

The background of the slide is a deep blue space scene. On the left, the curved horizon of the Earth is visible, showing blue oceans and white clouds. In the upper left, a bright sun or star is partially obscured by a red ring of light, creating a lens flare effect. The rest of the background is filled with a field of small, distant stars.

NORTHROP GRUMMAN

DEFINING THE FUTURE

Northrop Grumman Shipbuilding - Newport News Shipbuilding

New Workers' Compensation IT System
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Discussion Points

- Goals of the System
- Why the Change
- Current State
- The Road to Change
- Go Live State
 - Customizations
 - Configurations
- Lessons Learned

Goals

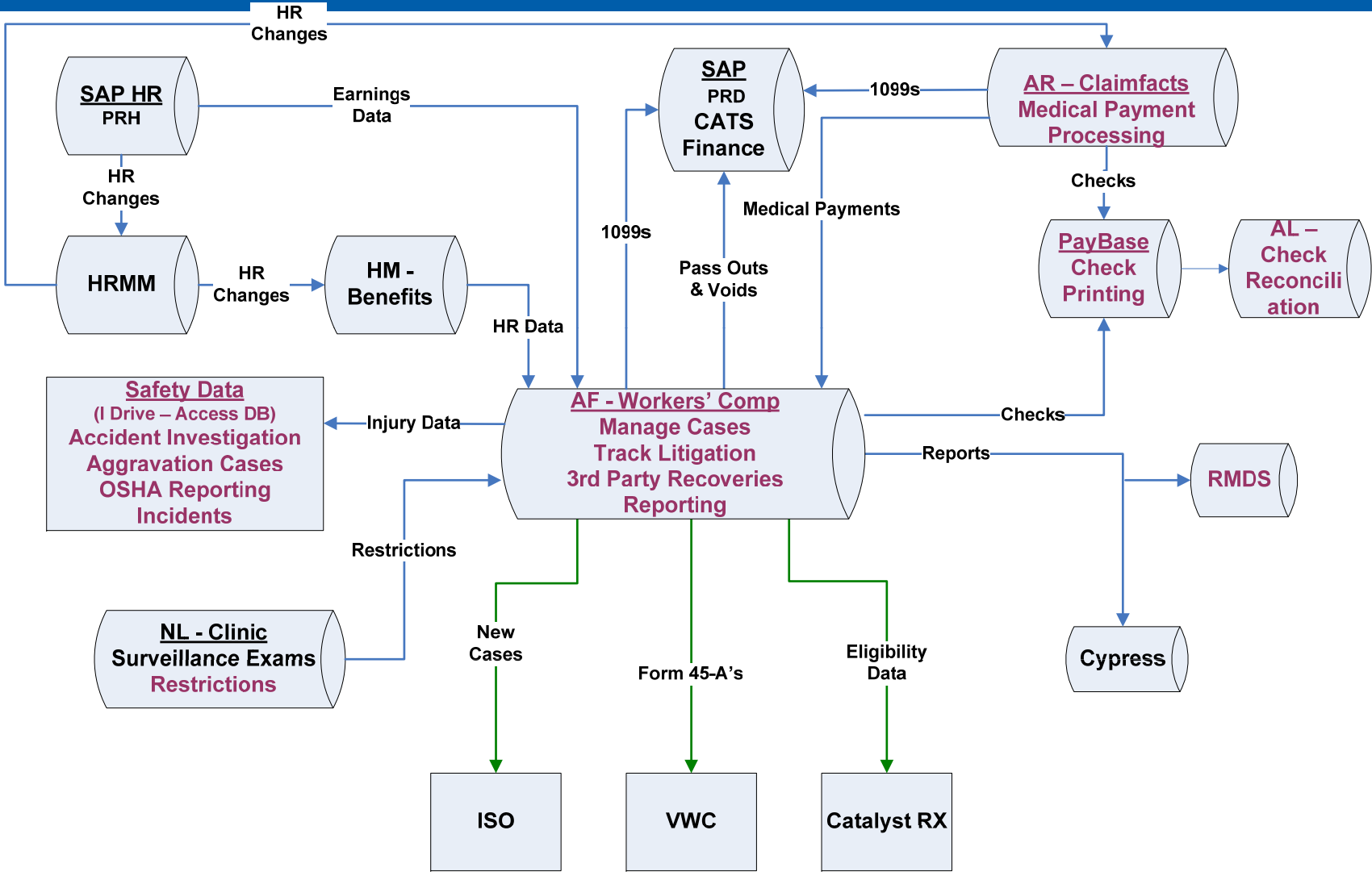


- The Big Dream –
 - To implement one software system which would integrate all Environmental, Health and Safety, Clinic and Workers' Compensation needs.
- Refined Goal – Phase 1
 - Implement a state-of-the-art workers' compensation system with touch points with selected Health and Safety and Clinic processes
 - Claims Management – full service
