



UC C&B IS Project Executive Steering Committee

December 17, 2009
Project Status Report

Agenda



- Unemployment Appeals Commission
- Workforce Services, Workforce Florida and Workforce Boards
- “To-Be” Processes
- Invitation To Negotiate (ITN)
- Independent Validation and Verification IV&V
- Other Information of Interest

Unemployment Appeals Commission (UAC)



- UAC has agreed to use the processes being developed for the Office of Appeals
 - We may put in place a “firewall” for security
 - Will want to convert and store historical information
 - No incremental cost anticipated
 - A Change Order for this agreement has been signed

Workforce



- Kicked-off a high-level requirements review with Workforce Services, Workforce Florida and the Workforce Boards
 - Susan Nelms *Executive Director for Workforce Region 1, Escarosa*
 - Lois Scott *Process Manager, Workforce Service*
 - Steve Urquhart *VP Workforce Performance, Workforce Florida, Inc.*
 - Richard Williams *Executive Director for Workforce Region 3, Chipola*
 - A Change Order for this effort has been signed as well



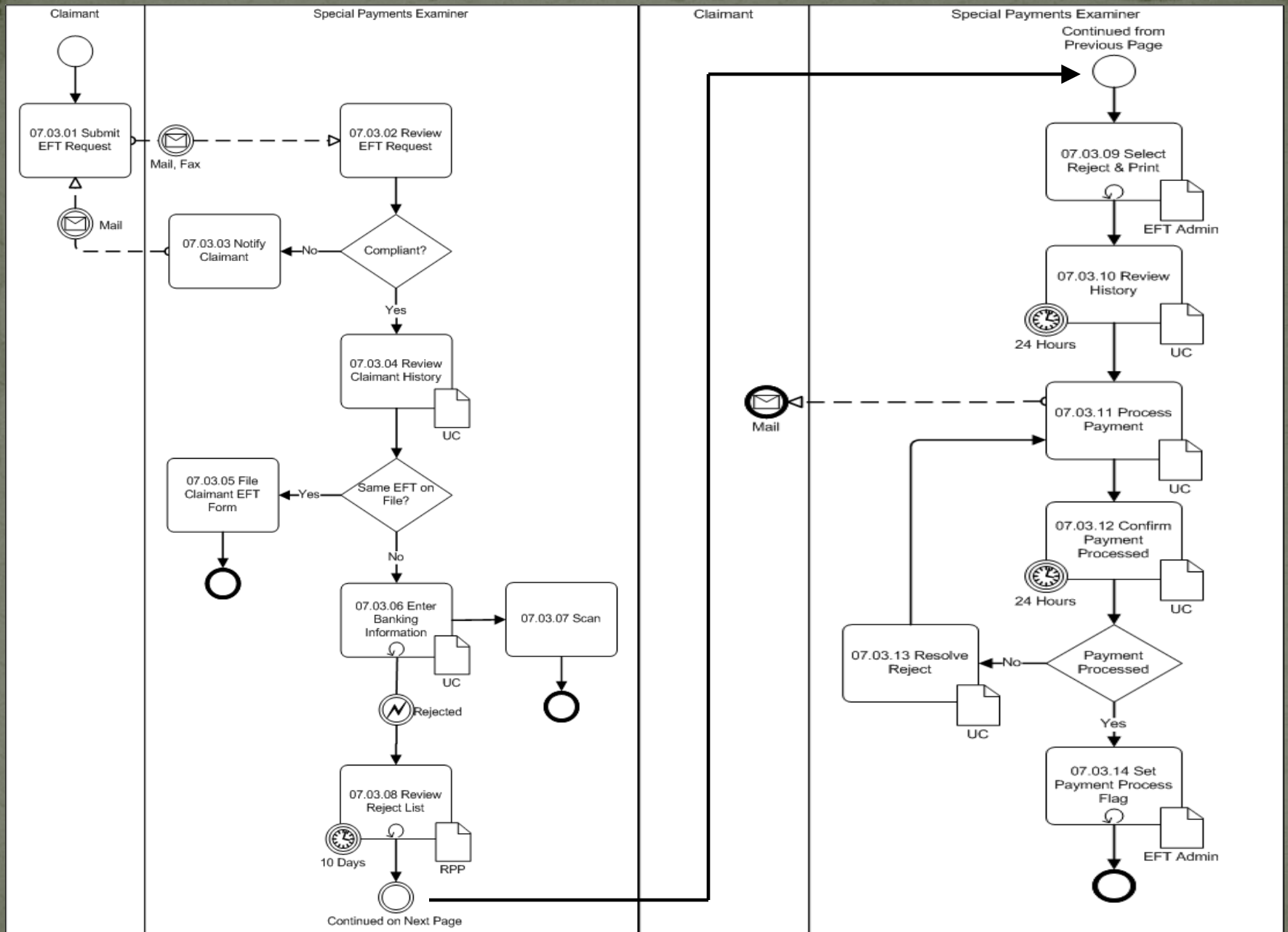
Workforce - *con't*

- North Highland has provided a proposal to lead this effort, drive the high-level requirements and incorporate them into the UC Requirements Document
 - Proposal is for \$36,000
 - Have capacity to absorb this cost into the project budget

