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Correspondence Memorandum

Date: May 24, 2022
To: Budget and Operations Committee
From: Michelle Baxter
Director, Office of Enterprise Initiatives
Subject: Modernization Project Update

This memo is for informational purposes only. No action is required.

Attached is the Department of Employee Trust Funds modernization project update for the period ending May 31, 2022. This provides the Committee an overview of the project highlights and health. For the September Committee meeting, expanded reporting will also include major milestones and timeline and key issues and risks.

Executive Summary:

Insurance Administration System (IAS) implementation project is at risk and is behind schedule due to vendor staff turnover and project complexity. Replanning is underway including evaluation of timeline, scope, and deployment options.

Data Management (DM) Program is on target. Focus has shifted from supporting the Enterprise Content Management project to supporting the IAS project.

Technology Program is at risk and is seeing some delay which is expected due to the priority of this effort compared to others.

Reviewed and approved by John Voelker, Secretary
Electronically Signed 6/14/22

Board	Mtg Date	Item #
BUD	6.23.22	5

Insurances Administration System Implementation Project

Health				
Overall Health	Schedule	Scope	Budget	Transition Management
At Risk	At Risk	At Risk	On Target	On Target

Highlights
<ul style="list-style-type: none"> • Deployment of ETF’s Marketplace/Benefitplace, the core system, has been delayed due to several factors including vendor staff turnover, lack of end-to-end process documentation, and waiting on key information. • Benefitfocus (BF), the system vendor, proposed a new timeline, extending the project end date significantly. ETF has reviewed the information and will meet to discuss alternatives. • Claims data has been taken out of scope for the initial implementation and further cost benefit analysis will be completed after a year of Benefitplace use. ETF currently contracts with a data warehouse and analytics vendor to capture claims data. That service will continue so not to negatively impact our business. • Remaining master data management work, specific to insurance, is being moved under the IAS project from the Data Management program.

Data Management Program

Health				
Overall Health	Schedule	Scope	Budget	Transition Management
On Target	On Target	On Target	On Target	On Target

Highlights
<ul style="list-style-type: none"> • DM program continues to be on target. • A key project within the program, technical architecture and integration, was completed in February 2022. • Master Data Management (MDM) project will soon be closed and remaining work to be managed in the IAS project. Work near completion includes: <ul style="list-style-type: none"> ○ Health insurance data testing. ○ Data Governance project staff incorporating MDM and Reference data into Governance Framework. ○ Data Quality continued cleanup for top Insurance Data Quality Check Points for IAS Enrollment and Eligibility and incorporating into Data Quality Framework. • Data Literacy project staff focused on smaller and more frequent training.

Technology Program

Health				
Overall Health	Schedule	Scope	Budget	Transition Management
At Risk	At Risk	On Target	On Target	On Target

Highlights
<ul style="list-style-type: none"> • IT Operating Model <ul style="list-style-type: none"> ○ Three service offering definitions approved. ○ Roles and competencies to support future state have been finalized. ○ Initial gap analysis completed. • IT Code Repository Tool (GitHub) Implementation <ul style="list-style-type: none"> ○ Completed 5 code migrations, • Security Standards, Procedures & Guidelines <ul style="list-style-type: none"> ○ Agency Management Council approved two policies. ○ Two additional policies are outstanding and being worked on. • External Identity Management and Security Tool (Okta) <ul style="list-style-type: none"> ○ Completed training for new Web Forms application, used to pilot Okta functionality. ○ Plan is to use tool for user identity and security of IAS and other modernized systems moving forward.