Attachment Q - Requirements Response Matrix

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0001	Claims	Claims (General)	00		The system shall provide a capability to create a work item if the system determines that federal wages cannot be added to a claim.	3
FR.0002	Claims	Claims (General)	00		The system shall provide a capability to store lag quarter wages associated with a claim.	3
FR.0003	Claims	Claims (General)	00	UC.01.07	The system shall provide a capability to generate a notification to the claimant that their claim has been cancelled.	3
FR.0004	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for IB-6 discrepancies (outgoing) by discrepancy code.	3
FR.0005	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for redeterminations with no employer name (entry errors).	3
FR.0006	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item when high quarter wages are greater than $99,999.99 and the claim is ineligible.	3
FR.0007	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for IB-4 transactions for which responses were not sent to the requesting state (by reason code for not sending).	3
FR.0008	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for responses received from federal employers.	3
FR.0009	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for initial determinations where wages are rejected.	3
FR.0010	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for incoming wages not posted due to errors.	3
FR.0011	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for monetarily ineligible claims for which a UCB-13 has been filed.	3
FR.0012	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for SSNs with an IB-4 sent but no response received within an administrator configurable number of days.	3
FR.0013	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for redeterminations where wages are rejected.	3
FR.0014	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for IB-6 discrepancies (incoming - by state and SSN) for each discrepancy code.	3
FR.0015	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for discrepancies between IB-4 wage information sent to another state and IB-5 information received from the other state.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0016	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to associate a CWC wage transcript with correspondence indicating that the claimant is eligible for a CWC claim in another state.	3
FR.0017	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to publish a CWC wage transcript with the associated correspondence indicating that the claimant is eligible for a CWC claim in another state.	3
FR.0018	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item to authorize the payment of IB-6 billings to other states.	3
FR.0019	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to pre-authorize the payment of IB-6 billings to other states without user intervention.	3
FR.0020	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to create and maintain administrator configurable eligibility questions for each claim program type (UI, UCX, UCFE, CWC, STC, TRA, ATAA, DUA).	3
FR.0021	Claims	Claims (General)	00		The system shall provide a capability to identify unemployment compensation services as talliable or non-talliable based upon US Department of Labor guidelines. (e.g., completed Eligibility Review Process, processed initial claim, adjudicated claim, etc.)	3
FR.0022	Claims	Claims (General)	00		The system shall provide a capability to determine the number of work search contacts a claimant is expected to make each week without user intervention.	3
FR.0023	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to display benefit payment details for a claim (e.g., date, instrument, amount).	3
FR.0024	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to display the details of how a payment was calculated (e.g., the deductions made from the WBA).	3
FR.0025	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to process multiple benefit payment transactions on a single business day to a claimant.	3
FR.0026	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to provide benefit payments to claimants without user intervention.	3
FR.0027	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to allow claimants to modify the preferred payment method.	3
FR.0028	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to provide claimants the option of having federal taxes withheld from their benefit payments.	3
FR.0029	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to determine the schedule for Eligibility Review Process reviews for each claimant based on administrator configurable business rules.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0030	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to determine a claimant's continuing eligibility for benefits (Eligibility Review Process) for each program type and each funding source without user intervention.	3
FR.0031	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to identify a claimant as a priority Eligibility Review Process candidate without user intervention.	3
FR.0032	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to maintain an administrator configurable timeframe to include a claim in the Eligibility Review Process.	3
FR.0033	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to exempt a claim from inclusion in the Eligibility Review Process.	3
FR.0034	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to maintain an administrator configurable timeframe to generate a reminder to the claimant for a claim lacking a response to the Eligibility Review Process form.	3
FR.0035	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability for a user to indicate that the Eligibility Review Process is complete for a claim.	3
FR.0036	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to remove the Eligibility Review Process pending indicator without user intervention.	3
FR.0037	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to maintain an administrator configurable timeframe to prevent benefit payment without user intervention for a claim lacking a response to the Eligibility Review Process form.	3
FR.0038	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to identify a claim as scheduled for a Re-employment Eligibility Assessment (REA) without user intervention via system interface with WorkForce Services.	3
FR.0039	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability for a user to identify a claimant as dislocated.	3
FR.0040	Claims	Claims (General)	00	UC.01.13	The system shall provide a capability to determine what Unemployment Compensation services are available to an external user.	3
FR.0041	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to associate a WorkForce office with a claimant.	3
FR.0042	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to display a list of potential WorkForce offices that a claimant may select from to be associated with the claimant.	3
FR.0043	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability for a system administrator to maintain WorkForce office details.	3
FR.0044	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to assign a claimant to an AWI cost center without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0045	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to associate claim information received via system interface from WorkForce Services to a claim without user intervention.	3
FR.0046	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to determine if claimant is required to register for WorkForce Services without user intervention.	3
FR.0047	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to determine if claimant is eligible to receive Veteran Services without user intervention.	3
FR.0048	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to create a work item when a claim is associated with a priority ERP that is not issued.	3
FR.0049	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to create a work item when a claim is associated with an ERP that is rejected as a duplicate, no matching claim or the claim is exempt.	3
FR.0050	Claims	Claims (General)	00	UC.01.13	The system shall provide a capability to determine what options are available to the external user. For example, file a claim, claim weeks, view correspondence, respond to correspondence, file an appeal or view claim status.	3
FR.0051	Claims	Claims (General)	00	UC.01.07	The system shall provide a capability to re-determine benefits, without user intervention, upon completion of a monetary re-determination.	3
FR.0052	Claims	Claims (General)	00	UC.01.07	The system shall provide a capability to re-determine benefits, without user intervention, when claim wage records are modified.	3
FR.0053	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to create and maintain administrator configurable DUA eligibility questions.	3
FR.0054	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to enter and store responses to claimant DUA eligibility questions.	3
FR.0055	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to determine the eligibility status of an STC claimant using administrator configurable STC eligibility criteria.	3
FR.0056	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to capture and record information to indicate the adversely affected party or parties for each determination or redetermination.	3
FR.0057	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to match an employer account number to an Unemployment Tax (UT) account number located in DOR's tax system.	3
FR.0058	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to add federal wages to a claim without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0059	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for an authorized user to add federal wages if the system determines that wages could not be added to the claim.	3
FR.0060	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to add an issue indicator, without user intervention, if a non-monetary issue is identified on the response from the federal employer received through ICON.	3
FR.0061	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to notify the user in an administrator configurable number of days when no response has been received from a federal employer.	3
FR.0062	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to determine, without user intervention, if military wages can be added to claim.	3
FR.0063	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to create a work item if the system determines that military wages cannot be added to a claim.	3
FR.0064	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for an authorized user to add military wages if the system determines that wages could not be added to the claim.	3
FR.0065	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to notify the user in an administrator configurable number of days when no response has been received from a military employer.	3
FR.0066	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to notify the user that an amended response has been received from the federal employer.	3
FR.0067	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to notify the user that an amended response has been received from the military employer.	3
FR.0068	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to suspend a claim.	3
FR.0069	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for a system administrator to maintain a master list of issues for claims.	3
FR.0070	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for a system administrator to establish administrator configurable business rules that define the impact upon a claim, for each issue.	3
FR.0071	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for a system administrator to define business rules identifying the conditions required for the removal of an issue associated to a claim, for each issue.	3
FR.0072	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to provide a reminder to a Claims Taker prior to deleting an unsubmitted unemployment benefit application that was previously suspended by a Claims Taker.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0073	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to override the systematic deletion of an unsubmitted unemployment benefit application marked for deletion.	3
FR.0074	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability for a user to enter the form of identification provided by a claimant.	3
FR.0075	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to verify an individual's drivers license number via system interface with the Florida Department of Highway Safety and Motor Vehicles, prior to the submission of a claim.	3
FR.0076	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to verify a claimant's social security number via system interface with the Social Security Administration, prior to the submission of a claim.	3
FR.0077	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to verify a claimant's bank account number and routing number via system interface.	3
FR.0078	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability for a user to associate multiple occupational codes to a claimant.	3
FR.0079	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to create and maintain an employer record.	3
FR.0080	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to associate US Department of Labor O*NET occupation codes received via system interface to a claimant.	3
FR.0081	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to initiate an Online Primary Verification with the Immigration and Naturalization Service (INS) without user intervention.	3
FR.0082	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to assign a unique identifier to each claim.	3
FR.0083	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to associate claims with an external customer account.	3
FR.0084	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability for an external user to certify that they are the claimant.	3
FR.0085	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability for a claimant to file an initial claim for unemployment compensation benefits.	3
FR.0086	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to route a claim to the appropriate business unit based upon claimant responses to claim intake questions.	3
FR.0087	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to use data obtained from a claimant via the Interactive Voice Response system to complete an application for unemployment benefits without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0088	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to determine the initial claim type (new, additional, reopen) for a claim based upon prior claim history without user intervention.	3
FR.0089	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to determine the funding source(s) for a claim without user intervention.	3
FR.0090	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to update a claim effective date when the claim involves Emergency Unemployment Compensation without user intervention.	3
FR.0091	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to update a claim effective date when the claim involves Extended Benefits without user intervention.	3
FR.0092	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to indicate a claimant's participation in approved training.	3
FR.0093	Claims	Submit Claim	02	UC.01.01	The system shall provide a capability to display claim intake requirements to a claimant.	3
FR.0094	Claims	Submit Claim	02	UC.01.01	The system shall provide a capability for a system administrator to define claim intake requirements.	3
FR.0095	Claims	Submit Claim	03	UC.01.01	The system shall provide a capability to create and maintain administrator configurable questions for each claim program funding source (UI, EB, EUC, FAC).	3
FR.0096	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a claim in Florida without user intervention.	3
FR.0097	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability for a user to update the claim program type after the initial determination of claim program type by the system.	3
FR.0098	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the program type of the claim being filed without user intervention.	3
FR.0099	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to assign multiple claim program types for a single claim without user intervention.	3
FR.0100	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine and present valid claim filing options without user intervention.	3
FR.0101	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine if a claimant meets the specific eligibility requirements to file a Military (UCX) program claim without user intervention.	3
FR.0102	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Federal (UCFE) program claim without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0103	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Combined Wage Claim (CWC) program without user intervention.	3
FR.0104	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine and present interstate filing options to a claimant based upon claimant provided claim data, employment records, information obtained via system interface with the ICON system HAND transaction and wage records.	3
FR.0105	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the base period of a claim without user intervention.	3
FR.0106	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the alternate base period of a claim without user intervention.	3
FR.0107	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to re-determine benefits, without user intervention, when the claim effective date is modified.	3
FR.0108	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the claim effective date for each submitted claim without user intervention.	3
FR.0109	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the latest date an application for unemployment benefits may be submitted to retain the claim effective date without user intervention.	3
FR.0110	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to present employment records and wages within the base period of a claim.	3
FR.0111	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to present employment records and wages outside of the base period of a claim.	3
FR.0112	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to enter wage records to be associated with a claim.	3
FR.0113	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to associate claim information received via system interface from the Interstate Connection system to a claim without user intervention.	3
FR.0114	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to complete an application for unemployment benefits when a claimant was determined monetarily ineligible in another state.	3
FR.0115	Claims	Submit Claim	05	UC.01.01	The system shall provide a capability to determine the questions required to assess benefit eligibility based upon administrator configurable business rules.	3
FR.0116	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to apply the impact of an associated issue to a claim without user intervention.	3
FR.0117	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to remove issues and the associated impact from a claim without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0118	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to associate issues with a claimant.	3
FR.0119	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to assign issues associated with a claimant to a claim, without user intervention.	3
FR.0120	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to identify a claimant as incarcerated without user intervention.	3
FR.0121	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to match claimant records with incarceration information obtained via system interface with the Florida Department of Corrections, without user intervention.	3
FR.0122	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability for a user to record and track activities associated with a fact finding.	3
FR.0123	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to enter claim fact finding relating to a Labor Dispute when a claim, claimant and/or wage record associated to an active Labor Dispute is involved in determining claim filing eligibility.	3
FR.0124	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability for employers to facilitate the filing process for claimants affected by a mass layoff.	3
FR.0125	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to update a claim effective date when the claim is related to a Mass Layoff without user intervention.	3
FR.0126	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to associate employment records obtained via system interface with a claim, without user intervention.	3
FR.0127	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to select from the results of an employer search one or more specific employer record(s) to associate with a claim.	3
FR.0128	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to modify the start and end employment dates on an employment record.	3
FR.0129	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to associate employer new hire information received via system interface from the Department of Revenue to a claim.	3
FR.0130	Claims	Submit Claim	08	UC.01.01	The system shall provide a capability for a user to associate issues to a claim.	3
FR.0131	Claims	Submit Claim	08	UC.01.01	The system shall provide a capability to associate issues for a claim without user intervention.	3
FR.0132	Claims	Submit Claim	08	UC.01.01	The system shall provide a capability to enter claim fact finding when a claimant indicates that they did not return to work as scheduled for any reason other than a lack of work.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0133	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to allow a claimant to select to receive either regular UI or TRA benefits.	3
FR.0134	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file Reemployment Trade Adjustment Assistance (RTAA) program claim without user intervention.	3
FR.0135	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to receive Extended Benefits (EB) without user intervention.	3
FR.0136	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Short Time Compensation (STC) program claim without user intervention.	3
FR.0137	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Disaster Unemployment Assistance (DUA) program claim without user intervention.	3
FR.0138	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Training Readjustment Act (TRA) program claim without user intervention.	3
FR.0139	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to update a claim effective date when the claim involves Disaster Unemployment Assistance related benefits without user intervention.	3
FR.0140	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to update a claim effective date when the claim involves Short Term Compensation benefits without user intervention.	3
FR.0141	Claims	Submit Claim	12	UC.01.01	The system shall provide a capability for a user to override the claim eligibility status for each program type of claim (UI, UCX, UCFE, CWC, STC, TRA, ATAA, DUA).	3
FR.0142	Claims	Submit Claim	12	UC.01.01	The system shall provide a capability for a user to remove issues and the associated impact from a claim.	3
FR.0143	Claims	Submit Claim	12	UC.01.01	The system shall provide a capability to revise application responses prior to final submission.	3
FR.0144	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Regular (UI) claim without user intervention.	3
FR.0145	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to receive Federal Additional Compensation (FAC) benefits without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0146	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine if a claimant meets the specific eligibility requirements to receive Emergency Unemployment Compensation (EUC) benefits without user intervention.	3
FR.0147	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to enter and associate a comment with a monetary determination.	3
FR.0148	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine the charge percentage for each base period employer associated with a claim.	3
FR.0149	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine that military or federal wage records received via system interface with the Federal Centralized Claims Center can be assigned to a claim.	3
FR.0150	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to associate military wage records received via system interface with the Federal Centralized Claims Center with a claim, without user intervention.	3
FR.0151	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to associate Florida wage records obtained via system interface with the Florida Department of Revenue with a claim, without user intervention.	3
FR.0152	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to send a request for Military wage and separation information via system interface with the FCCC without user intervention.	3
FR.0153	Claims	Submit Claim	14	UC.01.07	The system shall provide a capability to send request for Military wage and separation information via system interface with the FCCC.	3
FR.0154	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to send a request, via system interface with the FCCC, to confirm that Federal wages are available to be assigned to Florida without user intervention.	3
FR.0155	Claims	Submit Claim	14	UC.01.07	The system shall provide a capability for a user to send a request, via system interface with the FCCC, to confirm that Federal wages are available to be assigned to Florida.	3
FR.0156	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system without user intervention.	3
FR.0157	Claims	Submit Claim	14	UC.01.07	The system shall provide a capability to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system.	3
FR.0158	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to process a claim, without user intervention, based upon the satisfaction of administrator configurable business rules (i.e., 'no touch' claim).	3

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0159	Claims	Submit Claim	15	UC.01.01	The system shall provide a capability to allow a claimant to confirm that the claimant has reviewed and understands the Benefit Rights Information.	3
FR.0160	Claims	Review Filing Options	00	UC.99.02	The system shall provide a capability to generate, without user intervention, a notice to a claimant requesting identifying information based upon the application of administrator configurable business rules.	3
FR.0161	Claims	Review Filing Options	00	UC.99.02	The system shall provide a capability to associate a claimant's work status obtained via system interface with the Immigration and Naturalization Service (INS) without user intervention.	3
FR.0162	Claims	Review Filing Options	00	UC.99.02	The system shall provide a capability to create an Online Secondary Verification response work item for a Specialized Claims Taker.	3
FR.0163	Claims	Review Filing Options	13	UC.01.01	The system shall provide a capability for a Claims Taker to update a submitted claim.	3
FR.0164	Claims	Review Filing Options	14	UC.01.01	The system shall provide a capability to route a work item to a Claims Taker for a claim that fails to meet administrator configurable business rules without user intervention.	3
FR.0165	Claims	Process Claim	05	UC.01.01	The system shall provide a capability to identify an employer associated with a claim as the separating employer.	3
FR.0166	Claims	Process Claim	05	UC.01.01	The system shall provide a capability to identify an employer associated with a claim as a base period employer.	3
FR.0167	Claims	Process Claim	06	UC.01.01	The system shall provide a capability to identify wage records associated with a claim, by source.	3
FR.0168	Claims	Process Claim	09	UC.01.01	The system shall provide a capability for a user to modify the claim effective date for an unsubmitted application when a claimant was determined monetarily ineligible in another state.	3
FR.0169	Claims	Process Claim	09	UC.01.01	The system shall provide a capability to calculate the Weekly Benefit Amount (WBA) and determine if the claimant meets requalifying requirements for a claim.	3
FR.0170	Claims	Process Claim	09	UC.01.01	The system shall provide a capability to provide Job Service registration information to Workforce Services via the Employ Florida Marketplace (EFM) interface.	3
FR.0171	Claims	Process Claim	09	UC.01.01	The system shall provide a capability to transmit, via system interface, a claimant's veteran and spouse information to Workforce Services via the Employ Florida Marketplace (EFM) interface.	3
FR.0172	Claims	Process UCB-13 Issue	03	UC.01.07	The system shall provide a capability to request additional wage information associated with a claim.	3

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0173	Claims	Process UCB-13 Issue	03	UC.01.07	The system shall provide a capability to create a work item when a request for additional information is made.	3
FR.0174	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to add wage records to a claim without user intervention.	3
FR.0175	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to add wage records to a claim.	3
FR.0176	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to identify wage records as "used" without user intervention.	3
FR.0177	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to prevent used wage records from being re-used on another claim.	3
FR.0178	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to remove the "wages used" indicator for wage records without user intervention.	3
FR.0179	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to allow a user time to delete a wage determination prior to publishing the wage determination.	3
FR.0180	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to prevent changes to an original wage determination.	3
FR.0181	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to prevent the deletion of an original wage determination.	3
FR.0182	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to update an employer's percentage of charges for a claim.	3
FR.0183	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to issue a Wage Transcript to the claimant when wages associated with a claim are updated.	3
FR.0184	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to issue a Disposal Letter to the claimant when no action can be taken on a Request for Reconsideration of wages on a claim.	3
FR.0185	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to allow a user to suppress the publishing of a wage determination.	3
FR.0186	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to issue an updated employer notification when wages are removed from a claim.	3
FR.0187	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to notify users in an administrator configurable number of days of the need to re-request wages from other states/territories.	3

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0188	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to notify the user of re-requests for wages from another state.	3
FR.0189	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, an Interstate Claim and Wage Inquiry (IBIQ) transaction for the Interstate Connection system without user intervention.	3
FR.0190	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to associate claim information received via system interface from the Interstate Connection system to a claim without user intervention.	3
FR.0191	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a State Identification Inquiry (SIDI) transaction for the Interstate Connection system without user intervention.	3
FR.0192	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, an Interstate Claim (IB-1) transaction for the Interstate Connection system without user intervention.	3
FR.0193	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, an Automated Interstate Handbook (HAND) transaction for the Interstate Connection system without user intervention.	3
FR.0194	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system without user intervention.	3

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0195	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Military Wage and Separation (UCX) data transaction for the Interstate Connection system without user intervention.	3
FR.0196	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to perform, via system interface, a Combined Wage Claim Request to Transfer Wages (IB-4) transaction with the Interstate Connection system without user intervention.	3
FR.0197	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to identify duplicate Combined Wage Claim Request to Transfer Wages (IB-4) transactions without user intervention.	3
FR.0198	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Report of Use of Transferred Wages (IB-5) transaction for the Interstate Connection system without user intervention.	3
FR.0199	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Memorandum (IB-13) transaction for the Interstate Connection system without user intervention.	3
FR.0200	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Withdrawn/Invalid Claim (WIC) transaction for the Interstate Connection system without user intervention.	3
FR.0201	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Combined Wage Claim Charges (billings) on Transferred Wages (IB-6) transaction for the Interstate Connection system without user intervention.	3

