

# Work Comp Campus update

Jeff Hendrix | Workers' compensation product manager

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# Brief history

**August 2022:** Workers' Compensation Division's Business Technology Office founded by Department of Labor and Industry (DLI) to provide bridge among customers, businesses and technology partners

**January 2023:** Product manager hired to lead state ownership of Work Comp Campus

**February 2023:** Contract of vendor that developed Campus officially ended

**March 2023:** State ownership of Campus

# Recap: 2023

**March and April:** Targeted fixes of post-deployment defects and bugs as part of the final “warranty period” with vendor

**May through December:** Upgrade of underlying technology platform that supports the Campus back end

- Microsoft platform had not been upgraded from the original version used by the vendor upon creation
- Needed to upgrade multiple versions, but now running on the most recent one
- Deployed 18 total major components
- Comprehensive testing during Q4 to ensure fidelity

Targeted defect fixes and small enhancements to overall system

# Focus: 2024

Identified three areas of focus based on feedback collected in the Campus User Experience Survey (March 2023):

1. **primary** – document organization in Campus;
2. **secondary** – data structure within Campus; and
3. **consistent** – user experience and design.

DLI is moving toward smaller, more frequent deployments of improvements to Campus.

- Reduces risks
- Faster to see value

	This quarter
Primary focus	<b>Document organization</b> – ensure a complete record of an injured employee’s claim is easily accessible to users. Improve document organization so all documents are easy to view, sort and filter.
Secondary focus	<b>Data structure</b> – ensure data within Campus is organized in a way that creates high confidence in its quality, availability and fidelity. To accomplish this, data will be defined, its storage and flow through the system will be mapped, and reports will be updated and validated.
Consistent focus	<b>User experience</b> – outside of initial interviews prior to launch, little ongoing research was done with users of the system to determine how design impacts their daily experience. Because of this, in part, Campus is not viewed as “user friendly.” There are many opportunities that can be addressed to enhance baseline functionality of the system.

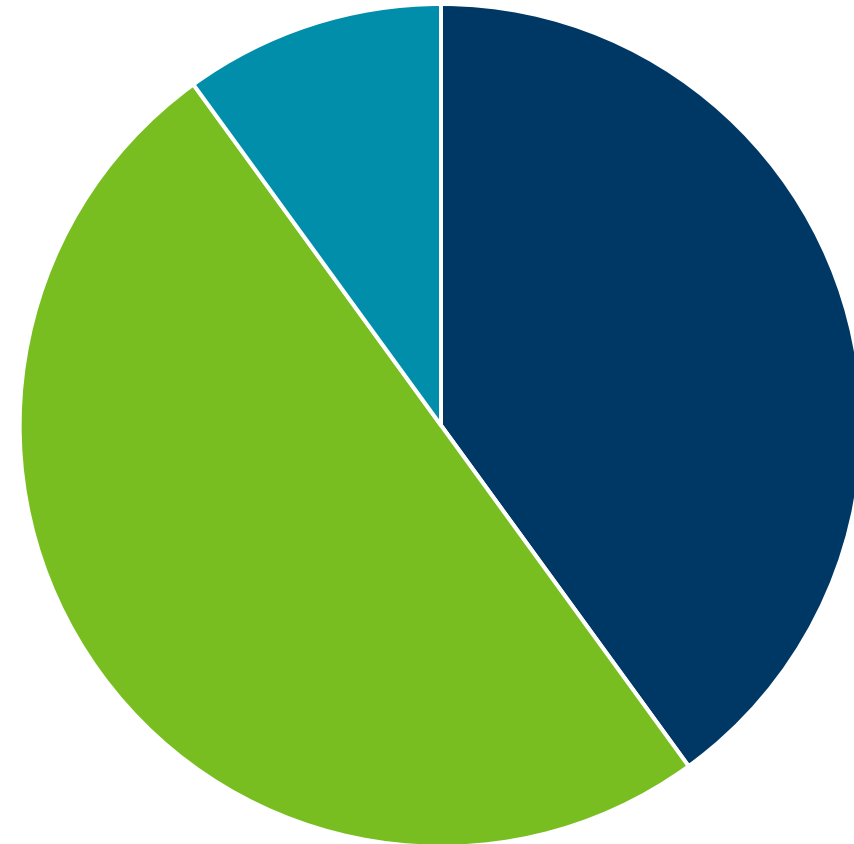
# Balancing needs

Building capacity to address multiple needs.

Areas of focus include:

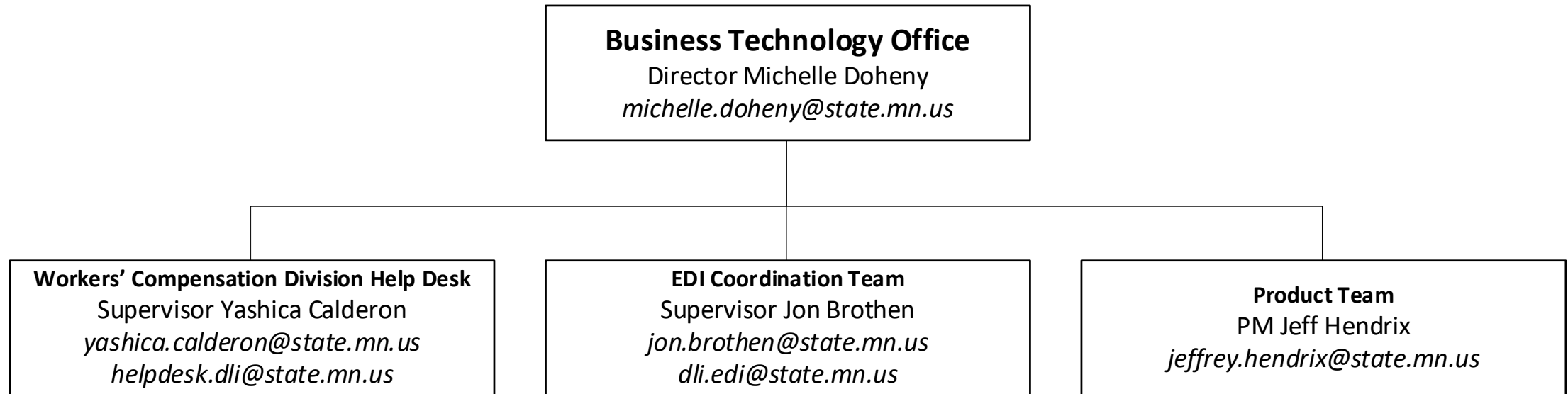
1. defects;
2. new development and enhancements;
3. maintenance; and
4. future upgrades.

Mix is a rough guide with anticipated adjustments based on: value add; time criticality; and risk reduction.



■ Feature & Functionality Enhancements ■ Defect fixing ■ Future Upgrades & Maintenance

# Business Technology Office



# Staffing investments

## Increased developer capacity

- Hired additional permanent developers
- Added three contract developers on one-year terms

## Focus on user experience

- DLI is first non-Minnesota IT Services (MNIT) agency to hire a user experience researcher
- DLI is first non-MNIT agency to hire a user interface designer
- Hired training and documentation lead

# Questions?

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