Disability Retirement

ONLINE APPLICATION PREVIEW

AGENDA

01   Project Team

02   Project Approach & Focus

03   Project Plan Timeline

04   Live Preview

05   Q & A

PROJECT TEAM

Disability Retirement Services (DRS)

Information Systems Division (IT)

Project Management Group (PMG)

Member Services

Communications

Project Team

Team Member	Title	Division	Role
Tamara Caldwell	DRS Supervisor	DRS	DRS Project Lead/SME
Hernan Barrientos	DRS Supervisor		SME
Melena Sarkisian	Sr. Disability Retirement Specialist		Tester
Barbara Tuncay	Sr. Disability Retirement Specialist		Tester
Debra Martin	Sr. Disability Retirement Specialist		Tester
Maisha Coulter	Sr. Disability Retirement Specialist		Tester
Bonnie Weise	Staff Assistant II		Tester
Kathy Delino	Interim Chief IT Officer	IT	Project Manager
Larisa Fradkin	Retirement Systems Specialist		Lead Programmer
John Gaffney	Data Systems Analyst II		Lead Designer
Lynn Francisco	Data System Coordinator		Program Analyst
Alex Ochoa	RBS III, PMG	Benefits	Training
Erika Heru	Creative Coordinator	Communications	Project Lead
Sarah Scott	Senior Writer		Content Reviewer
James Nicholson	Writer II		Content Reviewer
Thomas Cohen	Writer II		Content Reviewer

PROJECT APPROACH & FOCUS
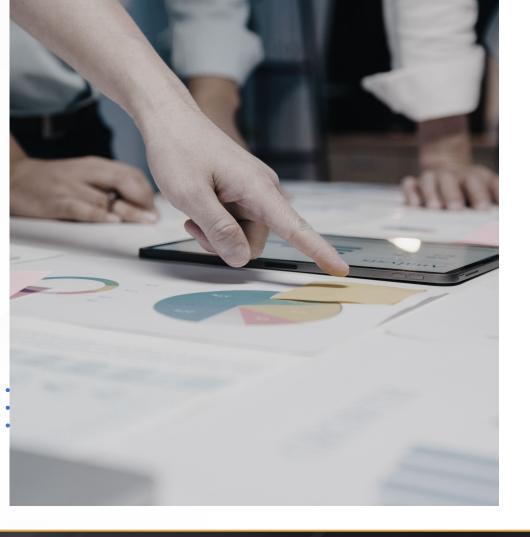
Leadership Philosophy

- Improve and Simplify
- Modern Technology
- Improving Member Experience

Organizational Focus

- Modernizing Technology
- Process Improvement
- Case Management

Disability Retirement Services Focus

- Speed and Flexibility
- Reliability and Transparency
- Reduction in manual inputs and form processing
- Improve the disability retirement journey

PROJECT APPROACH

A	ANALYSIS	Project scope, develop project plan/schedule, concept and design, resources
D	DESIGN	Review existing application and workflows associated with application
D	DEVELOPMENT	Reviewed proof of concept and mock-ups through to prototype and User Acceptance Testing
I	IMPLEMENTATION	Staff Training and Soft launch on September 8, 2022
E	EVALUATION	Member Experience Survey, consumer observations and staff feedback

TIMELINE

Development

Develop concept and design, functionality, and aesthetics. Multiple phases.

June 2021 – July 2022

Testing

Internal User Acceptance Testing and feedback

June 2022 – July 2022

Official Launch

Communications Campaign
Full Deployment

November 2022

1   **2**   **3**   **4**   **5**   **6**

Kick- Off

Stakeholder discussion- concepts and deliverables

May 2021

Training

DRS, Member Services, Call Center and QA Staff

August 2022 – Sept. 2022

Soft Launch

Member Usability Surveys

September 8, 2022

Live Preview and Q & A