Appendix 8

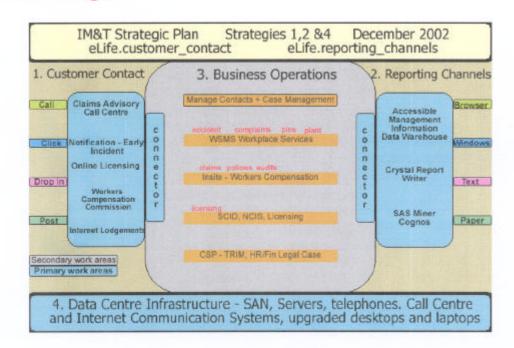# Information Management and Technology Plan (IM&T) Overview

Information Management and Technology Plan (IM&T) Overview

- WorkCover's strategy to integrate information technology and data management systems throughout the Scheme is embodied in the IM&T Plan.

- The flagship system is known as eLife - Electronic Living Information for Employment.

- The IM&T Plan has 4 elements.

Strategy 1 eLife Customer Contact

- This strategy is to invest in modern communication infrastructure and customer contact systems that are focused on customers needs.
  It will allow easy access to WorkCover services and cater for electronic lodgement and follow up of claims, notices and licenses.

- Customer Contact embraces various technologies such as modern call centres, the Internet, electronic commerce and paperless transactions along with traditional counter transactions.

- Customer Contact Officers will have electronic access to legislation, internal policies, and standard operational procedures, which enables WorkCover staff to communicate to the public and other government agencies with "one voice".

eLife Stage 1

Key Customer Contact Systems

- Claims Assistance Service – contact centre commenced operations in January 2002.

- Worker Compensation Commission, new system implemented in January 2002. System electronically tracks cases through Commission. Elements of online lodgement over the Internet commenced implementation September 2002.

- Elements of the Electronic Licensing and Accreditation Project commenced in December 2002.

Strategy 2. Reporting Channels

- This Strategy is to invest in enabling technology that supports decision-making, business intelligence and makes management information accessible.

- Typically, this strategy involves establishing an enterprise wide data warehouse

Key Reporting Systems

- The Accessible Management Information Data Warehouse (AMI/DW) is currently under development. WorkCover business processes have been mapped and an enterprise data model has been established.

- AMI DW will be incrementally implemented with the first module by December 2002.

- The first Online statistics are already available on the WorkCover Internet – Web Enabled Statistical Information

Strategy 3. Business Operations

- This strategy is to invest in modern integrated administrative and business operations systems that support single inquiry views of information stored on enterprise platforms.

- The Business Operations systems will involve upgrading some legacy applications initially, such as, the Human Resources and Finance Systems.

- New business systems for Insurance, New Workers Compensation System will replace the old system, Insite, during 2003-2004.

Key Business Operations Systems

- New Workplace Services Management

- System brings together all workplace information, notices, penalties, complaints, employers and plant registration. Stage-2 of this system was implemented in 2001.

- New insurance systems were implemented to support the new 2001 reform initiatives

Strategy 4. Infrastructure, Business Continuity, Gosford Relocation

- This strategy is to invest in modern technology infrastructure to support the business functions and operations of WorkCover.

- This initiative will operate over the life of the IM&T Plan and investments will occur incrementally as required by the programme of works.

- As more and more services are placed online the information support services of WorkCover will increasingly demand extended operating hours.

- This strategy will also concern itself with the relocation of WorkCover's head office to Gosford, and the implementation of business continuity and disaster recovery options.

Summary of Reform Initiatives Implemented to date

- Provisional Liability system became operational in January 2002.

- Wage Audit function was implemented in June 2001 allowing for electronic lodgment of employer audits.

- Medical Providers can now make application online via the Internet.

- Premium Discount Scheme implemented with Insurers in July 2001.

- Workers Compensation Commission System live in January 2002.

- Claims Advisory Service systems live in January 2002.

- All Inspectors were provided with new laptop computers in July 2001 to allow them access to information while in the field.

- The data communications networks were upgraded during 2001 and the obsolete telephony systems will be replaced during 2002 as part of the move to Gosford.

- New data centre technology was introduced to increase speed and reliability of back end systems and services.