Campus Update

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Summary of October 2024 Update

- Completed major user enhancements focused on:

  - Security and performance improvements to technical platforms

  - Document availability and navigation

  - Entity record clean-up

  - Access management for partners and stakeholders working with the WCCA

- Investment in user-focused staff

- Receipt of $1 million in special funding to improve user experience resulting in temporary increase in staffing

By the numbers

- Deployments every two weeks with minimal system downtime (average 2 minutes)

- Significant increase in deployments

  - 2024 – 18 deployments

  - 2025 – to date 29 deployments

- Significant increase in the number of items being delivered at a faster pace

- Completed 86 usability study sessions

Progress Since October 2024

Completed major user enhancements focused on:

- Access management for Qualified Rehab Consultants

- Ability to locate information through search and navigation

- Benefit information

- Compliance related improvements

- Data quality

- Automated testing

Upcoming (2025 Q4) enhancements focused on:

- Special Compensation Fund Assessments

- Demo environment for internal and external users

- User experience improvements to navigation

- Data documentation and reporting

- DEED Integration for Paid Family Leave

Statute, Rule, & Reporting

Additional items that were not all identified in annual planning:

- Rehab Registration Rules

- Name change from Office of Administrative Hearings to Court of Administrative Hearings

- Data extracts for annual and one-time reports

Beyond Enhanced Funding

- Offboarding of contracted staff

- Shift in planning to account for reduction in staff

- Ongoing monitoring of product team outcomes

- Temporary data resource to focus on data quality improvements

Staffing Updates

- Business Technology Office

    - Project & Analysis Specialist

- MNIT

    - Enterprise Architect

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Summary

- Filled the team with strategic hires

- Applied for and awarded funding for user experience improvements

- Significantly increased deployments

- Increased engagement with stakeholders and users

- Provided trainings, presentations, and resources

- Launched monthly communication – Campus Connect

Thank you!

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