

The IC, IT and You



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**In today's fast-paced WC environment,
every minute counts**

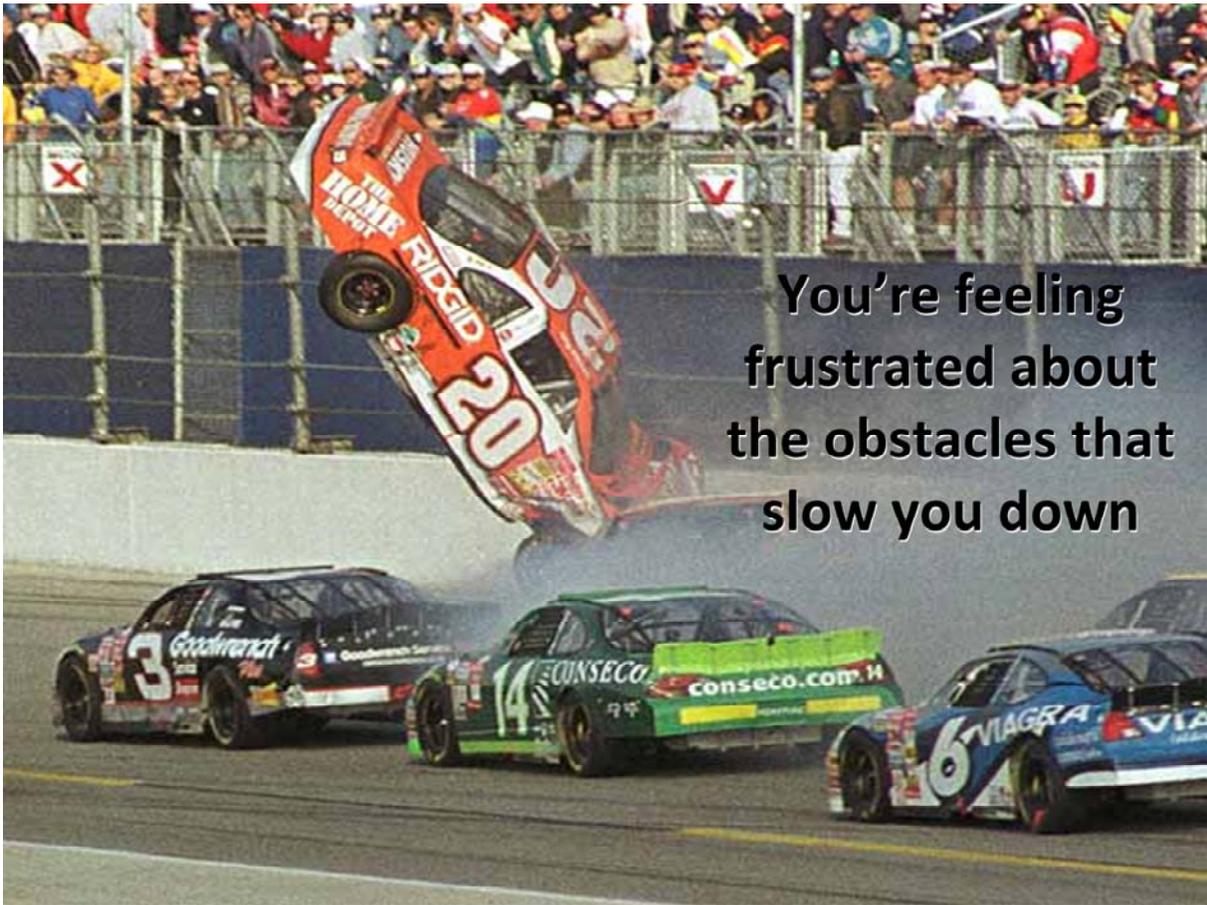


Whether you're an attorney or a paralegal, an insurance adjuster, a rehab professional, or your company's HR rep, you know that today's Workers Compensation environment is incredibly fast-paced. The minute you get to your desk, the green flag drops and you floor it. The phone never stops ringing, the stack of files or emails never seems to get any smaller, and there's always somebody or something demanding your attention. Slowing down is a luxury you just can't afford.