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0202	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, an Interstate Claim and Wage Inquiry (IBIQ) transaction for the Interstate Connection system.	3
FR.0203	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a State Identification Inquiry (SIDI) transaction for the Interstate Connection system.	3
FR.0204	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, an Interstate Claim (IB-1) transaction for the Interstate Connection system.	3
FR.0205	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, an Automated Interstate Handbook (HAND) transaction for the Interstate Connection system.	3
FR.0206	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system.	3
FR.0207	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Military Wage and Separation (UCX) data transaction for the Interstate Connection system.	3
FR.0208	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to perform, via system interface, a Combined Wage Claim Request to Transfer Wages (IB4) transaction with the Interstate Connection system.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0209	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create a Report of Use of Transferred Wages (IB-5) transaction for the Interstate Connection system.	3
FR.0210	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Memorandum (IB-13) transaction for the Interstate Connection system.	3
FR.0211	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Withdrawn/Invalid Claim (WIC) transaction for the Interstate Connection system.	3
FR.0212	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Combined Wage Claim Charges (billings) on Transferred Wages (IB-6) transaction for the Interstate Connection system.	3
FR.0213	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, an IB-14 transaction for the Interstate Connection system.	3
FR.0214	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall perform a 'name-match' routine for each outgoing IB-4 transaction to support the return of the same claimant's wage records.	3
FR.0215	Adjudication	Adjudication (General)	00		The system shall provide a capability to integrate electronic management of all claims data in an electronic case folder (ECF).	3
FR.0216	Adjudication	Adjudication (General)	00		The system shall provide a capability to allow for the input of a variable weeks penalty.	3
FR.0217	Adjudication	Adjudication (General)	00		The system shall provide a capability to check that the week's penalty has been satisfied.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0218	Adjudication	Adjudication (General)	00		The system shall provide a capability for supervisory adjudicators to review and modify the work of non-supervisory adjudicators.	3
FR.0219	Adjudication	Adjudication (General)	00		The system shall provide a capability for non-supervisory adjudicators to view the work of other adjudicators in read only mode.	3
FR.0220	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	00		The system shall provide a capability to manage issues including status, tracking, resolution, and pending documents from claimants and employers.	3
FR.0221	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	00	UC.01.01	The system shall provide a capability to determine monetary eligibility for a claim without user intervention.	3
FR.0222	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.99.14	The system shall provide a capability to add issues to a claim.	3
FR.0223	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.99.10	The system shall provide a capability to notify a user that one or more payments are pending for a claim.	3
FR.0224	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.02.05	The system shall provide a capability to create a work item for each issue to be determined without user intervention.	3
FR.0225	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.99.11	The system shall provide a capability to post future issues to a claim.	3
FR.0226	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.99.11	The system shall provide a capability to associate an unresolved issue to a specific date range.	3
FR.0227	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	–	The system shall provide a capability to display assigned cases, regardless of case status, for the worker that is logged into the application.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0228	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.14	The system shall provide a capability to allow an employer associated with a claim to access documentation associated with the claim.	3
FR.0229	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.14	The system shall provide a capability to issue additional employer claim notices.	3
FR.0230	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.11	The system shall provide a capability to present the issues associated with a claim.	3
FR.0231	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.10	The system shall provide a capability to identify one or more weeks for payment.	3
FR.0232	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.10	The system shall provide a capability to identify the funding source and program type for weeks released for payment.	3
FR.0233	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	03	UC.02.05	The system shall provide a capability to create a work item for each issue to be investigated without user intervention.	3
FR.0234	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to present questions to an employer associated with a claim.	3
FR.0235	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability for an employer to respond to questions associated with a claim.	3
FR.0236	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to allow a claimant to access documentation associated with their claim.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0237	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to present questions to a claimant associated with a claim.	3
FR.0238	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability for a claimant to respond to questions associated with a claim.	3
FR.0239	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to allow a third-party associated with a claim to access documentation associated with the claim.	3
FR.0240	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to present questions to a third-party associated with a claim.	3
FR.0241	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability for a third-party to respond to questions associated with a claim.	3
FR.0242	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to request additional information concerning an issue from claimants, employers and third parties.	3
FR.0243	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to modify requests for specific information.	3
FR.0244	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to modify requests for information to specific (relevant) questions.	3
FR.0245	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to save information requests for review.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0246	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to support claimant and employer fact finding scheduling when separation issues are detected once weeks are claimed.	3
FR.0247	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to support and automate fact-finding interviews and forms.	3
FR.0248	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to support manual appointment scheduling for adjudicators to call back claimants or employers for fact-finding interviews.	3
FR.0249	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	05	UC.99.14	The system shall provide a capability to present claim information for review.	3
FR.0250	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	05	UC.99.14	The system shall provide a capability to present all previously completed portions of a specific fact finding for review.	3
FR.0251	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	05	UC.99.14	The system shall provide a capability to notify a user when responses to requests for information are received.	3
FR.0252	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	05	UC.99.14	The system shall provide a capability to alert a user that the time limit for a response to a request for information from a claimant, an employer or employer representative, or from a third party has passed.	3
FR.0253	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to remove issue indicators from a claim.	3
FR.0254	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to release payments for a claim.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0255	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to notify a user that payment will not be released.	3
FR.0256	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to notify a user that issues remain which prevent release of payment.	3
FR.0257	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability for an adjudicator to adjudicate a claim.	3
FR.0258	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to adjudicate a claim without user intervention.	3
FR.0259	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to notify Benefit Payment Control when an overpayment is detected, without user intervention.	3
FR.0260	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability for a user to enter comments for a claim.	3
FR.0261	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to prevent an unauthorized user from making certain types of determinations based on administrator configurable rules.	3
FR.0262	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to retain all associated information including the draft determination for later completion when a determination is in process and must be saved prior to completion.	3
FR.0263	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide the capability for issue codes to reflect the appropriate section of the law as defined in Florida statutes (sections of law shall be referenced as part of a determination).	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0264	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to track in process determinations.	3
FR.0265	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to review the determination text prior to saving.	3
FR.0266	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to edit the determination text prior to saving.	3
FR.0267	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system does not have to audit changes to the determination text.	3
FR.0268	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to delete a determination prior to publishing the determination.	3
FR.0269	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to remove all references to a deleted determination except what is recorded in the user activity log.	3
FR.0270	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to prohibit the original determination text from being altered or deleted after the Issue Date (publishing) of the determination.	3
FR.0271	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability for an authorized user to search all determinations by: keyword, party, issue type.	3
FR.0272	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to update the claim history in accordance with the determination issued without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0273	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to update the claim in accordance with the determination issued without user intervention.	3
FR.0274	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to allow a user to suppress the mailing of a determination.	3
FR.0275	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to retrieve and display all information associated with a determination.	3
FR.0276	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to display all required fields for a determination.	3
FR.0277	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to copy field values for required fields of a determination by retrieving information from the original determination.	3
FR.0278	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to prompt a user to enter the determination text.	3
FR.0279	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to associate the new determination to the original determination notification.	3
FR.0280	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to notify Appeals when a pending appeal is impacted by a determination, without user intervention.	3
FR.0281	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to re-process all weeks based upon the effects of a determination, without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0282	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to re-calculate benefits based upon a determination, without user intervention.	3
FR.0283	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to allow adjudicators to select from pre-drafted legal statements when stating the reason for a determination within system generated correspondence.	3
FR.0284	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to override a prior determination with the last determination entered on the same date.	3
FR.0285	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to allow the last determination entered on an issue to overwrite the prior determination on the same day.	3
FR.0286	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to release weeks for payment without user intervention.	3
FR.0287	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	06	UC.99.11	The system shall provide a capability to capture incarceration information provided by the Florida Department of Corrections.	3
FR.0288	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	06	UC.99.11	The system shall provide a capability to match incarceration information with existing claimants without user intervention.	3
FR.0289	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	06	UC.99.11	The system shall provide a capability to associate incarceration information to existing claims when reviewed and approved by an adjudicator.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0290	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	06	UC.99.11	The system shall provide a capability to prevent payment of benefits when incarceration information is associated with a claim without user intervention.	3
FR.0291	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	09	UC.99.11	The system shall provide a capability to capture Reemployment Eligibility Assessment (REA) information.	3
FR.0292	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	09	UC.99.11	The system shall provide a capability to associate Reemployment Eligibility Assessment information with a claim.	3
FR.0293	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	09	UC.99.11	The system shall provide a capability to notify WorkForce to either reschedule or delete claimant to/from REA training.	3
FR.0294	Adjudication	Process Appeal Modifications	03	UC.99.11	The system shall provide a capability to reverse the determination for a claim when an appeal decision reverses the initial determination, without user intervention.	3
FR.0295	Adjudication	Process Appeal Modifications	03	UC.99.11	The system shall provide a capability to modify the determination for a claim when an appeal decision modifies the initial determination, by an authorized Adjudicator.	3
FR.0296	Adjudication	Process Appeal Modifications	03	UC.99.11	The system shall provide a capability to indicate that a determination for a claim has been modified.	3
FR.0297	Adjudication	Process Appeal Modifications	03	UC.99.11	The system shall provide a capability to indicate that a determination for a claim has been reversed.	3
FR.0298	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to identify an original determination as having been modified including: changed, not changed, amended, deleted.	3
FR.0299	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to identify an original determination when a new determination is mailed (e.g., Adjudication Disposition Date).	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0300	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to select from a list of parties to send an updated determination notification.	3
FR.0301	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to deduct any overpayment balance from the Claimant Overpayment Balance and from the appropriate program Claim Balance.	3
FR.0302	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to notify Benefit Payment Control when an overpayment is impacted by a determination, without user intervention.	3
FR.0303	Adjudication	Process Employer Chargeability	00	UC.02.04	The system shall provide a capability to notify the 412 Unit upon completion of Adjudication's fact-finding.	3
FR.0304	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to allow employer protests of benefit charges to be submitted on line.	3
FR.0305	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability for a user to enter employer protests of benefit charges for a claim not submitted on line.	3
FR.0306	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to upload attachments to benefit charge protests submitted on line.	3
FR.0307	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability for an employer to respond to a Quarterly Tax Statement.	3
FR.0308	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to allow Forms UCB-412 to be submitted online.	3
FR.0309	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to upload attachments to the Form UCB-412 responses on the Internet.	3
FR.0310	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to prevent duplicate Forms UCB-412 from being submitted by employers.	3
FR.0311	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to track Forms UCB-412.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0312	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to identify and present benefit charges that are protested by the employer associated with the charges.	3
FR.0313	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to identify a Quarterly Tax Statement that is protested by the associated employer.	3
FR.0314	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to review an employer's response to a Quarterly Tax Statement.	3
FR.0315	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to scan in the employer responses and identify, without user intervention the reason codes that do not affect the claimant’s eligibility for benefits.	3
FR.0316	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to review Adjudication fact-finding on Labor Disputes.	3
FR.0317	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to notify a 412 Associate of a work item for chargeability determinations requiring user intervention.	3
FR.0318	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to notify Adjudication when the wages associated with a claim do not equal 17 times the maximum weekly benefit amount, without user intervention.	3
FR.0319	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to notify Wage Determination when the wages associated with a claim are identified as not belonging to the claimant.	3
FR.0320	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to allow chargeability determinations to be generated without user intervention.	3
FR.0321	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to create a work item for chargeability determinations that require user intervention.	3
FR.0322	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to calculate employer benefit charges.	3
FR.0323	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to assign a percentage of benefit charges for a claim to each employer account associated with the claim.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0324	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to associate benefit charges for a claim to one or more employer accounts.	3
FR.0325	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to notify an employer of their liability for charges (UCB-30).	3
FR.0326	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to issue a response to an employer protest (UCB-32).	3
FR.0327	Adjudication	Process Labor Dispute	01	UC.02.01	The system shall provide a capability to define a potential Labor Dispute.	3
FR.0328	Adjudication	Process Labor Dispute	01	UC.02.01	The system shall provide a capability to notify the Employer Charge Unit upon the entry of a potential Labor Dispute.	3
FR.0329	Adjudication	Process Labor Dispute	01	UC.02.01	The system shall provide a capability to notify Benefit Payment Control upon the entry of a potential Labor Dispute.	3
FR.0330	Adjudication	Process Labor Dispute	03	UC.02.01	The system shall provide a capability to electronically complete forms related to a potential Labor Dispute.	3
FR.0331	Adjudication	Process Labor Dispute	03	UC.02.01	The system shall provide a capability to associate Labor Dispute forms to a Labor Dispute without user intervention.	3
FR.0332	Adjudication	Process Labor Dispute	04	UC.02.01	The system shall provide a capability to identify a Labor Dispute.	3
FR.0333	Adjudication	Process Labor Dispute	04	UC.02.01	The system shall provide a capability to associate a Labor Dispute to wage records of potential claimants without user intervention.	3
FR.0334	Adjudication	Process Labor Dispute	05	UC.02.01	The system shall provide a capability to associate a Labor Dispute to a claim without user intervention.	3
FR.0335	Adjudication	Process Labor Dispute	07	UC.02.06	The system shall provide a capability to disassociate a Labor Dispute with associated claims, without user intervention upon closure of an active Labor Dispute.	3
FR.0336	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to release payments without user intervention.	3
FR.0337	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.10	The system shall provide a capability to manually release payments.	3
FR.0338	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.11	The system shall provide a capability to generate an Overpayment Determination.	3
FR.0339	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.11	The system shall provide a capability to enter and store the source of an overpayment determination.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0340	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.11	The system shall provide a capability to notify Appeals of an Overpayment Determination without user intervention when an Appeal is outstanding on the Claim to which the determination applies.	3
FR.0341	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to close a work item without issuing a determination.	3
FR.0342	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to manually enter a new Claimant for the purpose of establishing an overpayment.	3
FR.0343	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to transfer existing payments between Claimants.	3
FR.0344	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.11	The system shall provide a capability to disqualify a claimant for fraud based on administrator configurable business rules.	3
FR.0345	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to mark a claimant as deceased.	3
FR.0346	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to mark a claimant as having filed for bankruptcy.	3
FR.0347	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to mark a claimant as having received a judgment in a bankruptcy hearing.	3
FR.0348	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to modify or cancel a bankruptcy decision.	3
FR.0349	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to specify an administrator configurable time-frame for overpayment data retention.	3
FR.0350	Benefit Payment Control	Wage Audit	00		The system shall provide a capability to perform a quarterly wage credit post audit.	3
FR.0351	Benefit Payment Control	Wage Audit	00		The system shall provide a capability to use wage information obtained from the DOR SUNTAX system for the wage credit post audit.	3
FR.0352	Benefit Payment Control	Wage Audit	00		The system shall provide a capability to use wage information obtained from the ICON system for the wage credit post audit.	3
FR.0353	Benefit Payment Control	Wage Audit	00		The system shall provide a capability to determine an audit match using an administrator configurable threshold.	3
FR.0354	Benefit Payment Control	Wage Audit	00	UC.99.07	The system shall provide a capability to generate a Request for Wage Breakdown for each match found in the quarterly wage credit post audit without user intervention.	3
FR.0355	Benefit Payment Control	Wage Audit	01	UC.99.16	The system shall provide a capability to capture all fields required for the completion of the Request for Wage Breakdown.	3
FR.0356	Benefit Payment Control	Wage Audit	04	UC.99.16	The system shall provide a capability to validate all information entered for a Wage Breakdown.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0357	Benefit Payment Control	Wage Audit	04		The system shall provide a capability to recommend a fraud determination based upon administrator configurable business rules.	3
FR.0358	Benefit Payment Control	Wage Audit	04	UC.99.16	The system shall provide a capability to make an initial conflict/no-conflict determination without user intervention.	3
FR.0359	Benefit Payment Control	Wage Audit	07	UC.99.14	The system shall provide a capability to record and track all activities associated with the audit (Wage Audit Activity Log).	3
FR.0360	Benefit Payment Control	Wage Audit	07	UC.99.14	The system shall provide a capability to record in the Wage Audit Activity Log activities the system performs related to an audit.	3
FR.0361	Benefit Payment Control	Wage Audit	08		The system shall provide a capability to specify an administrator configurable time-frame for Claimant response to an Overpayment Predetermination or other request for information.	3
FR.0362	Benefit Payment Control	Wage Audit	08		The system shall provide a capability to specify an administrator configurable time-frame for Employer response to Affidavit of Earnings/Request for Wage Breakdown or other request for information.	3
FR.0363	Benefit Payment Control	Payment Intake	00		The system shall provide a capability to accept payment via cash, check, or credit card.	3
FR.0364	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability to enter and store received payments.	3
FR.0365	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability to associate a payment with multiple claimant overpayments (IRORA Payments).	3
FR.0366	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability to prevent payments from being applied to overpayments.	3
FR.0367	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability to apply payments to existing overpayments using administrator configurable business rules.	3
FR.0368	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability for a user to override the administrator configured business rules for payment application.	3
FR.0369	Benefit Payment Control	Payment Intake	03	UC.03.01	The system shall provide a capability to route potential refunds to a supervisor work queue for review.	3
FR.0370	Benefit Payment Control	Payment Intake	03	UC.03.01	The system shall provide a capability to request a refund warrant from Financial Management.	3
FR.0371	Benefit Payment Control	Payment Intake	05	UC.03.01	The system shall provide a capability to mark a payment as invalid or returned.	3
FR.0372	Benefit Payment Control	Payment Intake	05	UC.03.01	The system shall provide a capability to update overpayment records to remove invalid or returned payments.	3
FR.0373	Benefit Payment Control	Payment Intake	05		The system shall provide a capability to specify an administrator configurable time-frame for payment of an invalid or returned payment.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0374	Benefit Payment Control	Payment Intake	05		The system shall provide a capability to route an invalid or returned payment to an examiner when payment is not received within the specified time-frame without user intervention.	3
FR.0375	Benefit Payment Control	Payment Intake	05		The system shall provide a capability to specify an administrator configurable fee schedule for invalid or returned payments.	3
FR.0376	Benefit Payment Control	Payment Intake	05	UC.03.01	The system shall provide a capability to apply appropriate fees to an overpayment record.	3
FR.0377	Benefit Payment Control	Payment Intake	05	UC.03.01	The system shall provide a capability to override invalid or returned payment fees.	3
FR.0378	Benefit Payment Control	Payment Intake	06		The system shall provide a capability to record the warrant number for refund warrants.	3
FR.0379	Benefit Payment Control	Overpayment Stop	02	UC.99.14	The system shall provide a capability to record and track all activities associated with an overpayment stop review (Examiner Activity Log).	3
FR.0380	Benefit Payment Control	Overpayment Stop	02	UC.99.14	The system shall provide a capability to record in the Examiner Activity Log activities the system performs related to an overpayment stop.	3
FR.0381	Benefit Payment Control	Overpayment Stop	03		The system shall provide a capability to remove an overpayment stop.	3
FR.0382	Benefit Payment Control	New Hire Audit	00		The system shall provide a capability to perform a new hire audit.	3
FR.0383	Benefit Payment Control	New Hire Audit	00		The system shall provide a capability to use new hire information obtained from the DOR SUNTAX and US HHS systems.	3
FR.0384	Benefit Payment Control	New Hire Audit	00	UC.99.07	The system shall provide a capability to generate a New Hire Information Request (Claimant) for each match found in the new hire audit without user intervention.	3
FR.0385	Benefit Payment Control	New Hire Audit	00	UC.99.07	The system shall provide a capability to generate a New Hire Information Request (Employer) for each match found in the new hire audit without user intervention.	3
FR.0386	Benefit Payment Control	New Hire Audit	00	UC.99.16	The system shall provide a capability to capture all fields required for the completion of the New Hire Information Request (Claimant).	3
FR.0387	Benefit Payment Control	New Hire Audit	00	UC.99.16	The system shall provide a capability to capture all fields required for the completion of the New Hire Information Request (Employer).	3
FR.0388	Benefit Payment Control	New Hire Audit	00	UC.99.16	The system shall provide a capability to make an initial conflict/no-conflict determination without user intervention.	3
FR.0389	Benefit Payment Control	New Hire Audit	00		The system shall provide a capability to specify an administrator configurable time-frame for response to the New Hire Information Request.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0390	Benefit Payment Control	New Hire Audit	03	UC.99.14	The system shall provide a capability to record in the New Hire Audit Activity Log activities the system performs related to an audit.	3
FR.0391	Benefit Payment Control	New Hire Audit	03	UC.99.14	The system shall provide a capability to record any activities it takes in the New Hire Audit Activity Log.	3
FR.0392	Benefit Payment Control	Multi-Address/Phone Audit	00		The system shall provide a capability to perform a match for claimants with matching addresses and/or phone numbers.	3
FR.0393	Benefit Payment Control	Multi-Address/Phone Audit	00		The system shall provide a capability to mark addresses as exempt from audit.	3
FR.0394	Benefit Payment Control	Multi-Address/Phone Audit	00		The system shall provide a capability to remove addresses from the exempt list.	3
FR.0395	Benefit Payment Control	Multi-Address/Phone Audit	03		The system shall provide a capability to specify an administrator configurable time-frame for response to the contact request.	3
FR.0396	Benefit Payment Control	Multi-Address/Phone Audit	03	UC.99.14	The system shall provide a capability to record and track all activities associated with the audit (Multi-Address/Phone Audit Activity Log).	3
FR.0397	Benefit Payment Control	Multi-Address/Phone Audit	03	UC.99.14	The system shall provide a capability to record in the Multi-Address/Phone Audit Activity Log activities the system performs related to an audit.	3
FR.0398	Benefit Payment Control	Multi-Address/Phone Audit	04	UC.03.02	The system shall provide a capability to identify a specific claimant/address or claimant/phone combination as exempt from future audit.	3
FR.0399	Benefit Payment Control	Waiver	03	UC.03.03	The system shall provide a capability to remove (back out) offsets.	3
FR.0400	Benefit Payment Control	Waiver	04	UC.03.03	The system shall provide a capability to capture waiver information.	3
FR.0401	Benefit Payment Control	Interstate Overpayments (IRORA)	00		The system shall provide a capability to perform a match of Florida overpayment records with records of active claims from other states.	3
FR.0402	Benefit Payment Control	Interstate Overpayments (IRORA)	00		The system shall provide a capability to use claimant/claim information obtained from the ICON system to conduct an IRORA match.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0403	Benefit Payment Control	Interstate Overpayments (IRORA)	00	UC.03.04	The system shall provide a capability to modify or cancel IRORA overpayments.	3
FR.0404	Benefit Payment Control	Interstate Overpayments (IRORA)	00		The system shall provide a capability to perform a match of Florida overpayment records with transfers of wages to other States.	3
FR.0405	Benefit Payment Control	Interstate Overpayments (IRORA)	00		The system shall provide a capability to notify BPC staff without user intervention when a CWC Claim is cancelled creating an overpayment.	3
FR.0406	Benefit Payment Control	Interstate Overpayments (IRORA)	03	UC.03.04	The system shall provide a capability to establish an IRORA overpayment on a current claim for a requesting IRORA state.	3
FR.0407	Benefit Payment Control	Interstate Overpayments (IRORA)	03		The system shall provide a capability to establish a CWC overpayment on a current claim based on a request from a State with a cancelled claim.	3
FR.0408	Benefit Payment Control	Interstate Overpayments (IRORA)	03		The system shall provide a capability to establish a CWC overpayment on a current claim based on a request from a combined wage State with an active overpayment.	3
FR.0409	Benefit Payment Control	Overpayment Write-Off	00		The system shall provide a capability to identify overpayment records which exceed the Statute of Limitations for collection as pending write-off.	3
FR.0410	Benefit Payment Control	Overpayment Write-Off	03		The system shall provide a capability to export overpayment records which are pending write-off in an approved file format.	3
FR.0411	Benefit Payment Control	Overpayment Write-Off	04		The system shall provide a capability to mark all pending write-offs as approved.	3
FR.0412	Benefit Payment Control	Death Audit	00		The system shall provide a capability to perform a match for claimants who are deceased and who have claimed weeks after the date of death.	3
FR.0413	Benefit Payment Control	Death Audit	00		The system shall provide a capability to use deceased persons information obtained from the DOH Vital Statistics system.	3
FR.0414	Benefit Payment Control	Death Audit	03		The system shall provide a capability to specify an administrator configurable time-frame for response to the contact request.	3
FR.0415	Benefit Payment Control	Death Audit	03	UC.99.14	The system shall provide a capability to record and track all activities associated with the audit (Death Audit Activity Log).	3
FR.0416	Benefit Payment Control	Death Audit	03	UC.99.14	The system shall provide a capability to record in the Death Audit Activity Log activities the system performs related to an audit.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0417	Benefit Payment Control	Death Audit	04		The system shall provide a capability to close a death audit case.	3
FR.0418	Benefit Payment Control	Investigations	05	UC.03.05	The system shall provide a capability to record and track all activities associated with the investigation (Investigation Activity Log).	3
FR.0419	Benefit Payment Control	Investigations	05	UC.03.05	The system shall provide a capability to record in the Investigation Activity Log activities the system performs related to an investigation.	3
FR.0420	Benefit Payment Control	Investigations	05	UC.03.05	The system shall provide a capability to attach evidence to an investigation case.	3
FR.0421	Benefit Payment Control	Investigations	06	UC.03.05	The system shall provide a capability to enter a recommendation.	3
FR.0422	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to specify an administrator configurable time-frame for creating a fail-to-pay work item.	3
FR.0423	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to specify a user configurable time-frame for review of any outstanding overpayment.	3
FR.0424	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to specify administrator configurable business rules for making an initial recommendation on fail-to-pay work items without user intervention.	3
FR.0425	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to use the specified business rules to make an initial disposition recommendation.	3
FR.0426	Benefit Payment Control	Fail To Pay/Disposition	00	UC.03.06	The system shall provide a capability to indicate the disposition of an overpayment.	3
FR.0427	Benefit Payment Control	Fail To Pay/Disposition	00	UC.03.06	The system shall provide a capability to change the disposition status of an overpayment.	3
FR.0428	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to record and track all activities associated with the disposition (Disposition Activity Log).	3
FR.0429	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to record in the Disposition Activity Log activities the system performs related to an overpayment disposition.	3
FR.0430	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to recall an overpayment case from a Collections Agency.	3
FR.0431	Benefit Payment Control	Fail To Pay/Disposition	03		The system shall provide a capability to enter a date for review of an overpayment.	3
FR.0432	Benefit Payment Control	Fail To Pay/Disposition	06	UC.03.06	The system shall provide a capability to refer an overpayment case to a Collections Agency.	3
FR.0433	Benefit Payment Control	Fail To Pay/Disposition	07	UC.03.06	The system shall provide a capability to attach evidence to a disposition item.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0434	Benefit Payment Control	Fail To Pay/Disposition	08	UC.03.06	The system shall provide a capability to assemble and print a case file for submission to a State Attorney.	3
FR.0435	Benefit Payment Control	Fail To Pay/Disposition	12	UC.03.06	The system shall provide a capability to assemble and print a case file for submission to Civil Court.	3
FR.0436	Benefit Payment Control	Fail To Pay/Disposition	15	UC.03.06	The system shall provide a capability to assemble and print a Civil Court dismissal package.	3
FR.0437	Benefit Payment Control	Fail To Pay/Disposition	17	UC.03.06	The system shall provide a capability to capture Conditional and Final Judgment information.	3
FR.0438	Benefit Payment Control	Fail To Pay/Disposition	17	UC.03.06	The system shall provide a capability to upload and attach official copies of Conditional and Final Judgment documentation.	3
FR.0439	Special Programs (STC)	Special Programs (STC) (General)	00		The system shall provide a capability to notify STC employers their plan will end in an administrator configurable period of time.	3
FR.0440	Special Programs (STC)	Special Programs (STC) (General)	00		The system shall provide a capability to reapply for the STC program using the employer's information from their previous plan.	3
FR.0441	Special Programs (STC)	Special Programs (STC) (General)	00		The system shall provide a capability to transfer an employer's STC claimants from one STC plan to another STC plan.	3
FR.0442	Special Programs (STC)	Special Programs (STC) (General)	00		The system shall provide a capability to determine without user intervention when an employee has worked a required number of weeks in the previous 52 week period.	3
FR.0443	Special Programs (STC)	Special Programs (STC) (General)	00	UC.99.07	The system shall provide a capability to send STC related correspondence generated for the identified employer to both an employer and a leasing company associated with an STC plan without user intervention.	3
FR.0444	Special Programs (STC)	Special Programs (STC) (General)	06	UC.04.01	The system shall provide a capability to modify an STC plan effective date.	3
FR.0445	Special Programs (STC)	Enter STC Plan Application	00		The system shall provide a capability to create and maintain administrator configurable employer eligibility criteria for STC.	3
FR.0446	Special Programs (STC)	Enter STC Plan Application	00		The system shall provide a capability to notify DOR via system interface an employer is in an authorized STC plan.	3
FR.0447	Special Programs (STC)	Enter STC Plan Application	01	UC.04.01	The system shall provide a capability to enter STC Plan applications.	3
FR.0448	Special Programs (STC)	Enter STC Plan Application	01	UC.04.01	The system shall provide a capability for an employer to specify one or more physical locations.	3
FR.0449	Special Programs (STC)	Enter STC Plan Application	01	UC.04.01	The system shall provide a capability to modify employer/leasing company information.	3
FR.0450	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to verify an STC plan applicant is the employer via system interface with DOR SUNTAX.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0451	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to notify an STC plan applicant that a leasing company has been identified as the employer of record without user intervention.	3
FR.0452	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to notify a leasing company that an STC plan application has been submitted without user intervention.	3
FR.0453	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to maintain STC employer information.	3
FR.0454	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to associate an employer with an STC plan application.	3
FR.0455	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to enter collective bargaining agent information.	3
FR.0456	Special Programs (STC)	Enter STC Plan Application	02	UC.04.02	The system shall provide a capability to identify an employer (leasing company) or work site business as the primary STC plan point of contact.	3
FR.0457	Special Programs (STC)	Enter STC Plan Application	02	UC.04.02	The system shall provide a capability to identify an employee as participating in a collective bargaining agreement.	3
FR.0458	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to identify when a collective bargaining agent must authorize STC participation for specific employees of a company.	3
FR.0459	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to associate STC claimant authorization information (leasing company/collective bargaining agent) with a specific STC Plan.	3
FR.0460	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to authorize a collective bargaining agent as a third party representative of an employee.	3
FR.0461	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability for an authorized employer representative to authorize their company to participate in the STC program	3
FR.0462	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to maintain business work site information.	3
FR.0463	Special Programs (STC)	Enter STC Plan Application	03	UC.04.01	The system shall provide the capability for a user to approve or deny an employer's STC plan Application submission.	3
FR.0464	Special Programs (STC)	Enter STC Plan Application	03	UC.04.01	The system shall provide a capability to send a reminder notification to an employer of record and collective bargaining agents that have not provided authorization for an STC plan application in an administrator defined time period.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0465	Special Programs (STC)	Enter STC Plan Application	03	UC.04.01	The system shall provide a capability to define an administrator configurable time period to deny STC participation when employer, leasing company, and/or collective bargaining agent authorization has not been entered.	3
FR.0466	Special Programs (STC)	Enter STC Plan Application	04	UC.04.01	The system shall provide a capability to prevent duplicate active STC plans.	3
FR.0467	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to enable an employer to electronically sign an STC Plan application, authorizing their company's participation in the STC program.	3
FR.0468	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to associate a collective bargaining agent authorization with the employee and STC plan.	3
FR.0469	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to route a submitted STC plan application without user intervention.	3
FR.0470	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to accept a certified statement regarding STC program participation prior to submitting STC plan application.	3
FR.0471	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to generate reminder notifications when a submitted STC plan application has not been processed in an administrator defined time period.	3
FR.0472	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to indicate an employer’s eligibility for the STC program.	3
FR.0473	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to determine an STC plan effective date without user intervention.	3
FR.0474	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to determine an STC plan end date using administrator configurable settings.	3
FR.0475	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to associate a unique STC plan identifier with each STC plan.	3
FR.0476	Special Programs (STC)	Enter STC Plan Application	06	UC.04.01	The system shall provide a capability to modify STC plan application information.	3
FR.0477	Special Programs (STC)	Enter STC Plan Application	06	UC.04.01	The system shall provide a capability to modify an STC plan application end date.	3
FR.0478	Special Programs (STC)	Enter STC Plan Application	07	UC.04.01	The system shall provide a capability for a user to approve or deny an STC plan application.	3
FR.0479	Special Programs (STC)	Maintain Employees	00	UC.04.02	The system shall provide a capability to prevent an STC claimant from being required to provide job search information.	3
FR.0480	Special Programs (STC)	Maintain Employees	00	UC.04.03	The system shall provide a capability to modify an STC claimant's effective date.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0481	Special Programs (STC)	Maintain Employees	01	UC.04.03	The system shall provide a capability to associate two or more STC claimant's with an individual STC plan.	3
FR.0482	Special Programs (STC)	Maintain Employees	01	UC.04.03	The system shall provide a capability to search for employees associated with an STC employer.	3
FR.0483	Special Programs (STC)	Maintain Employees	01	UC.04.03	The system shall provide a capability to search for employees associated with an STC plan.	3
FR.0484	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability to maintain STC information for each STC claimant.	3
FR.0485	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability to remove an STC claimant from an STC plan.	3
FR.0486	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability for a user to end an STC claimant's participation in the STC program.	3
FR.0487	Special Programs (STC)	Maintain Employees	02	UC.04.01	The system shall provide a capability to associate a collective bargaining agent with an STC claimant	3
FR.0488	Special Programs (STC)	Maintain Employees	02	UC.01.01	The system shall provide a capability to associate an STC claim with an STC plan.	3
FR.0489	Special Programs (STC)	Maintain Employees	02	UC.04.02	The system shall provide a capability to determine an STC claimant's end date based on the STC plan effective date, without user intervention.	3
FR.0490	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability to modify a system-determined STC eligibility determination.	3
FR.0491	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability to allow a user to enter an employers employees to an STC plan application.	3
FR.0492	Special Programs (STC)	Maintain Employees	04	UC.04.03	The system shall provide a capability to prevent the addition of an active STC claimant to a different STC plan.	3
FR.0493	Special Programs (STC)	Maintain Employees	04	UC.04.03	The system shall provide a capability to end an STC claimant's eligibility for receiving STC benefits without user intervention.	3
FR.0494	Special Programs (STC)	Maintain Employees	04	UC.99.07	The system shall provide a capability to notify STC claimants, representatives, and employers when STC benefits are stopped without user intervention.	3
FR.0495	Special Programs (STC)	Maintain Employees	04	UC.04.02	The system shall provide a capability to determine the initial eligibility status of an STC claimant using administrator configurable STC eligibility criteria.	3
FR.0496	Special Programs (STC)	Maintain Employees	04	UC.00.00	The system shall provide a capability to verify an STC claimant is employed by the STC plan employer via system interface with DOR SUNTAX.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0497	Special Programs (STC)	Process Employee Hours	00	UC.99.15	The system shall provide a capability to send a reminder notification to an employer to enter or approve an STC claimant's weekly work information.	3
