



STATE OF WASHINGTON
DEPARTMENT OF LABOR & INDUSTRIES

PO Box 44400 • Olympia, WA 98504-4400

RE: New CMS Project Update #11

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

The New Conveyance Management System (CMS) Project remains on schedule for going live in January 2024. This is part of our regular effort to update you on project work.

Listening sessions start

Late last month we held the first of what will be a series of listening sessions. The meetings are meant to provide you direct responses to questions you might have, present project updates, and offer other ways you can be involved in testing the new system. Among some of the items:

- **Getting the right people.** Representatives from Otis, TK Elevator, and the University of Washington were among those attending the meeting. All said their customers and other stakeholders could benefit from participating in the sessions.
- **Follow-up session being plan.** We would like to get more impacted customers involved in the conversation to ensure your involvement and hearing your feedback. Look for the date for the follow up session soon. There will also be another quarterly session in June.
- **Business Readiness Team representative.** We've put together a Business Readiness Team. This group will be a key source of project information, and your conduit to the project team on issues.

Project details

Work continues with [Aithent](#), our vendor, on several system modules and system integration, including: Renewals (annual operating certificates), and Invoice/Payment/Penalties. Data migration planning efforts are starting. This last item includes identifying data to include in the new system. Also, we are working on customer access to the new CMS through a portal, including ensuring secure access and information.

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