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Workers' Compensation Commission

KERMIT IT Legacy System Modernization Update

August 30, 2019

The IT Legacy System Modernization project is nearing completion and the Commission is excited about the upcoming events related to the implementation of the system, which was coined KERMIT (Key Element Reporting Management & Incident Tracking). During the initial design of the system, KERMIT'S implementation date was set for October 2019, however; in order to provide additional time integration testing, data conversion tasks and training, the implementation date is being delayed slightly with go-live now set for December 4th. This scheduling change allows the technology team to take advantage of the Thanksgiving holiday week as the black-out week for data conversion which also minimizes the impact of system downtime for all stakeholders.

Stakeholder training will be conducted on the following days in Charleston, Columbia and Greenville:

October 28--Charleston
October 31--Columbia
November 4--Greenville
November 7--Charleston
November 19--Columbia
November 21--Greenville

The training will include comprehensive review of user roles, e-signature, electronic service, notifications, filing a claim or pleading, and electronic payments. Registration for the training will be available September 23.

From November 25, 2019 to December 3, 2019 the existing Progress system will be taken off line. This will allow the complete integration of data from old system (Progress) to new system (KERMIT). During this time the Commission will not process any claims or pleadings. Stakeholders needing to submit a pleading in order to meet a statutory deadline may submit it via the US Postal Service.

We appreciate your patience during this transition. As with any system of this magnitude we anticipate the implementation will have some issues. The delay will allow us to minimize issues before they occur and to resolve unexpected problems quickly. Our primary goal during this time is to make the implementation as seamless as possible for all stakeholders.

Please direct any questions or comments to:

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