FR.0498	Special Programs (STC)	Process Employee Hours	00	UC.00.00	The system shall provide a capability to create and maintain administrator configurable continuing eligibility criteria for STC claims.	3
FR.0499	Special Programs (STC)	Process Employee Hours	01	UC.04.02	The system shall provide a capability for an employer to enter STC weekly work information for one or more eligible STC claimants.	3
FR.0500	Special Programs (STC)	Process Employee Hours	02	UC.04.02	The system shall provide a capability to enter STC weekly work information for an STC Plan claimant.	3
FR.0501	Special Programs (STC)	Process Employee Hours	02	UC.04.02	The system shall provide a capability to modify an STC claimant's weekly work information.	3
FR.0502	Special Programs (STC)	Process Employee Hours	03	UC.04.02	The system shall provide a capability for an employer to approve or deny STC weekly work information submitted by an STC claimant.	3
FR.0503	Special Programs (STC)	Process Employee Hours	03	UC.04.02	The system shall provide a capability to route a claimant's STC weekly work information without user intervention.	3
FR.0504	Special Programs (STC)	Process Employee Hours	03	UC.99.07	The system shall provide a capability to send a notification to an STC claimant that their weekly work information was denied.	3
FR.0505	Special Programs (STC)	Process Employee Hours	05	UC.04.02	The system shall provide a capability to route denied weekly work information without user intervention.	3
FR.0506	Special Programs (STC)	Process Employee Hours	06	UC.99.15	The system shall provide a capability to determine the continuing STC benefit amount for an STC claimant using administrator configurable STC calculations.	3
FR.0507	Special Programs (STC)	Process Employee Hours	06	UC.99.15	The system shall provide a capability to pay regular UC benefits to a STC claimant without user intervention.	3
FR.0508	Special Programs (STC)	Process Employee Hours	06	UC.99.15	The system shall provide a capability to pay EUC STC benefits without user intervention.	3
FR.0509	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.05.01	The system shall provide a capability to upload TRA petitions received by the U.S. DOL.	3
FR.0510	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to create and maintain administrator configurable TRA eligibility questions.	3
FR.0511	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to manually transmit a claimant's TRA or RTAA eligibility status to the IRS for HCTC.	3
FR.0512	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to transmit a claimant's TRA or RTAA eligibility status to the IRS for HCTC when a claimant's TRA or RTAA payment is issued without user intervention.	3
FR.0513	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.05.02	The system shall provide a capability to enter both training attendance verification and training waivers for a single TRA claim.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0514	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.99.06	The system shall provide a capability to prevent the submission of a training certification prior to the administrator configurable time period.	3
FR.0515	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.99.06	The system shall provide a capability to prevent the submission of a training waiver prior to an administrator configurable time period.	3
FR.0516	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to modify work search criteria.	3
FR.0517	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.99.07	The system shall provide a capability to post a TRA petition approval to an AWI website.	3
FR.0518	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to transfer from each TRA program type without user intervention.	3
FR.0519	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to end TRA benefits without user intervention.	3
FR.0520	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to establish administrator defined TRA program types (e.g., basic, extended, remedial).	3
FR.0521	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.05.03	The system shall provide a capability to assign claimants to the appropriate TRA program type without user intervention based on administrator defined criteria.	3
FR.0522	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to calculate a claimant's available TRA credits, by program.	3
FR.0523	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to transmit TRA/RTAA claimant information to the EFT system interface for the purpose of federal reporting.	3
FR.0524	Special Programs (TRA)	Enter Petition	00	UC.05.01	The system shall provide a capability to extract TRA petition information from a standard formatted MS Word document.	3
FR.0525	Special Programs (TRA)	Enter Petition	00	UC.01.12	The system shall provide a capability to set an administrator configurable monetary threshold a press release can cost without requiring approval before being published.	3
FR.0526	Special Programs (TRA)	Enter Petition	00	UC.01.12	The system shall provide a capability to enter and maintain the cost of publishing media releases.	3
FR.0527	Special Programs (TRA)	Enter Petition	00	UC.01.12	The system shall provide a capability to set an administrator configurable budget to publish press releases.	3
FR.0528	Special Programs (TRA)	Enter Petition	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period for the press release budget.	3
FR.0529	Special Programs (TRA)	Enter Petition	00	UC.01.12	The system shall provide a capability to send a draft press release to a media outlet prior to publication.	3
FR.0530	Special Programs (TRA)	Enter Petition	00	UC.05.01	The system shall provide a capability to prevent editing of an original TRA petition.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0531	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to match an employer identified on a TRA petition with the employer data from the DOR SUNTAX interface.	3
FR.0532	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to store employer and leasing company information obtained from the DOR SUNTAX interface without user intervention.	3
FR.0533	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to determine if the employer listed on the TRA petition received from the U.S. DOL is using a leasing company.	3
FR.0534	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to identify UC claimants previously employed by a TRA employer.	3
FR.0535	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to associate a TRA petition with one or more employers.	3
FR.0536	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability to enter TRA petition information provided by the U.S. Department of Labor (US DOL).	3
FR.0537	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability to enter and maintain information associated with a TRA petition.	3
FR.0538	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability to modify TRA employer information.	3
FR.0539	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability for an employer to have one or more TRA petitions.	3
FR.0540	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability to determine the TRA petition eligibility period without user intervention.	3
FR.0541	Special Programs (TRA)	Enter Petition	05	UC.05.01	The system shall provide a capability to notify the state TAA Coordinator (Workforce) when a TRA petition requires an amendment through the EFM interface without user intervention.	3
FR.0542	Special Programs (TRA)	Enter Petition	07	UC.01.12	The system shall provide a capability to pre-populate a news release template with TRA petition information.	3
FR.0543	Special Programs (TRA)	Enter Petition	07	UC.01.12	The system shall provide a capability to associate a press release with a TRA petition.	3
FR.0544	Special Programs (TRA)	Enter Petition	07	UC.01.12	The system shall provide a capability to identify a media outlet to send a press release without user intervention.	3
FR.0545	Special Programs (TRA)	Enter Petition	07	UC.01.12	The system shall provide a capability to select a media outlet to publish a press release.	3
FR.0546	Special Programs (TRA)	Enter Petition	07	UC.05.01	The system shall provide a capability to accept amended TRA petitions.	3
FR.0547	Special Programs (TRA)	Enter Petition	08	UC.01.12	The system shall provide a capability to enter media outlet information.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0548	Special Programs (TRA)	Enter Petition	08	UC.01.12	The system shall provide a capability to modify media outlet information.	3
FR.0549	Special Programs (TRA)	Enter Petition	09	UC.01.12	The system shall provide a capability for a user to modify news release information.	3
FR.0550	Special Programs (TRA)	Enter Petition	10	UC.01.12	The system shall provide a capability to alert specified users without user intervention when the budget for publishing press releases has exceeded the administrator defined budget.	3
FR.0551	Special Programs (TRA)	Enter Petition	10	UC.01.12	The system shall provide a capability to determine whether a press release exceeds an administrator configurable monetary threshold required to authorize the publication of a press release.	3
FR.0552	Special Programs (TRA)	Enter Petition	10	UC.01.12	The system shall provide a capability for a user to authorize a press release prior to the press release being published.	3
FR.0553	Special Programs (TRA)	Enter Petition	11	UC.01.12	The system shall provide a capability to route a press release without user intervention for approval when the cost of the press release exceeds the administrator defined monetary threshold.	3
FR.0554	Special Programs (TRA)	Enter Petition	12	UC.01.12	The system shall provide a capability to distribute a press release to multiple media outlets.	3
FR.0555	Special Programs (TRA)	Enter Petition	12	UC.01.12	The system shall provide a capability to associate a media outlet press release confirmation with a TRA petition.	3
FR.0556	Special Programs (TRA)	Enter Petition	12	UC.99.06	The system shall provide a capability to notify a media outlet AWI has not received a press release confirmation in an administrator determined time period without user intervention.	3
FR.0557	Special Programs (TRA)	Enter Petition	12	UC.01.12	The system shall provide a capability to send a press release for publication to a media outlet without user intervention.	3
FR.0558	Special Programs (TRA)	Identify Claimants	00	UC.05.03	The system shall provide a capability to associate a TRA claimant with a TRA petition.	3
FR.0559	Special Programs (TRA)	Identify Claimants	00	UC.05.03	The system shall provide a capability to prevent the addition of a claimant who is already on a TRA petition.	3
FR.0560	Special Programs (TRA)	Identify Claimants	00		The system shall provide a capability to upload files from employers containing potential TRA participants.	3
FR.0561	Special Programs (TRA)	Identify Claimants	00		The system shall provide a capability to associate uploaded TRA files to a specific TRA petition and employer.	3
FR.0562	Special Programs (TRA)	Identify Claimants	02	UC.05.01	The system shall provide a capability to send a request to the TRA employer for information related to their employees impacted under the TRA petition without user intervention.	3
FR.0563	Special Programs (TRA)	Identify Claimants	02	UC.05.03	The system shall provide a capability to identify UC claimants that are potentially eligible for TRA without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0564	Special Programs (TRA)	Identify Claimants	02	UC.99.07	The system shall provide a capability for a user to generate and send correspondence requesting information related to employees potentially eligible for TRA benefits.	3
FR.0565	Special Programs (TRA)	Identify Claimants	04		The system shall provide a capability for a user to disassociate from a TRA petition any claimants or employees the system determined as potentially eligible for TRA benefits.	3
FR.0566	Special Programs (TRA)	Identify Claimants	05	UC.05.03	The system shall provide a capability to determine an eligible TRA or RTAA claimant is potentially eligible to receive HCTC without user intervention.	3
FR.0567	Special Programs (TRA)	Identify Claimants	05	UC.05.03	The system shall provide a capability to notify a claimant they may be eligible to receive TRA benefits without user intervention.	3
FR.0568	Special Programs (TRA)	Identify Claimants	05	UC.05.03	The system shall provide a capability to associate potentially eligible TRA claimants to a TRA petition.	3
FR.0569	Special Programs (TRA)	Identify Claimants	06	UC.05.03	The system shall provide a capability to route TRA applications without user intervention based on the answers provided to TRA questions.	3
FR.0570	Special Programs (TRA)	Identify Claimants	06	UC.05.03	The system shall provide a capability to associate potentially eligible TRA claimants to a TRA application.	3
FR.0571	Special Programs (TRA)	Process Application	00	UC.05.03	The system shall provide a capability to modify the eligibility status of a TRA or RTAA claimant.	3
FR.0572	Special Programs (TRA)	Process Application	01	UC.05.03	The system shall provide a capability to enter a TRA application.	3
FR.0573	Special Programs (TRA)	Process Application	01	UC.05.03	The system shall provide a capability to enter a RTAA application.	3
FR.0574	Special Programs (TRA)	Process Application	03	UC.99.06	The system shall provide a capability to set an administrator configurable time period to send reminder notifications to claimants who have not provided training waivers.	3
FR.0575	Special Programs (TRA)	Process Application	04	UC.99.05	The system shall provide a capability to calculate a claimant's RTAA benefits.	3
FR.0576	Special Programs (TRA)	Process Application	05	UC.99.07	The system shall provide a capability for a user to send correspondence requesting additional information from a claimant.	3
FR.0577	Special Programs (TRA)	Process Application	07	UC.05.03	The system shall provide a capability to determine TRA eligibility for a claimant.	3
FR.0578	Special Programs (TRA)	Process Application	07	UC.05.03	The system shall provide a capability to determine RTAA eligibility for a claimant.	3
FR.0579	Special Programs (TRA)	Process Application	07	UC.05.03	The system shall provide a capability to validate via the New Hire List an RTAA claimant's employer.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0580	Special Programs (TRA)	Process Application	07	UC.05.03	The system shall provide a capability to determine a claimant's TRA eligibility period, by program without user intervention based on administrator defined criteria.	3
FR.0581	Special Programs (TRA)	Process Application	07		The system shall provide a capability to determine when a claimant's TRA/RTAA benefits will be paid.	3
FR.0582	Special Programs (TRA)	Submit Initial Training Verification	00	UC.05.02	The system shall provide a capability to disable a claimant's worksearch criteria without user intervention.	3
FR.0583	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period a claimant is required to provide their training certification.	3
FR.0584	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period a claimant is required to provide a training waiver.	3
FR.0585	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability to prevent TRA benefits to a claimant when a TRA Training waiver is not provided in the administrator defined time period.	3
FR.0586	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability for a user to modify a system determined decision to prevent benefit from being paid when a claimant has not provided a training certification within the administrator defined time period.	3
FR.0587	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability for a user to modify a system determined decision to prevent benefit from being paid when a claimant has not provided a training waiver within the administrator defined time period.	3
FR.0588	Special Programs (TRA)	Submit Initial Training Verification	00	UC.05.02	The system shall provide a capability to receive TRA training waivers from the EFM interface without user intervention.	3
FR.0589	Special Programs (TRA)	Submit Initial Training Verification	00	UC.00.00	The system shall provide a capability to enter and maintain training institution information.	3
FR.0590	Special Programs (TRA)	Submit Initial Training Verification	01	UC.05.02	The system shall provide a capability to receive approved TRA training information from the EFM interface without user intervention.	3
FR.0591	Special Programs (TRA)	Submit Initial Training Verification	01	UC.05.02	The system shall provide a capability to receive approved TRA waiver information from the EFM interface without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0592	Special Programs (TRA)	Submit Initial Training Verification	01	UC.05.02	The system shall provide a capability to enter a claimant's TRA training waiver information.	3
FR.0593	Special Programs (TRA)	Submit Initial Training Verification	02	UC.05.02	The system shall provide a capability to enter a claimant's approved TRA training information.	3
FR.0594	Special Programs (TRA)	Submit Initial Training Verification	02		The system shall provide a capability to provide a claimant's training information to Workforce via the EFM interface without user intervention.	3
FR.0595	Special Programs (TRA)	Submit Initial Training Verification	05	UC.05.02	The system shall provide a capability to enter a claimant's training waiver.	3
FR.0596	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.05.02	The system shall provide a capability to enter a TRA eligibility determination for a claimant collecting regular UC benefits.	3
FR.0597	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.05.02	The system shall provide a capability to deny a training certification provided by a TRA claimant.	3
FR.0598	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.05.02	The system shall provide a capability to revoke training waivers for a TRA claimant.	3
FR.0599	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.99.06	The system shall provide a capability to generate reminder correspondence to a claimant for training waivers that have not been received by the administrator defined time period.	3
FR.0600	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period to send reminder notifications to claimants who have not provided training certifications.	3
FR.0601	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.99.06	The system shall provide a capability to generate reminder correspondence to a claimant for training certifications that have not been received by the administrator defined time period.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0602	Special Programs (TRA)	Submit Continuing Training Verification	01	UC.05.02	The system shall provide a capability to associate one or more training waivers with a TRA claim.	3
FR.0603	Special Programs (TRA)	Submit Continuing Training Verification	01	UC.05.02	The system shall provide a capability to modify training waiver information.	3
FR.0604	Special Programs (TRA)	Submit Continuing Training Verification	02	UC.05.02	The system shall provide a capability to enter and associate one or more training certifications with a TRA claim.	3
FR.0605	Special Programs (TRA)	Submit Continuing Training Verification	03	UC.05.03	The system shall provide a capability to approve or deny a training waiver.	3
FR.0606	Special Programs (TRA)	Submit Continuing Training Verification	06	UC.05.02	The system shall provide a capability to approve or deny a training certification.	3
FR.0607	Special Programs (TRA)	Process RTAA Submit Paystub	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period to send reminder notifications to claimants who have not provided their paystubs.	3
FR.0608	Special Programs (TRA)	Process RTAA Submit Paystub	00	UC.05.03	The system shall provide a capability to generate reminder correspondence to a claimant for one or more outstanding paystubs.	3
FR.0609	Special Programs (TRA)	Process RTAA Submit Paystub	00	UC.05.02	The system shall provide a capability to require a TRA claimant to provide a paystub.	3
FR.0610	Special Programs (TRA)	Process RTAA Submit Paystub	03	UC.05.02	The system shall provide a capability to enter a claimant's paystub information.	3
FR.0611	Special Programs (DUA)	Special Programs (DUA) (General)	00	UC.01.05	The system shall provide a capability to modify an established disaster assistance program.	3
FR.0612	Special Programs (DUA)	Special Programs (DUA) (General)	00	UC.01.01	The system shall provide a capability to prevent duplicate DUA claims.	3
FR.0613	Special Programs (DUA)	Special Programs (DUA) (General)	00	UC.01.01	The system shall provide a capability to associate a DUA claim with the appropriate DUA benefit program.	3
FR.0614	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.05	The system shall provide a capability to approve or deny a disaster assistance program information prior to establishing a DUA program.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0615	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.01	The system shall provide a capability to prevent the establishment of multiple DUA benefit programs for the same declaration (declared disaster).	3
FR.0616	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to publish a DUA fact sheet to an AWI website.	3
FR.0617	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to upload and associate DUA benefit documents with a specific DUA program.	3
FR.0618	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to maintain media outlet information for disaster unemployment programs.	3
FR.0619	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to associate a benefit document with one or more media outlets.	3
FR.0620	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to generate multiple press releases for a DUA program.	3
FR.0621	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.05	The system shall provide a capability to deactivate a DUA program.	3
FR.0622	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.05	The system shall provide a capability to re-activate a deactivated DUA program.	3
FR.0623	Special Programs (DUA)	Process DUA Mobilization	01	UC.01.05	The system shall provide a capability to enter disaster declaration information to establish a disaster assistance program (DUA).	3
FR.0624	Special Programs (DUA)	Process DUA Mobilization	02	UC.99.07	The system shall provide a capability to route a DUA press release without user intervention for approval or denial prior to publishing.	3
FR.0625	Special Programs (DUA)	Process DUA Mobilization	02	UC.01.12	The system shall provide a capability to associate a press release with a DUA program.	3
FR.0626	Special Programs (DUA)	Process DUA Mobilization	02	UC.01.12	The system shall provide a capability to identify a media outlet to send a press release based on a disaster location(s) without user intervention.	3
FR.0627	Special Programs (DUA)	Process DUA Mobilization	03	UC.01.05	The system shall provide a capability to modify a DUA press release prior to publishing.	3
FR.0628	Special Programs (DUA)	Process DUA Mobilization	03	UC.01.12	The system shall provide a capability to select a media outlet to publish a DUA press release.	3
FR.0629	Special Programs (DUA)	Process DUA Mobilization	04	UC.01.12	The system shall provide a capability to capture and store the cost of publishing DUA press releases.	3
FR.0630	Special Programs (DUA)	Process DUA Mobilization	04	UC.01.12	The system shall provide a capability to send a DUA press release for publication to a media outlet without user intervention.	3
FR.0631	Special Programs (DUA)	Process DUA Mobilization	05	UC.99.07	The system shall provide a capability to route a DUA fact sheet without user intervention for approval or denial prior to publishing.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0632	Special Programs (DUA)	Process DUA Mobilization	06	UC.99.07	The system shall provide a capability to route a DUA Interstate Coordinator's Announcement without user intervention for approval or denial prior to publishing.	3
FR.0633	Special Programs (DUA)	Process DUA Mobilization	07	UC.99.07	The system shall provide a capability to route DUA interim procedural instructions without user intervention prior to publishing.	3
FR.0634	Special Programs (DUA)	Process DUA Mobilization	09	UC.01.05	The system shall provide a capability to determine the information provided to establish a DUA program meets the DUA program eligibility criteria.	3
FR.0635	Special Programs (DUA)	Process DUA Mobilization	11	UC.01.05	The system shall provide a capability to route entered disaster declaration information without user intervention for approval or denial prior to establishing the DUA program.	3
FR.0636	Special Programs (DUA)	Process DUA Mobilization	11		The system shall provide a capability to determine a DUA program effective date.	3
FR.0637	Special Programs (DUA)	Process DUA Mobilization	11		The system shall provide a capability to determine a DUA program end date.	3
FR.0638	Special Programs (DUA)	Process DUA Mobilization	11		The system shall provide a capability to modify a DUA program effective date.	3
FR.0639	Special Programs (DUA)	Process DUA Mobilization	11	UC.01.05	The system shall provide a capability to activate a DUA program to permit the filling of a DUA claim associated with an established DUA program.	3
FR.0640	Special Programs (DUA)	Process DUA Mobilization	12	UC.01.05	The system shall provide a capability to create DUA benefit rights information without user intervention.	3
FR.0641	Special Programs (DUA)	Process DUA Mobilization	13	UC.99.07	The system shall provide a capability to approve or deny disaster assistance program correspondence prior to publication.	3
FR.0642	Special Programs (DUA)	Process DUA Mobilization	13	UC.01.05	The system shall provide a capability to modify DUA documentation generated for a declared disaster.	3
FR.0643	Special Programs (DUA)	Process DUA Mobilization	14	UC.01.05	The system shall provide a capability to route approved procedural instructions without user intervention.	3
FR.0644	Special Programs (DUA)	Process DUA Mobilization	15	UC.01.05	The system shall provide a capability to determine a DUA claim has been filed late without user intervention.	3
FR.0645	Special Programs (DUA)	Process DUA Mobilization	15	UC.01.05	The system shall provide a capability to route DUA claim issues that require fact finding without user intervention.	3
FR.0646	Special Programs (DUA)	Process DUA Mobilization	15	UC.01.05	The system shall provide a capability to maintain an administrator configurable time period for filing DUA claims.	3
FR.0647	Special Programs (DUA)	Process DUA Eligibility Determination	00		The system shall provide a capability to re-screen DUA claimants for eligibility on an administrator configurable time basis (quarterly).	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0648	Special Programs (DUA)	Process DUA Eligibility Determination	00		The system shall provide a capability to identify an administrator configurable period of time claimant's are required to provide their DUA eligibility information.	3
FR.0649	Special Programs (DUA)	Process DUA Eligibility Determination	00		The system shall provide a capability to route a DUA claim without user intervention when a claimant has not provided the required DUA eligibility information.	3
FR.0650	Special Programs (DUA)	Process DUA Eligibility Determination	01	UC.01.01	The system shall provide a capability to enter a DUA claim.	3
FR.0651	Special Programs (DUA)	Process DUA Eligibility Determination	01	UC.01.01	The system shall provide a capability to associate eligible DUA claims with the appropriate DUA program.	3
FR.0652	Special Programs (DUA)	Process DUA Eligibility Determination	01	UC.01.01	The system shall provide a capability to route claimant applications for DUA eligibility without user intervention based on responses to DUA eligibility questions.	3
FR.0653	Special Programs (DUA)	Process DUA Eligibility Determination	02		The system shall provide a capability to determine when a claimant has not provided required information for establishing a DUA claim.	3
FR.0654	Special Programs (DUA)	Process DUA Eligibility Determination	02		The system shall provide a capability to approve or deny a claimant's justification for filing a late DUA claim.	3
FR.0655	Special Programs (DUA)	Process DUA Eligibility Determination	03		The system shall provide a capability to approve or deny a claimant's justification for employment loss.	3
FR.0656	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to determine a DUA claim effective date.	3
FR.0657	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to determine a DUA claim end date.	3
FR.0658	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to modify a DUA program end date.	3
FR.0659	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to modify a DUA claim effective date.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0660	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to modify a DUA claim end date.	3
FR.0661	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to send a reminder notice when a claimant has not provided required DUA eligibility information within the administrator defined time period.	3
FR.0662	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to issue a DUA claim eligibility determination pending proof of wages.	3
FR.0663	Special Programs (DUA)	Process DUA Eligibility Determination	06	UC.01.01	The system shall provide a capability to enter self-employment wages for a DUA claim.	3
FR.0664	Special Programs (DUA)	Process DUA Eligibility Determination	07	UC.01.01	The system shall provide a capability to determine the eligibility of a DUA claim.	3
FR.0665	Special Programs (DUA)	Process DUA Eligibility Determination	08	UC.01.01	The system shall provide a capability to modify the eligibility determination of a DUA claim.	3
FR.0666	Special Programs (DUA)	Process DUA Eligibility Determination	08		The system shall provide a capability to issue a DUA claim redetermination without user intervention.	3
FR.0667	Special Payments	Special Payments (General)	00		The system shall provide a capability to calculate supplemental payments without user intervention.	3
FR.0668	Special Payments	Special Payments (General)	00		The system shall provide a capability for a user to enter supplemental payments.	3
FR.0669	Special Payments	Special Payments (General)	00		The system shall provide a capability for a user to adjust a system determined supplemental payment.	3
FR.0670	Special Payments	Special Payments (General)	00		The system shall provide a capability to debit and credit specific claim program funds without user intervention.	3
FR.0671	Special Payments	Special Payments (General)	00		The system shall provide a capability for a user to debit and credit claim program funds.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0672	Special Payments	Special Payments (General)	00		The system shall provide a capability to modify the federal hourly minimum wage using administrator configurable parameters.	3
FR.0673	Special Payments	Special Payments (General)	00		The system shall provide a capability to perform multiple benefit payment transactions on a single business day.	3
FR.0674	Special Payments	Special Payments (General)	00	UC.01.05	The system shall provide a capability to disable state or federal programs.	3
FR.0675	Special Payments	Special Payments (General)	00		The system shall provide a capability to credit the specified claim program (e.g., UI, EB, EUC) fund when a benefit payment is canceled.	3
FR.0676	Special Payments	Special Payments (General)	00		The system shall provide a capability to issue multiple payments to a claimant on the same date.	3
FR.0677	Special Payments	Special Payments (General)	00		The system shall provide a capability to assign a unique identifier to each new warrant generated.	3
FR.0678	Special Payments	Special Payments (General)	00		The system shall provide a capability to assign a unique identifier to each debit card payment.	3
FR.0679	Special Payments	Special Payments (General)	00		The system shall provide a capability to initiate a supplemental payment without user intervention.	3
FR.0680	Special Payments	Special Payments (General)	00		The system shall provide a capability to initiate an overpayment without user intervention.	3
FR.0681	Special Payments	Issue Payment (Certify Weeks)	00	UC.99.15	The system shall provide a capability to calculate the balance of a claimant's available credits without user intervention.	3
FR.0682	Special Payments	Issue Payment (Certify Weeks)	00	UC.99.16	The system shall provide a capability for a user to prevent future certifications from being issued.	3
FR.0683	Special Payments	Issue Payment (Certify Weeks)	00	UC.99.15	The system shall provide a capability to determine a claimant's certification status.	3
FR.0684	Special Payments	Issue Payment (Certify Weeks)	00		The system shall provide a capability for a user to associate an issue with a benefit payment.	3
FR.0685	Special Payments	Issue Payment (Certify Weeks)	00		The system shall provide a capability to modify a claimant's reported earnings.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0686	Special Payments	Issue Payment (Certify Weeks)	00	UC.99.15	The system shall provide a capability to reduce a claimant's basic TRA balance when a TRA claim is paid from another fund source without user intervention.	3
FR.0687	Special Payments	Issue Payment (Certify Weeks)	01	UC.99.15	The system shall provide a capability to enter weekly certifications for claimant's to receive benefits.	3
FR.0688	Special Payments	Issue Payment (Certify Weeks)	01	UC.99.15	The system shall provide a capability for a user to certify single or multiple weeks of benefits.	3
FR.0689	Special Payments	Issue Payment (Certify Weeks)	01	UC.99.15	The system shall provide a capability for a user to select the number of weeks to certify.	3
FR.0690	Special Payments	Issue Payment (Certify Weeks)	02	UC.99.15	The system shall provide a capability to maintain administrator defined certification questions based on the program type.	3
FR.0691	Special Payments	Issue Payment (Certify Weeks)	02	UC.99.15	The system shall provide a capability to enter and store responses to certification questions.	3
FR.0692	Special Payments	Issue Payment (Certify Weeks)	02	UC.99.15	The system shall provide a capability to identify certification issues that require fact finding.	3
FR.0693	Special Payments	Issue Payment (Certify Weeks)	02	UC.99.15	The system shall provide a capability to route certification issues that require fact finding without user intervention.	3
FR.0694	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.05	The system shall provide a capability to calculate DUA benefits based on part-time work.	3
FR.0695	Special Payments	Issue Payment (Certify Weeks)	04	UC.04.02	The system shall provide a capability for an STC claimant to authorize STC weekly work information submitted by an employer.	3
FR.0696	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.15	The system shall provide a capability for a user to approve or deny the weekly work information provided by the employer.	3
FR.0697	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.15	The system shall provide a capability to notify an employer an STC claimant denied weekly work information without user intervention.	3
FR.0698	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.15	The system shall provide a capability to route certification issues preventing payment based on the issue type without user intervention.	3
FR.0699	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.05	The system shall provide a capability for a user to enter a STC claimant's hours worked.	3
FR.0700	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.06	The system shall provide a capability for a user to approve or deny the claimant's hours worked provided by the employer.	3
FR.0701	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.07	The system shall provide a capability to confirm an STC claimant and employer agree with the STC claimants hours worked without user intervention.	3
FR.0702	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.09	The system shall provide a capability to notify an employer a claimant has denied the hours worked provided by the employer without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0703	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.10	The system shall provide a capability to notify an employer an STC claimant has provided the hours worked for the weeks being certified.	3
FR.0704	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.16	The system shall provide a capability for a user to issue additional weeks to certify.	3
FR.0705	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.15	The system shall provide a capability to determine if an additional claim is required without user intervention.	3
FR.0706	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.15	The system shall provide a capability to offset overpayments without user intervention.	3
FR.0707	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.15	The system shall provide a capability to establish a transitional claim without user intervention.	3
FR.0708	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.15	The system shall provide a capability to identify issues that prevent a benefit payment from being issued without user intervention.	3
FR.0709	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to enforce a waiting period before benefits can be paid based on the program type without user intervention.	3
FR.0710	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to issue payment from multiple program funds for the same week without user intervention.	3
FR.0711	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to distribute benefit payments in accordance with a claimant's preferred method of payment without user intervention.	3
FR.0712	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to make available a claimant's applicable certification weeks without user intervention.	3
FR.0713	Special Payments	Issue Payment (Certify Weeks)	06		The system shall provide a capability to maintain administrator defined issues that prevent a claimant's benefit payment from being issued.	3
FR.0714	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to issue payment for a claimant's benefits.	3
FR.0715	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to calculate the WBA benefit amount due to a claimant for each claim program type.	3
FR.0716	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to debit the specified claim program (e.g., UI, EB, EUC) fund when a benefit payment is issued.	3
FR.0717	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability for a user to issue payment from multiple program funds (e.g., EUC, EB) for the same week.	3
FR.0718	Special Payments	Process Returned Warrants	00	UC.07.04	The system shall provide a capability to issue a new payment without user intervention to replace a canceled warrant.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0719	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to determine when a claimant's mailing address has been updated in the system since a specific warrant was issued.	3
FR.0720	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to maintain an administrator defined list of reason(s) a warrant was returned as undeliverable.	3
FR.0721	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to enter, store, and associate the reason(s) a warrant was returned as undeliverable.	3
FR.0722	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to route returned warrant information based on the reason(s) a warrant was returned as undeliverable.	3
FR.0723	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to make available a claimant's warrant status on the claimant's account.	3
FR.0724	Special Payments	Process Returned Warrants	03	UC.07.04	The system shall provide a capability for a user to override a canceled warrant request within an administrator configurable time limit.	3
FR.0725	Special Payments	Process Returned Warrants	03	UC.07.04	The system shall provide a capability to cancel a warrant without user intervention.	3
FR.0726	Special Payments	Process Returned Warrants	03	UC.07.04	The system shall provide a capability for a user to cancel warrant.	3
FR.0727	Special Payments	Process Returned Warrants	03	UC.07.04	The system shall provide a capability to specify an administrator configurable time-frame to cancel a warrant without user intervention.	3
FR.0728	Special Payments	Process Returned Warrants	06	UC.07.04	The system shall provide a capability for a user to identify returned warrants to re-mail.	3
FR.0729	Special Payments	Process Returned Warrants	07	UC.07.04	The system shall provide a capability to indicate a specific warrant has been mailed or re-mailed without user intervention.	3
FR.0730	Special Payments	Process Returned Warrants	07	UC.07.04	The system shall provide a capability to generate mailing labels for re-mailed warrants.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0731	Special Payments	Electronic Funds Transfer (EFT)	00		The system shall provide a capability to assign a unique EFT trace number to each EFT payment attempted.	3
FR.0732	Special Payments	Electronic Funds Transfer (EFT)	01	UC.99.03	The system shall provide a capability to enter the required information to provide claimant benefits via their preferred method (EFT, Warrant, or Debit).	3
FR.0733	Special Payments	Electronic Funds Transfer (EFT)	03	UC.99.03	The system shall provide a capability to validate claimant EFT information with the banking institutions.	3
FR.0734	Special Payments	Electronic Funds Transfer (EFT)	04	UC.99.03	The system shall provide a capability to determine an EFT transaction has failed (rejected) via the EFT interface.	3
FR.0735	Special Payments	Electronic Funds Transfer (EFT)	04	UC.99.03	The system shall provide a capability to send a payment to replace a failed EFT transaction without user intervention.	3
FR.0736	Special Payments	Electronic Funds Transfer (EFT)	04		The system shall provide a capability to issue EFT debit transactions via the EFT interface.	3
FR.0737	Special Payments	Electronic Funds Transfer (EFT)	04		The system shall provide a capability to issue EFT credit transactions via the EFT interface.	3
FR.0738	Special Payments	Duplicate Affidavit	01	UC.07.01	The system shall provide a capability to allow a claimant to request a duplicate warrant.	3
FR.0739	Special Payments	Duplicate Affidavit	03	UC.07.01	The system shall provide a capability to route duplicate warrant request without user intervention.	3
FR.0740	Special Payments	Duplicate Affidavit	05	UC.07.01	The system shall provide a capability to generate a duplicate (replacement) warrant.	3
FR.0741	Special Payments	Duplicate Affidavit	05	UC.07.01	The system shall provide a capability to retrieve an image copy of cashed warrants via AWIs banking institution interface.	3
FR.0742	Special Payments	Duplicate Affidavit	13	UC.07.01	The system shall provide a capability to select from an administrator defined list the reason(s) a duplicate affidavit form provided by a claimant is being returned to a claimant.	3
FR.0743	Special Payments	Duplicate Affidavit	14		The system shall provide a capability to indicate when a warrant was cashed via system interface with the Department of Financial Services.	3
FR.0744	Special Payments	Duplicate Affidavit	15		The system shall provide a capability to request a stop payment on warrants via system interface with the Department of Financial Services.	3
FR.0745	Special Payments	Duplicate Affidavit	15		The system shall provide a capability to identify if a stop payment request was granted via system interface with the Department of Financial Services.	3
FR.0746	Special Payments	Duplicate Affidavit	18	UC.07.01	The system shall provide a capability to associate and store information pertaining to a duplicate (replacement) warrant with the claimant's account.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0747	Special Payments	Issue Forgery Packets	00	UC.07.05	The system shall provide a capability for a user to approve or deny a claimant's request for a forgery investigation.	3
FR.0748	Special Payments	Issue Forgery Packets	02	UC.07.05	The system shall provide a capability to enter a request for a forgery investigation.	3
FR.0749	Special Payments	Issue Forgery Packets	06	UC.07.05	The system shall provide a capability to enter, store, and associate forgery determinations with a claimant's account.	3
FR.0750	Special Payments	Issue Forgery Packets	06	UC.07.05	The system shall provide a capability to reissue payment for a cashed warrant.	3
FR.0751	Special Payments	Issue Forgery Packets	07	UC.07.05	The system shall provide a capability to request a replacement warrant for a warrant that has been determined forged.	3
FR.0752	Special Payments	Beneficiary Affidavit	00		The system shall provide a capability to identify a user as deceased via the Department of Health Vital Statistics system interface.	3
FR.0753	Special Payments	Beneficiary Affidavit	00		The system shall provide a capability to match claimants who have deceased and have certified weeks after the date of death.	3
FR.0754	Special Payments	Beneficiary Affidavit	00		The system shall provide a capability to route claimant information when a compensable week is paid after the date of death without user intervention.	3
FR.0755	Special Payments	Beneficiary Affidavit	00		The system shall provide a capability for a user to enter a deceased claimant investigation decision.	3
FR.0756	Special Payments	Beneficiary Affidavit	01	UC.07.02	The system shall provide a capability to enter beneficiary information.	3
FR.0757	Special Payments	Beneficiary Affidavit	02	UC.07.02	The system shall provide a capability to prevent future mailings and payments.	3
FR.0758	Special Payments	Beneficiary Affidavit	03	UC.07.02	The system shall provide a capability to enter a beneficiary affidavit.	3
FR.0759	Special Payments	Beneficiary Affidavit	06	UC.07.02	The system shall provide a capability to associate a claimant’s beneficiary's notarized affidavit with the deceased claimants account.	3
FR.0760	Special Payments	Beneficiary Affidavit	06	UC.07.02	The system shall provide a capability to associate a beneficiary with a claimant.	3
FR.0761	Special Payments	Beneficiary Affidavit	07	UC.07.02	The system shall provide a capability to prevent future claimant certifications upon notification a claimant is deceased.	3
FR.0762	Special Payments	Beneficiary Affidavit	08	UC.07.02	The system shall provide a capability for a user to approve or deny a claimant's beneficiaries request to receive a deceased claimant's benefits.	3
FR.0763	Special Payments	Beneficiary Affidavit	09	UC.07.02	The system shall provide a capability to reissue a deceased claimant's benefit payments to a claimant's beneficiary.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0764	Special Payments	Generate Duplicate 1099/49T	00	UC.07.03	The system shall provide a capability to generate a 1099 for each claimant who received benefits during a specified period of time.	3
FR.0765	Special Payments	Generate Duplicate 1099/49T	00	UC.07.03	The system shall provide a capability to specify an administrator configurable time-frame for 1099 and 49T data retention.	3
FR.0766	Special Payments	Generate Duplicate 1099/49T	00	UC.07.03	The system shall provide a capability to make available a 49T for each claimant who has made a repayment.	3
FR.0767	Special Payments	Generate Duplicate 1099/49T	04	UC.07.03	The system shall provide a capability to correct (amend) a 1099.	3
FR.0768	Special Payments	Generate Duplicate 1099/49T	04	UC.07.03	The system shall provide a capability to correct (amend) a 49T.	3
FR.0769	Special Payments	Returned Wage Determinations	03		The system shall provide a capability to prevent future payments to a claimant without user intervention.	3
FR.0770	Special Payments	Returned Wage Determinations	03		The system shall provide a capability for a user to prevent future payments to a claimant.	3
FR.0771	Special Payments	Returned Wage Determinations	03		The system shall provide a mechanism for a user to override a stop on future payments.	3
FR.0772	Special Payments	Returned Wage Determinations	04		The system shall provide a capability to reissue wage determinations without user intervention.	3
FR.0773	Special Payments	Child Support	00		The system shall provide a capability to calculate the amount of child support deducted from UC benefits.	3
FR.0774	Special Payments	Child Support	01		The system shall provide a capability to enter child support deduction information.	3
FR.0775	Special Payments	Child Support	03		The system shall provide a capability to modify the amount of child support deducted from claimants' benefit amounts.	3
FR.0776	Appeals	Appeals (General)	00	UC.08.06	The system shall provide a capability for an appeal to be routed to the Unemployment Appeals Commission (UAC).	3
FR.0777	Appeals	Appeals (General)	00	UC.08.02	The system shall provide a capability to route Remand cases to referees based upon the content of the UAC Remand Orders.	3
FR.0778	Appeals	Appeals (General)	00	UC.08.01	The system shall provide a capability to associate appeals source documents with an appeal when filed.	3
FR.0779	Appeals	Appeals (General)	00	UC.99.08	The system shall provide a capability to attach evidence to an appeal.	3

