

Kofax Upgrade to KTA (Kofax Total Agility) - Implementation Update

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Income Maintenance Advisory Committee (IMAC) Meeting



Today

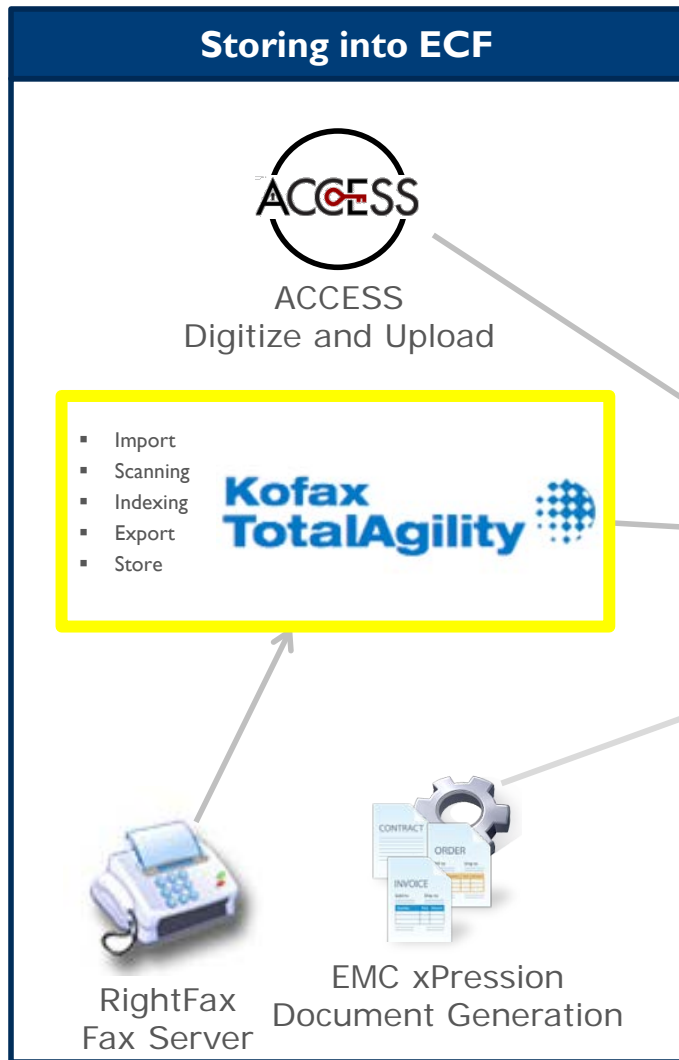
- Project Refresher
- Project Status Today
- ECF Capture (aka KTA) Roll-Out Forecast
- What to Expect

Project Refresher

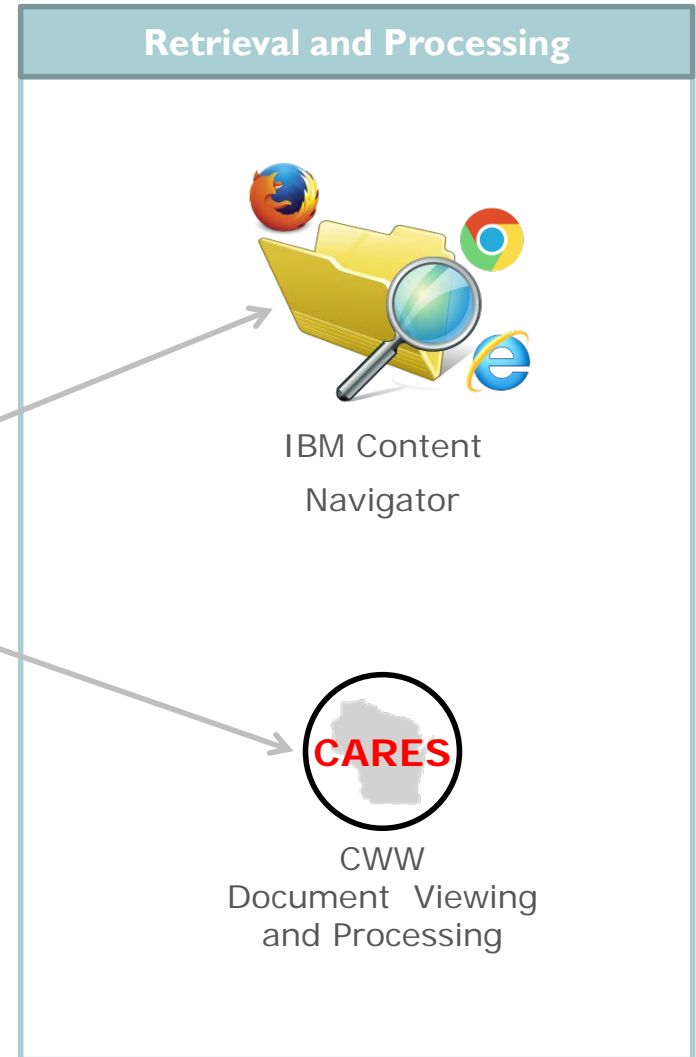
- Upgrade to a web-based scanning system; captures documents for inclusion in ECF (Electronic Case File)
- Accessed from the CARES Gateway Page
- Impacts:
 - Staff that scan paper documents at your agency
 - IT Staff that support the Kofax workstations & scanners
 - DPUs (Document Processing Units)