 - Incident Management
 - Restriction Management
 - Incident / Accident Investigation

Why the Change

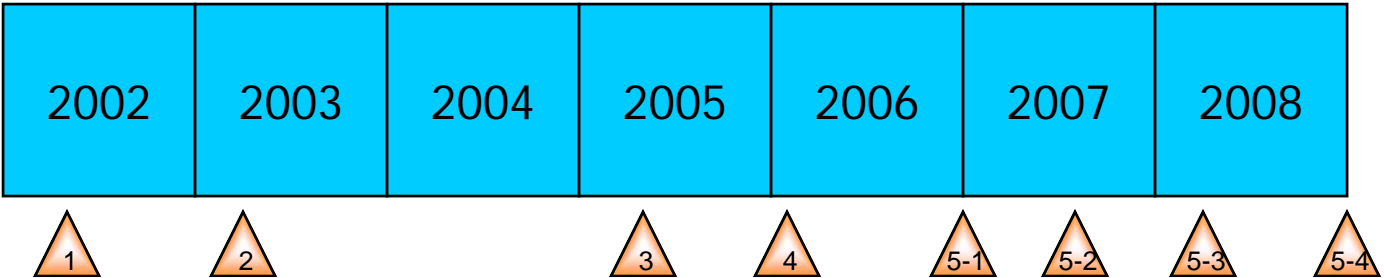
- Increase integration of workers' compensation, health and safety and clinic processes
- More efficient processing of employees back to work and reduce lost labor cost
- Maintain and improve upon the 21 workers' compensation business processes
 - Unable to value claims, no diary with due dates
- Replace 4 legacy systems and maintenance costs
- Reduce manual entry of information
 - Still typing some forms, using excel spreadsheets
- Eliminate duplication between departments
- Improved reporting capability
- More flexible system
- Reduce paper

Current IT System(s)



The Road to Change

- 1. Self-Search Stage
- 2. Potential Suppliers
- 3. Formal Process
 - with Northrop Grumman Information Technology
- 4. Implementation
- 5. Go Live



The Self-Search Stage

- Reviewed Demos from various vendors
- Began writing detailed specifications
- Assess need for Consultant Assistance
- Began collecting information for cost analysis
- Proposal for Funding and Approval