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0780	Appeals	Appeals (General)	00	UC.99.08	The system shall provide a capability to uniquely identify each document associated with an appeal.	3
FR.0781	Appeals	Appeals (General)	00		The system shall provide a capability to log activities performed on an appeals case.	3
FR.0782	Appeals	Appeals (General)	00		The system shall provide a capability to allow for the capture, storage, and retrieval of waiver documents.	3
FR.0783	Appeals	Appeals (General)	00		The system shall provide a capability to allow each appeal case type to have its own administrator configurable aging criteria (e.g., time from docketing to hearing, time from hearing to decision).	3
FR.0784	Appeals	Appeals (General)	00		The system shall provide a capability to archive appeal cases based on administrator configurable criteria such as date or status.	3
FR.0785	Appeals	Appeals (General)	00		The system shall provide a capability to delete appeal cases based on administrator configurable criteria such as date or status.	3
FR.0786	Appeals	Appeals (General)	00		The system shall provide a capability for a supervisor/manager to display a list of hearings assigned to resources reporting to the supervisor/manager.	3
FR.0787	Appeals	Appeals (General)	00		The system shall provide a capability to establish and maintain status information for each appeals case.	3
FR.0788	Appeals	Appeals (General)	00		The system shall provide a capability to prepare and transmit appeal case information to the District Court of Appeals (DCA) as required by the DCA.	3
FR.0789	Appeals	Appeals (General)	00		The system shall provide a capability to prepare and transmit appeal case information to the US Department of Labor (DOL) as required by the DOL.	3
FR.0790	Appeals	Appeals (General)	00		The system shall provide a capability to record that an appeal has been filed with the District Court of Appeal (DCA) to which the Agency is a party.	3
FR.0791	Appeals	Appeals (General)	00		The system shall provide a capability to re-schedule appeals cases for which continuances are granted.	3
FR.0792	Appeals	Appeals (General)	00		The system shall provide a capability to mass reassign an individual referee's scheduled hearings to another referee for a configurable period of time.	3
FR.0793	Appeals	Appeals (General)	00		The system shall provide a capability to define specific criteria or qualifications to prevent or enable referees from being assigned specific case types. For example, referee A is not qualified to hear Special Deputy cases; referee B is qualified to b	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0794	Appeals	Appeals (General)	00		The system shall provide a capability to approve or deny a request for a continuance.	3
FR.0795	Appeals	Appeals (General)	00		The system shall provide a capability to maintain contact information for all parties to an appeal.	3
FR.0796	Appeals	Appeals (General)	00		The system shall provide a capability to maintain appeal issue codes and descriptions.	3
FR.0797	Appeals	Appeals (General)	00		The system shall provide a capability to generate administrator configurable online surveys, capture the results, and report the results.	3
FR.0798	Appeals	Appeals (General)	00		The system shall provide a capability to prepare and transmit appeal case information to the Unemployment Appeals Commission (UAC) as required by the UAC.	3
FR.0799	Appeals	Appeals (General)	00		The system shall provide a capability to include the explanation of the law or rules and regulations on appeal documents.	3
FR.0800	Appeals	Appeals (General)	00		The system shall provide a capability to edit notice text prior to distribution.	3
FR.0801	Appeals	Appeals (General)	00		The system shall provide a capability to capture and record contacts/notes/comments by staff to document contacts with parties.	3
FR.0802	Appeals	Appeals (General)	00		The system shall provide a capability to allow time extensions to be established for appeals.	3
FR.0803	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to allow users to file appeals.	3
FR.0804	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to allow an appeal to a combined determination and shall consider the appeal to be for all issues associated with the determination(s).	3
FR.0805	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to determine or enter the date an appeal is filed.	3
FR.0806	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to display a list of all determinations for a given appellant.	3
FR.0807	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to permit appeals of only adverse determinations.	3
FR.0808	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to prevent the filing of duplicate appeals.	3
FR.0809	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to appeal an adverse redetermination.	3
FR.0810	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to intake appeals information and apply the same rules, edits, and validations regardless of whether the intake is performed over the internet or by a desktop user.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0811	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to allow authorized third-party representatives to file appeals.	3
FR.0812	Appeals	Benefit Appeals Intake	01	UC.08.02	The system shall provide a capability to store information from the Department of Revenue for Child Support cases.	3
FR.0813	Appeals	Benefit Appeals Intake	01		The system shall provide a capability to prevent the Agency from filing an appeal to a determination issued by the Agency (unless the Agency is the employer).	3
FR.0814	Appeals	Benefit Appeals Intake	02	UC.08.01	The system shall provide a capability to calculate timeframes for appeal filings.	3
FR.0815	Appeals	Benefit Appeals Intake	02	UC.08.01	The system shall provide a capability to, without user intervention, docket an appeal that passes appeal validation rules.	3
FR.0816	Appeals	Benefit Appeals Intake	02	UC.08.01	The system shall provide a capability to indicate when an appeal filing date exceeds administrator configurable time limits.	3
FR.0817	Appeals	Benefit Appeals Intake	02	UC.08.02	The system shall provide a capability to display appeal submissions and make updates to correct information or to add missing information.	3
FR.0818	Appeals	Benefit Appeals Intake	02	UC.08.02	The system shall provide a capability to enter additional information from parties to an appeal.	3
FR.0819	Appeals	Benefit Appeals Intake	03	UC.08.02	The system shall provide a capability for a user to confirm appeal information prior to submission.	3
FR.0820	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to assign a unique number for each appeal filed without user intervention.	3
FR.0821	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to create a timestamp to indicate when an appeal is filed.	3
FR.0822	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to create and maintain a case file for each appeal.	3
FR.0823	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to indicate a determination has been appealed.	3
FR.0824	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to accept an appeal filed after the administrator configurable time frame allowed for timely appeals.	3
FR.0825	Appeals	Benefit Appeals Intake	06	UC.08.02	The system shall provide a capability to send a notice when a Remand Order includes a procedural error, as indicated by the UAC.	3
FR.0826	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to assign appeal cases to Field Offices.	3
FR.0827	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability for an administrator to control how cases are distributed based upon configurable parameters.	3
FR.0828	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to assign docket numbers according to administrator configurable parameters.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0829	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to associate cases with other cases.	3
FR.0830	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to convert adjudication issues to appeal issues.	3
FR.0831	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to calculate and assign disposition dates to each case when docketed.	3
FR.0832	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to associate multiple appeals in a labor dispute case.	3
FR.0833	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to assign additional docket numbers on an ad-hoc basis.	3
FR.0834	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to assign program suffix codes to each case.	3
FR.0835	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to identify and associate appeals filed by a single claimant.	3
FR.0836	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to associate new cases with previous cases (Recision Decisions/Re-open requests).	3
FR.0837	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to create and assign a unique docket number for each appeal case.	3
FR.0838	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to consolidate cases (i.e., merge two cases into a single case).	3
FR.0839	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to prioritize cases.	3
FR.0840	Appeals	Benefit Appeals Intake	06		The system shall provide a capability to docket a new case when re-opened and associate the original case with the new docket number.	3
FR.0841	Appeals	Benefit Appeals Intake	06		The system shall provide a capability to associate remand cases with the original appeal case being remanded.	3
FR.0842	Appeals	Scheduling	00		The system shall provide a capability to maintain a dedicated referee pool for each case type.	3
FR.0843	Appeals	Scheduling	00		The system shall provide a capability to create hearing pools.	3
FR.0844	Appeals	Scheduling	00		The system shall provide a capability to capture and store witness information.	3
FR.0845	Appeals	Scheduling	00		The system shall provide a capability to update contact information for parties to a hearing.	3
FR.0846	Appeals	Scheduling	00		The system shall provide a capability to record phone numbers for members of the public so they may be conferenced into a telephone hearing.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0847	Appeals	Scheduling	00	UC.99.06	The system shall provide a capability for an authorized user to override all system generated parameters when scheduling a hearing.	3
FR.0848	Appeals	Scheduling	00		The system shall provide a capability to allow a user to schedule hearings for multiple days, specify the hearing duration, and provide a replication feature to schedule the hearing for multiple non-consecutive days.	3
FR.0849	Appeals	Scheduling	00		The system shall provide a capability to schedule mass hearings (i.e., multiple appeals to be heard at the same time).	3
FR.0850	Appeals	Scheduling	00		The system shall provide a capability to schedule hearing assignments without user intervention taking into account the referee pool, case type, and referee case type assignment.	3
FR.0851	Appeals	Scheduling	02	UC.99.06	The system shall provide a capability to join the Agency as a party to a case.	3
FR.0852	Appeals	Scheduling	02	UC.99.06	The system shall provide a capability for all separation issues for the same claimant with the same effective date to be assigned to the same referee.	3
FR.0853	Appeals	Scheduling	02	UC.99.06	The system shall provide a capability to search for appeals with similar circumstances for multiple appellants/parties (e.g., a fight between employees working for the same employer).	3
FR.0854	Appeals	Scheduling	02		The system shall provide a capability to allow a referee to recuse himself/herself from a case.	3
FR.0855	Appeals	Scheduling	02		The system shall provide a capability to disqualify a referee from a case.	3
FR.0856	Appeals	Scheduling	03		The system shall provide a capability to uniquely identify exhibits and documents prior to distribution to facilitate identification by the respective parties to a case.	3
FR.0857	Appeals	Scheduling	03		The system shall provide a capability to annotate imaged exhibits without making modifications to the originals.	3
FR.0858	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability to generate appropriate notices of hearings within the timeframes codified in prevailing statute, rule, or policy.	3
FR.0859	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability to disseminate correspondence to parties and locations in addition to those associated with the parties' addresses of record (e.g., to job sites and representatives).	3
FR.0860	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability for a scheduler to distribute documents to all parties to a hearing according to the parties' preferred method of communication.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0861	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability to identify specific documents which were distributed to parties to a case including authorized representatives.	3
FR.0862	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability to generate notices, subpoenas, and correspondence associated with the hearing process.	3
FR.0863	Appeals	Scheduling	04		The system shall provide a capability to create and disseminate Show Cause Orders.	3
FR.0864	Appeals	Scheduling	04		The system shall provide a capability to allow users to add parties to a case ("Joinder of Parties").	3
FR.0865	Appeals	Scheduling	04		The system shall provide a capability to redact selected information from documents when notices are sent to multiple parties (e.g., redaction of social security numbers for multiple parties associated with a labor dispute).	3
FR.0866	Appeals	Hearing	00		The system shall provide a capability to implement all provisions for discovery.	3
FR.0867	Appeals	Hearing	02	UC.08.05	The system shall provide a capability to initiate a new recording within a digital audio recording system.	3
FR.0868	Appeals	Hearing	03		The system shall provide a capability to capture and store audio files from external recording sources (e.g., handheld digital audio recorders).	3
FR.0869	Appeals	Hearing	06		The system shall provide a capability to record that an oath has been administered to each party to a hearing (including interpreters).	3
FR.0870	Appeals	Hearing	07	UC.08.05	The system shall provide a capability to capture notes/comments by hearing officers during the conduct of a hearing.	3
FR.0871	Appeals	Hearing	07		The system shall provide a capability to allow hearing officers to modify case information (e.g., issues that may arise during a hearing).	3
FR.0872	Appeals	Hearing	07		The system shall provide a capability to record the description(s) of exhibit(s).	3
FR.0873	Appeals	Hearing	07		The system shall provide a capability to record that a waiver has been granted or denied during the hearing process.	3
FR.0874	Appeals	Hearing	07		The system shall provide a capability to request, on an ad-hoc basis during a hearing, the services of an interpreter or to replace a previously scheduled interpreter.	3
FR.0875	Appeals	Hearing	07		The system shall provide a capability to capture and store information about participants, on an ad-hoc basis, during the hearing process.	3
FR.0876	Appeals	Hearing	07		The system shall provide a capability to display case summary information during the hearing process.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0877	Appeals	Hearing	09	UC.99.06	The system shall provide a capability to upload and store digital recording files and associate them with a case.	3
FR.0878	Appeals	Hearing	09		The system shall provide a capability to retain audio hearing records in accordance with statutory requirements.	3
FR.0879	Appeals	Disposition	00	UC.08.06	The system shall provide a capability to provide notification(s) to administrator configurable users for all appeal Decisions.	3
FR.0880	Appeals	Disposition	00	UC.08.06	The system shall provide a capability to store briefs filed by parties to an appeal.	3
FR.0881	Appeals	Disposition	00		The system shall provide a capability to allow a referee to initiate (request) an investigation, payroll audit, inquiry, or other examination.	3
FR.0882	Appeals	Disposition	00		The system shall provide a capability to make all Decisions available and searchable.	3
FR.0883	Appeals	Disposition	00		The system shall provide a capability to specifically identify information/documents that were used by a referee when rendering a Decision.	3
FR.0884	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to create a Decision.	3
FR.0885	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to allow a Decision to be saved at any time throughout the writing/editing process and allow the author/authorized user to come back at a later time.	3
FR.0886	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to include the appropriate sections of law (citations) as part of the Decision.	3
FR.0887	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to select and insert standard text blocks into Decision documents.	3
FR.0888	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to create and implement cross-checks between appeal issues and Decision citations based on administrator configurable rules .	3
FR.0889	Appeals	Disposition	02	UC.08.06	The system shall provide a capability for an authorized administrator to add, update, and delete Decision templates and standard text blocks.	3
FR.0890	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to ensure that issue codes and reasons reflect the appropriate section of law.	3
FR.0891	Appeals	Disposition	02		The system shall provide a capability to authorize fees and mileage allowances for witnesses.	3
FR.0892	Appeals	Disposition	02		The system shall provide a capability to authorize fees for representatives of parties to an appeal.	3
FR.0893	Appeals	Disposition	05	UC.08.06	The system shall provide a capability to record a Decision type.	3
FR.0894	Appeals	Disposition	05	UC.08.06	The system shall provide a capability to electronically transmit Decisions to administrator configurable units of AWI.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0895	Appeals	Disposition	05	UC.08.06	The system shall provide a capability to distribute a Decision in accordance with recipient communication preferences.	3
FR.0896	Appeals	Disposition	05	UC.08.06	The system shall provide a capability to edit Decision text prior to dissemination.	3
FR.0897	Appeals	Disposition	05		The system shall provide a capability to allow the issuance of a single Decision for multiple cases/docket numbers.	3
FR.0898	Appeals	Disposition	05		The system shall provide a capability to prohibit the original Decision text from being altered or deleted after the Decision is final unless modifications are made through the correction process.	3
FR.0899	Appeals	Recision Decision	00	UC.08.08	The system shall provide a capability to make available to the UAC all relevant case information whenever a UAC appeal results from an action by AWI/UC.	3
FR.0900	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to allow users to re-open previously closed cases.	3
FR.0901	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to create an appeal to the UAC whenever a re-open request is denied by a user.	3
FR.0902	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to reset the status of a determination to its prior state when a case is re-opened.	3
FR.0903	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to generate notices to all parties regarding the outcome of a re-open Decision.	3
FR.0904	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to provide notifications to AWI/UC staff whenever a case is re-opened.	3
FR.0905	Appeals	Remand	00		The system shall provide a capability to transfer a case from the Unemployment Appeals Commission (UAC) upon remand to the AWI/UC Appeals Unit.	3
FR.0906	Appeals	Remand	02	UC.08.07	The system shall provide a capability to indicate procedural errors for cases remanded to AWI/UC from the UAC.	3
FR.0907	Appeals	Remand	03		The system shall provide a capability to identify de novo cases for cased remanded to AWI/UC from the UAC.	3
FR.0908	Appeals	Withdrawal	00	UC.08.09	The system shall provide a capability to allow users to withdraw an appeal.	3
FR.0909	Appeals	Withdrawal	00	UC.08.09	The system shall provide a capability to reinstate a previously withdrawn appeal.	3
FR.0910	Appeals	Withdrawal	00	UC.08.09	The system shall provide a capability to display pending appeals.	3
FR.0911	Appeals	Withdrawal	00		The system shall provide a capability to allow an appeal to be withdrawn prior to or as part of a hearing.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0912	Appeals	Withdrawal	00		The system shall provide a capability to positively identify the party requesting a withdrawal including the capture of an electronic signature.	3
FR.0913	Appeals	Withdrawal	02	UC.08.09	The system shall provide a capability to generate and disseminate a Withdrawal Decision to all parties to the case.	3
FR.0914	Appeals	Withdrawal	02	UC.08.09	The system shall provide a capability for a user to enter a Withdrawal Decision.	3
FR.0915	Appeals	Corrected Decision (Request)	03	UC.08.04	The system shall provide a capability to generate and disseminate notices to all parties to a case when a correction request/petition is denied.	3
FR.0916	Appeals	Corrected Decision (Request)	04	UC.08.04	The system shall provide a capability to record supporting material to document the reason(s) for corrected Decision requests/petitions.	3
FR.0917	Appeals	Corrected Decision (Request)	04	UC.08.04	The system shall provide a capability to disseminate corrected Decisions to all parties to a case.	3
FR.0918	Appeals	Corrected Decision (Petition)	04	UC.08.04	The system shall provide a capability to record objections to a proposed corrected Decision by parties to a case.	3
FR.0919	Appeals	Corrected Decision (Petition)	04	UC.08.04	The system shall provide a capability to create and disseminate a proposed Corrected Decision to all parties to a case in response to a Corrected Decision Petition.	3
FR.0920	Appeals	Corrected Decision (Petition)	05	UC.08.04	The system shall provide a capability to notify affected parties (internal and external) when a corrected Decision is issued.	3
FR.0921	Appeals	Special Deputy	00		The system shall provide a capability to allow an Order to be saved at any time throughout the writing/editing process and allow the author to come back at a later time.	3
FR.0922	Appeals	Special Deputy	00		The system shall provide a capability to make all Orders available and searchable by users.	3
FR.0923	Appeals	Special Deputy	00		The system shall provide a capability to create and implement cross-checks between appeal issues and Order citations based on administrator configurable rules .	3
FR.0924	Appeals	Special Deputy	00		The system shall provide a capability to rescind a prior Order.	3
FR.0925	Appeals	Special Deputy	00		The system shall provide a capability for an authorized administrator to add, update, and delete Order templates and standard text blocks.	3
FR.0926	Appeals	Special Deputy	00		The system shall provide a capability to issue subpoenas.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0927	Appeals	Special Deputy	00		The system shall provide a capability to prohibit Order text from being altered after an Order is final.	3
FR.0928	Appeals	Special Deputy	00		The system shall provide a capability to specifically identify information/documents that were used by a Special Deputy when rendering an Order.	3
FR.0929	Appeals	Special Deputy	00		The system shall provide a capability to retain audio hearing records for Special Deputy hearings in accordance with statutory requirements.	3
FR.0930	Appeals	Special Deputy	00		The system shall provide a capability to create and disseminate Orders.	3
FR.0931	Appeals	Special Deputy	00		The system shall provide a capability to dismiss a case.	3
FR.0932	Appeals	Special Deputy	01	UC.08.01	The system shall provide a capability to permit users to file Special Deputy appeals.	3
FR.0933	Appeals	Special Deputy	02	UC.08.10	The system shall provide a capability to record Special Deputy appeal information received from parties.	3
FR.0934	Appeals	Special Deputy	03	UC.08.10	The system shall provide a capability to join the Department of Revenue as a party to all Special Deputy proceedings.	3
FR.0935	Appeals	Special Deputy	06		The system shall provide a capability to record additional filings and documents according to administrator configurable time periods.	3
FR.0936	Appeals	Special Deputy	08	UC.08.11	The system shall provide a capability to include the appropriate sections of law (citations) as part of an Order.	3
FR.0937	Appeals	Special Deputy	08	UC.08.11	The system shall provide a capability to select and insert standard text blocks into Order templates.	3
FR.0938	Appeals	Special Deputy	08	UC.08.11	The system shall provide a capability to issue a Recommended Order.	3
FR.0939	Appeals	Special Deputy	08		The system shall provide a capability to issue a Final Order.	3
FR.0940	Appeals	Special Deputy	09	UC.08.10	The system shall provide a capability to record Exceptions filed by parties.	3
FR.0941	Appeals	Special Deputy	10	UC.08.10	The system shall provide a capability to record Counter-Exceptions filed by parties.	3
FR.0942	Appeals	Special Deputy	11	UC.08.10	The system shall provide a capability to record Briefs in Opposition filed by parties.	3
FR.0943	Appeals	Special Deputy	12	UC.08.11	The system shall provide a capability to ensure that resolution codes and reasons reflect the appropriate section of the law.	3
FR.0944	Appeals	Special Deputy	13	UC.08.11	The system shall provide a capability to edit an Order prior to dissemination.	3
FR.0945	Appeals	Special Deputy	14	UC.08.10	The system shall provide a capability to create and store a case summary.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0946	Appeals	Special Deputy	16	UC.08.11	The system shall provide a capability to identify an authorized official as a designee, acting on behalf of the Agency Director, for Special Deputy cases.	3
FR.0947	Appeals	Special Deputy	17	UC.08.11	The system shall provide a capability to provide notification(s) to administrator configurable users for Special Deputy Orders.	3
FR.0948	Appeals	Special Deputy	17	UC.08.11	The system shall provide a capability to electronically transmit Special Deputy Orders to AWI units as authorized by the AWI.	3
FR.0949	Appeals	Special Deputy	17	UC.08.11	The system shall provide a capability to print an Order and to distribute in accordance with recipient communication preferences.	3
FR.0950	Appeals	Special Deputy	18	UC.08.11	The system shall provide a capability to categorize a case based on administrator configurable categories.	3
FR.0951	Appeals	Special Deputy	18	UC.08.11	The system shall provide a capability to publish Special Deputy case summaries on the AWI internet site.	3
FR.0952	Appeals	Federal Quality Reporting	00		The system shall provide a capability to permit the audit function to be executed at any time to meet internal needs (e.g., performance reporting for referees).	3
FR.0953	Appeals	Federal Quality Reporting	00		The system shall provide a capability to audit the appeals process in accordance with federal and state laws.	3
FR.0954	Appeals	Federal Quality Reporting	00		The system shall provide a capability to retain all information and documentation associated with an investigation for a period of three years from the completion of the investigation.	3
FR.0955	Appeals	Federal Quality Reporting	01	UC.08.12	The system shall provide a capability to allow for the assignment of a reviewer to each case.	3
FR.0956	Appeals	Federal Quality Reporting	02	UC.08.12	The system shall provide a capability to generate, based upon administrator configurable parameters, random case files for audit.	3
FR.0957	Appeals	Federal Quality Reporting	02	UC.08.12	The system shall provide a capability to store and retrieve appeal-related audit information.	3
FR.0958	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability for an auditor to record and track all activities associated with an audit.	3
FR.0959	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to create a work item for the Adjudication unit upon determination that the case was determined incorrectly.	3
FR.0960	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to record comments on a case.	3
FR.0961	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to record all data required for the completion of the US DOL Code Sheet as specified in the ETA Handbook No. 395.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0962	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to implement all audit requirements contained in US DOL ETA Handbook No. 382, 2nd Edition (June 1996).	3
FR.0963	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to record the scores of case audits	3
FR.0964	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	00		The system shall provide a capability to specify an administrator configurable time-frame for BAM Investigation data retention.	3
FR.0965	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03		The system shall provide a capability to generate a reminder to a Claimant who has not returned the Claimant Questionnaire based on an administrator configurable time-frame.	3
FR.0966	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03		The system shall provide a capability to specify an administrator configurable time-frame allowed for a Claimant response to the Claimant Questionnaire.	3
FR.0967	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03	UC.99.14	The system shall provide a capability to alert the assigned Investigator that a Claimant has not returned the Claimant Questionnaire within the specified time-frame.	3
FR.0968	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03	UC.11.01	The system shall provide a capability to suspend payments to the Claimant .	3
FR.0969	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03	UC.11.01	The system shall provide a capability to resume payments to the Claimant.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0970	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03	UC.11.01	The system shall provide a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made without user intervention.	3
FR.0971	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	04	UC.99.14	The system shall provide a capability to generate a reminder to an Employer who has not returned the Wage Verification Form based on an administrator configurable time-frame.	3
FR.0972	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	05	UC.99.14	The system shall provide a capability to record and track activities associated with an investigation in an Investigation Activity Log.	3
FR.0973	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	05	UC.99.14	The system shall provide a capability to record in the Investigation Activity Log activities the system performs related to an Investigation.	3
FR.0974	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	05	UC.11.01	The system shall provide a capability to capture all fields required for the completion of the US DOL Code Sheet as specified in the ETA Handbook No. 395, as revised.	3
FR.0975	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	06	UC.99.19	The system shall provide a capability to review and approve the Code Sheet.	3
FR.0976	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	06	UC.99.19	The system shall provide a capability to record comments on a Code Sheet.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0977	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	06	UC.99.19	The system shall provide a capability to correct the Code Sheet.	3
FR.0978	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	07		The system shall provide a capability to track the date a supervisor marks the case closed.	3
FR.0979	Audit	BTQ - Quarterly Reports	00		The system shall provide a capability to specify an administrator configurable algorithm to be used for the random selection of Quarterly Review cases.	3
FR.0980	Audit	BTQ - Quarterly Reports	00		The system shall provide a capability to specify an administrator configurable time-frame for Quarterly Review data retention.	3
FR.0981	Audit	BTQ - Quarterly Reports	01		The system shall provide a capability to exchange assigned Quarterly Reports cases with a second reviewer.	3
FR.0982	Audit	BTQ - Quarterly Reports	03	UC.11.02	The system shall provide a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made without user intervention.	3
FR.0983	Audit	BTQ - Quarterly Reports	03	UC.11.02	The system shall provide a capability to capture fields required for the completion of the US DOL ETA 9056 Data Collection Instrument as specified in the ETA Handbook No. 301 (Quarterly Reports), as revised for all reviewers.	3
FR.0984	Audit	BTQ - Quarterly Reports	04	UC.11.02	The system shall provide a capability to route a case to a supervisor for rescoring without user intervention.	3
FR.0985	Audit	BTQ - Non-Monetary Reviews	00		The system shall provide a capability to specify an administrator configurable time-frame for Non-Monetary Review summary scoring retention.	3
FR.0986	Audit	BTQ - Non-Monetary Reviews	01		The system shall provide a capability to specify an administrator configurable algorithm used for the random selection of Non-Monetary Review cases.	3
FR.0987	Audit	BTQ - Non-Monetary Reviews	04	UC.11.02	The system shall provide a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made without user intervention.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.0988	Audit	BTQ - Non-Monetary Reviews	04	UC.11.02	The system shall provide a capability to capture all fields required for the completion of the AWI Data Collection Instrument (Non-Monetary Reviews).	3
FR.0989	Audit	BTQ - Data Validation	00		The system shall provide a capability to specify an administrator configurable time-frame for Validation data retention.	3
FR.0990	Audit	BTQ - Data Validation	01	UC.11.03	The system shall provide a capability to download population data from the US DOL.	3
FR.0991	Audit	BTQ - Data Validation	02	UC.11.04	The system shall provide a capability to track the date each population file was downloaded from the US DOL, the validator assigned, and the date of the assignment.	3
FR.0992	Audit	BTQ - Data Validation	03	UC.11.04	The system shall provide a capability to record and track all activities associated with an validation in a Validation Activity Log.	3
FR.0993	Audit	BTQ - Data Validation	03	UC.11.04	The system shall provide a capability to record in the Validation Activity Log activities the system performs related to a population validation.	3
FR.0994	Audit	BTQ - Data Validation	03	UC.11.04	The system shall provide a capability to capture all fields required for the completion of a validation as specified in the ETA Handbook No. 361, as revised.	3
FR.0995	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to distribute information to authorized parties.	3
FR.0996	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to define administrator configurable record request types.	3
FR.0997	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to maintain administrator defined record sensitivity, by record type.	3
FR.0998	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to associate a request for records to the requested records results, claimant account, and employer account.	3
FR.0999	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to configure the time limit that records are available, by record type.	3
FR.1000	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to assign a unique identifier to a request for information.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.1001	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to record a requestor's contact information.	3
FR.1002	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability for a user to send selected information to an external email address.	3
FR.1003	Customer Information Requests	Customer Assistance (General)	00		The system shall provide a capability for a user to access a minimum of five years of data associated with a customer information request.	3
FR.1004	Customer Information Requests	Customer Assistance Requests	01	UC.12.01	The system shall provide a capability to enter a request for information.	3
FR.1005	Customer Information Requests	Customer Assistance Requests	01	UC.12.01	The system shall provide a capability to enter and associate an identifier to a records request.	3
FR.1006	Customer Information Requests	Customer Assistance Requests	03	UC.12.01	The system shall provide a capability to route request for information without user intervention based on record request type.	3
FR.1007	Customer Information Requests	Customer Assistance Requests	04	UC.12.01	The system shall provide a capability to limit record requests to defined record types.	3
FR.1008	Customer Information Requests	Customer Assistance Requests	06	UC.12.01	The system shall provide a capability to request records for a specified date range.	3
FR.1009	Customer Information Requests	Confidential Records Requests	00	UC.12.01	The system shall provide a capability to maintain administrator defined record types to certify.	3
FR.1010	Customer Information Requests	Confidential Records Requests	00	UC.12.01	The system shall provide a capability to store an administrator configurable cost per page.	3
FR.1011	Customer Information Requests	Confidential Records Requests	03	UC.12.01	The system shall provide a capability to restrict the dissemination of confidential records to authorized entities.	3
FR.1012	Customer Information Requests	Confidential Records Requests	05	UC.12.01	The system shall provide a capability for a user to redact information provided in a records request.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.1013	Customer Information Requests	Confidential Records Requests	05	UC.12.01	The system shall provide a capability to modify system determined redacted information.	3
FR.1014	Customer Information Requests	Confidential Records Requests	06	UC.12.01	The system shall provide a capability to certify records were generated by the system without user intervention.	3
FR.1015	Customer Information Requests	Confidential Records Requests	06	UC.12.01	The system shall provide a capability for a user to certify records prior to distribution.	3
FR.1016	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to determine the number of pages in a record request.	3
FR.1017	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to calculate the time a user takes to process a records request.	3
FR.1018	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to store an administrator configurable cost per page for preparing a records request.	3
FR.1019	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to store an administrator configurable cost per hour for preparing a records request.	3
FR.1020	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to generate a unique records request invoice number.	3
FR.1021	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to modify the system determined cost for a records request.	3
FR.1022	Customer Information Requests	Confidential Records Requests	08	UC.12.01	The system shall provide a capability to identify the minimal amount required to request payment for records request.	3
FR.1023	Customer Information Requests	Confidential Records Requests	08	UC.12.01	The system shall provide a capability to send an invoice to a requestor via the requestor's preferred method of communication.	3
FR.1024	Customer Information Requests	Confidential Records Requests	08	UC.12.01	The system shall provide a capability for a user to enter the requestors preferred method of communication to receive requested records.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.1025	Customer Information Requests	Confidential Records Requests	10	UC.12.01	The system shall provide a capability to calculate the cost for a records request.	3
FR.1026	Customer Information Requests	Confidential Records Requests	10	UC.12.01	The system shall provide a capability to store an administrator configurable cost per certified copy.	3
FR.1027	Customer Information Requests	Confidential Records Requests	10	UC.12.01	The system shall provide a capability to associate a payment with a records request.	3
FR.1028	Customer Information Requests	Confidential Records Requests	11	UC.12.01	The system shall provide a capability to send a record request results via the requestor's preferred method of communication for the specified record request.	3
FR.1029	Common	Common	00		The system shall provide a capability for an administrator to configure the number of digits for wages.	3
FR.1030	Common	Common	00	UC.01.04	The system shall provide a capability to modify the system determined eligibility status for each program type (i.e., DUA).	3
FR.1031	Common	Common	00		The system shall provide a capability to allow claimants to choose the method to receive their benefit payments.	3
FR.1032	Common	Common	00	UC.01.05	The system shall provide a capability to add additional state or federal programs (e.g., DUA, EUC, EB).	3
FR.1033	Common	Common	00		The system shall provide a capability to send DOR a claimant's child support deducted from a benefit payment via the DOR system interface.	3
FR.1034	Common	Common	00		The system shall provide a capability to deduct child support from a claimant's benefit payment via the DOR system interface.	3
FR.1035	Common	Common	00		The system shall provide a capability to route an overpayment situation without user intervention.	3
FR.1036	Common	Common	00		The system shall provide a capability to remove an overpayment situation associated with a claimant.	3
FR.1037	Common	Common	00	UC.04.01	The system shall provide a capability to maintain employer information associated with an STC plan.	3
FR.1038	Common	Common	00		The system shall provide a capability to specify an administrator configurable time-frame for a claimant's benefit payment history data retention.	3
FR.1039	Common	Common	04	UC.01.07	The system shall provide a capability to notify the employer of the percentage of charges applicable to them for a claim when wages associated with a claim are updated.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
FR.1040	Common	Common			The claimant interface will provide a single point of entry for an integrated data capture and exchange of information to both the UC and Workforce systems.	3
NF.0001	Account Management	N/A	N/A	N/A	The system shall provide the ability for an external customer to create a unique account.	3
NF.0002	Account Management	N/A	N/A	N/A	The system shall provide the ability to define functionality accessible for categories of external customers (i.e., claimants, employers, third-party administrators).	3
NF.0003	Account Management	N/A	N/A	N/A	The system shall provide the ability to associate external customer accounts with specific permission granted by the "parent customer" account (e.g., an employer granting a third-party administrator access to their records).	3
NF.0004	Account Management	N/A	N/A	N/A	The system shall provide the ability to maintain an administrator defined list of required fields the customer must complete to create an account (e.g., name, address).	3
NF.0005	Account Management	N/A	N/A	N/A	The system shall provide the ability to capture customer specific information (e.g. demographics, contact) to be associated to an external customer account.	3
NF.0006	Account Management	N/A	N/A	N/A	The system shall provide the ability for an external customer to maintain information pertaining to their own account.	3
NF.0007	Account Management	N/A	N/A	N/A	The system shall provide the ability to define the preferred method of communication for all correspondence associated with the external customer's account.	3
NF.0008	Account Management	N/A	N/A	N/A	The system shall provide the ability to display an End User Agreement.	3
NF.0009	Account Management	N/A	N/A	N/A	The system shall provide the ability to require new, registering external customers to agree to an End User Agreement.	3
NF.0010	Account Management	N/A	N/A	N/A	The system shall provide the ability for an external customer to reset the password associated with their account.	3
NF.0011	Account Management	N/A	N/A	N/A	The system shall provide the ability for an external customer to specify a preferred language (English, Spanish, Creole).	3
NF.0012	Account Management	N/A	N/A	N/A	The system shall provide the ability to respond to AWI-generated correspondence without the need for external user account creation.	3
NF.0013	Correspondence	N/A	N/A	N/A	The system shall have the ability to create and update correspondence templates.	3
NF.0014	Correspondence	N/A	N/A	N/A	The system shall utilize approved correspondence templates for use in the development of correspondence.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0015	Correspondence	N/A	N/A	N/A	The system shall pre-populate correspondence variables based upon template definition (e.g., Claimant Name, Address, Claim Number, etc.).	3
NF.0016	Correspondence	N/A	N/A	N/A	The system shall prevent the User from selecting mutually exclusive variable text within a correspondence template based upon pre-defined business rules (e.g, selecting text for a denial in a document with a determination of eligibility).	3
NF.0017	Correspondence	N/A	N/A	N/A	The system shall provide the capability to perform spelling and grammatical checks on correspondence.	3
NF.0018	Correspondence	N/A	N/A	N/A	The system shall retrieve and replace variable text for unpublished correspondence when the correspondence is reopened for additional editing and when the user makes a request to refresh variable data.	3
NF.0019	Correspondence	N/A	N/A	N/A	The system shall provide the ability to enter free-form text into correspondence.	3
NF.0020	Correspondence	N/A	N/A	N/A	The systems shall provide 'What You See Is What You Get' (WYSIWYG) editing of the correspondence.	3
NF.0021	Correspondence	N/A	N/A	N/A	The system shall increment draft version and update summary data when correspondence is saved.	3
NF.0022	Correspondence	N/A	N/A	N/A	The system shall provide a mechanism for draft correspondence to be routed for review and approval before publishing.	3
NF.0023	Correspondence	N/A	N/A	N/A	The system shall provide the ability to capture comments by a reviewer for correspondence that are not displayed within the correspondence.	3
NF.0024	Correspondence	N/A	N/A	N/A	The system shall include a unique identifier on all correspondence that is published.	3
NF.0025	Correspondence	N/A	N/A	N/A	The system shall store published correspondence in non-editable format (e.g., .pdf).	3
NF.0026	Correspondence	N/A	N/A	N/A	The system shall associate all published correspondence with the appropriate line-of-business record(s) and make it available on-line.	3
NF.0027	Correspondence	N/A	N/A	N/A	The system shall provide the capability to send correspondence without user intervention.	3
NF.0028	Correspondence	N/A	N/A	N/A	The system shall date-time stamp all published correspondence.	3
NF.0029	Correspondence	N/A	N/A	N/A	The system shall provide the capability to override the system generated date-time stamp.	3
NF.0030	Correspondence	N/A	N/A	N/A	The system shall provide the ability to electronically sign correspondence.	3
NF.0031	Correspondence	N/A	N/A	N/A	The system shall provide the capability to attach existing images/correspondence to new correspondence.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0032	Correspondence	N/A	N/A	N/A	The system shall maintain historical summary level information about the correspondence (e.g., status, routing, creation/update, version)	3
NF.0033	Correspondence	N/A	N/A	N/A	The system shall provide the capability to distribute correspondence via a customer/user's preferred method of communication.	3
NF.0034	Correspondence	N/A	N/A	N/A	The system shall provide the capability to notify an external customer based on the external customer's preferred method of communication, when new correspondence is distributed.	3
NF.0035	Correspondence	N/A	N/A	N/A	The system shall log the outcome of the correspondence distribution attempt, if possible. (e.g. was the email, fax sent?)	3
NF.0036	Correspondence	N/A	N/A	N/A	The system shall log the viewing of online correspondence by external customers including date/time viewed.	3
NF.0037	Correspondence	N/A	N/A	N/A	The system shall maintain timers and monitor date sensitive information based upon the time of distribution of the correspondence (e.g., time to appeal, time to pay overpayment).	3
NF.0038	Correspondence	N/A	N/A	N/A	The system shall provide a capability to develop and publish correspondence to multiple recipients within a defined business process (e.g., not developed one recipient at a time)	3
NF.0039	Correspondence	N/A	N/A	N/A	The system shall prevent the update of published correspondence.	3
NF.0040	Correspondence	N/A	N/A	N/A	The system shall have the ability to produce and send corrected correspondence based on previously published correspondence.	3
NF.0041	Correspondence	N/A	N/A	N/A	The system shall support the re-printing of published correspondence.	3
NF.0042	Correspondence	N/A	N/A	N/A	The system shall provide the ability to manually and automatically resend correspondence if a system failure occurs before or during distribution (e.g., smtp failure, internet connection failure)	3
NF.0043	Correspondence	N/A	N/A	N/A	The system shall support portrait and landscape page orientation for correspondence.	3
NF.0044	Correspondence	N/A	N/A	N/A	The system shall provide the ability to print correspondence on multiple pages using both automated and user defined page breaks.	3
NF.0045	Correspondence	N/A	N/A	N/A	The system shall provide the ability to suppress the distribution of published correspondence (i.e., publish correspondence without notification to the external customer).	3
NF.0046	Correspondence	N/A	N/A	N/A	The system shall provide the ability to print one or more pieces of correspondence without viewing the documents.	3
NF.0047	Correspondence	N/A	N/A	N/A	The system shall generate American Disabilities Act (ADA) compliant correspondence viewable from within the system.	3
NF.0048	Correspondence	N/A	N/A	N/A	The system shall support the printing of correspondence to local or workgroup printer.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0049	Correspondence	N/A	N/A	N/A	The system shall support the printing of correspondence in batch at a central location.	3
NF.0050	Correspondence	N/A	N/A	N/A	The system shall support the cleansing of address data to meet current U.S. Postal regulations and standards.	3
NF.0051	Correspondence	N/A	N/A	N/A	The system shall support the generation of correspondence outside of a workflow (adhoc correspondence).	3
NF.0052	Correspondence	N/A	N/A	N/A	The system shall provide the ability to specify archive rules according to retention policies.	3
NF.0053	Correspondence	N/A	N/A	N/A	The system shall provide the ability to perform a keyword search on the content of correspondence.	3
NF.0054	Correspondence	N/A	N/A	N/A	The system shall provide the ability to encrypt correspondence with a minimum of 256-bit encryption.	3
NF.0055	Correspondence	N/A	N/A	N/A	The system shall provide the ability to search for correspondence based upon defined search criteria.	3
NF.0056	Correspondence	N/A	N/A	N/A	The system shall provide the ability to sort and filter on search results for correspondence and correspondence templates.	3
NF.0057	Correspondence	N/A	N/A	N/A	The system shall support the printing of a catalog of all correspondence templates contained within the system.	3
NF.0058	Correspondence	N/A	N/A	N/A	The system shall provide the ability to generate correspondence in an external customer's preferred language (English, Spanish, Creole).	3
NF.0059	Database Architecture	N/A	N/A	N/A	The system shall employ a relational database.	3
NF.0060	Database Architecture	N/A	N/A	N/A	The system shall employ a data model which enforces referential integrity.	3
NF.0061	Database Architecture	N/A	N/A	N/A	The system shall employ one defined set of data standards (e.g., consistent data schema, data element, data class, field lengths, data tables, view naming conventions).	3
NF.0062	Database Architecture	N/A	N/A	N/A	The system shall provide consistency and validity checks on data elements at the database level.	3
NF.0063	Database Architecture	N/A	N/A	N/A	The system shall provide the ability to modify existing record attributes while maintaining referential integrity.	3
NF.0064	Database Architecture	N/A	N/A	N/A	The system shall provide the ability to associate supporting documentation (e.g., scanned documents) with a system record.	3
NF.0065	Database Architecture	N/A	N/A	N/A	The system shall provide a warning when allocated record storage volume approaches an administrator defined limit.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0066	Database Architecture	N/A	N/A	N/A	The system shall provide a data history in accordance with state and federal law as well the AWI Electronic Records Retention Policy (7 years is the general requirement except where otherwise indicated).	3
NF.0067	Database Architecture	N/A	N/A	N/A	The system shall provide the ability to archive records (i.e., remove from active system) based on administrator defined criteria.	3
NF.0068	Database Architecture	N/A	N/A	N/A	The system shall provide the ability to return archived records to the active system based on user request and/or administrator defined criteria.	3
NF.0069	Development And Support Services	N/A	N/A	N/A	The system shall allow for maintenance and support activities to be carried out while the application and supporting systems are on line (e.g., "Hot" backup procedures).	3
NF.0070	Development And Support Services	N/A	N/A	N/A	The system shall include tools for automated scheduling of system support events (e.g., data backup, external interface processing, batch processing).	3
NF.0071	Development And Support Services	N/A	N/A	N/A	The system shall include tools for comparing monitoring results against historical measures.	3
NF.0072	Development And Support Services	N/A	N/A	N/A	The system shall include tools for customizing the system (e.g., adding functionality, modifying existing functionality, modifying configuration settings).	3
NF.0073	Development And Support Services	N/A	N/A	N/A	The system shall include tools for monitoring and reporting capacity and performance for all system components.	3
NF.0074	Development And Support Services	N/A	N/A	N/A	The system shall include tools to allow remote system administration.	3
NF.0075	Development And Support Services	N/A	N/A	N/A	The system shall include tools to create and maintain online help content specific to the functionality accessed (e.g., data field information, business rules related to the functionality, general operation).	3
NF.0076	Development And Support Services	N/A	N/A	N/A	The system shall provide a mechanism for recording and viewing system errors and warnings.	3
NF.0077	Development And Support Services	N/A	N/A	N/A	The system shall provide a warning when definable performance and storage thresholds are being approached.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0078	Development And Support Services	N/A	N/A	N/A	The system shall provide a mechanism to notify the system administrator when definable performance and storage thresholds are exceeded.	3
NF.0079	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to alert appropriate users to system events (e.g., system status, maintenance outages, shutdown advisories).	3
NF.0080	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to assign a severity level to a system exception.	3
NF.0081	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to capture and report system exceptions.	3
NF.0082	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to maintain and display metrics of system activity (e.g., numbers of, types of users, search statistics, response times, system recovery time).	3
NF.0083	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to track the reason for system failures.	3
NF.0084	Development And Support Services	N/A	N/A	N/A	The system shall support the centralized storage of business and technical metadata.	3
NF.0085	Disaster Recovery	N/A	N/A	N/A	The system shall provide full and incremental data backup and recovery capabilities .	3
NF.0086	Disaster Recovery	N/A	N/A	N/A	The system shall include recovery procedures for all backups taken.	3
NF.0087	Disaster Recovery	N/A	N/A	N/A	The system shall support, when recovery from the backup is being performed, restoration of data and services on a priority basis, such that priority data are accessible while the recovery is completed.	3
NF.0088	Disaster Recovery	N/A	N/A	N/A	The system shall ensure that no data (zero data loss) is lost through the service in any event.	3
NF.0089	Disaster Recovery	N/A	N/A	N/A	The system shall include tools for system backups and restores (e.g., data backup, system configuration backup).	3
NF.0090	Disaster Recovery	N/A	N/A	N/A	The system shall in the event of loss of service have a Recovery Time Objective (RTO) no greater than 72 hours	3
NF.0091	Disaster Recovery	N/A	N/A	N/A	The system shall in the event of loss of service have a Recovery Point Objective (RPO) no greater than 24 hours.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0092	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to schedule events (e.g., reminders, notification generation, business process execution).	3
NF.0093	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to schedule an appointment. (e.g., date, time, location, participants)	3
NF.0094	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to associate comments with scheduled events.	3
NF.0095	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to associate the scheduled event with a system record (e.g., case record to an appointment).	3
NF.0096	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to attach documentation to the scheduled appointment.	3
NF.0097	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to notify a user of a scheduled event based on user-defined criteria (e.g., reminder time, delivery mechanism).	3
NF.0098	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to modify existing scheduled events (e.g., begin date, end date, frequency, business process specific information).	3
NF.0099	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to suspend a scheduled event.	3
NF.0100	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to cancel a scheduled event.	3
NF.0101	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to maintain historical information related to scheduled events.	3
NF.0102	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to maintain user-defined calendars and dates specific to business functionality (e.g., time off, work hours, review dates).	3
NF.0103	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to execute system events based on a user-configurable schedule.	3
NF.0104	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to generate appointment confirmation notifications.	3
NF.0105	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to maintain user-defined calendar information specific to business processes.	3
NF.0106	Imaging	N/A	N/A	N/A	The system shall provide the ability to interface with imaging/scanning software.	3
NF.0107	Imaging	N/A	N/A	N/A	The system shall provide the ability to accept direct fax-to-image.	3
NF.0108	Imaging	N/A	N/A	N/A	The system shall provide the ability to accept direct email-to-image.	3
NF.0109	Imaging	N/A	N/A	N/A	The system shall provide the ability for an administrator to create and maintain a list of document types.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0110	Imaging	N/A	N/A	N/A	The system shall provide the ability for an administrator to create and maintain relationships between document types and work queues/work items.	3
NF.0111	Imaging	N/A	N/A	N/A	The system shall provide the ability to identify the document type and appropriate line-of-business record/case file of any system-generated correspondence without user intervention (e.g., barcode).	3
NF.0112	Imaging	N/A	N/A	N/A	The system shall provide the ability to capture metadata (indexing) information for documents.	3
NF.0113	Imaging	N/A	N/A	N/A	The system shall provide the ability to update metadata (indexing) information for documents.	3
NF.0114	Imaging	N/A	N/A	N/A	The system shall provide the ability to manage individual document pages (e.g., reorder, delete, merge, append, separate).	3
NF.0115	Imaging	N/A	N/A	N/A	The system shall provide the ability to manipulate document images (e.g., magnify, rotate, etc.).	3
NF.0116	Imaging	N/A	N/A	N/A	The system shall provide the ability to manually associate unsolicited correspondence to the appropriate line-of-business record/case file.	3
NF.0117	Imaging	N/A	N/A	N/A	The system shall provide the ability to route imaged correspondence to any work queue.	3
NF.0118	Imaging	N/A	N/A	N/A	The system shall provide the ability to route unidentifiable correspondence to specialized personnel for identification.	3
NF.0119	Imaging	N/A	N/A	N/A	The system shall provide the ability to prevent multiple copies of the same document from being imaged.	3
NF.0120	Imaging	N/A	N/A	N/A	The system shall provide the ability to view multi-page (including double-side) correspondence as one document.	3
NF.0121	Imaging	N/A	N/A	N/A	The system shall provide the ability to associate an image of an envelope, including postmark, with the correspondence it contained.	3
NF.0122	Imaging	N/A	N/A	N/A	The system shall provide the ability to redact information contained on imaged documents.	3
NF.0123	Imaging	N/A	N/A	N/A	The system shall provide the ability to view redacted information on imaged documents.	3
NF.0124	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to export data from the system in multiple formats (e.g, csv, fixed length ASCII, tab-delimited).	3
NF.0125	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to import data into the system in multiple formats (e.g, csv, fixed length ASCII, tab-delimited).	3
NF.0126	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to maintain external system information for interfaces (e.g., connection strings, file paths).	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0127	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to transmit/receive imported/exported data through multiple methods (e.g., file output, web service, single and batch transactional (e.g., ICON)).	3
NF.0128	Interfaces And Interoperability	N/A	N/A	N/A	The system shall have the ability to provide remote interfacing and interoperability with all remote offices and telecommuters.	3
NF.0129	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to generate and execute scripts to import and export data.	3
NF.0130	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to present a result list for data imports and exports (e.g., success or failure, time started, time completed).	3
NF.0131	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to report on interface transmissions (e.g., total number of records loaded, date of interface transmission, amount of time to execute the interface transmission, errors, failures).	3
NF.0132	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to restart an interface transmission from a specific point (e.g., restart at failed record, restart from beginning).	3
NF.0133	Interfaces And Interoperability	N/A	N/A	N/A	The system shall associate information received via interface with the line-of-business record which generated the information request.	3
NF.0134	Interfaces And Interoperability	N/A	N/A	N/A	The system shall support exchange of bulk data information to be printed and mailed.	3
NF.0135	Interfaces And Interoperability	N/A	N/A	N/A	The system shall support the acceptance of credit card payments.	3
NF.0136	Notes	N/A	N/A	N/A	The system shall provide the ability to enter and display notes.	3
NF.0137	Notes	N/A	N/A	N/A	The system shall provide the ability to maintain user-defined note types (e.g., system generated, manually entered, comment).	3
NF.0138	Notes	N/A	N/A	N/A	The system shall provide the ability to sort notes based on the characteristics of the note (e.g., date created, type of note).	3
NF.0139	Notes	N/A	N/A	N/A	The system shall provide the ability for “threading” notes.	3
NF.0140	Notes	N/A	N/A	N/A	The system shall provide word processing functionality for the entry and manipulation of text data (e.g., word wrap, spell check, font control).	3
NF.0141	Notes	N/A	N/A	N/A	The system shall provide the ability to automatically populate case notes in associated records with details of generated notifications (e.g., user ID, type, date and time sent, recipient, format of transmission).	3
NF.0142	Notes	N/A	N/A	N/A	The system shall provide the ability to display notes based on classification (e.g., internal) and status (e.g., active).	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0143	Notes	N/A	N/A	N/A	The system shall provide the ability to filter notes based on user-defined classifications (e.g., internal, external).	3
NF.0144	Notes	N/A	N/A	N/A	The system shall provide the ability to generate user-configurable notes based on system events (e.g., issues/flags associated with a case).	3
NF.0145	Notes	N/A	N/A	N/A	The system shall provide the ability to modify/delete notes.	3
NF.0146	Policies And Standards	N/A	N/A	N/A	The system shall comply with NIST Special Publication 800-53 - Recommended Security Controls for Federal Information Systems and Organizations, as revised, for moderate-impact information systems.	3
NF.0147	Policies And Standards	N/A	N/A	N/A	The system shall comply with the Americans with Disabilities Act (Section 508 Standards).	3
NF.0148	Policies And Standards	N/A	N/A	N/A	The system shall comply with the Florida Accessible Electronic and Information Technology Act.	3
NF.0149	Policies And Standards	N/A	N/A	N/A	The system shall ensure all automated interfaces with external partners shall adhere to the privacy and security policies established between the external partner and UC for the exchange of data.	3
~~NF.0150~~	~~Policies And Standards~~	~~N/A~~	~~N/A~~	~~N/A~~	~~The system shall provide data security with regard to electronic privacy and personal health information according to Health Insurance Portability and Accountability Act (HIPAA) regulations.~~	
NF.0151	Record Management And Audit	N/A	N/A	N/A	The system shall maintain the proper audit information for each record/document recording the date/time the action occurred, the user performing the action, and the data impacted by the action.	3
NF.0152	Record Management And Audit	N/A	N/A	N/A	The system shall provide audit trail functionality to record data output and its intended destination.	3
NF.0153	Record Management And Audit	N/A	N/A	N/A	The system shall provide audit trail functionality to record data import, its source, and its point of entry.	3
NF.0154	Record Management And Audit	N/A	N/A	N/A	The system shall provide audit trail functionality for all system and user generated notifications (e.g., user, date and time, type).	3
NF.0155	Record Management And Audit	N/A	N/A	N/A	The system shall produce audit records that contain sufficient information to, at a minimum, establish what type of event occurred, when (date and time) the event occurred, where the event occurred, the source of the event, the outcome (success or failure) of the event, and the identity of any user/subject associated with the event.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0156	Record Management And Audit	N/A	N/A	N/A	The system shall provide the ability to display audit-trail information by entity, which includes data actions such as read, write, update and delete, archiving and printing, including date, time and function of the data action.	3
NF.0157	Record Management And Audit	N/A	N/A	N/A	The system shall allow administrators to select which auditable events are to be audited by specific components of the system.	3
NF.0158	Record Management And Audit	N/A	N/A	N/A	The system shall provide the ability for a system administrator to independently select and review the actions of any one or more users, including privileged users.	3
NF.0159	Record Management And Audit	N/A	N/A	N/A	The system shall provide the ability to configure a retention schedule for records and documents.	3
NF.0160	Record Management And Audit	N/A	N/A	N/A	The system shall alert designated organizational officials in the event of an audit processing failure.	3
NF.0161	Record Management And Audit	N/A	N/A	N/A	The system shall provide the ability to invoke a system shutdown in the event of an audit system failure, unless an alternative audit capability exists (i.e., if audit tracking can no longer be performed).	3
NF.0162	Record Management And Audit	N/A	N/A	N/A	The system shall protect audit information and audit tools from unauthorized access, modification, and deletion.	3
NF.0163	Record Management And Audit	N/A	N/A	N/A	The system shall provide the capability to automatically process audit records for events based on selectable event criteria.	3
NF.0164	Record Management And Audit	N/A	N/A	N/A	The system shall use an internal system clock to generate time stamps for audit records.	3
NF.0165	Reporting	N/A	N/A	N/A	The system shall provide the ability to report on any data element in the system.	3
NF.0166	Reporting	N/A	N/A	N/A	The system shall provide the ability to generate reports based on report specific user defined parameters.	3
NF.0167	Reporting	N/A	N/A	N/A	The system shall provide the ability to execute on-demand reports.	3
NF.0168	Reporting	N/A	N/A	N/A	The system shall provide on-line reporting and query capability with the ability to reference a data dictionary.	3
NF.0169	Reporting	N/A	N/A	N/A	The system shall provide the ability to allow users to design on-demand reports.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0170	Reporting	N/A	N/A	N/A	The system shall allow users to modify report queries on-line.	3
NF.0171	Reporting	N/A	N/A	N/A	The system shall provide the ability to guide a user step-by-step through report creation.	3
NF.0172	Reporting	N/A	N/A	N/A	The system shall include graphical report layout tools to assist users in formatting reports and queries.	3
NF.0173	Reporting	N/A	N/A	N/A	The system shall provide the ability to include run-time parameters for ad-hoc reports.	3
NF.0174	Reporting	N/A	N/A	N/A	The system shall provide the ability to sort, group and filter the data in a report.	3
NF.0175	Reporting	N/A	N/A	N/A	The system shall provide the ability to report based on calendar year, fiscal year (e.g., federal or state), and performance year data.	3
NF.0176	Reporting	N/A	N/A	N/A	The system shall provide the ability to report on unrestricted date ranges within the limits of available data.	3
NF.0177	Reporting	N/A	N/A	N/A	The system shall provide the ability for year-to-year, month-to-month, period-to-period, year to date and life to date comparisons on reports.	3
NF.0178	Reporting	N/A	N/A	N/A	The system shall provide the ability to create reports with defined calculations.	3
NF.0179	Reporting	N/A	N/A	N/A	The system shall provide the ability to generate reports that include user designed graphs and charts (e.g., organizational charts, line graphs, pie charts, regression lines).	3
NF.0180	Reporting	N/A	N/A	N/A	The system shall provide the ability to categorize user defined reports into user defined categories.	3
NF.0181	Reporting	N/A	N/A	N/A	The system shall provide the ability to indicate a report contains confidential data (e.g., disclaimer notice across the bottom of the report).	3
NF.0182	Reporting	N/A	N/A	N/A	The system shall allow ad-hoc report/query definitions to be stored in public libraries for use by other users.	3
NF.0183	Reporting	N/A	N/A	N/A	The system shall maintain a consistent interface to all reports (e.g., single reporting tool for designing ad-hoc and on-demand reports, generation of report is executed from the same reporting tool).	3
NF.0184	Reporting	N/A	N/A	N/A	The system shall provide the ability to schedule a report to run without user intervention if certain user defined conditions are met.	3
NF.0185	Reporting	N/A	N/A	N/A	The system shall provide the ability for processing reports in batch.	3
NF.0186	Reporting	N/A	N/A	N/A	The system shall execute on-line reports in the background and allow users to continue working.	3
NF.0187	Reporting	N/A	N/A	N/A	The system shall provide the ability for a user to view the progress of any report.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0188	Reporting	N/A	N/A	N/A	The system shall allow a system administrator to set thresholds for query workload (e.g., time limits) that provide notification to administrators.	3
NF.0189	Reporting	N/A	N/A	N/A	The system shall provide the ability to cancel a query job without user intervention if it fails to meet system administrator defined criteria (e.g., time limits).	3
NF.0190	Reporting	N/A	N/A	N/A	The system shall allow a user or an administrator to delete user created reports.	3
NF.0191	Reporting	N/A	N/A	N/A	The system shall support report distribution based on reporting conditions, such as user defined data values.	3
NF.0192	Reporting	N/A	N/A	N/A	The system shall support portrait and landscape page orientation for reports.	3
NF.0193	Reporting	N/A	N/A	N/A	The system shall provide the ability to print preview reports.	3
NF.0194	Reporting	N/A	N/A	N/A	The system shall provide the ability to define control breaks and number of lines per page limits.	3
NF.0195	Reporting	N/A	N/A	N/A	The system shall provide the ability to print a range of pages.	3
NF.0196	Reporting	N/A	N/A	N/A	The system shall provide the ability to route reports to various network printers as defined by a user.	3
NF.0197	Reporting	N/A	N/A	N/A	The system shall provide the ability to specify the number of copies of a report to be printed.	3
NF.0198	Reporting	N/A	N/A	N/A	The system shall provide the ability to direct reports to multiple outputs including email, screen, printer, file.	3
NF.0199	Reporting	N/A	N/A	N/A	The system shall provide users the means of specifying form of output and distribution for reports (e.g., distribute to named users through email, print at local printer, print at remote printer, fax, distribute as data file through specified medium of transmission, email, etc.).	3
NF.0200	Reporting	N/A	N/A	N/A	The system shall provide the ability to save report results in various formats (e.g., Microsoft Word, ASCII files, Microsoft Excel, Text files (.txt), PDF format, HTML, XML).	3
NF.0201	Reporting	N/A	N/A	N/A	The system shall support On-line Analytical Processing (OLAP) extraction, transmission, and formatting as it relates to reporting.	3
NF.0202	Reporting	N/A	N/A	N/A	The system shall provide a user configurable dashboard utilizing on-demand queries and standard reports to provide information to the user in a drill-down manner.	3
NF.0203	Reporting	N/A	N/A	N/A	The system shall provide the ability for an administrator to require the archiving of data used to produce a report.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0204	Reporting	N/A	N/A	N/A	The system shall provide a mechanism for archiving (storing in read-only mode) the data used to produce reports which have been marked as requiring archive.	3
NF.0205	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to open multiple screens/windows.	3
NF.0206	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to access the menu structure or a navigation path while executing business functionality.	3
NF.0207	Search And Navigation	N/A	N/A	N/A	The system shall support the use of user defined short-cut keys to move between modules and menus.	3
NF.0208	Search And Navigation	N/A	N/A	N/A	The system shall allow navigation between related functionality within a line-of-business record without re-entering the original search criteria.	3
NF.0209	Search And Navigation	N/A	N/A	N/A	The system shall provide a sequence of screens and fields enabling users to access, modify, skip or jump to other areas of interest for data entry based on the administrator defined navigation.	3
NF.0210	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to perform full text searches.	3
NF.0211	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to perform keyword searches.	3
NF.0212	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to search a range of data values.	3
NF.0213	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to execute advanced search functionality from any area within the system.	3
NF.0214	Search And Navigation	N/A	N/A	N/A	The system shall require at least one search criteria is populated prior to executing a search.	3
NF.0215	Search And Navigation	N/A	N/A	N/A	The system shall support the use of "wild cards" in search and query functions.	3
NF.0216	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to group search results.	3
NF.0217	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to sort search results.	3
NF.0218	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to navigate to the appropriate record selected (within the context of the search).	3
NF.0219	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to filter search results.	3
NF.0220	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to combine multiple search criteria using logical ‘AND’, ‘OR’ and ‘BETWEEN’ operators.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0221	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to search and retrieve records (or logical groups of records) matching compound search criteria.	3
NF.0222	Search And Navigation	N/A	N/A	N/A	The system shall allow users to save searches with user-defined names.	3
NF.0223	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to include unstructured data in query results (e.g., Microsoft Word documents, Adobe Acrobat files).	3
NF.0224	Search And Navigation	N/A	N/A	N/A	The system shall display result sets in a paged manner based on a user-defined number of records per page.	3
NF.0225	Search And Navigation	N/A	N/A	N/A	The system shall provide query searching capabilities that can be used to search within a result set.	3
NF.0226	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to perform advanced searches based on configurable criteria.	3
NF.0227	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to prompt the user to save work in progress.	3
NF.0228	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to specify the limit of the maximum number of records retrieved by a single page query.	3
NF.0229	Search And Navigation	N/A	N/A	N/A	The system shall provide a user with the total number of records found and total number of unique records found matching the user's query.	3
NF.0230	Security	N/A	N/A	N/A	The system shall enforce display, entry, modification, deletion, and exchange of information using the Principle of Least Privilege (A basic principle in information security that holds that entities (people, processes, devices) should be assigned the fewest privileges consistent with their assigned duties and functions. For example, the restrictive "need-to-know" approach defines zero access by default and then opens security as required.). .	3
NF.0231	Security	N/A	N/A	N/A	The system shall provide access to data and functionality within the system based on administrator configurable security role(s) assigned to the user (e.g., access to data, access to documents, access to audit trail information, access to program information, access to financial data).	3
NF.0232	Security	N/A	N/A	N/A	The system shall provide access to data and functionality at the most granular level available (i.e. field level for data and screen access, document type for documents, individual menu item for functionality).	3
NF.0233	Security	N/A	N/A	N/A	The system shall provide varying levels of permission to access data and functionality. Permissions shall include no access, view only access, create access, update access, and delete access.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0234	Security	N/A	N/A	N/A	The system shall provide the ability to establish standard "user profiles" consisting of one or more security roles from which individual users may inherit privileges.	3
NF.0235	Security	N/A	N/A	N/A	The system shall provide the ability for an administrator to modify the roles of a single user or group of users without modifying the original profile or role.	3
NF.0236	Security	N/A	N/A	N/A	The system shall provide the ability to assign role(s) to users effective for a specified date range.	3
NF.0237	Security	N/A	N/A	N/A	The system shall provide a single integrated logon to access all functionality within the system.	3
NF.0238	Security	N/A	N/A	N/A	The system shall not display a password in cleartext.	3
NF.0239	Security	N/A	N/A	N/A	The system shall provide a warning of password expiration based on an administrator configurable number of days prior to actual expiration .	3
NF.0240	Security	N/A	N/A	N/A	The system shall provide the user with a final warning to change his/her password prior to password expiration.	3
NF.0241	Security	N/A	N/A	N/A	The system shall automatically disable the user account when the administrator configurable number of unsuccessful logon attempts is exceeded.	3
NF.0242	Security	N/A	N/A	N/A	The system shall provide the ability to limit user logon to one workstation at a time.	3
NF.0243	Security	N/A	N/A	N/A	The system shall provide the capability to limit the number of concurrent sessions for each user account to an administrator configurable number.	3
NF.0244	Security	N/A	N/A	N/A	The system shall notify the user, upon successful logon (access), of the date and time of the last logon (access).	3
NF.0245	Security	N/A	N/A	N/A	The system shall display an approved notification message before granting access to the system.	3
NF.0246	Security	N/A	N/A	N/A	The system shall retain the notification message on the screen until users take explicit actions to log on to or further access the information system.	3
NF.0247	Security	N/A	N/A	N/A	The system shall generate a unique session identifier for each session and only recognize system-generated session identifiers.	3
NF.0248	Security	N/A	N/A	N/A	The system shall prevent further access to the system by ending a session and deleting the session id after an administrator configurable period of inactivity or based on user actions (e.g. logout, close browser)	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0249	Security	N/A	N/A	N/A	The system shall provide a readily observable logout capability on all screens/pages.	3
NF.0250	Security	N/A	N/A	N/A	The system shall provide the capability for an administrator to create/modify user and external customer accounts.	3
NF.0251	Security	N/A	N/A	N/A	The system shall provide the ability to associate a user with a primary and secondary business unit within the organization.	3
NF.0252	Security	N/A	N/A	N/A	The system shall provide the capability for an administrator to reset a user's password without knowing the original password.	3
NF.0253	Security	N/A	N/A	N/A	The system shall provide the capability for an administrator to require a user to reset their password on the next successful logon.	3
NF.0254	Security	N/A	N/A	N/A	The system shall prevent the creation of duplicate user accounts.	3
NF.0255	Security	N/A	N/A	N/A	The system shall provide the ability to enforce administrator configurable security parameters (e.g, password strength, expiring passwords, lockout attempts, inactivity timeframes, etc).	3
NF.0256	Security	N/A	N/A	N/A	The system shall provide the ability to log security events (e.g., failed/successful logon attempts, amendment of user rights, inactivation of users).	3
NF.0257	Security	N/A	N/A	N/A	The system shall have the capability for an administrator to revoke user access for an individual user or group of users.	3
NF.0258	Security	N/A	N/A	N/A	The system shall have the capability for an administrator to suspend user access for an individual user or group of users.	3
NF.0259	Security	N/A	N/A	N/A	The system shall have the capability for an administrator to force logout for an individual user or group of users.	3
NF.0260	Security	N/A	N/A	N/A	The system shall provide the ability to deactivate user accounts after an administrator configurable defined time of inactivity (days/weeks).	3
NF.0261	Security	N/A	N/A	N/A	The system shall provide the ability to generate automatic notification of locked user accounts to a security administrator.	3
NF.0262	Security	N/A	N/A	N/A	The system shall provide the ability to report on user information (e.g., account status, assigned roles/permissions, user activity history, history of security profile changes for a user).	3
NF.0263	Security	N/A	N/A	N/A	The system shall provide the ability to track and report inactive user accounts for specified time periods.	3
NF.0264	Security	N/A	N/A	N/A	The system shall provide the ability to administer user security based on organizational unit.	3
NF.0265	Security	N/A	N/A	N/A	The system shall support Secure Sockets Layer (SSL).	3
NF.0266	Security	N/A	N/A	N/A	The system shall support Secure Shell (SSH).	3

