with the messaging systems contemplated in the Vocational Rehabilitation proposal.

**WCC Response:**

Each of the courts "key technologies" will be introduced in one project and then leveraged in other projects. Message Management is part of the Vocational Rehabilitation proposal and will applied to other business areas. Likewise, Enhanced Print and Mail Management and Contact Management (Telephonic Response) will be initiated in Coverage and Claims and then applied to other business areas when deemed beneficial.

**Reviewer(s) Comments**

- The Worker's Compensation Court plans to implement electronic messaging as a primary component of the court's business. While the court produces paper today, one must assume that the use of paper will decline over time as electronic messaging is accepted by filers. Since paper cannot be totally eliminated, improving staff ability to process paper communications is a proper goal. However, this request has the court purchasing equipment and operating that equipment within the court. As electronic messaging becomes accepted, the demand for this equipment should diminish. The court should contemplate outsourcing this service rather than purchasing equipment to provide it.

- Given the priority of contact management in 2006, with print management in 2007, one must conclude that telephonic response represents the greatest benefit to court. The current mail functions would

continue. By 2007, the court may find electronic filing may negate the need for mail management equipment.

**WCC Response:**

The reviewer is drawing the same conclusions for out-going and incoming communications. The Proof of Coverage system will always be heavily dependant on using paper for initial out-going communications about a coverage problem because the primary contact is the employer and matching information will not contain the necessary "electronic addresses". The court hopes to facilitate next-step incoming and outgoing communications by offering the employers the use of telephonic and other electronic means of communications as the court brings them on-line.

**Reviewer(s) Comments**

- Unclear how this interfaces with existing technology

**WCC Response:**

Both printer and telephonic technology will be integrated into new applications developed by the court using the Borland Delphi development environment.

**Reviewer(s) Comments**

- Future costs of this technology is not clear.

**WCC Response:**

The Financial Analysis and Budget Report lays out on-going costs estimates to support the systems in a maintenance mode and to place the systems on an equipment replacement cycle.

**Reviewer(s) Comments**

- Descriptions of telephonic response technology is vague.

**WCC Response:**

Telephonic response technology will conceptually function as follows. An employer receiving a communications from the court will receive a phone number and unique key code to call into an automated response system. If the question in the communications is something like "Do you currently have Workers' Compensation Insurance?" and the answer is "Yes", then the employer will be able to using in the key code make a selection to answer "Yes".

**Reviewer(s) Comments**

- There is insufficient cost/benefit detail to allow this reviewer to make a recommendation on the technology.

**WCC Response:**

As stated in Section IV: Project Justification / Business Case, "The goal is to improve service as workload increases without increasing staff." Financial projects are outlined in Section VIII: Financial Analysis and Budget. The Preparer is unsure what level of detail is required for the Reviewer to make a recommendation.

**Reviewer(s) Comments**

- Costs associated with the project are reasonable. - Costs seem low.

**WCC Response:**

Two separate conclusions by different reviewers.

**Reviewer(s) Comments**

- Hardware costs are listed one year before project is scheduled.

**WCC Response:**

Fiscal Year 2006 is the projected year to procure hardware/software, development and implement Telephonic Response. It is also the goal to procure enhanced print and mail management hardware/software at the end of that fiscal year so that testing, developing, and implementation can occur in the next Fiscal Year.

**Reviewer(s) Comments**

- No personnel or programming costs are associated with the project.

**WCC Response:**

A reading of our Comprehensive IT Plan does explain that the majority of our IT Staff is development resource. We plan and schedule our projects within the constraints of those existing resources.