

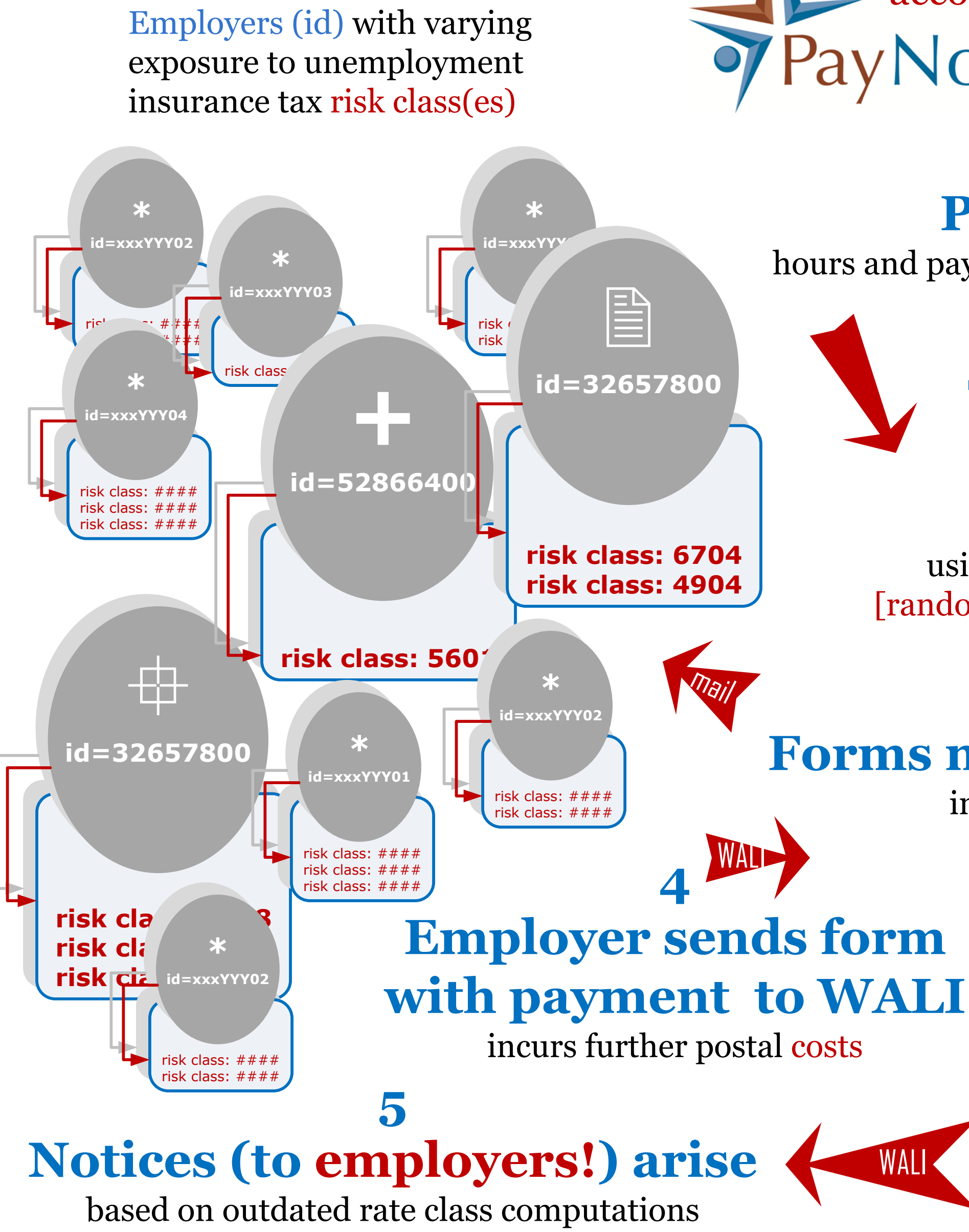
Overhauling WALI: Defining, Prototyping and Integrating A Bulk Reporting Process

by Mario Sanchez, Tsui-fang (Grace) Chang and Jyothi Mathew
Master of Science in Information Management 2010
The Information School | University of Washington



Stage 1 Identify

problem: paper-based quarterly Washington Department of Labor and industries (WALI) tax reporting is not scalable