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REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**
NF.0267	Security	N/A	N/A	N/A	The system shall support IP Protocol Security extension (IPSec).	3
NF.0268	Security	N/A	N/A	N/A	The system shall support S/MIME for email communications.	3
NF.0269	Security	N/A	N/A	N/A	The system shall support at a minimum 256-bit cryptography.	3
NF.0270	Security	N/A	N/A	N/A	The system shall encrypt data transmission information (e.g., URLs, query strings, connection strings).	3
NF.0271	Security	N/A	N/A	N/A	The system shall provide the ability to encrypt sensitive data on the data layer.	3
NF.0272	Security	N/A	N/A	N/A	The system shall maintain the integrity and confidentiality of information during aggregation, packaging, and transformation in preparation for transmission.	3
NF.0273	Security	N/A	N/A	N/A	The system shall protect the integrity and confidentiality of transmitted information.	3
NF.0274	Security	N/A	N/A	N/A	The system shall protect the integrity and confidentiality of information at rest.	3
NF.0275	Security	N/A	N/A	N/A	The system shall provide the ability to virus scan uploaded files using Agency-approved virus scanning software.	3
NF.0276	Security	N/A	N/A	N/A	The system shall enforce approved authorizations for controlling the flow of information within the system and between interconnected systems.	3
NF.0277	Security	N/A	N/A	N/A	The system shall ensure transactions and messages are accurately received as they were sent and information is not altered by non-authorized individuals.	3
NF.0278	Security	N/A	N/A	N/A	The system shall provide access control that permits or denies access to the application, information, or other resources, based on parameters such as the identity of the source and the target.	3
NF.0279	Security	N/A	N/A	N/A	The system shall prevent unauthorized information transfer.	3
NF.0280	Security	N/A	N/A	N/A	The system shall monitor and control communications at the external boundary of the system and at key internal boundaries within the system.	3
NF.0281	Security	N/A	N/A	N/A	The system shall route all access through a dedicated, managed interface for purposes of access control and auditing.	3
NF.0282	Security	N/A	N/A	N/A	The system shall prevent discovery of specific system components (or devices) composing a managed interface.	3
NF.0283	Security	N/A	N/A	N/A	The system shall implement host-based boundary protection mechanisms for servers, workstations, and mobile devices.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0284	System Architecture	N/A	N/A	N/A	The system shall support 24x7x365 availability.	3
NF.0285	System Architecture	N/A	N/A	N/A	The system shall support 99.99% availability, excluding planned maintenance, calculated on an annual basis.	3
NF.0286	System Architecture	N/A	N/A	N/A	The system shall support access from multiple locations to include all AWI offices as well as telecommuters.	3
NF.0287	System Architecture	N/A	N/A	N/A	The system shall be designed in a modular architecture which corresponds to the business processes in order to support a phased implementation.	3
NF.0288	System Architecture	N/A	N/A	N/A	The system shall employ reusable application components.	3
NF.0289	System Architecture	N/A	N/A	N/A	The system architecture shall be fault tolerant.	3
NF.0290	System Architecture	N/A	N/A	N/A	The system shall integrate with secure inbound and outbound Exchange/Outlook email technology.	3
NF.0291	System Architecture	N/A	N/A	N/A	The system shall integrate with inbound and outbound fax technology.	3
NF.0292	System Architecture	N/A	N/A	N/A	The system shall integrate with inbound and outbound Integrated Voice Response (IVR) technology.	3
NF.0293	System Architecture	N/A	N/A	N/A	The system shall provide an integrated document and content management repository.	3
NF.0294	System Architecture	N/A	N/A	N/A	The system shall provide integrated document imaging technology including print-to-image.	3
NF.0295	System Architecture	N/A	N/A	N/A	The system shall provide integrated error and exception handling capabilities.	3
NF.0296	System Architecture	N/A	N/A	N/A	The system shall provide the ability to integrate with third-party applications (e.g., Microsoft Office, Adobe Acrobat).	3
NF.0297	System Architecture	N/A	N/A	N/A	The system shall provide a business-rules engine that includes a business rules repository (e.g., claimant eligibility rules).	3
NF.0298	System Architecture	N/A	N/A	N/A	The system shall allow for changes to administrator defined business rules without programming modifications.	3
NF.0299	System Architecture	N/A	N/A	N/A	The system will provide the capability to create and maintain program types and fund codes (along with associated business rules) without programming modifications.	3
NF.0300	System Architecture	N/A	N/A	N/A	The system shall provide the ability to track business rule parameters for different time periods (temporal maintenance of parameters).	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0301	System Architecture	N/A	N/A	N/A	The system shall provide the ability to maintain administrator defined parameters to drive business functionality. Modifications to parameter values shall not require programming changes.	3
NF.0302	System Architecture	N/A	N/A	N/A	The system shall provide the ability to establish and maintain parameters to be used globally.	3
NF.0303	System Architecture	N/A	N/A	N/A	The system shall provide the ability to establish and maintain parameters to be used locally within each business unit.	3
NF.0304	System Architecture	N/A	N/A	N/A	The system shall provide the ability for an authorized user to create, modify, and inactivate look-up values including both codes and code values.	3
NF.0305	System Architecture	N/A	N/A	N/A	The system shall provide the ability to "post" data transactions real time.	3
NF.0306	System Architecture	N/A	N/A	N/A	The system shall provide the ability to "roll back" non-committed transactions in the event of a system failure.	3
NF.0307	System Architecture	N/A	N/A	N/A	The system shall provide the ability to integrate with a central high speed printing facility.	3
NF.0308	System Architecture	N/A	N/A	N/A	The system shall support centralized process scheduling mechanisms.	3
NF.0309	System Architecture	N/A	N/A	N/A	The system shall support presenting links to external websites.	3
NF.0310	System Architecture	N/A	N/A	N/A	The system shall provide the ability to accommodate subsequent development, change of business process, access channel, and scalability.	3
NF.0311	System Architecture	N/A	N/A	N/A	The system shall provide the ability to support changes in transaction volumes without the need for software upgrades/migrations or code reengineering (i.e., increased/decreased hardware only).	3
NF.0312	System Architecture	N/A	N/A	N/A	The system shall provide the ability to deploy new functionality to the system, without impacting existing non-related functionality.	3
NF.0313	System Architecture	N/A	N/A	N/A	The system shall be architected to ensure the failure of any end user devices, including workstations or printers, does not impact the operation or performance of other devices.	3
NF.0314	System Architecture	N/A	N/A	N/A	The system shall provide server failover management for both application server(s) and database server(s).	3
NF.0315	System Architecture	N/A	N/A	N/A	The system shall provide a transactional response time of no more than 3 seconds excluding network latency.	3
NF.0316	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 1600 concurrent users at initial deployment.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0317	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 200,000 concurrent external customers at initial deployment.	3
NF.0318	System Architecture	N/A	N/A	N/A	The system shall support the assignment of priority to system functions (i.e., search, exports, backup, etc).	3
NF.0319	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 3.6 million claims annually at initial deployment.	3
NF.0320	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 1.5 million claimants annually at initial deployment.	3
NF.0321	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 250,000 appeals annually at initial deployment.	3
NF.0322	Usability	N/A	N/A	N/A	The system shall provide consistency and validity checks on data elements at the point of data entry.	3
NF.0323	Usability	N/A	N/A	N/A	The system must display a meaningful error message.	3
NF.0324	Usability	N/A	N/A	N/A	The system shall provide the ability to display meaningful descriptions in the place of system codes (e.g., 'Male' instead of 'M').	3
NF.0325	Usability	N/A	N/A	N/A	The system shall provide the ability to associate forms, documentation, and reports to specific types of notifications.	3
NF.0326	Usability	N/A	N/A	N/A	The system shall provide a positive acknowledgement that data entry has been accepted.	3
NF.0327	Usability	N/A	N/A	N/A	The system shall provide administrator configurable messages to the user in the event of a system error (e.g., technical information, resolution required).	3
NF.0328	Usability	N/A	N/A	N/A	The system shall provide the ability to drill down from summary balances to supporting detail transactions and drill up from detailed transactions to the summary balance.	3
NF.0329	Usability	N/A	N/A	N/A	The system shall provide the ability to establish administrator defined business rules for the generation of notifications to appropriate entities (e.g., UC staff, claimants, referring sources) for needed actions (e.g., follow-up required, need for data or documentation, scheduled appointment) without user intervention.	3
NF.0330	Usability	N/A	N/A	N/A	The system shall provide the ability to establish and maintain a standard set of administrator defined type codes for creating scheduled events.	3
NF.0331	Usability	N/A	N/A	N/A	The system shall provide the ability to facilitate rapid data entry for large volume or high-speed data entry requirements. This includes the ability to use the keyboard to progress through fields on the screen.	3
NF.0332	Usability	N/A	N/A	N/A	The system shall provide the ability to identify the method of transmission for each type of notification (e.g., paper, electronic).	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0333	Usability	N/A	N/A	N/A	The system shall provide the ability to maintain administrator defined business rules specific to tracking information across multiple time zones (e.g., calendaring with the ability to reconcile 9:00 AM ET is 8:00 AM CT).	3
NF.0334	Usability	N/A	N/A	N/A	The system shall provide the ability to maintain administrator defined notifications based on business processes and system events.	3
NF.0335	Usability	N/A	N/A	N/A	The system shall provide the ability to save work in progress.	3
NF.0336	Usability	N/A	N/A	N/A	The system shall provide the ability to complete work in progress.	3
NF.0337	Usability	N/A	N/A	N/A	The system shall provide the ability to modify previously saved work in progress.	3
NF.0338	Usability	N/A	N/A	N/A	The system shall provide the ability to execute "copy / paste" functionality with third-party applications (e.g., Microsoft Word).	3
NF.0339	Usability	N/A	N/A	N/A	The system shall utilize colors, other visual and non-visual aids to facilitate the ease-of-use of system functions (e.g., data entry/section errors are presented in red for easy detection).	3
NF.0340	Usability	N/A	N/A	N/A	The system shall provide case management functionality.	3
NF.0341	Usability	N/A	N/A	N/A	The system shall provide the ability to remove incomplete external customer records after an administrator defined time frame.	3
NF.0342	Usability	N/A	N/A	N/A	The system shall provide the capability to present all screens to external customers in their preferred language (i.e., English, Spanish, Creole).	3
NF.0343	Usability	N/A	N/A	N/A	The system shall provide the ability for an external customer to upload and attach electronic documents to a record.	3
NF.0344	Usability	N/A	N/A	N/A	The system shall provide the ability for a user to upload and attach electronic documents to a record.	3
NF.0345	Usability	N/A	N/A	N/A	The system shall provide a mechanism for a user to enter any information that is allowed to be entered by an external customer.	3
NF.0346	Usability	N/A	N/A	N/A	The system shall provide the capability to display any data stored within the system.	3
NF.0347	Usability	N/A	N/A	N/A	The system shall provide the ability to confirm entered information prior to final submission.	3
NF.0348	Workflow	N/A	N/A	N/A	The system shall have the capability to maintain workflows and work queues.	3
NF.0349	Workflow	N/A	N/A	N/A	The system shall provide the ability to create new workflows.	3
NF.0350	Workflow	N/A	N/A	N/A	The system shall provide the ability to define workflow routes and associated details based on defined business processes.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0351	Workflow	N/A	N/A	N/A	The system shall provide the ability to route a work item within the administrator defined workflow.	3
NF.0352	Workflow	N/A	N/A	N/A	The system shall provide the ability to maintain an administrator defined set of required documentation needed to proceed to the next step in the workflow.	3
NF.0353	Workflow	N/A	N/A	N/A	The system shall provide the ability to modify workflow routes which are in the production environment.	3
NF.0354	Workflow	N/A	N/A	N/A	The system shall provide the ability to manually reassign work items which are “in progress” to the correct workflow step at the time a production workflow is modified.	3
NF.0355	Workflow	N/A	N/A	N/A	The system shall provide the ability to apply version control to workflows.	3
NF.0356	Workflow	N/A	N/A	N/A	The system shall provide the ability to maintain an administrator defined list of work item type codes.	3
NF.0357	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign administrator defined rules to work item type codes.	3
NF.0358	Workflow	N/A	N/A	N/A	The system shall provide the ability to define review periods based on work item code.	3
NF.0359	Workflow	N/A	N/A	N/A	The system shall provide the ability to organize work items into work queues based on administrator defined rules.	3
NF.0360	Workflow	N/A	N/A	N/A	The system shall provide the ability to “turn-on” / “turn-off” review steps in a workflow based on administrator defined criteria (e.g., by user, by business process).	3
NF.0361	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign workflow users to specific work queues.	3
NF.0362	Workflow	N/A	N/A	N/A	The system shall provide the ability to retrieve and assign unassigned work items.	3
NF.0363	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign work items to users based on pre-defined business rules.	3
NF.0364	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign priority to work items based on administrator defined business rules.	3
NF.0365	Workflow	N/A	N/A	N/A	The system shall provide the ability to establish administrator defined business rules to prevent assignment of work to a user based on user availability (e.g., vacation, sickness, existing work-load).	3
NF.0366	Workflow	N/A	N/A	N/A	The system shall provide the ability to set user properties for work queues (e.g., duration of access to queue, queue functions assigned to the user).	3

