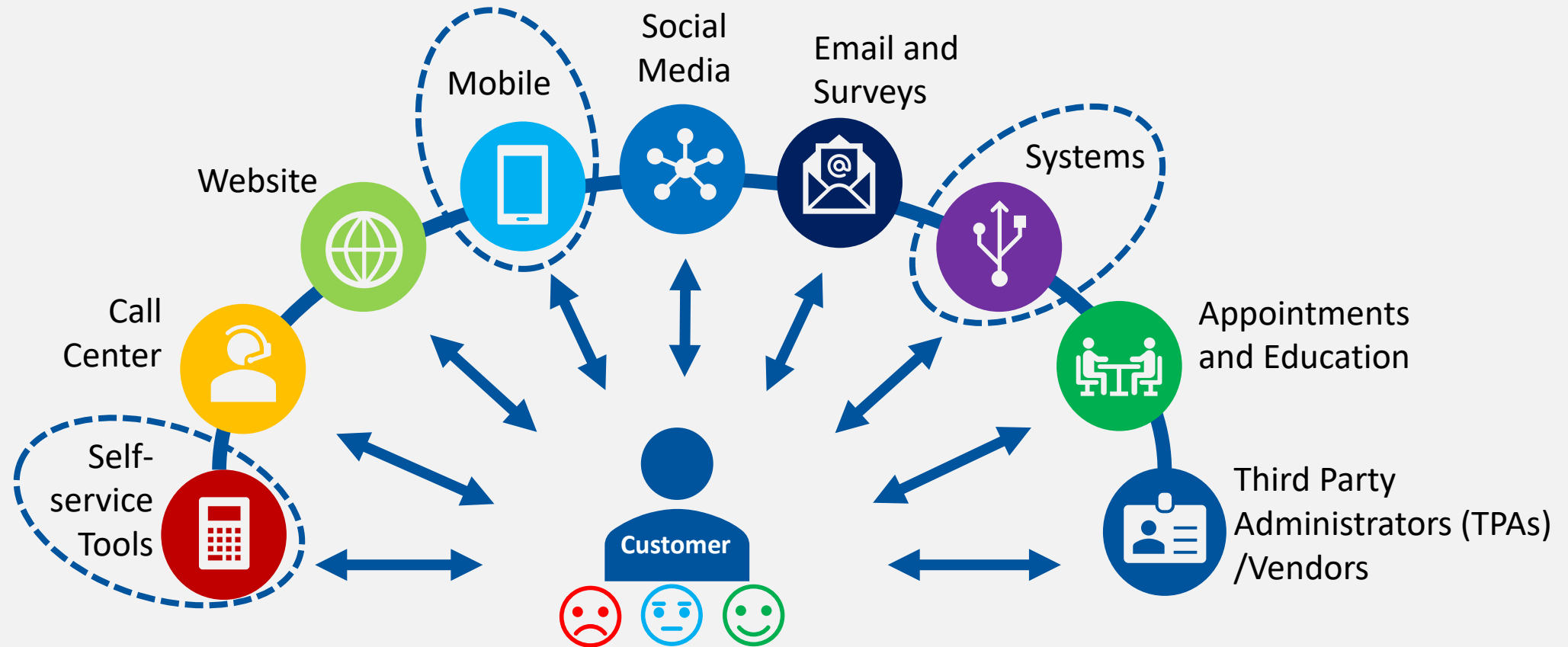# Modernization Update

December 9, 2021

Michelle Baxter

Office of Enterprise Initiatives
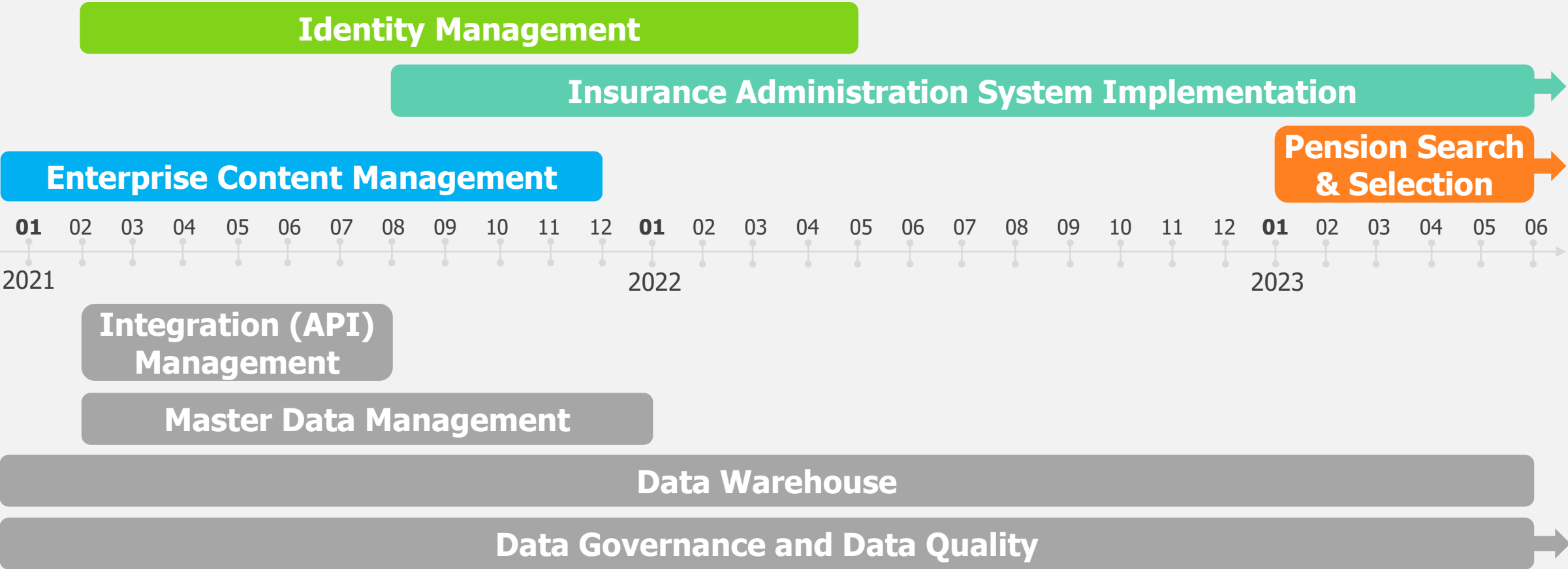
ETF Customer Touchpoints

Self-service Tools

Call Center

Website

Mobile

Social Media

Email and Surveys

Systems

Appointments and Education

Third Party Administrators (TPAs) /Vendors

Customer

Modernization focus areas

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Modernization Customer Service Touchpoints

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

Estimated Timeline

Identity Management

Insurance Administration System Implementation

Pension Search & Selection

Enterprise Content Management

| 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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ECM & IAS Updates

Enterprise Content Management System

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

Status: The solution went live on November 22, 2021 after a short delay due to a technical issue at the vendor.

Insurance Administration System

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

Status: The project team completed planning activities and began a series of discovery sessions to outline ETF's business requirements and inform the design of the solution.

DMP and TP 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 with a focus on security to allow data to move between systems and ETF and vendors. Completed work on Master Data Management infrastructure and a workflow to move members' demographic data from an uncleansed source state to a cleansed state which is accessible to staff through dashboards and reports.

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.

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Questions?

Thank you

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