



Case study: State Government

Virginia Department of Human Resources Management

Background

The Department of Human Resource Management (DHRM) is responsible for Virginia's system of human resources management. DHRM serves numerous constituents who rely upon the Agency for advice, guidance, and assistance. The Department's primary constituents are the Governor—including his Cabinet and staff—state agencies, legislators and their staffs, employees, citizens, and local government officials. The vision put forth by DHRM is "to provide leadership in human resources management, which is responsive to the goals and needs of the Commonwealth of Virginia and its work force."

Governor's Executive Order 65

DHRM was under mandate to comply with The Governor's Executive Order 65 (2000) which states: "...*technology must also be applied to make government operate more efficiently and to allow state employees to become more productive...*" Health benefits information was the perfect example of the type of information that needed to be easily accessible to State employees and retirees. "To do this we needed a product that could adapt to different platforms and applications, and let us deploy distributed services – Web services. MITEM has successfully met those requirements," stated Belchior Mira, CIO for DHRM.

Before MitemView

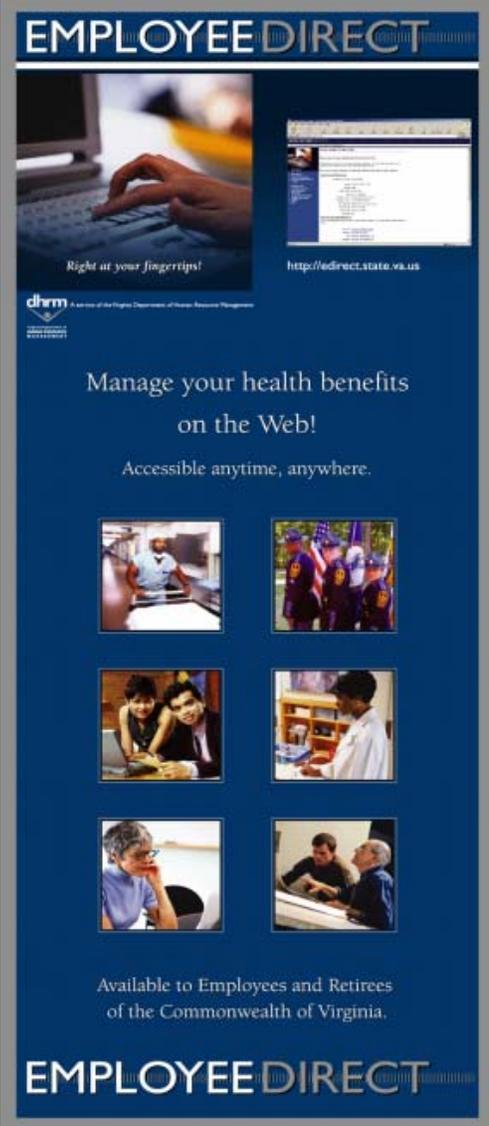
Previously, employees who wanted to enroll or make changes to their health benefits during open enrollment were required to fill out a health enrollment form or waiver form. Employees would have to go to their respective Human Resource office, get the correct form and then usually take it home to talk over issues and options with their families. They would then have to return the completed forms to the HR office. A benefits administrator would subsequently key the information into the legacy system, and files would be sent to the various insurance carriers to update their systems, produce new identification cards, and process claims. It used to take 3 to 4 weeks to complete this process and make the employee change effective.

The *EmployeeDirect* Application

DHRM used MITEM's signature product, *MitemView*, to integrate their legacy systems with a new, Web-based application called *EmployeeDirect* that allows employees and retirees to access benefits information. The *EmployeeDirect* Web site allows some 120,000 Virginia state employees and retirees access to their health care and benefits programs and the ability to make changes to those programs. Changes entered by employees on the *EmployeeDirect* Web site are updated in real-time via *MitemView* to the DHRM databases that reside on a Unisys mainframe. This automated process eliminates approximately 7 to 10 solid days of data entry that is normally required at the end of each yearly open enrollment period.

Why *MitemView* Was Selected

MITEM won the DHRM contract after a successful proof of concept (POC) demonstration. For the POC, a MITEM consultant was given data from three sources: health benefits, the personnel system, both of which are on the same Unisys mainframe, and workers' compensation data from an Oracle database on UNIX. "MITEM brought everything together by employee identification into one Web page in less than 2 days. From this demonstration we immediately saw the advantage of *MitemView* and how it would work perfectly for the *EmployeeDirect* project. That is why we got *MitemView*, and why we are very happy with it," remarked Mira.

A vertical banner for the EmployeeDirect application. At the top, the text "EMPLOYEE DIRECT" is displayed in a stylized font. Below this, there are two images: on the left, a close-up of a hand typing on a laptop keyboard with the text "Right at your fingertips!" underneath; on the right, a screenshot of the web application interface with the URL "http://edirect.state.va.us" below it. The DHRM logo is visible in the lower-left corner of the banner area. The main body of the banner has a dark blue background with the text "Manage your health benefits on the Web!" and "Accessible anytime, anywhere." Below this text is a 2x2 grid of four small photographs showing diverse people in various settings, including a doctor with a patient, a woman at a computer, and a group of people. At the bottom of the banner, it says "Available to Employees and Retirees of the Commonwealth of Virginia." and "EMPLOYEE DIRECT" is repeated in the same stylized font as at the top.

Interagency Data Sharing with the Virginia Retirement System

DHRM anticipates that by the end of November 2002 the first phase of a project will be in place that will use *MitemView* to integrate its Unisys mainframe applications with an IBM mainframe application at the Virginia Retirement System (VRS). VRS manages payroll for state retirees with a program called VIPER. VRS and DHRM share data and update their legacy systems when changes are made to retiree's payroll and benefits programs.

"Originally we were thinking about creating a batch file that we would send back and forth to update and reconcile our respective systems, but we realized that this would be

too complicated. After the initial POC I thought that we could use MitemView to resolve the reconciliation and data integrity issues that existed between our two agencies. There are often transactions that take place on our system at DHRM that need to update the VRS system and vice-versa. These transactions will be automatically executed on both systems by an application running on a MitemView server. If both transactions are successful, and the integrity is maintained, then the reconciliation is made on the spot, in real-time," stated Mira.

DHRM's Vision for MitemView

Mira expresses a vibrant optimism that this project between DHRM and VRS will open the door for other agencies in the Commonwealth of Virginia to begin plans for integrating their systems and enabling real interagency data sharing. "With this project we are creating a small snowball that is going to grow more and more. Once we start effectively sharing data between government agencies, the benefits will be many. Imagine, on a simple level, if you could enter your change of address only once via a Web browser and after you were identified in all the different systems, your new information would be automatically updated. We know this can be accomplished with MitemView," said Mira.

About MITEM®

Established in 1985, MITEM is a provider of legacy integration software and e-Business solutions for Global 2000 companies and government entities. MITEM's signature product, MitemView, integrates differently designed systems to share critical data and automates business processes. MITEM has been deployed in diverse industries including public utilities, financial services, manufacturing, health care, education and government. MITEM's global customer base includes: The US Navy, The United States Postal Service, US Customs Service, Department of Education-State of Hawaii, GE/ERC, Harley Davidson, Con Edison, London Electric, American Electric Power, Bayer, Swiss Life, Lockheed Martin, and CalPERS.

MITEM has its headquarters in Menlo Park, Calif. For more information, contact us at:

Telephone: (650) 323-1500.

info@mitem.com

Web site: www.mitem.com.