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REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**
NF.0367	Workflow	N/A	N/A	N/A	The system shall provide the ability to create work items from system events and user-initiated events.	3
NF.0368	Workflow	N/A	N/A	N/A	The system shall provide the ability to initiate a workflow through the receipt of an electronic form or occurrence of a system event (e.g., uploaded form, imaged documentation, receipt of referral, appointment scheduled, receipt of requested documentation).	3
NF.0369	Workflow	N/A	N/A	N/A	The system shall integrate with document management functionality to cross-reference documentation with the appropriate work item.	3
NF.0370	Workflow	N/A	N/A	N/A	The system shall provide the ability to issue notifications as new documentation is associated with the work item.	3
NF.0371	Workflow	N/A	N/A	N/A	The system shall provide the ability to automatically move the work item to the next step in the workflow once required documentation has been received and associated with the work item.	3
NF.0372	Workflow	N/A	N/A	N/A	The system shall provide the ability to move work items between workflow steps based on administrator defined workflow rules.	3
NF.0373	Workflow	N/A	N/A	N/A	The system shall provide the ability to trigger a change in the work item based on the change to the related line-of-business record.	3
NF.0374	Workflow	N/A	N/A	N/A	The system shall provide the ability to move work items to the next step in the workflow once required user actions have been completed (e.g., acceptance, approval, rejection).	3
NF.0375	Workflow	N/A	N/A	N/A	The system shall provide the ability for a user to set work items to a 'pend' state (indicating the item will not be worked for a period of time).	3
NF.0376	Workflow	N/A	N/A	N/A	The system shall provide the ability to release pended items to an active state based on administrator or user determined business rules.	3
NF.0377	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign work items from one user to another user.	3
NF.0378	Workflow	N/A	N/A	N/A	The system shall provide the ability to add notes to the work item.	3
NF.0379	Workflow	N/A	N/A	N/A	The system shall provide the ability to issue administrator defined time-based reminders (e.g., work item not processed within defined time frames, work item not yet assigned, processing on the work item has not been initiated).	3
NF.0380	Workflow	N/A	N/A	N/A	The system shall provide the ability for a reviewer to reject a work item and return it to the original sender.	3
NF.0381	Workflow	N/A	N/A	N/A	The system shall provide the ability to refer work items to users outside of the assigned workflow.	3
NF.0382	Workflow	N/A	N/A	N/A	The system shall provide the ability to close a work assignment based on administrator defined business rules.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0383	Workflow	N/A	N/A	N/A	The system shall provide the ability for supervisors to monitor work items within a workflow.	3
NF.0384	Workflow	N/A	N/A	N/A	The system shall provide the ability to display the current location (e.g., step in process, user inbox) of a work item.	3
NF.0385	Workflow	N/A	N/A	N/A	The system shall provide the ability to query workflows, based on administrator defined criteria, to find a specific work item.	3
NF.0386	Workflow	N/A	N/A	N/A	The system shall provide the ability to report on current status of workflow items (e.g., listing by work items and location in workflow, listing by staff of all assigned work items, listing of work items and current status, listing of work items by type).	3
NF.0387	Workflow	N/A	N/A	N/A	The system shall provide the ability to sort work items by any work item attributes.	3
NF.0388	Correspondence	N/A	N/A	N/A	The system shall provide a capability to generate each correspondence identified in the functional requirements.	3
NF.0389	Correspondence	N/A	N/A	N/A	The system shall provide a capability to associate each correspondence identified in the functional requirements with the appropriate business process(es)/system interaction enabling the correspondence to be generated without user intervention.	3
NF.0390	Workflow	N/A	N/A	N/A	The system shall maintain a complete audit trail of a work item from generation to closure (e.g., history of the users routing the work item, date and time work item was routed).	3
NF.0391	Reporting	N/A	N/A	N/A	The system shall provide the ability to create database snapshots for historic reporting and audit purposes.	3
NF.0392	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to record IVR delivered information into a call record.	3
NF.0393	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to record user entered information into a call record.	3
NF.0394	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to automatically populate fields based on delivered information from the IVR.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0395	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to support multiple templates for different call types.	3
NF.0396	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability for a user to monitor the status of a call record.	3
NF.0397	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to support customization of call record templates.	3
NF.0398	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to consolidate and record all contact activity associated with a customer.	3
NF.0399	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to assign a unique call record number.	3
NF.0400	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to display customizable lists or menus for field completion.	3
NF.0401	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to add notes from a standard call record template of predefined notes.	3
NF.0402	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to edit notes selected from the standard call record template of predefined notes.	3
NF.0403	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall support assignment of status to a call record.	3