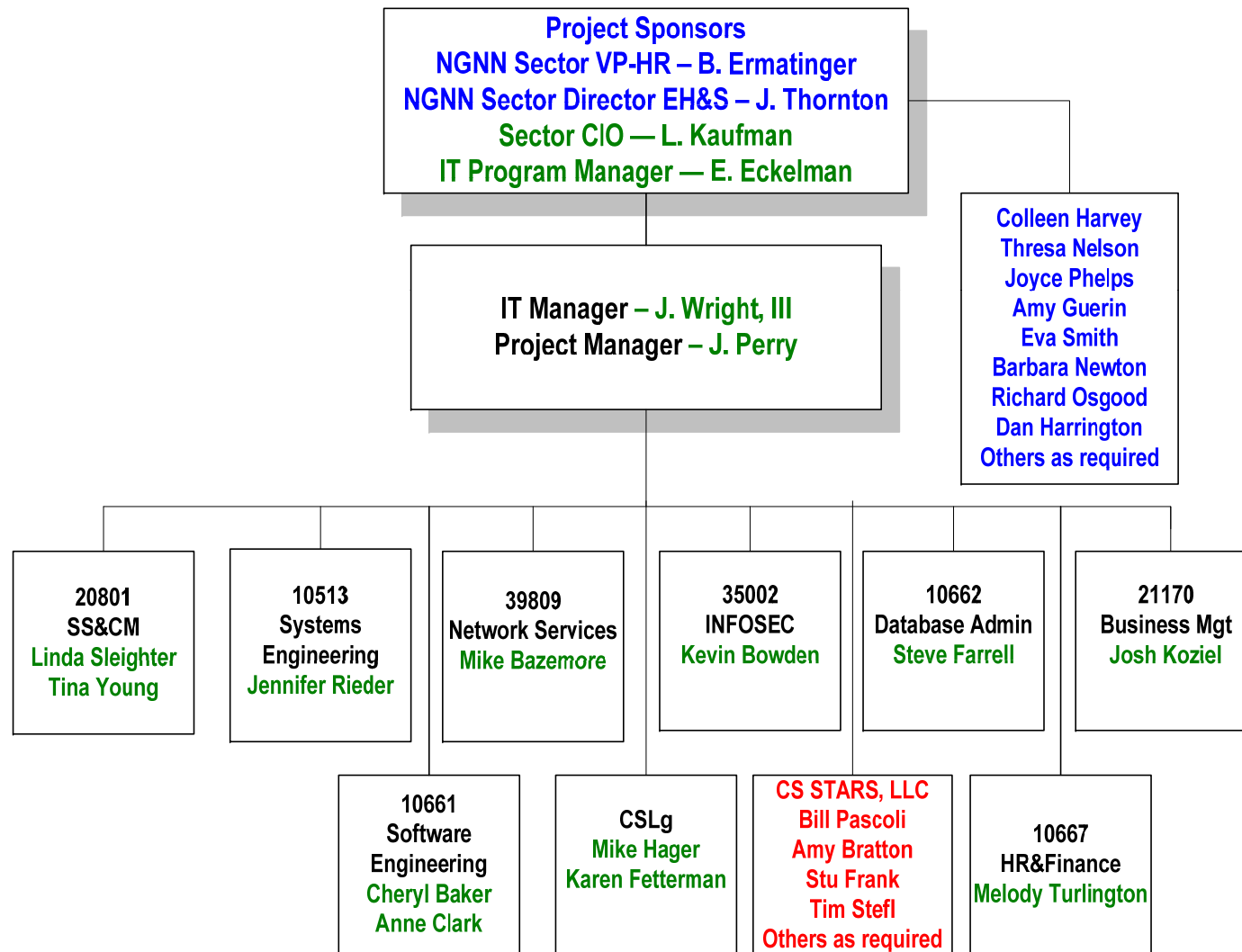
Who Is Out There Stage

- Hired Consultant to Find who was out there
 - Requirement Gathering
 - Searched Technical Magazines
 - Searched Websites
 - Contacted Vendors
 - Listed ~ 20 suppliers
 - Sent out Initial Information Request
 - Able to reduce list to ~12 Prospective Suppliers

The Formal Proposal Stage

- ISR – Information System Request
- Selecting the Team
- Scope Document (8/05)
- SRD – Systems Requirements Document (8/05)
- SOW – Statement of Work (8/05)
- Project Plan and Schedule (9/05)
- SAD – Systems Architecture Document (12/05)
- SDD – Systems Design Document (1/06)

The Team



The Selection Stage

- Initial Request for Proposal
 - More of an Overview – Big Picture Business Process
 - Goal to Obtain a smaller list of potential Suppliers
- More Detail Request for Proposal
 - Matrix was completed by Functional Groups
 - Each requirements was Weighted and Prioritized
- Demos
- Existing Customer Visits
- Purchase Off the Shelf or Internal
- Version Decisions (Professional vs web based Enterprise)
- Check Printing System Decision