ECF (Electronic Case File)

ECF Capture



ECF View


































CARES Gateway Page

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 ACCESS Access to Eligibility Support Services	 CSAW Child Care Statewide Administration (Web)	 HOD Host On-Demand	 WAMS Web Access Management System
 ACD Automated Case Directory	 CWW CARES Worker Web / Availability Calendar	 IMMR Income Maintenance Management Reporting	 WebI Web Intelligence
 ASSET Employment and Training System	 CWW - Training Training Environment	 iRise iRise	 WISA Wisconsin Integrated Security Application
 BRITS Benefit Recovery Investigation Tracking System	 DWD IDs DWD/Wisconsin Logon Management System	 JAMA CARES Application Lifecycle Management Tool	 WISCCRS Wisconsin Child Care Regulatory System
 BST Barriers Screening Tool	 EATS Emergency Assistance Tracking System	 JIRA CARES Application Lifecycle Management Tool	 WWP Wisconsin Work Programs
 CATS CATS PCR Tracking System	 Electronic Case File ECF Capture (Scan Documents / Fax Processing) ECF View (View / Search Documents)	 Learning Center DCF / DHS Learning Center	 YoungStar Child Care Provider Ratings
 CCPI CC Provider Information	 ForwardHealth iC ForwardHealth interChange for IM Agencies / State Staff	 MyWICildCare Parents MyWICildCare Parent Portal	Technical Information <ul style="list-style-type: none">Agency Workstation RequirementsAgency IE-11 Settings Guide for IT StaffECF Login Validation and Troubleshooting
 Child Care Provider Portal Child Care Provider Portal	 FSDW FoodShare Data Warehouse	 SAVE Alien Verification System	
 Control-D Control-D		 W-2 Plans Wisconsin Works (W-2) Plans	

Project Refresher

The roll-out to KTA is a phased implementation, divided into a Pilot and 5 subsequent phases which is projected to run through 2019. The Production Pilot went live in Oct. 2018.



Why a Phased Approach?

- Minimizes performance impact; balancing implementation by scan volume usage.
- Allows proactive monitoring of the system for any issues.
- Allows DHS/Deloitte/DET/DCF resources to support agencies.
- Keeps all counties of a consortium grouped in a single phase.

Project Status Today – Pilot Phase

- ECF Capture went live with the CARES Oct. Release.
- CPDU started in Nov. 2018 – **100%** for all central scanning and fax processing.

(CDPU will continue to support county scanned batches through Kofax Capture 9 until statewide implementation is complete).

- MDPU started in Dec. 2018 – Will be **100%** all MiLES scanning and fax processing by the end of the this week.
- Dane County IM – this week.

Project Status Today – Pilot Phase

- Working closely with the DPU staff; supporting hands-on use.
- Validating system performance.
- Ensuring that documents are moving to CWW and ECF View.
- Transitioning in a way that minimizes disruption to daily operations.
- Validating that ECF Capture supports varying workflows; DPUs vs a county (Dane).
- Refining information and activities to include in outreach communication for future phases –

Please note: These are being actively developed!

