



**MINUTES OF THE UNEMPLOYMENT COMPENSATION (UC)
CLAIMS AND BENEFITS INFORMATION SYSTEM PROJECT
EXECUTIVE STEERING COMMITTEE MEETING**

Meeting date: November 19, 2009

A) Call To Order

The fourth, regular meeting of the Unemployment Compensation Claims and Benefits Information System Project Executive Steering Committee was held in the Caldwell Building, Room 114, Tallahassee, Florida, on November 19, 2009. The meeting convened at 11:02 a.m. with Barbara Griffin presiding.

B) Members In Attendance

- Barbara Griffin, Chair & Deputy Director, Agency for Workforce Innovation (AWI), Designee for Cynthia Lorenzo, Executive Director, AWI
- Jim Evers, Program Director, General Tax Administration, Department of Revenue (DOR)
- David Hagen, Vice Chair & Government Operations Consultant III, AWI, Designee for Tom Clendenning, Director of the Office of Unemployment Compensation, AWI
- Allen Northrup, IT/UC Applications Program Manager, AWI, Designee for Scott Stewart, Chief Information Officer, AWI
- Susan Wilson, Deputy Program Manager, DOR, Designee for Lisa Echeverri, Executive Director, DOR

All of the Committee members were in attendance and therefore a quorum was met.

C) Members Not In Attendance

All members were present.

D) Non-Members In Attendance

- Cliff Atkinson, Consultant I, AWI
- Marsha Belcher, Florida Senate Ways and Means Committee
- Jennifer Hrdlicka, Florida Senate Commerce Committee
- Andy Loveland, Project Manager, North Highland
- Monique Manns, Project Administrative Assistant, AWI
- Tom McCullion, Project Director, AWI
- Ron McCranie, Project UC Program Manager, AWI
- Rosa McNaughton, General Counsel, AWI
- Michelle Mullins, Technology Review Workgroup (TRW)
- Kevin Neal, Director, Workforce Services, AWI
- Vickie Smith, Workforce Services, AWI
- Scott Stewart, CIO, Office of Information Technology, AWI
- Kevin Thompson, Director of Administration, AWI
- Steve Urquhart, Workforce Florida
- Donna Winsloe, Revenue Program Administrator I, DOR



E) Committee Member Reports

1) Approval of Minutes

Motion was made by Mr. Hagen, and Mr. Northrup seconded, to approve the minutes of the October 14, 2009 meeting. Motion carried.

2) Project Status Report

- a) Mr. McCullion provided the following project status report, a copy of which was included in the information previously distributed. Accomplishments for the period are described below:
- The first UC Extreme Makeover Newsletter went out October 28th to over 75 people actively involved in the project. The intent of the newsletter is to keep the lines of communication open during all phases of the project.
 - Review of the “As Is” status.
 - North Highland conducted over 220 interviews which included 127 AWI associates in Tallahassee, Ft. Lauderdale and Orlando.
 - Documented 11 UI Core Processes.
 - Documented 60 plus sub-process workflows.
 - Documented 800 pages of business process descriptions.
 - Held two full-day workshops on October 21-22 which included 31 AWI associates to validate process workflows.
 - Gathered 187 Business Process Improvement Recommendations for operational review.
 - Provided an update on the Request for Information (RFI) Oral Presentations that were held November 12th through November 18th. Ten vendors responded which included all of the major players in the UC/UI applications arena. The RFI presentations confirmed the Feasibility Study’s assessment that there are several system options implemented at other States for AWI to consider.
 - The RFI will allow us to further define our requirements for the upcoming Invitation to Negotiate (ITN). Mr. Evers asked when the ITN will be released and Mr. McCullion responded on May 1st. The ITN is expected to be complex so the project team has started to develop an ITN and Procurement strategy. Ms. Griffin suggested working with General Counsel. Mr. McCullion concurred and stated that both the General Counsel and Purchasing will be intimately involved.
 - Mr. McCullion and Mr. Stewart briefly discussed the status of the Independent Validation & Verification Service (IV&V). Presently it is on track for a November 23rd selection and November 30th start. Mr. Stewart stated the vendor chosen will work for AWI and will conduct a 45 day baseline assessment and report on a monthly base to the Committee.
 - Provided an update on the monthly meetings being held with TRW, typically the week after the ESC meeting. As of the last meeting TRW has not raised issues of concern. Ms. Mullins concurred.



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- Mr. McCullion then spoke on recent and planned meetings with the following:
 - Mr. McCullion and Mr. McCranie Met with David Taylor, State CIO Agency for Enterprise Information Technology. Mr. Taylor recommended the project team focus on the following:
 - Rules Based Architecture
 - Service Based Architecture
 - Eligibility Determination as a State Service
 - Use of Shared Service Center
 - *Ms. Wilson expressed a concern and cautioned the project team to not align the critical project timelines too tightly with EITS or SSRC's timelines.*
 - Will set up a meeting with John Wade, Executive Director, Southwood Shared Resource Center (SSRC), to discuss any concerns he might have around Systems Architecture and Ongoing Support. We also want to make sure there is alignment in support responsibilities with the AWI IT team.
 - Met with Mr. Northrup and the AWI IT Management Team to ensure that they are actively involved in the requirements definition phase of the project, specifically during the non-functional/technical requirements development.
 - Sat in on the recent Commerce Committee Meeting to ensure project alignment.
 - Engaging the National Association of State Workforce Agencies (NASWA) and the U. S. Department of Labor sponsored Information Technology Service Center (ITSC) to leverage best practices.
 - Partnering with the Early Learning Information System (ELIS) project to benefit from any lessons learned since the ELIS project is several months ahead of the UC project in their project timeline.
- b) Next Steps and Key Action Items:
 - Have begun the "To Be" Business Process Development tasks
- c) Project Budget:
 - Paid for the Operations Work Plan (1st Project Deliverable)
 - Paid for the Project Management Services
 - Running 73% Actual to Budget ratio
- d) Issues for Management Attention:
 - Presently the Unemployment Appeals Commission (UAC) and Office of Appeals maintain separate computer databases. Since the business areas share the same information and cases, the project team recommends performing functional and technical gap analyses to see if UAC can leverage the same functionality as Appeals in the new system.
 - Also, the project team met with Workforce Services and Workforce Florida to discuss the level of interface between the two areas as it pertains to the project. The project team recommends that we add an additional resource to the team to document what is required and the additional cost or time impact to the project if any. The project team will revert to the Committee if the cost of the investigation is significant.



- Ms. Wilson asked if the Committee needed to vote on these recommendations and Ms. McNaughton advised that this just needed a general consensus. The Committee agreed with both of the project's recommendations above.

F) Other business

No other business was raised.

G) PUBLIC COMMENTS

Mr. Hagen, sitting in as Chair for Ms. Griffin who was called away from the meeting, opened the floor for any public comments and there were none.

H) Review of Actions from Meeting

Below is a summary of the key actions from the meeting:

- Approved the minutes from the October 14, 2009 meeting.
- Reviewed the project status report and identified opportunities to interface with Workforce Florida.
- Next meeting to include detailed status on "To Be" Business Process development
- Tentatively scheduled the next Committee meeting for December 17, 2009 at 10am.

I) Adjournment

The meeting was adjourned at 12:00 p.m.

J) Approvals

(Signature)

(Date)