



**MINNESOTA**

WORKERS' COMPENSATION  
MODERNIZATION PROGRAM

# Modernizing Workers' Compensation for Minnesota

*Insurer, Self-Insured, and TPA 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

# Campus will put the workers' compensation claim information you need at your fingertips



**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)

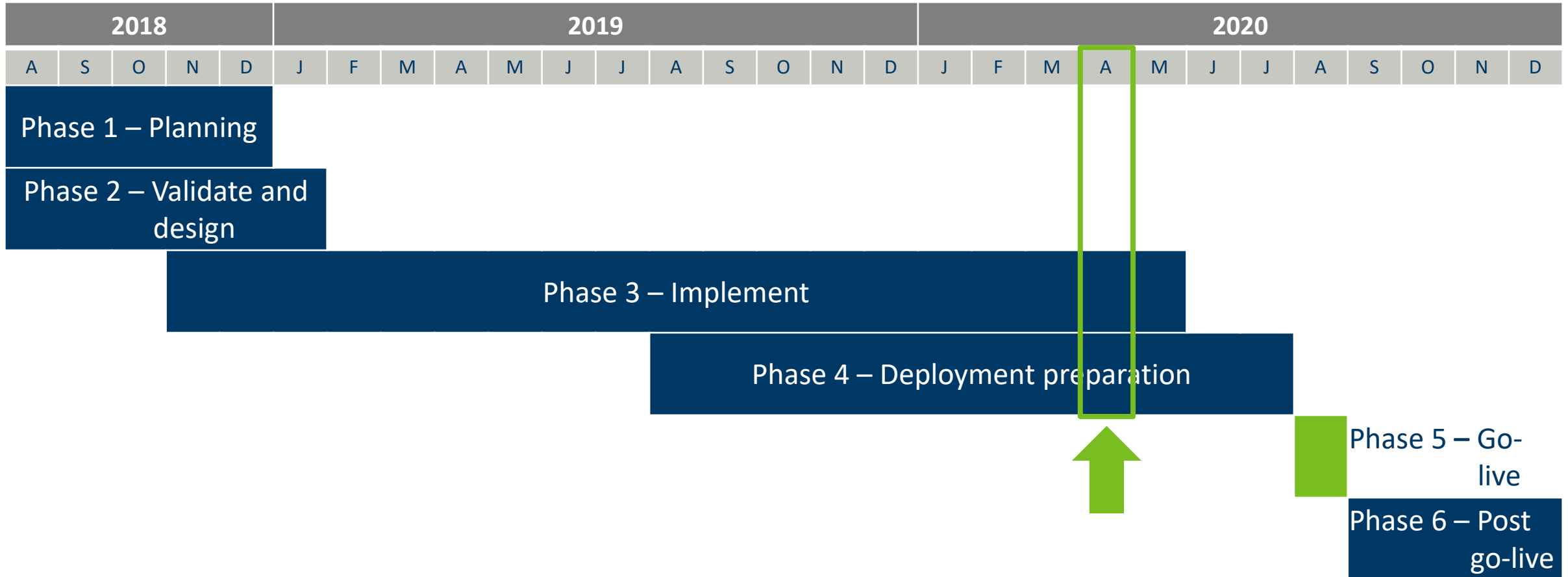


Quick reference videos

# Feedback from stakeholders is critical to our success



# The system will go live in August 2020



# Campus First Look



## Next Steps

# What's next?

*Now – June 2020*



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

*Now – Summer 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.

*April – June 2020*



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

*August 2020*



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

Interested in getting involved? Email [DLI.WCMP@state.mn.us](mailto:DLI.WCMP@state.mn.us).



# Questions?

# Thank you!

**Questions? Contact:**

[DLI.WCMP@state.mn.us](mailto:DLI.WCMP@state.mn.us)

