

Legislative IT Committee
Harvest Room
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October 9, 2012

I am here to give you an update on the progress of our AIM software replacement project. The last time we testified at the June meeting we reported we were expecting to receive another software release early July. The release was received on July 6th. Initially, testing of the release continued on an upward trend at about 66% passing versus failure. Since this was planned to be the final software release prior to going live with the system, our testing process was changed from testing individual items delivered in the release to one of testing entire processes end-to-end. What this meant is that we would test at what would appear to be a much slower pace but that approach would give us a better idea of how the features fit together.

Following the July release Aon delivered defect fixes and features via interim software updates called "rolling patches". From middle of August to late September, we received four "rolling patches" which added to the challenges of testing. Beyond speculation, we don't know the exact reasons for what happened but we can tell you that with the "rolling patches" some features that had worked earlier did not work after the "rolling patch" was installed. It could be that "rolling patches" are generally not used to deliver the volume of features that were delivered in these patches.

We are near completion of testing processes and the test results are attached.

There are a number of events that will take place in the next several weeks. We have requested that Aon executives come to North Dakota the week of October 29th to discuss project status and contract terms with the ESC. The week of October 22nd McGladrey, the accounting firm hired by WSI at the request of Brady Martz who conducts our annual financial audit for the North Dakota Auditor's Office, will report the results of their study of the AIM software replacement project; including, from their perspective, the viability of the project and the projected cost and timeline necessary to finish the project. Late October or early November Aon will deliver another software release versus continuing to provide defect fixes and features via "rolling patches". The ESC has not officially endorsed this approach and we have told Aon as much but we feel this approach provides the best chance of completing the project in the timeliest manner.

Project Costs: Since January 2012, WSI has made no payments to Aon, except for travel expenses amounting to less than \$35,000. Third party costs continue and we are in negotiations with Aon to mitigate those costs.

We reported to the committee on two occasions since the last meeting in June; once the end of July and once in September. Copies of those updates are attached.

TESTING UPDATE

RELEASE TESTING UPDATE

Testing Results for Release 4.4.2

In Scope	57
Pass	21
Fail	13
In Progress	6

PROCESS TESTING UPDATES

In Scope	57
Tested	53

OTHER CONCERNS

We are facing issues in the following areas:

- There are new issues that we have found with Benefit Calculations
- There are still outstanding issues with SmartAdvisor (SA) integration
- "Rolling Patches" created some issues with functionality that was previously working
- There are still problems with Data Migration
- Experiencing problems with Business Rules

POSITIVES

- Good onsite support from AON has helped us resolve issues faster
- The first time that we tested the processes completely
- Online First Report of Injury (OFROI), Incident Reporting, Ability to Generate Claim Number and Ability to Enter New Claim processes pass
- Close to completing the FileNet Integration

July 27, 2012

Status of AIM Project –Update on latest software release from Aon

Update:

The latest software release was received from Aon on July 6th and was installed in WSI's test environment and made ready for functional testing, which began on July 17th. We have changed the process used for testing on this go around from testing individual items delivered in the release to testing complete business processes beginning to end. Consequently, testing is taking longer than previous releases and results to date are inconclusive. We will have a much more solid idea on how the full application will perform and specifically the quality of the latest release towards the end of August. We are scheduled to receive an interim update (called a "rolling patch") to the software which will provide additional items not included in the latest release, on August 17th, with a subsequent interim delivery scheduled for August 31st. Over the past two weeks, Aon has had seven resources onsite to support the testing effort and address some system performance issues. Additional Aon resources will be onsite throughout August as needed.

Additional information to share with ESC

- A lot of progress has been made in the past two weeks regarding correspondence / distribution and the integration with FileNet for document storage / retrieval.
- Release Testing:
 - Of 62 stories delivered, 52 are available for testing; six out of the ten that are not available are related to SmartAdvisor (SA) integration and cannot be tested until we have a SA test environment.
 - Of the 52 stories that can be tested:
 - 7 have Passed
 - 2 Failed
 - 10 are in progress
- Areas of concern
 - SA / iVOS integration; we have been unable to test this functionality because we do not yet have a SA test system which corresponds to the iVOS test system.
 - Two "rolling patches" are scheduled; one for August 17th and one for August 30th which is only a few weeks prior to the planned go-live date.
 - Large volume of activity needs to take place prior to go-live.

September 6, 2012

Status of AIM Project –Update on latest software release from Aon

Legislative IT Update:

The latest software release was received from Aon on July 6th and was installed in WSI's test environment and made ready for functional testing, which began on July 17th. WSI changed the process used for testing on this go around from testing individual items delivered in the release to testing complete business processes beginning-to-end. Consequently, testing has taken longer than previous releases. An interim update (called a "rolling patch") to the software, scheduled to be delivered August 17, was received August 21st. Issues encountered in the installation of the interim update, required about a week and a half of testing to be redone. Full beginning-to-end process testing has been further hindered and delayed due to AON failing to deliver certain elements of the project in a timely manner, a key component of which is the integration of the "claims management" component (iVOS) and the "medical bill review" component (SmartAdvisor). A second interim update, scheduled to be delivered August 31st, was received September 6th. This interim update is expected to fix some of the defects identified during early stages of testing. Over the month of August, Aon had resources onsite every week to support the testing effort and plans are in place for that to continue throughout September and longer if necessary. Due to the issues mentioned above, testing of processes has not been completed yet and expectations are at least two or three more interim updates to the software will be required to get to a stable application.

TESTING UPDATE

RELEASE TESTING UPDATE

Testing Result for Release 4.4.2

In Scope	57
Pass	20
Fail	9
In Progress	10
Waiting- SA Integration	5

10 CRs are in progress, most of these relate to FileNet and we are close to complete our testing on this.

PROCESS TESTING UPDATES

In Scope	57
Tested	22

- Online First Report of Injury (OFROI), Incident reporting, Ability to generate Claim number and Ability to enter new claim processes pass
- We are working with AON on issues related to benefit calculations and Smart Advisor Integration. Once these are resolved we will be 75% complete with our testing.

KEY AREAS WE ARE NOT ABLE TO TEST YET

- We are still waiting for resolution for some issues on Smart Advisor (SA) Integration

OTHER CONCERNS

We are facing issues in the following areas:

- There are new issues that we have found with Benefit Calculations
- Instability of the 4.4.2.02 rolling patch caused delays in our testing. We had to go back and retest all the scenarios again due to inconsistent results.
- Correspondence
- Data Migration
- Business Rules (tested 48 business rules after 4.4.2 and 38 of these have passed)

NEGATIVE IMPACTS ON ABILITY TO TEST

- Testing is taking more time than anticipated

POSITIVES

- Good onsite support from AON has helped us resolve issues faster
- "Online First Report of Injury" (OFROI) and "Incidence Reporting" processes are complete