Modernizing Workers’ Compensation for Minnesota

Trading Partner Answer Hour
Campus is being built through a partnership between DLI, MNIT, & CapTech

DLI is partnering with MNIT and CapTech to build Campus, a state-of-the-art workers’ compensation system that will provide a user-friendly, data-driven, online system that improves support to injured workers and provides greater insight into claims and disputes for the stakeholders.

Brad Morse
Program Director

Julie Soderlund
IT Program Director
Self-service online access to claims, related documents, events and outcomes.

Securely send e-documents to the parties to the claim.

Securely send and receive data between DLI, OAH and WCCA.

Minimize claim errors through data accuracy verification.
Campus is being built with user experience (UX) at the forefront.

Plan Users’ Experience
UX research used to create user personas & system map of core experience.

Test & Validate Designs
UX research used to create wireframes & click-through prototype of pages/functionality, which was tested with users to validate usability and accessibility.

Visual Design & Development
UX testing of wireframes & prototype defined the global user interface patterns, creating design continuity for users.

Ongoing Testing of Development
Ongoing user acceptance testing (UAT) & business validation testing (BVT) with DLI staff and external stakeholders validates development and requirements.
DLI is actively engaging with external stakeholders

**Engagement**
- Newsletters & communications
- Speaking engagements
- Q & A sessions

**Testing**
- In-person user acceptance testing

**Training**
- Work Comp Campus System Manual
- Instructor-led training (classroom or virtual)
- Quick reference videos
Feedback from stakeholders is critical to our success.

- Stakeholders
- Feedback
- Analysis & Prioritization
- Action & Response
- Decision Making
The system will go live in August 2020

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<th>2018</th>
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<th>2020</th>
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<td>JAN</td>
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- **Phase 1 – Planning**
- **Phase 2 – Validate and design**
- **Phase 3 – Implement**
- **Phase 4 – Deployment preparation**
- **Phase 5 – Go-live**
- **Phase 6 – Post go-live**
Work Comp Campus login
Next Steps
What’s next?

### Implementation phase:
Developing system and designing user interface.

**Now – June 2020**

### Stakeholder partnerships:
Providing regular communications and updates about our implementation progress, planned system functionality, testing and training opportunities.

**Now – Summer 2020**

### User acceptance testing:
Working with testing partners from representative stakeholder groups to confirm application functionality.

**Now – Summer 2020**

### Stakeholder preparation:
Engaging stakeholders through targeted communications and training.

**April – June 2020**

### System go-live:
Ensuring stakeholders are supported, WCMP team will be available for questions and assistance.

**August 2020**

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Interested in getting involved? Email DLI.WCMP@state.mn.us.
Questions?
Thank you!

Questions? Contact:
DLI.WCMP@state.mn.us