Project Status Today – Pilot Phase

- Overall feedback from DPUs is positive

“It’s similar to when we went from CARES Mainframe to CARES Worker Web.” - CDPU

- Low percentage of systematic issues

Please know, we will actively track and prioritize any issues that present during the rollout.

ECF Capture (aka KTA) Roll-Out Forecast

- Link provided on the Additional Resources page of this presentation

Note: Agencies are staggered within the phase timeframe and will not all go live at the same time.

Document Management Upgrade - Kofax Upgrade					
Agencies will transition to the ECF Capture Web App in phases. Continue to use the ECF Capture Desktop App until the date listed below.					
Pilot	Phase 1	Phase 2	Phase 3	Phase 4	
11/08/18 to 2/1/19	2/4/19 to 3/29/19	4/1/19 to 5/31/19	6/3/19 to 7/26/19	7/29/19 to 9/27/19	9/30/19
CDPU	<u>Capital Consortium</u>	<u>Kenosha Racine</u>	<u>Bay Lake</u>	<u>Great Rivers</u>	W2 and F5
MDPU	ADAMS COUNTY	KENOSHA COUNTY	BROWN COUNTY	EAU CLAIRE COUNTY	TRIBES
MDPU - Coggs	COLUMBIA COUNTY	RACINE COUNTY	DOOR COUNTY	BARRON COUNTY	WFCAS
MDPU - UMOs (United Migrant Opportunity Services)	DODGE COUNTY		MARINETTE COUNTY	BURNETT COUNTY	
Dane County (IM)	JUNEAU COUNTY	<u>Moraine Lakes</u>	OCONTO COUNTY	CHIPPEWA COUNTY	
Dane County Outstation (Stoughton)	RICHLAND COUNTY	Waukesha County	SHAWANO COUNTY	DOUGLAS COUNTY	
EM CAPO	SAUK COUNTY	FOND DU LAC COUNTY		DUNN COUNTY	
	SHEBOYGAN COUNTY	OZAUKEE COUNTY	<u>East Central Partnership</u>	PIERCE COUNTY	
	<u>Southern Consortium</u>	WASHINGTON COUNTY	WINNEBAGO COUNTY	POLK COUNTY	
	CRAWFORD COUNTY	WALWORTH COUNTY	OUTAGAMIE COUNTY	ST. CROIX COUNTY	
	GRANT COUNTY	<u>Central</u>	CALUMET COUNTY	WASHBURN COUNTY	
	GREEN COUNTY	LANGLADE COUNTY	GREEN LAKE COUNTY		
	IOWA COUNTY	MARATHON COUNTY	KEWAUNEE COUNTY	<u>Western</u>	
	JEFFERSON COUNTY	ONEIDA COUNTY	MANITOWOC COUNTY	LA CROSSE COUNTY	
			MARQUETTE COUNTY	PEPIN COUNTY	

What to Expect - Technology

- To install a minor plug-in on workstations used for scanning or indexing (aka validation).
- To keep current Kofax Capture 9 workstations running on Windows 7 until the end of the statewide implementation.
 - *Kofax Capture 9 is not compatible with Win 10.*
 - *Kofax Capture 9 will be used as a roll-back strategy during the KTA implementation.*

What to Expect – Operational

- To provide scanning staff time to train/ review training materials.
- To designate key staff to be the KTA point-person(s) through and after the implementation in order to share information with other staff, report issues, report/address questions, etc.
- A learning curve. It may initially take longer for staff to scan and index as they learn KTA.

What to Expect – Starting this Month

Outreach for Phase I by KTA Implementation Team to:

- Identify key contacts: management, IT, and scanning lead.
- Review forecasted implementation phase and associated dates.
- Identify all current scanning staff.
- Validate workstation and scanner locations.
- Provide KTA Plug-in information.

Additional Resources

- [KTA Forecast](#)
- [ECF Handbook](#) (both Kofax Capture 9 and KTA versions will be available throughout the statewide implementation)
- [Operations Memo 18-J11](#), "Enhancement to Electronic Case File Document Capture and Indexing Software."
- DHS IM Training will be publish a ECF Capture training module, Feb. 1st!

Questions?