You need to make the most of your time



Just like a smart racer, who reviews his races to see what's holding him back and how he can improve, you're constantly on the lookout for ways to work smarter and faster. Anything that slows you down is something to be minimized or eliminated. If you're a professional race car driver, that may mean changing the tires you use for a set with better grip, so you gain a precious few milliseconds in every turn, or tuning the engine for maximum horsepower, to squeeze out all the speed you can get. In your daily work, it may mean looking at the systems and processes you use, eliminating those things that drag you down and fine-tuning the things that can accelerate your work. Similarly, the smart driver is constantly adjusting the line that he drives, to make for the shortest possible race. Speed down the straight-aways, slow down as little and as infrequently as possible through the curves: Like that driver, you're always looking for anything that can speed you to the finish line of your daily work.



**You're feeling
frustrated about
the obstacles that
slow you down**

No matter how diligent you are, though, some days just seem to have more obstacles than you planned for. Instead of a nice, fast, open track, something happens to snarl things up. A quick phone call to get a vital nugget of info turns into a marathon of holds and transfers. That form or document moves through your office quickly enough, but then you have to wait while it is processed on our end. Sometimes things slow down even more, because the document can't be processed until the payment arrives, too. Or you plan ahead, time the traffic just right, and arrive for your hearing with minutes to spare, then slow to a crawl while you wait for your case to be called. And sometimes things completely fall apart. The yellow flag comes out: A document has been misplaced or a hearing has been rescheduled, and for a while, anyway, you're making no progress at all.

You want the obstructions removed, so you can speed through your work

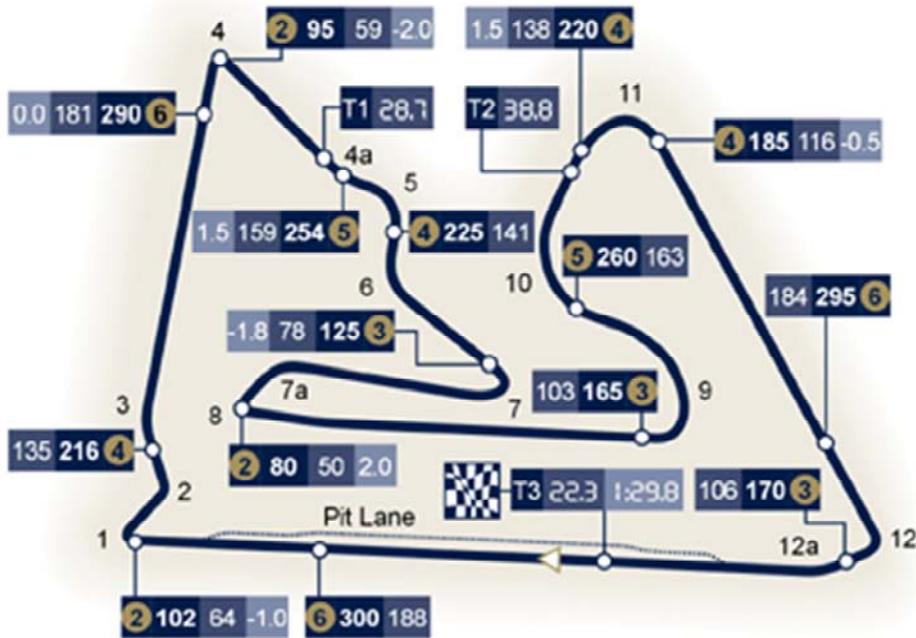


All you want is a clear track to run on, a way to get your work done without any unnecessary obstacles.

