

# Re-Engineering the Employer Information System

*"Partnering for the Future"*



Employer Advisory Committee  
August 18, 2011

# Current System



A sample of issues identified in working with employers over the years:

- The requirements for employers to use this system are complex and rigid
- Individual member transaction history is not easy to find
- No way to apply a common adjustment to all members
- SFT is cumbersome
- Transmittals does not always allow full correct reporting (i.e., sometimes you have to “trick” the system)
- Other than WBET (which is limited in capacity), there is no “real-time” feedback on reporting errors
- There is no standard testing environment
- Changes in DRS process often require changes to employer payroll systems (can be costly)

# Current System



## Issues from a DRS perspective:

- Aging Technology
  - *Resources to support this technology are declining*
- The architecture of the core application is predicated on a fixed business model, defined almost 20 years ago
  - *Required/Requested changes take too long*
  - *System limitations are driving business decisions*
  - *Business process is inextricably tied to programming (lack of flexibility)*
- There is no standard testing environment
  - *To help an employer test their system, we must basically duplicate a production environment. Very time consuming*

# What is DRS doing today?



- We have completed documenting our “As-Is” processes
  - *How do we do this today?*
- We are beginning to look at potential “To-Be” processes
  - *How can we do this better in the future?*
  - *How can we make this more efficient? Save time? Eliminate waste?*
- We want to talk to the employer community
  - *How can we make it easier for employers?*

# Our Timeline



- Sep. 2011 *DRS to talk with employer representatives, both business and technical*
- Oct. 2011 –  
Feb. 2012 *DRS to develop a Design Document for a new Employer Information System; incorporating employer input*
- Mar. 2012 –  
Apr. 2012 *DRS to validate Design Document with employers*
- May. 2012 –  
Aug. 2012 *DRS to develop and submit a Decision Package for the 2013 – 2015 Biennium*

# What If...



- ...Employers had a “one-stop” web portal to:
  - *Submit reports, regardless of method*
  - *Check employee information*
  - *Make payments*
  - *Check statements/balances*
- ...Data translation didn't require programming
  - *Any new or modified data requirements are a simple “mapping” operation*
  - *Change in record layouts does not require programming*
- ...Employers could submit “Test” reports
  - *Flag a report as “test” and submit as usual*
  - *Processes exactly like a production report, without actually recording it*
- ...Employer reports were edited “real-time”
  - *Employer runs edits before final submission*
  - *Employer can make changes before final submission*
- ...??? This is where we need your help

# What is the next step?



Sep. 2011

*DRS to talk with employer representatives, both business and technical*

- We need your help
- There is a great opportunity to improve the employer experience and we would like to talk with you about how to accomplish that
- We would like to talk with both business users and technicians
- We need your ideas, suggestions, experiences (both positive and negative).
- Who should we be talking to? How should these conversations take place?

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**Thank You.  
Questions?**

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