Phase 2: Creating a Unified Experience for SD's RA Benefits Framework

CASE STUDY
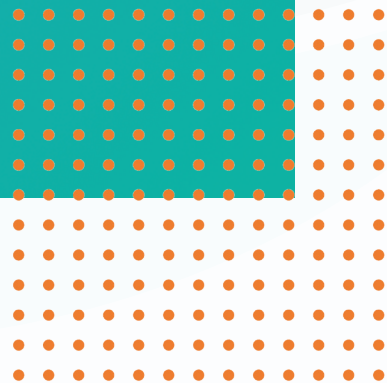
SERVOS

01
Overview

A Centralized Hub for South Dakota's Reemployment Applications

During phase 1, Servos worked with South Dakota's DLR team to digitize and create workflows for unemployment assistance.

To build on these initial efforts, DLR's Reemployment Assistance (RA) Division asked Servos to continue with additional enhancements to the Claim process. These enhancements include transitioning Weekly Certification workflows into ServiceNow and enhancing the overall user experience.

This second phase establishes a centralized hub for all RA processes, simplifying claim submissions and weekly certification requests. South Dakota citizens now have a more intuitive experience when applying for and receiving temporary financial assistance.

02
Challenges

Disconnected Workflows

The Weekly Certification workflows for reviewing, approving, and managing certification requests were disjointed and separate from the new ServiceNow platform built in phase 1. This separation in workflows created friction for agents processing claim applications, as they had to switch between ServiceNow and the external framework.

Lack of Claim Status Clarity

Claim submissions and Weekly Certification Requests often lacked clear guidance on the subsequent steps a user should take. Vague messaging and unclear statuses occasionally led citizens to guess or call for clarification.

User Navigation Across Multiple Platforms

Citizens seeking reemployment assistance had to navigate between two distinct platforms—one for gathering information and resources and another for filing their claims and submitting weekly certification requests. This back-and-forth process proved unintuitive and added cognitive load to the user experience.

03
Process

Empowering South Dakota While Ensuring the Delivery of a High Quality Product

We utilized our agile Work Smarter Methodology to maximize value during all phases of the project. During our understand and discovery phases, we gathered requirements and conducted design workshops to capture the required functionality and address pain points.

During the second phase, we collaborated with South Dakota's BIT team to co-develop user stories. This collaboration facilitated the integration of our standard code-review and testing processes without compromising our internal QA. It also prevented an extensive knowledge transfer at the end of the project since BIT, the department responsible for long-term maintenance, was involved from the beginning.

Our goal was to empower BIT to develop and maintain their own platform while ensuring the delivery of a high-quality product.

04
Result

Connected Workflows

To create a more seamless system, the Servos team extended the workflows developed in Phase 1 to provide users with a unified experience. Now, citizens can access a single platform to submit unemployment assistance claims. Once approved by the DLR team, they can also file weekly certification requests from the same location. This streamlines the submission and request processes for citizens and facilitates better management for DLR agents.

Connection of workflows was achieved through ServiceNow's Flow Designer, enabling processes such as allowing users to select the weeks for which they were eligible to file for benefits.

Smarter Claim Status Notifications

To enhance guidance on users' next steps, we decided to consolidate statuses, notifications, and messaging into a single dynamic widget. This created an intuitive focal point for action items, next steps, and supporting documentation—resulting in an improved claim status notification widget at the top of the user's page.

Maintaining the latest user criteria and status information in this widget was crucial. Our team leveraged custom components to retrieve data from SDLR's SQL database and cross-referenced it against our claim status records table to calculate eligibility.

My Claim Status

View Claim Details	RICOO13462 • **With Agent** • ⟳
Reemployment Application Claim filed on: 04/29/2023 09:58:16	Look for your Monetary Determination of Benefits arriving in the mail.
Our team will go over your application and determine if there are any issues that need to be investigated. You will then get a reply in the mail with your **Monetary Determination of Benefits**.	**Your application has been submitted.**
What happens after filing a claim Benefits Handbook	

04

Result (Continued)

We also implemented a feature with success pages that cleared the user criteria cache to ensure the latest widget state was presented.

This custom functionality powers the claim status widget and allows citizens to view their claim and weekly certifications in real-time, even if their status changes while they're on the portal. Additionally, a small refresh button is provided as a last resort to allow users to manually refresh the widget if needed.

Improved User Navigation with Guided Steps, Resources, and Knowledge Articles

Guided steps assist users in quickly grasping the benefits request process. They separate the concerns of new users needing to learn more vs. users that are already familiar with submitting requests. Once users log in, they will see a list of claimant responsibilities with additional knowledge links below. This approach reduces friction for new users while reminding existing users of their responsibilities.

To further enhance organization and accessibility, we introduced a tabbed resources widget, serving as a centralized hub for essential resources. This responsive widget empowers users to efficiently find what they need, whether accessing the platform from a desktop or a mobile device.

