



STATE OF WASHINGTON

DEPARTMENT OF LABOR & INDUSTRIES

PO Box 44400 • Olympia, WA 98504-4400

RE: New CMS Project Update #9

Dear elevator industry business, property owner or manager, or stakeholder,

This is an invitation for you to be a part of the formal kickoff of the New Conveyance Management System (CMS) Project. It will take place Feb. 21 at a 9 a.m. meeting of the Elevator Safety Advisory Committee.

The meeting will be online. More details about attending will be made available, as we get closer to the meeting date. Meetings start at 8 a.m. with comments from the public.

About the project kickoff

The kickoff is the first time for you to get a sense of what the new CMS will include. The event will include representatives from the project vendor, [Aithent](#), along with L&I leadership. It will also include discussion of a "Business Readiness Team," to include customers like you. The team will help ensure we're meeting accountability and customer focus.

Project update

- **Requirements.** The project team and Aithent are in detailed talks regarding system requirements. The system will use a series of modules. The focus right now is on permitting. As we move forward, we will ask for your help in evaluating these modules as they are produced. We expect this to occur by June – sooner if things go well.
- **System integration.** More work involves system integration. The new CMS will fit into L&I's other databases, including allowing online payments.
- **Accountability and customer focus.** The kickoff continues efforts, like the Business Readiness Team, to ensure we're keeping you updated. The new system must meet your needs to be successful – although even L&I Director Joel Sacks has said that, like any technology, it likely will get better as more iterations are released.

Background

Since 2006, the current system provides permitting, inspection, and other information for L&I's Elevator Program. It is aging, failing, and no longer meets the needs of customers and staff. The \$3.52 million project for a new system includes funds from state government and fee increases. The New CMS, scheduled to go live in January 2024, will include a secure customer portal for you to manage your account.

If you have questions about the new system, please contact the Elevator Program, at 360-999-0592 or ElevatorSect@Lni.wa.gov.

Gerald Brown