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0404	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall support assignment of due date and time.	3
NF.0405	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to create a call record history of all actions against a call record.	3
NF.0406	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to manually hand-off a call record to another user.	3
NF.0407	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to manually assign a call record to a specific user.	3
NF.0408	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to suspend a call record for a predetermined period of time.	3
NF.0409	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall support the ability to link a call record to other call records regardless of status.	3
NF.0410	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability for users to search, view and sort workload at any time based on any combination of call record status, date/time range or other call record fields.	3
NF.0411	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability for a supervisor to monitor and sort, in real time, workload for any user or group at any time.	3
NF.0412	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to historically search, report on call records based on status, user, group, customer, outcomes, date/time or any other call record field.	3

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0413	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall support the ability to reopen a call record that has been closed.	3
NF.0414	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to support call scripts within a call record dynamically generating a user interface designed to guide the user through the problem resolution process.	3
NF.0415	Call Center / ACD	N/A	N/A	N/A	The system shall provide full ACD capability for the existing Agency Unemployment Compensation call centers including skills based routing.	3
NF.0416	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to route calls based on caller entered digits or spoken choices (speech recognition).	3
NF.0417	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to manage multiple call centers as one virtual call center from a call handling and management perspective.	3
NF.0418	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to integrate with outsourced call center providers for the efficient routing and handling of calls.	3
NF.0419	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to route calls to back up call centers in the event of an emergency.	3
NF.0420	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to speak to the caller estimated wait time for queued calls.	3
NF.0421	Call Center / Voice Messaging	N/A	N/A	N/A	The system shall provide the ability for a caller to leave a voice message.	3
NF.0422	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability for agents to place outbound calls.	3
NF.0423	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability for callers to request a call back and for these call backs to be automatically placed for handling by call center agents.	3
NF.0424	Call Center / Workforce Management	N/A	N/A	N/A	The system shall provide a workforce management application for the forecasting of call volume and scheduling of call center agents.	3
NF.0425	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to monitor calls in real time.	3
NF.0426	Call Center / Quality	N/A	N/A	N/A	The system shall provide a call center quality application for the scoring of agent activities against quality standards.	3
NF.0427	Call Center / Call Recording	N/A	N/A	N/A	The system shall provide the capability to record calls for later playback based on a sampling methodology and on demand by agents/supervisors.	3

