



BOARD OF INDUSTRIAL INSURANCE APPEALS

2018-2028 IT STRATEGIC PLAN



IT Strategic Plan

September 2020

Table of Contents

Mission.....	2
Vision.....	2
Strategy	2
Enterprise Technical Road Map.....	3
Agency Goals Matched to Statewide Results	3

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:

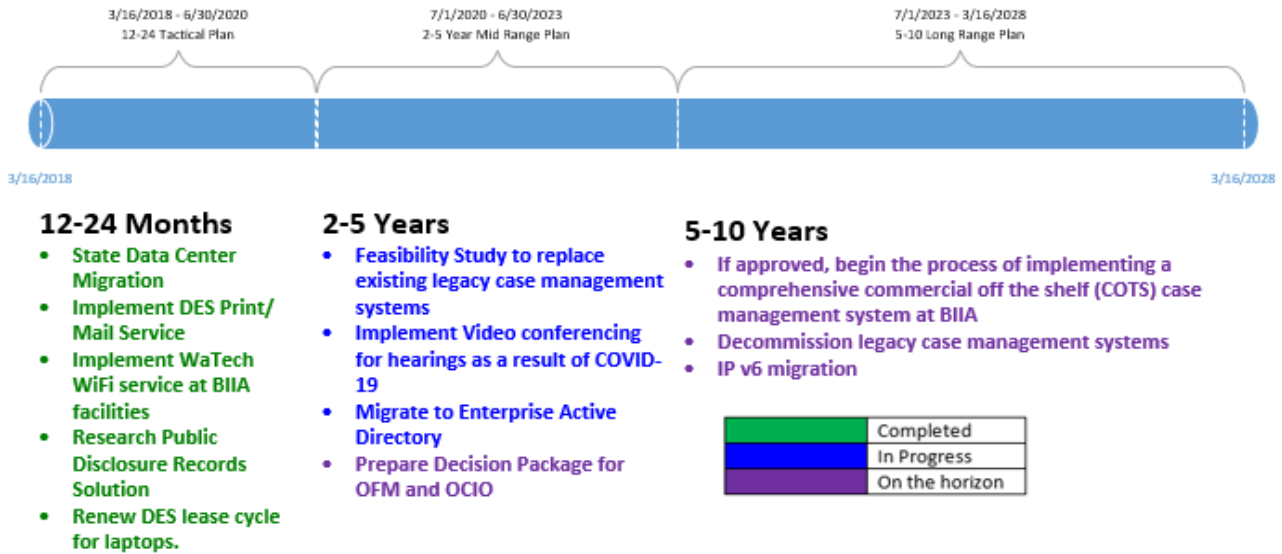
1. Improve our processes to meet the needs of our customers.
2. Use information and technology to improve agency performance.
3. Foster a culture of excellent performance, accountability and professional development.

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 moving to the state Enterprise Active Directory (EAD), providing parties with on-line access to docket information and replacing our highly customized, legacy, case management systems with a commercial off the shelf application.

Enterprise Technical Road Map



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
<p>To improve our processes to meet the needs of our customers.</p> <ul style="list-style-type: none"> 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 	<p>➤ Efficient, Effective and Accountable Government</p>
<p>Use information and technology to improve agency performance.</p> <ul style="list-style-type: none"> Join state Enterprise Active Directory Implement Video Conferencing for proceedings 	<p>➤ Efficient, Effective and Accountable Government</p>