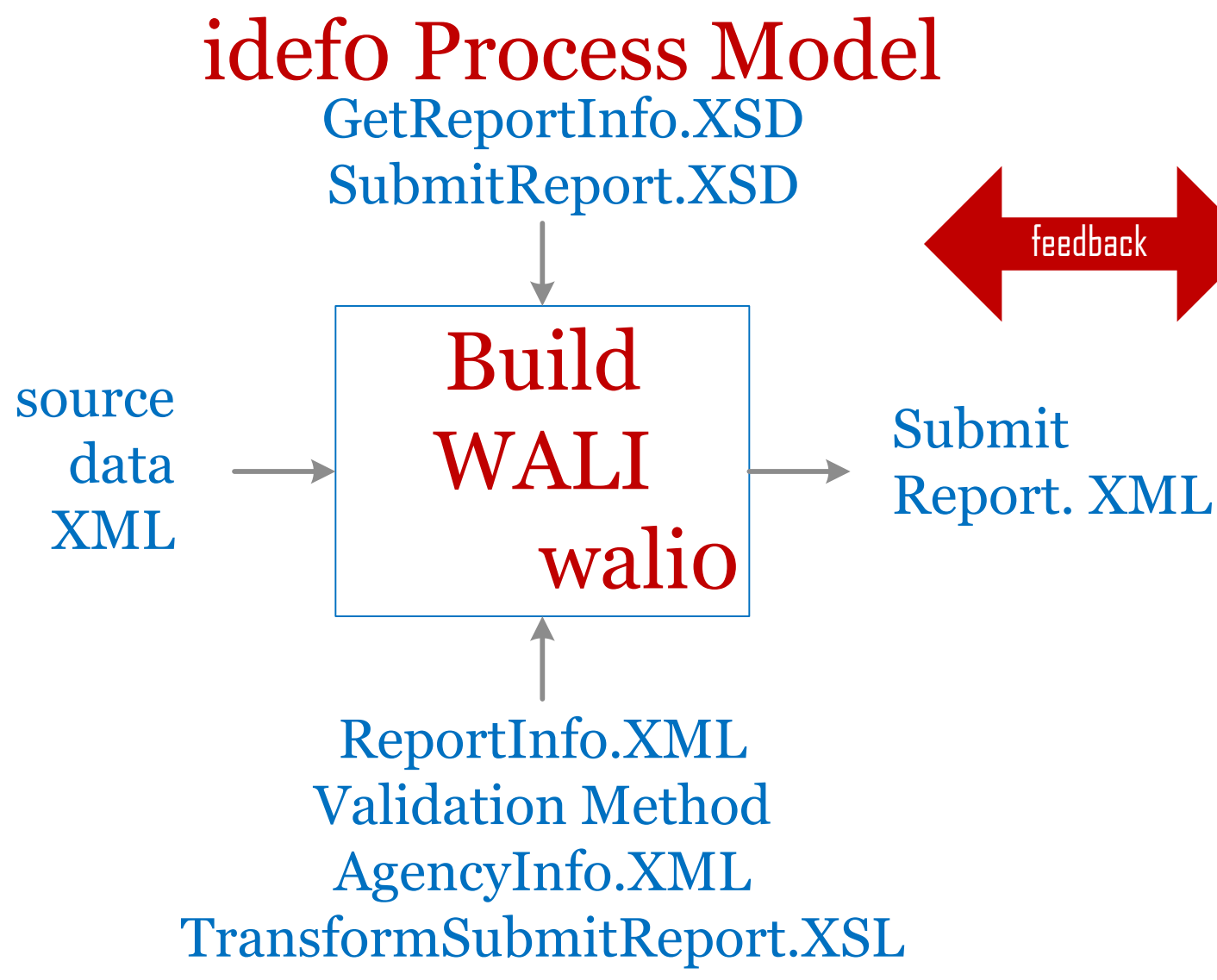


Stage 2 Design

objective: design a method that adopts the secure WALI batch reporting schema, is not anchored to the accounting software that provides the source data, and eliminates manual reconciliation costs

Goals
scalability
portability
low cost
low maintenance
qualified data

data requirements
id = employer
= risk class
x = computed rate
t = hrs
p = payroll
\$ = tax amount due



Stage 3 Prototype

Prototype evolves as the process model is optimized through interviews, observations and brainstorming

1 Get source data

quarterly WALI query

accounting software
SQL Query
Select... From...
Where
id | # | x | t | p | \$
[xml output]

2

Get client list

xml file with rates from WALI

GetReportInfo.XML
<GetReportInfo>
<FileSettings>
<TradingPartnerUBI>

3 Validate

client list and rates validation
validationSandbox.xls spreadsheet
MACROS

+ verify client list completeness
+ confirm risk class rates
+ flag discrepancies

4a AgencyInfo.XML
<TradingPartnerUBID>
<Payment>

WALI Schema GetReportInfo.xsd & SubmitReport.xsd

```
<PremiumReportBatch>  
<FileSettings>  
<TradingPartnerUBI>  
...  
<PremiumReport>  
<AccountID>  
...  
<PremiumReportItem>  
<RiskClassMainNumber>  
<RiskClassSubNumber>  
<WorkerHours>  
<GrossPayroll>  
<CompRate>  
<AmountDue>  
<Payment>
```

Files are POSTed and RETRIEVED through the State's secure web server interface

3a ReportInfo.XML
<id | # | x />
<AccountID>
<RiskClassMainNumber>
<CompRate>

4 Merge Documents transformSubmitReport.XSL transformation web app

These components (3 and 4) are key elements in our solution that address the need to eliminate or significantly reduce reconciliation and paper process costs.

Gains
No manual validation
Elimination of costs
Scalable tools

Stage 5 Validate

WALI Team Methods
Design for Six Sigma
Adaptive Project Management
Interviews & Observations
Context Analysis
idefo Process Model
Brainstorming
Paper Prototyping
Visual Basic Macros
XSL/ASPX Transform App
Risk Analysis

6 Post-event actions obtain receipt and clear errors

BatchLog.XML
<LogItem>
<AccountID>
<Message>

Stage 4 Optimize

WALI Integration Tests
Dummy Files
Integration Tests
Secure Upload
Response Receipts

SubmitReport.XML
<PremiumReportBatch>
<TradingPartnerUBID>
<PremiumReport>
<id/>
<PremiumReportItem>
<# | x | t | p | \$ />
<Payment>
<\$ />

Special acknowledgement to PayNorthwest staff, especially M. McCool, C. Schneider, and I. Barkley; faculty of The Information School, especially M. Crandall, B. Boiko, E. Efthimiades and K. Barzilai-Nahon; the Employer Technical Support Services team at WALI, especially P. Derrick, K. Parsons, D. Hoffer, C. Mangino; and, our fellow cohorts of the MSIM Class of 2010, for their most valuable contributions to our effort!