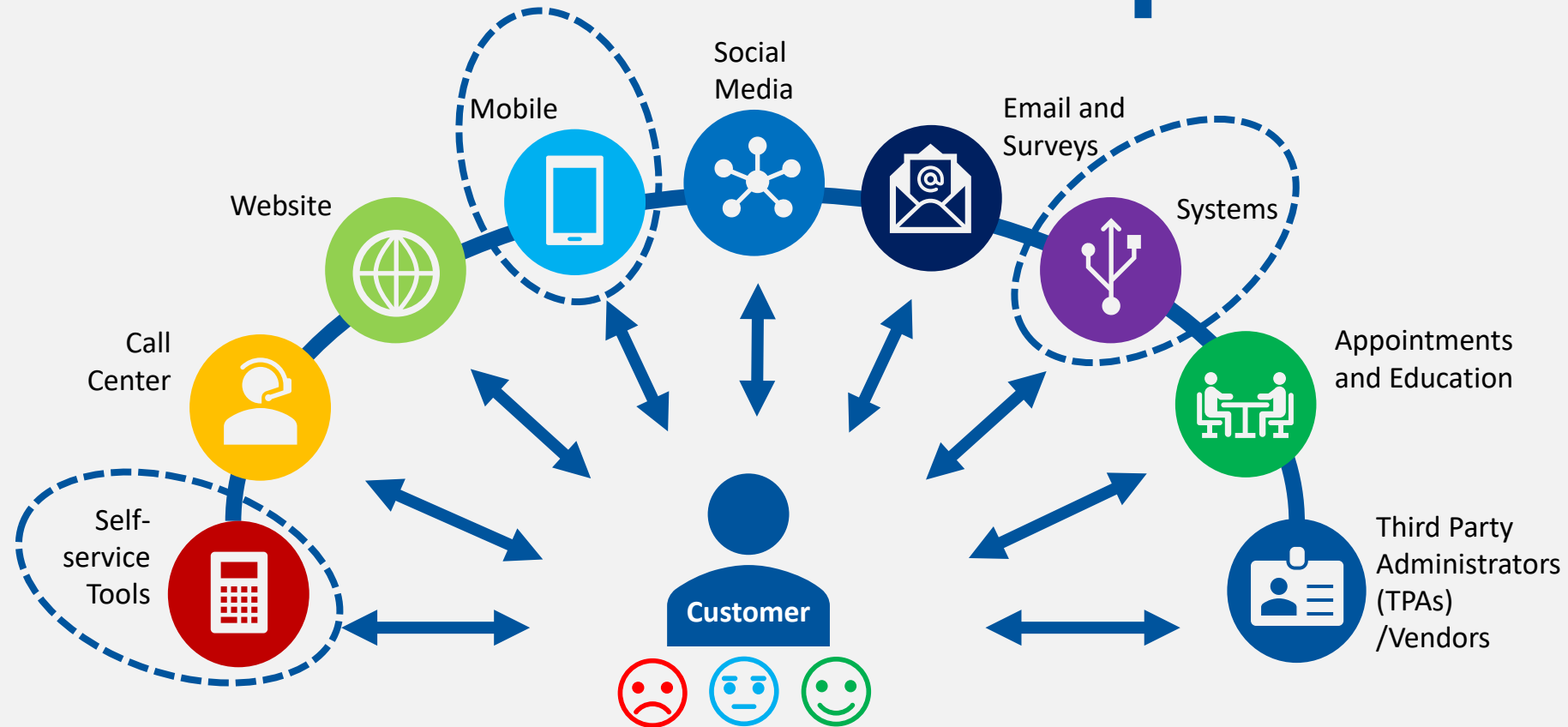# Modernization Update

September 16, 2021

Michelle Baxter

Office of Enterprise Initiatives
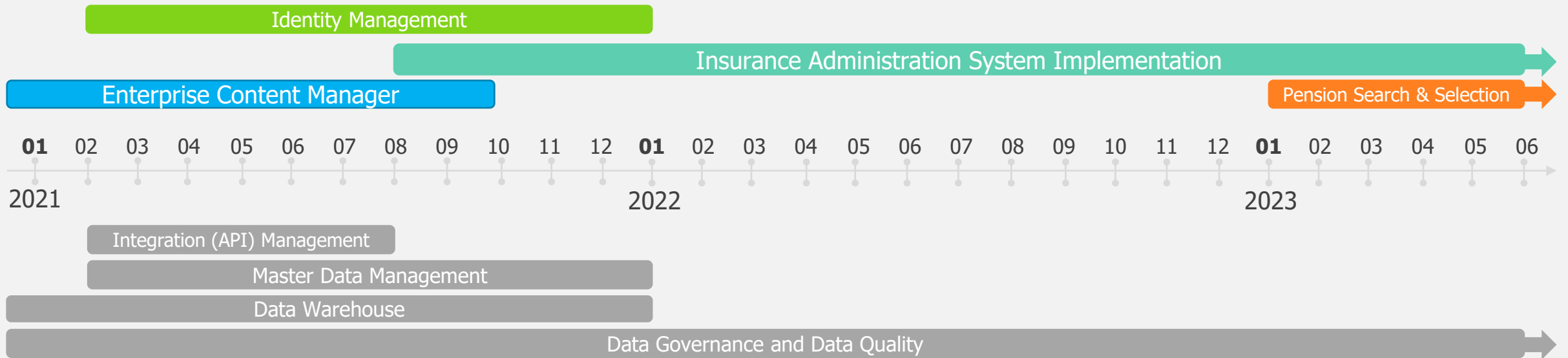
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ETF Customer Touchpoints

Modernization Customer Service Touchpoints

Touchpoints	Modernization Projects	Year
Self-service tools	• Online disability retirement application • Authentication and Authorization tool • Insurance benefit selection decision tool • Insurance benefit selection/changes	2021 2021 2022-2023 2022-2023
Mobile	• Insurance benefit selection decision tool • Insurance benefit selection/changes • Pension	2022-2023 2022-2023 TBD
Systems	• Master Data Management • Data Warehouse • Integration • Code Repository • Insurance Administration System • Pension Administration System	2021 2021-2022 2021 2021 2022-2023 TBD

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Estimated Timeline

Identity Management

Insurance Administration System Implementation

Enterprise Content Manager

Pension Search & Selection

| **01** | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | **01** | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | **01** | 02 | 03 | 04 | 05 | 06 |

2021   2022   2023

Integration (API) Management

Master Data Management

Data Warehouse

Data Governance and Data Quality

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Updates

Enterprise Content Management System

Purpose: Replace the enterprise content management system, our imaging and workflow software.

Status: The project has experienced a delay due to a technical issue at the vendor. The team is focused on resolving the technical issue with the vendor and completing the project in the coming weeks.

Insurance Administration System

Purpose: Provide administration capabilities for multiple insurance benefits providing self service options.

Status: Contract negotiations with Benefitfocus, the selected vendor, have been completed. Project planning has begun and implementation will continue for the next several months.

Updates

Data Management Program

Purpose: To promote trust and accuracy in our data and ensure that different systems are sharing data appropriately.

Status: Implementing remaining data interface capabilities to allow data to readily move between systems and ETF and vendors. Working on Master Data Management infrastructure and a workflow to move members' demographic data from a uncleansed source state to a cleansed state that is stored in a dedicated repository. Held data user training.

Technology Program

Purpose: Enable specific capabilities that support ETF's target state technical architecture and data management functions.

Status: Continuing to partner with DOA's Division of Enterprise Technology for an enterprise authorization and authentication solution to allow for secured access by members and employers in the future. Implemented the code repository and currently migrating information from previous system.

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Questions?