

Legislative Finance Committee: IT Project Portfolio Post Implementation Report

LFC Meeting Date: December 2, 2014

1. Agency: Labor & Industry
2. Project title: WSD ECM
3. Executive sponsor: George Parisot
4. Project close date:
5. Appropriated budget amount: \$280,622
6. Total project development cost: \$247,320
7. Expected average ongoing annual cost: Contractual cost with vendor, plus internal support costs:
8. Year the ongoing annual cost will start: Fiscal 2016
9. Funding source(s) for ongoing cost:
10. List the primary project goals: Migrate WSD (pilot) content management solution to the State's enterprise content management platform, enhance Job Seeker case management and Oversight workflows and integrations to WSD's legacy application.
11. List the key project objectives, the metrics used to measure these objectives, and the final metric results.

	Key Objectives	Metric Used	Final Results
1	Develop capture process and workflow for electronic management of job seekers case files	Does the capture process and workflow allow the office to maintain job seeker records electronically	Yes, job service offices around the state are scanning all job seeker files into the enterprise content management system.
2	Develop capture process and workflow for conducting audits of job service offices case files	Does the workflow allow the Oversight staff to conduct case file audits electronically.	Yes, Oversight staff can audit job service offices from their central office.
3	Implement the capture and workflow processes that meets the needs of the job service offices to store all case files in a secured central location accessible by case managers.	Does the system implemented meet the needs of the business users? Did the system streamline the intake process? Are case files stored in a central location accessible by case managers.	The DLI business users find the implemented system to provide enhanced capabilities over the manual paper storage. Case files stored electronically in a central secured location. The case files are available to another job service office immediately when a job seeker changes location, this has reduced the cost of mailing case files.

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	Key Objectives	Metric Used	Final Results
4	Implement the capture and workflow processes that meets the needs of the staff that conduct audits of case files, allow for monitoring and oversight of the intake case files, ensure documentation is meeting the program guidelines, allow two-way communication between auditor and case manager and complete the audit report.	Does the system implemented meet the needs of the business users? Did the system streamline the audit process?	The DLI business users find the implemented system to provide enhanced capabilities over the manual audit process. Since the case files are stored electronically in a central secured location, the auditor has instant access to case files and can conduct the audit without traveling to the job service office. The process includes an automated method for two-way communication that facilitates the audit and completes the audit reporting efficiently by reducing the time to mail correspondence.

12. List and describe all post-implementation issues that have arisen and, if they have been resolved, what was the solution. If they have not been resolved, describe actions taken so far and possible solutions. Also list and describe any possible concerns.

Issue	Start Date	Resolved Date	Issues and Concerns
Migration Issues – documents missing	5/9/2016	5/21/2016	Documents were migrated into the 'default' folder instead of 'DLI' folder. Documents were moved to 'DLI' folder, views were modified in ECM and application. Testing and deployment protocols were followed.
Miscellaneous Migration Issues – Minor issues with PC or User process	5/9/2016	7/26/2016	Migration issues were being fixed when discovered. Ex. Users were setup on scan stations when needed; routing issues were resolved as soon as discovered by usage.
Secure URLs	5/9/2016	6/02/2016	Both Development and test environments were not using secure URLs that impacted Production. Once issue was isolated, code was modified but then the development environment had to be configured to use secure URL and certificates applied. Had to request the lower level environment configuration changes. Each change was managed by change and deployment processes.

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13. Please add any additional comments the agency would like to provide to the committee, if any.