Modernization Update

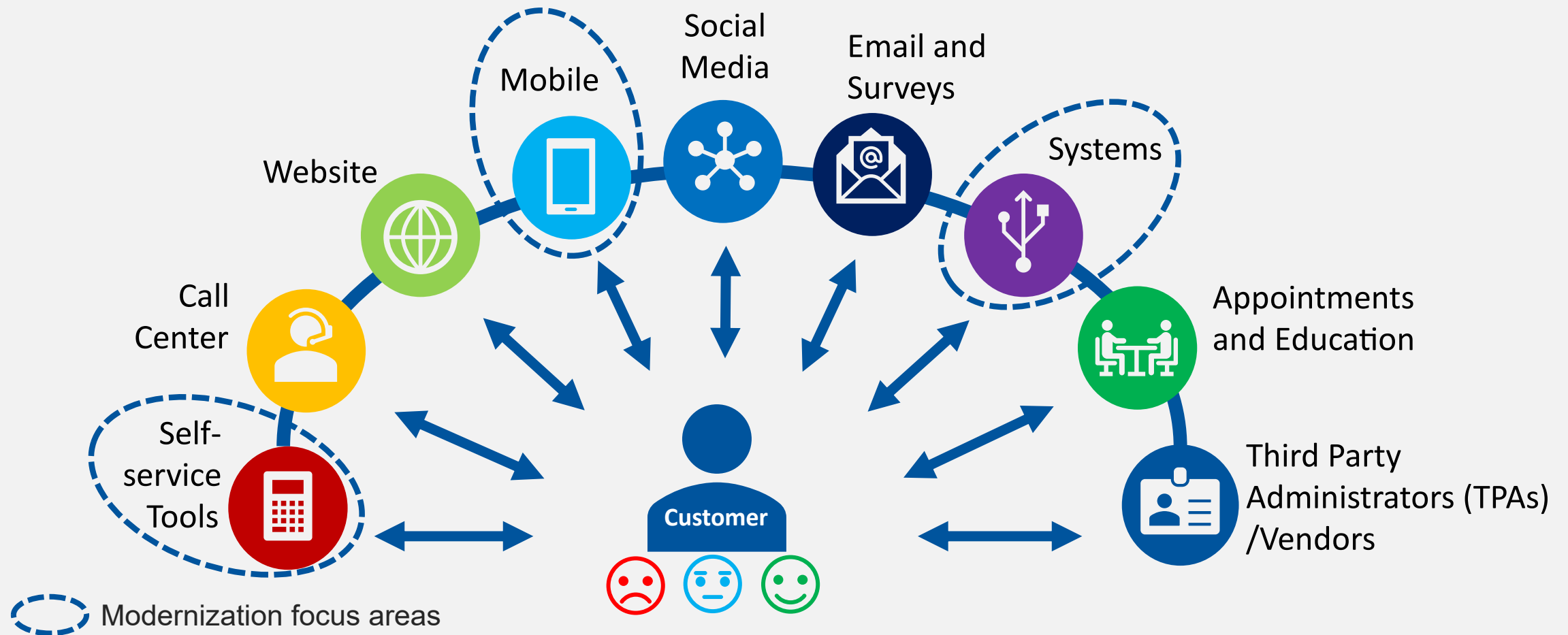## March 24, 2022

Michelle Baxter

Office of Enterprise Initiatives
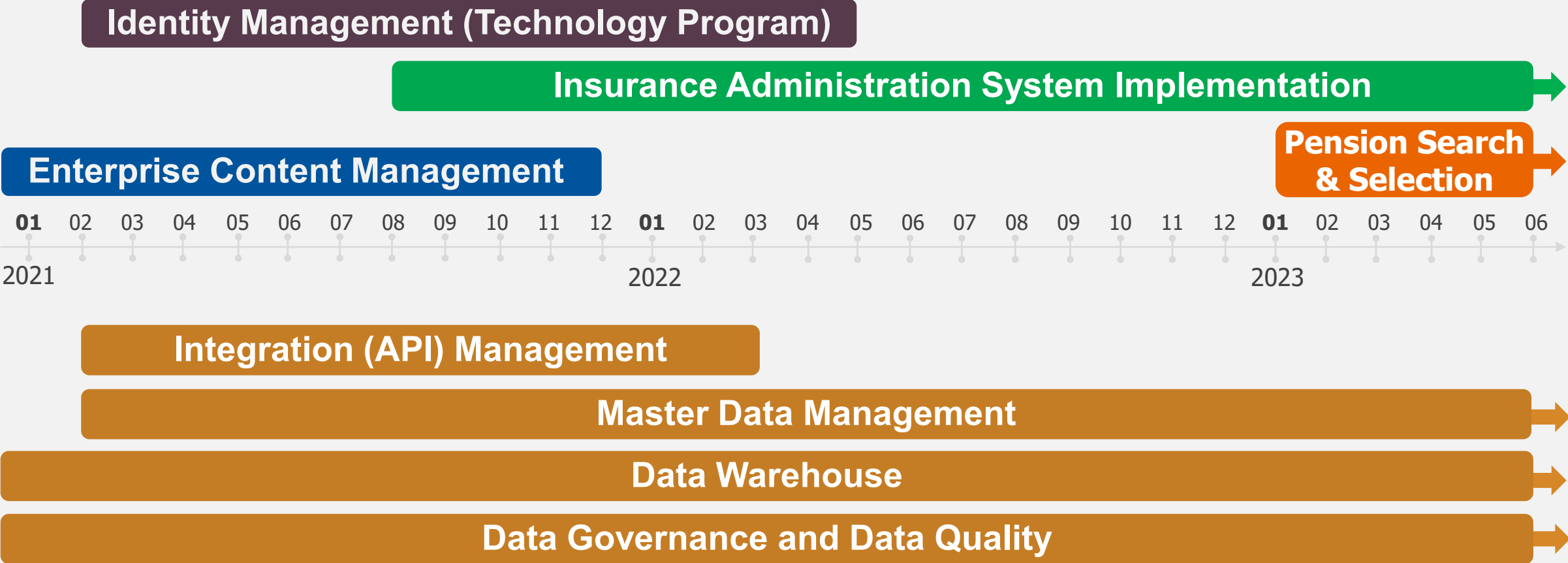
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ETF Customer Touchpoints

Website
Mobile
Social Media
Email and Surveys
Systems
Call Center
Appointments and Education
Self-service Tools
Customer
Third Party Administrators (TPAs)/Vendors

Modernization focus areas

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

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 more than 70 discovery sessions to inform the design of the solution and have begun testing the solution. In addition, the project team has started engaging with employers and vendors for upcoming phases.

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Data & Technology Program Updates

Data Management Program

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

Status: Focus is on implementing the Master Data Management infrastructure needed to support the Insurance Administration System implementation and related integrations.

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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