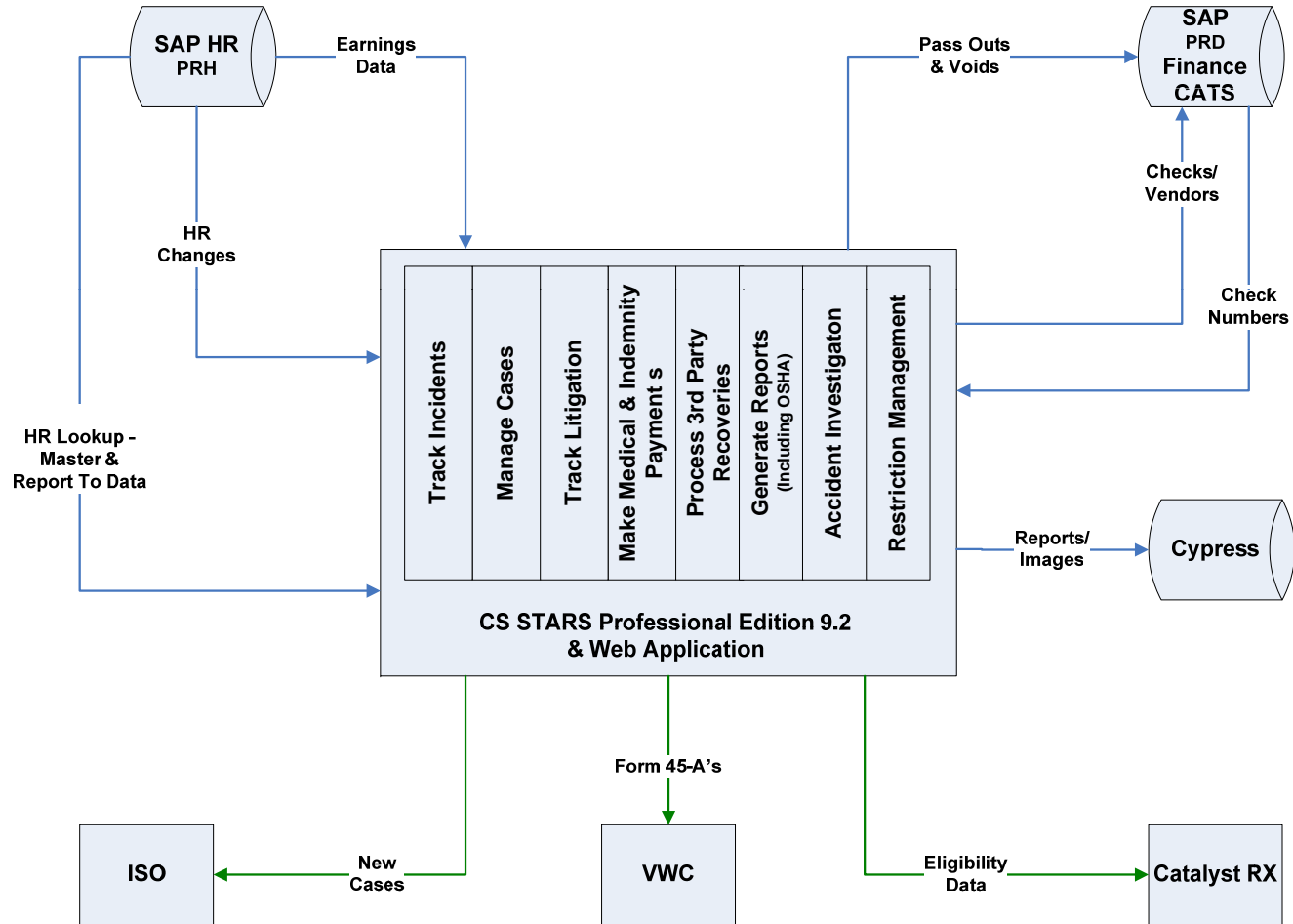
Implementation

- Conversion
 - Approximately 1,500 fields (text to pick list, dates, numeric)
 - From 5 systems and 5 databases/spreadsheets
- Configurations
 - 6 coverages
 - Screens (~60)
 - Notifications (~13)
- Customization
 - 20 plug ins
 - 7 Interfaces
 - Use Case Approval
 - Requirement Approval
 - What you going to do with every field, screen design, validations, Notifications (~50)
- Rolodexes
 - 10 categories with additional ~375 fields

Implementation (cont.)