- Information that is available when you need it.
- A quick and direct path to the person you need to talk to.
- A fast and easy way to pay fees so processing can go forward.
- A way to file that last-minute document right now.
- A faster way to process that whole stack of filings you need to get through.
- Access to your office while you're waiting for a hearing.
- Timely updates when things change, so you can make the appropriate adjustments in what you're planning and doing.

All you really want is a better, faster way to get things done. Is this too much to ask for?

We are updating our systems to give you a fast track



We hear you asking for these things, and we are responding. We want to smooth out the track, eliminate whatever curves we can, and do what we can to speed you through to the finish line every day.

We are updating our systems to give you a fast track



Over the next few minutes, I'm going to tell you about three specific ways in which we updating our information management systems to give you a fast track.

Designing and building a professional race course takes time. So does updating the information management system of an agency like the Industrial Commission.

As a result, not all of the things we will talk about in the next few minutes will be immediately available to you.

- Some of these improvements are available now,
- Some will be coming over the next several months,
- A few will require a longer time to be ready.

As we go along, I will make sure you know which ones are now, which are soon, and which will take a while yet.

We will be making our upgrades in three areas:

- Tools,
- Info
- Time.

Let's go around the track, turn by turn, and look at each one of these areas.

**TURN 1:
New tools will
help you get your
work done faster**



Sometimes races are won or lost not on the track, but in the shop before the green flag ever drops. Using the right tools, and tuning the tools you have for maximum performance, can make the difference between victory lane and second place. We are updating some of the tools we provide, and rolling out some new tools, to help maximize your performance.

We are always improving our web site



TOOLS

INFO

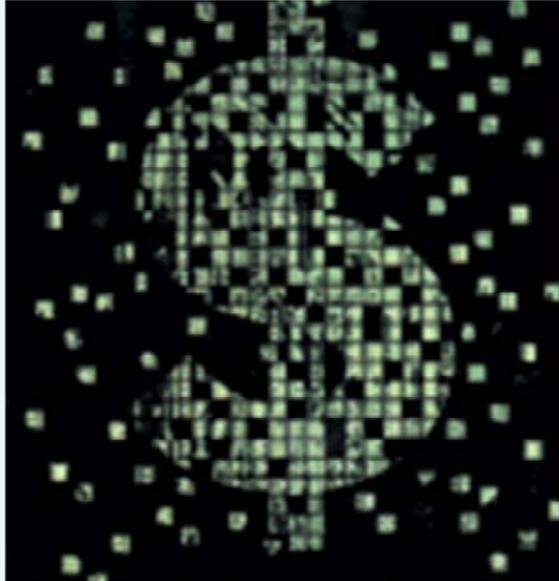
TIME

Last year, we told you about our new web site. We've had a lot of good feedback since then, and we continue to improve it. We are working hard to ensure the information there is current and accurate.

Over the next few months, we will be

- Improving the search capability
- Incorporating more content
- Improving the overall performance of the site

We will accept electronic payments soon



TOOLS

INFO

TIME

In early 2011, we will roll out electronic payment capability. This will allow you to pay certain fees to the Commission by VISA, Mastercard or E-Check. Over time, all fees and fines payable to the Commission will be payable electronically.

Paperless filing will trim turnaround time



TOOLS

INFO

TIME

In 2011 and 2012 we will be providing more and better options to allow you to file documents and forms electronically. E-Forms capability will allow you to complete forms, start to finish, online, and submit them electronically or on paper. EDI processing will allow large-volume filers to file virtual forms in bulk, instead of individually. We will also be providing electronic access to transcripts and hearing audio files and exhibits.

**TURN 2:
We are providing
better information
faster**



Information is the fuel that drives what you do every day. If it's right and it's there when you need it, your day speeds along.

However, a delay in getting information, or the wrong information, causes your work to sputter along, and you can't reach your full potential. Have you ever watched a good pit crew at work? It's almost like a high-speed ballet. All the members of the team work together to get the right amount of the right fuel in the car in seconds, allowing the driver to roar out of pit row and back into the race.

