BOARD OF INDUSTRIAL INSURANCE APPEALS

2018-2028 IT STRATEGIC PLAN

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Mission

The mission of the Board of Industrial Insurance Appeals is to serve the public by resolving appeals in a consistent, impartial, timely and efficient manner.

Vision

The BIIA's vision is to provide:

- A respected, unbiased forum for the resolution of disputes; and
- A desirable place to work, supportive of our mission and consistent with our values.

In furtherance of our vision and mission, the BIIA will:

1. Improve our processes to meet the needs of our customers.
2. Use information and technology to improve agency performance.
3. Foster a culture of excellent performance, accountability and professional development.
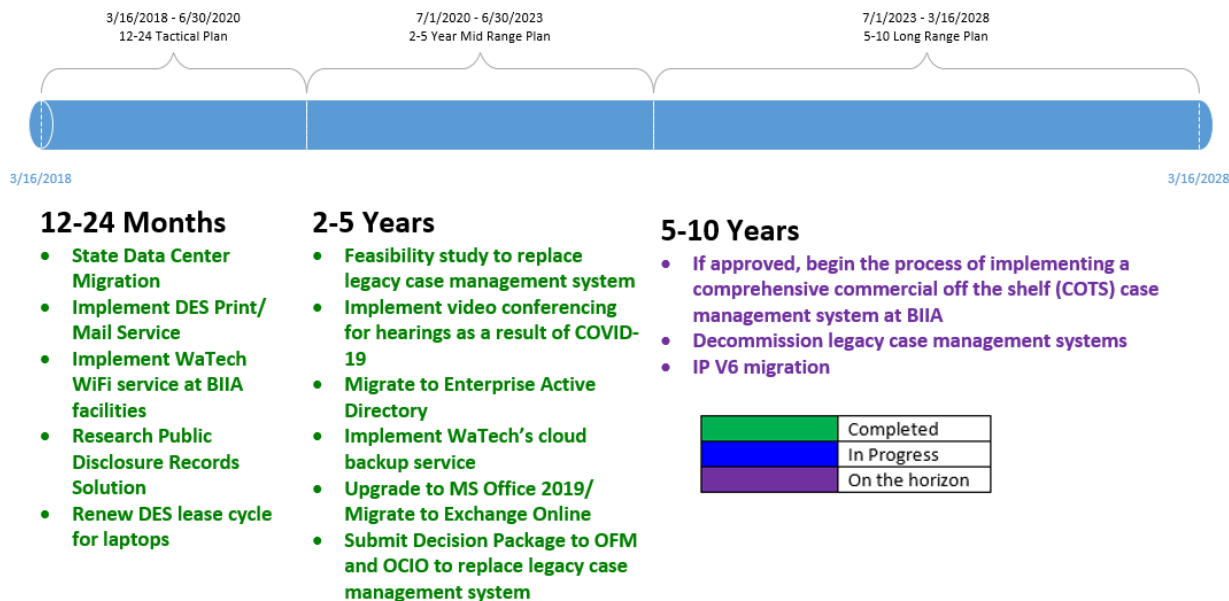
Strategy

The work of the BIIA and our goals and strategies rely on responsible investments in technology. We use the IT Portfolio to align our technology investments with our strategic plan and business needs. Our goal is to make sure our IT investments are sound, provide operational efficiencies and are effective.

Our major challenges in the next two biennia include migrating to the state Enterprise Shared Tenant for O365, upgrading to Internet Protocol version 6 and replacing our highly customized, legacy, case management systems with a commercial off the shelf application.

State of Washington
Board of Industrial Insurance Appeals

Enterprise Technical Road Map

3/16/2018 - 6/30/2020	7/1/2020 - 6/30/2023	7/1/2023 - 3/16/2028
12-24 Tactical Plan	2-5 Year Mid Range Plan	5-10 Long Range Plan

3/16/2018   3/16/2028

12-24 Months
- State Data Center Migration
- Implement DES Print/ Mail Service
- Implement WaTech WiFi service at BIIA facilities
- Research Public Disclosure Records Solution
- Renew DES lease cycle for laptops

2-5 Years
- Feasibility study to replace legacy case management system
- Implement video conferencing for hearings as a result of COVID-19
- Migrate to Enterprise Active Directory
- Implement WaTech's cloud backup service
- Upgrade to MS Office 2019/ Migrate to Exchange Online
- Submit Decision Package to OFM and OCIO to replace legacy case management system

5-10 Years
- If approved, begin the process of implementing a comprehensive commercial off the shelf (COTS) case management system at BIIA
- Decommission legacy case management systems
- IP V6 migration

	Completed
	In Progress
	On the horizon

We have prepared a table that shows how our goals and strategies align with the statewide priorities.

Agency Goals Matched to Statewide Results

BIIA Goals and Strategies	Statewide Goal Area
To improve our processes to meet the needs of our customers. • Develop plans and internal capacity for moving from legacy case management systems to a COTS solution in 23-25 Biennium • Implement Video Conferencing for proceedings	➢ Efficient, Effective and Accountable Government
Use information and technology to improve agency performance. • Join state Enterprise Active Directory • Implement Video Conferencing for proceedings • Migrate to state Shared Enterprise Tenant for O365	➢ Efficient, Effective and Accountable Government