- Forms (15)
 - State
 - Longshore
 - Internal
- Security (26 access groups)
- Reports (136)
- Training (by Group, ~2,000 people)

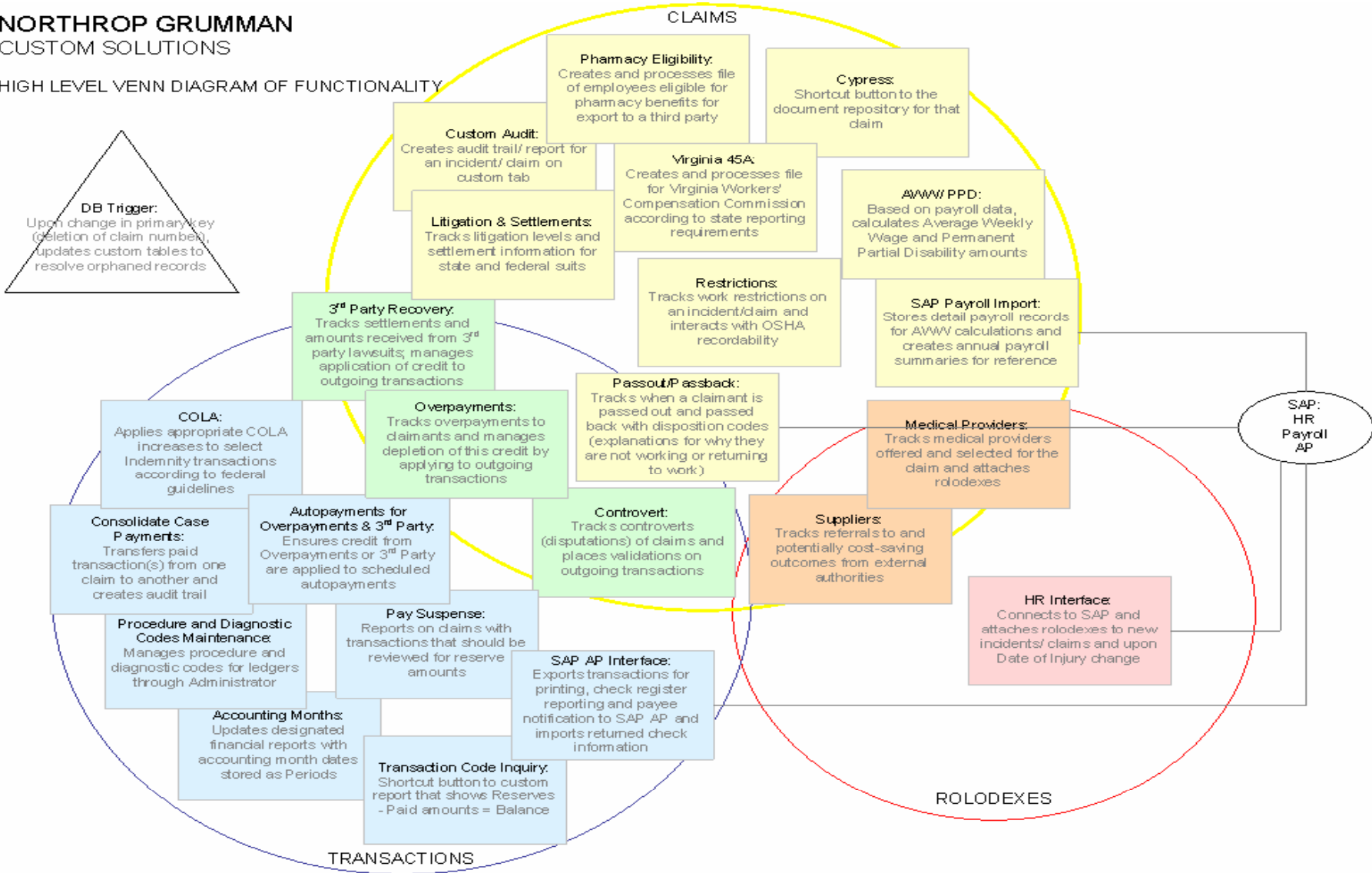
Go Live State



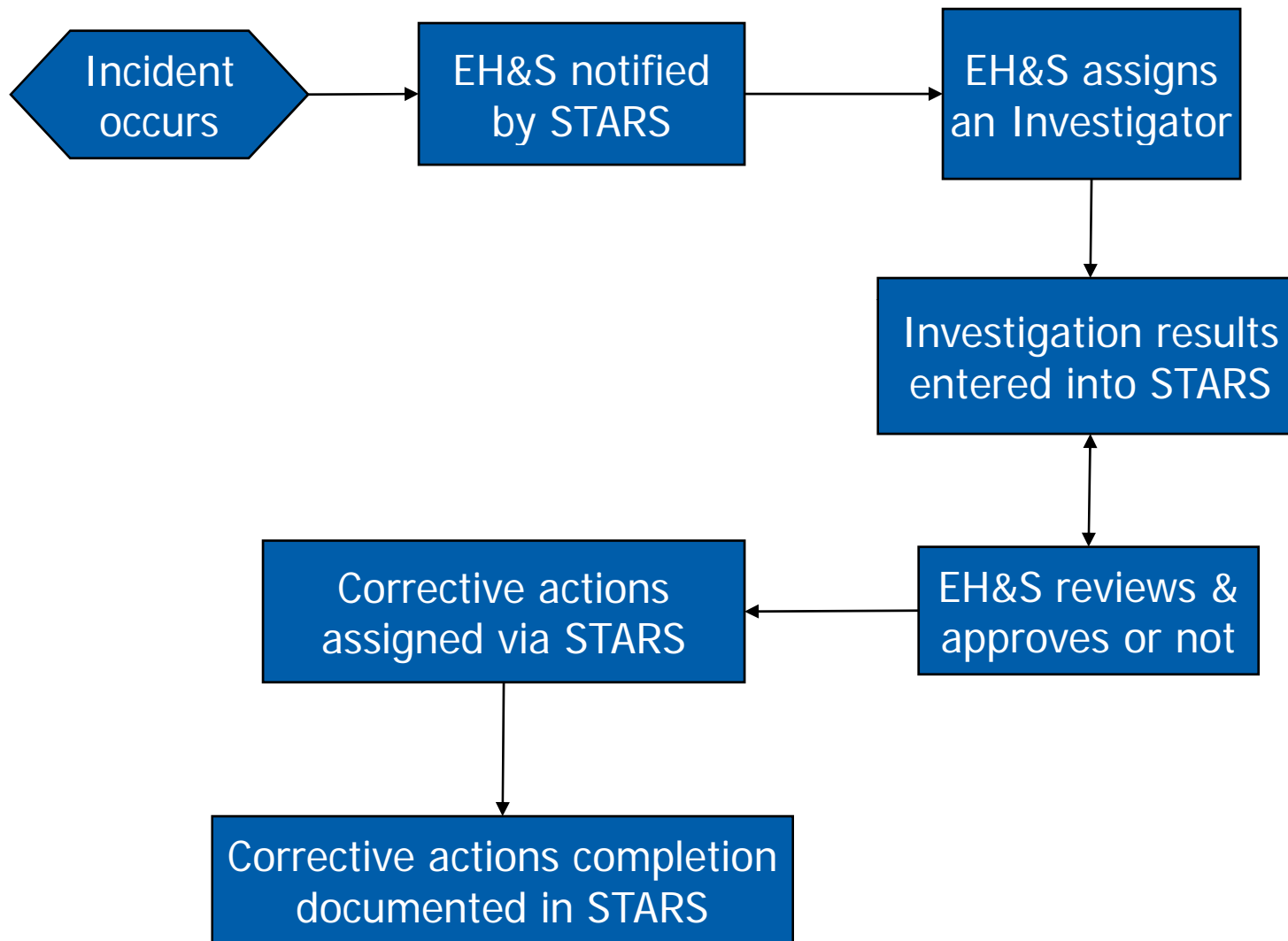
Custom Solutions

NORTHROP GRUMMAN
CUSTOM SOLUTIONS

HIGH LEVEL VENN DIAGRAM OF FUNCTIONALITY



Configuration - Accident Investigation Process



Lessons Learned

- Start small with unique applications
- Be very specific with written requirements, use words such as “automatically”, “completed”, “autopay”
- Require that a master bible with all fields be maintained which has back end and layman terms with field descriptions
- Spend time on training users on the core product BEFORE writing more detailed requirements
- In turn, have the programmers come on-site to see what the process is and document it before writing specifications
- Determining the best method to document findings in a shared environment

Lessons Learned

- Providing channel where supplier can view customer software
- Verify data mapping in detail as early as possible.
- Don't assume that changes or corrections will be applied universally across the project if the project has "look alike" components.
- Don't assume customizations will do actions which have not been programmed
- Ensure IT support that knows your current system is brought at the time specifications are written

Closing Notes



- Start Small
- Be Very Specific in Terminology
- Process Change
- Enhancements

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