We are committed to getting you fueled up with the right information in as rapid a manner as possible. And just like a pit crew, we have to smoothly integrate a number of different processes to ensure that our information delivery works quickly and well every time.

We are making sure you get accurate information



TOOLS

INFO

TIME

We are retooling our internal data management systems, to improve the quality of our data:

- By eliminating duplication of information, we can ensure better quality
- By automating data capture wherever possible, we are decreasing the amount of time we spend entering data, allowing us to stay current with the case load

Our first generation Consolidated Case Management System will go live later this month.

We are streamlining information access



TOOLS

INFO

TIME

We are streamlining the way we access data, so we can provide information to you more quickly. We are consolidating information from several sources into one platform, so we can have all the relevant information about a case at our fingertips when we, or you, need it.

We are planning a self-service information portal



TOOLS

INFO

TIME

We are putting plans in place for a future web-based information portal:

- Case information and documents available to parties at the click of a mouse
- Secure delivery of case information
- Accessible 24 / 7 / 365

**TURN 3:
We will help you
make the most of
your time**



As you're racing through your day, you need to take advantage of every opportunity, and continuously make the most of your time. We are putting in place some tools to help you do just that.

WiFi will maximize your productivity while at the Dobbs Building



TOOLS

INFO

TIME

By the end of this year we will have WiFi capability in place in the Dobbs Building. This will allow you to connect to the internet securely when you are at our offices or in a hearing room.

Streamlined call handling will route your calls faster and better



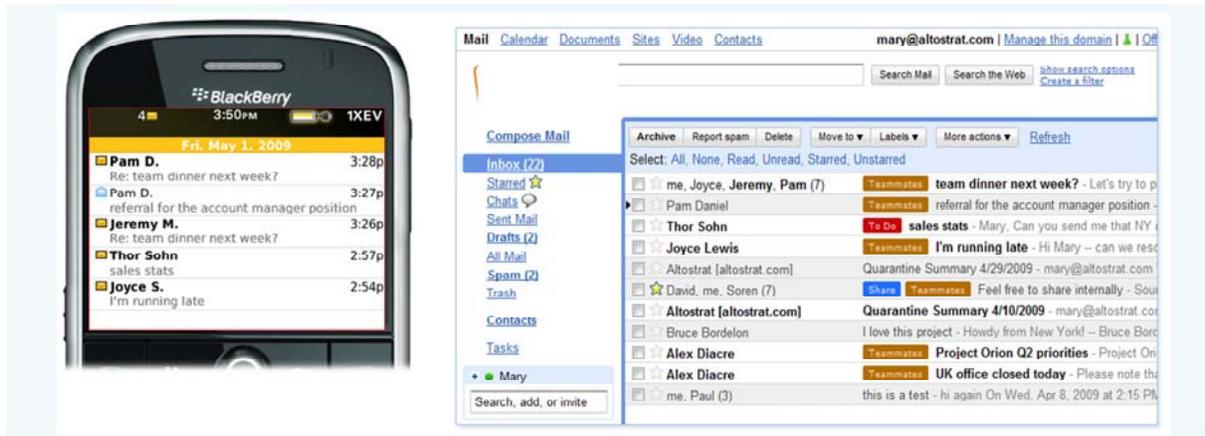
TOOLS

INFO

TIME

We are streamlining our telephone systems to improve your experience when you call us. We will have simpler menus, with fewer levels, getting you to the person you need to talk to faster. These upgrades should be completed by mid-2011.

Electronic Notification will keep you current on case activity



TOOLS

INFO

TIME

As we continue to develop our new case management system, we will add electronic notification capability. As filings are made, hearings are set or continued, and orders are entered, you will be able to get notification of these events through email, or even on your mobile device.

We will help you get to the finish line



By updating our information management environment, providing better tools, better and faster info and making better use of your time, we are committed to making the improvements that will help you get to the finish line.

<http://www.ic.nc.gov/ncictech>

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Be sure to check our web page for project updates, or follow us on Twitter!