By incorporating Knowledge Base articles within ServiceNow, we significantly reduced the need for users to navigate between different websites. Frequently asked questions and other valuable articles now reside on the same platform where users submit their weekly requests, streamlining their overall user experience.
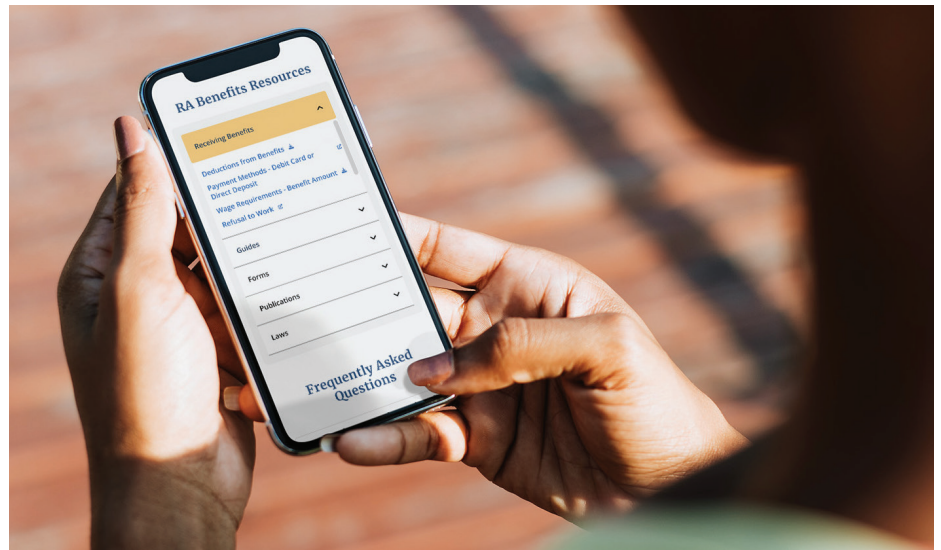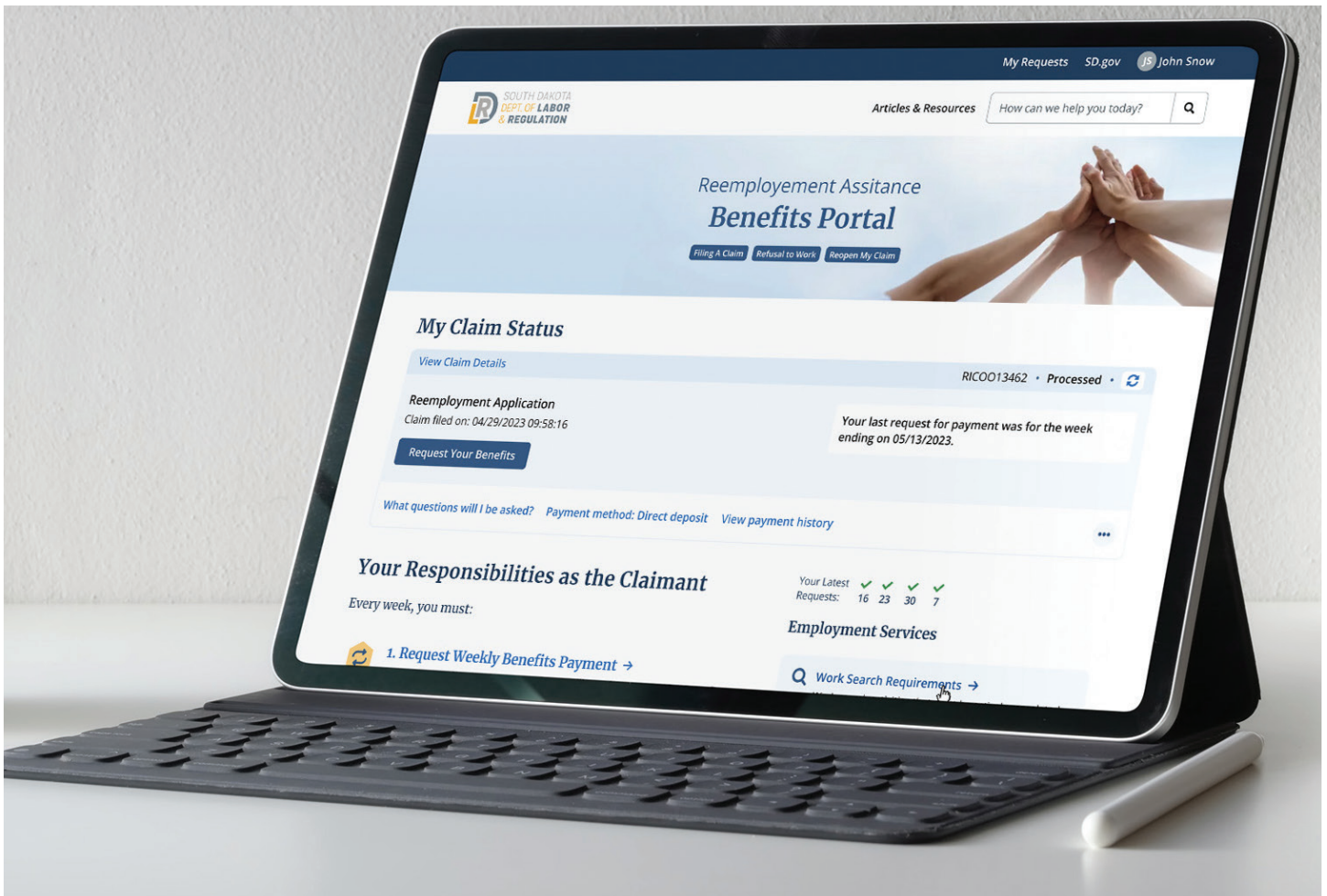
> We had a specific plan for the Department of Labor and Regulation Reemployment Assistance site with a clear priority for the citizen experience. Servos was just the partner we needed because of their expertise on the ServiceNow platform and with state and local government.

— Andrew Szilvasi, Technology Development Director for South Dakota's Department of Labor and Regulation

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