Respondent Name: Yang Enterprises, Inc.

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response
NF.0428	Call Center / Call Recording	N/A	N/A	N/A	The system shall provide the ability to search and retrieve recorded calls.	3
NF.0429	Call Center / Call Recording	N/A	N/A	N/A	The system shall provide the ability to export recorded calls to portable media devices.	3
NF.0430	Call Center / Data Recording	N/A	N/A	N/A	The system shall provide the ability to record and save applications screens associated with recorded calls for quality purposes.	3
NF.0431	Call Center / Reporting	N/A	N/A	N/A	The system shall support the ability to report on call center activity in real time.	3
NF.0432	Call Center / Reporting	N/A	N/A	N/A	The system shall support the ability to report on historical call center activity based on user defined criteria.	3
NF.0433	Call Center / Reporting	N/A	N/A	N/A	The system shall provide an ad-hoc reporting writer for the call center that consolidates reporting across one or more call center.	3
NF.0434	Call Center / CTI	N/A	N/A	N/A	The system shall provide the capability to provide screen pops on the agent desktop to the appropriate customer record based on Computer Telephony Integration (CTI)-delivered digits (captured from the network or customer entered).	3
NF.0435	Call Center / CTI	N/A	N/A	N/A	The system shall provide the capability to transfer the context of a call, including application screens, along with a transferred call.	3
NF.0436	Call Center / CTI	N/A	N/A	N/A	The system shall provide the ability to integrate the CRM application with CTI-delivered information.	3
NF.0437	Call Center / E-mail	N/A	N/A	N/A	The system shall provide the ability to manage large volumes of inbound and outbound e-mails with supporting agent desktop tools.	3
NF.0438	Call Center / Facsimile	N/A	N/A	N/A	The system shall provide the ability to handle large volumes of inbound and outbound facsimiles from the agent desktop.	3
NF.0439	Call Center / IVR	N/A	N/A	N/A	The system shall provide IVR capabilities included natural speech automated speech recognition and text to speech in all mandatory languages (English, Spanish and Creole).	3
NF.0440	Call Center / IVR	N/A	N/A	N/A	The system shall provide a full featured and easy to use graphical IVR scripting application.	3
NF.0441	Call Center / IVR	N/A	N/A	N/A	The system shall provide the ability to easily record and update messages and prompts in all call center systems (on hold messages, IVR voice files, etc.)	3
NF.0442	Call Center / IVR	N/A	N/A	N/A	The system shall support VoiceXML for voice application development.	3
NF.0443	Call Center / Knowledgebase	N/A	N/A	N/A	The system shall provide an easy to use knowledgebase for the storage and retrieval of customer service related information.	3

Respondent Name:	Yang Enterprises, Inc.					
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**
NF.0444	Call Center / Virtual Call Center	N/A	N/A	N/A	The system shall provide the ability to route calls directly to staff or agents at different sites, without any additional on-site equipment.	3

Extent of Effort	Respondent Comments

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	Values	
Row Labels	**Count of Respondent Response**	**Count of Extent of Effort**
(blank)		
(blank)		
Grand Total		

Response instructions and keys for completing the Requirements Matrix.

Note:	The Respondent's response to each requirement must be coded as follows:
Respondent Response	**Definition**
0	**Cannot Support requirement** - The business function is not included in the base product, the base product cannot be configured, or customized software cannot be developed to meet the required functionality.
1	**Customization required** - The business function requires customized changes to the base product or software development apart from the base product's design, process or structure or customized software needs to be developed to meet the required functionality or integration with another software is needed.
2	**Configuration required** - The business function can be met by configuring the base product. In this context, "configuring" means that coding is not required.
3	**Included in base product** - The business function is included in the base product(s) and is fully demonstrable.

Note:	The Extent of Effort information is required if the Respondent's response to the requirement is 1 or 2 (Customization Required or Configuration Required). The Respondent's response must be coded as follows:
Extent of Effort	**Definition**
Trivial	Less than 8 hours
Low	9 hours to 80 hours
Medium	81 hours to 500 hours
High	501 hours and above

Respondent Comments	The Respondent's comments may be recorded in this column. The Respondent is requested to limit the comments to less than three (3) sentences.