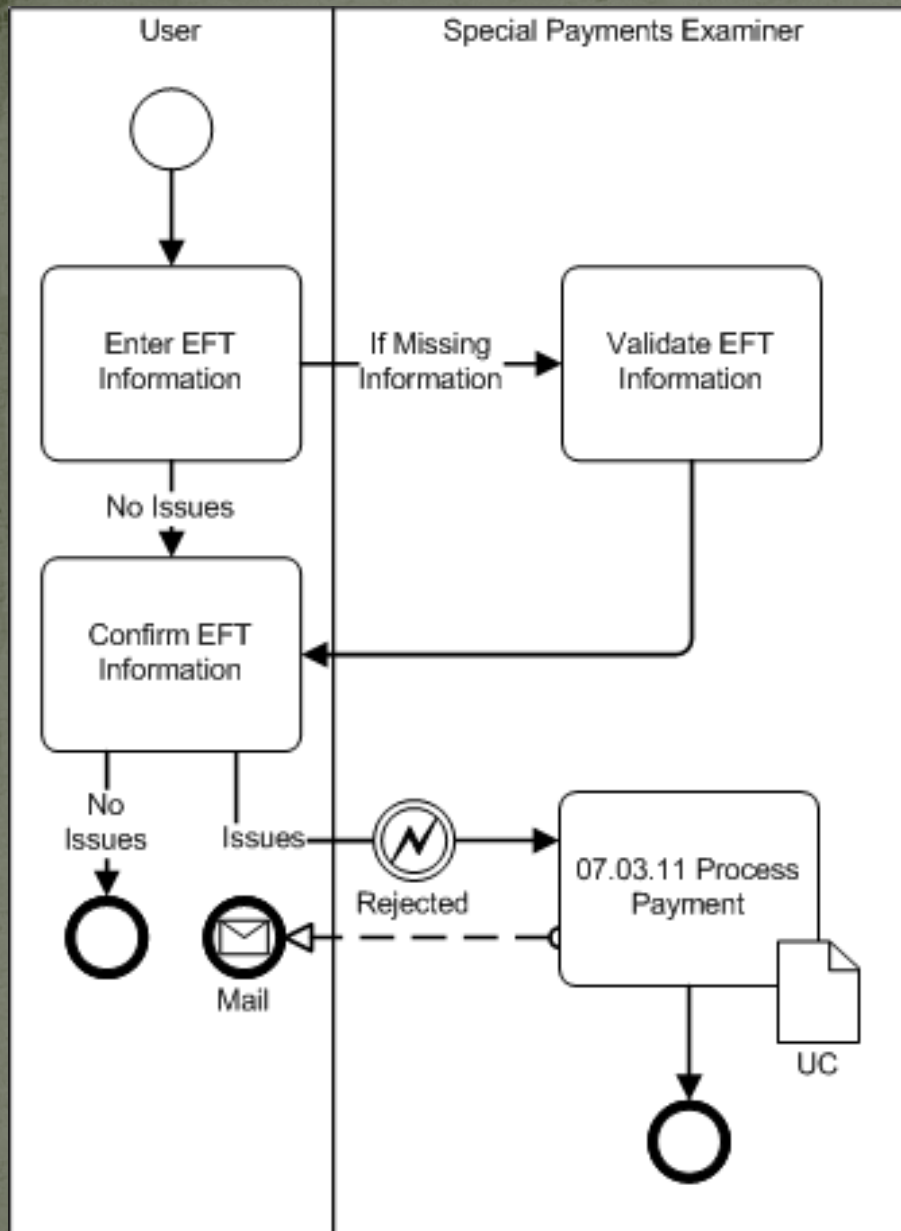


To-Be Processes

- Kicked off the future State Business Process Improvement Interviews
- Workshops planned for January 6-7
- “As-Is” to “To-Be” Example: EFT



The EFT Process is this ... and this ...



- Elapsed Processing Time from 3 Days to 1 Hour
 - *Improved Customer Service – Quicker Payments*
- Support labor is reduced from 20 hours to 1 hour
- Users interact with 1 system versus 3 systems today

The new process is this!



Invitation to Negotiate

- The \$2M of 2009 General Appropriations Act funding is insufficient to begin the ITN process in FY 2009-10
- This would force the delay of the start of the ITN process until July 1 (FY 2010-11 Funding) and the start of the development phase until early Spring 2010
- Currently seeking approval to use existing available budget authority

Independent Validation and Verification (IV&V)



- Ernst & Young has been selected as the IV&V vendor for both the ELIS and UC Projects
- Start date is January 4, 2010



Other Information of Interest

- Staffing Model
 - Anticipate ramping up AWI resources on the project from 5 to 30+ by October
 - Working with HR to ensure a fair and equitable process for selecting those key staff
 - Anticipate housing up to 60 vendor personnel
 - Looking at additional space in Northwood



Other Information of Interest

- Meetings
 - Met with Southwood Shared Resource Center (SSRC) staff to update them on the project and solicit from them their technical requirements in support of the project
 - Beginning to liaise with National Association of State Workforce Agencies (NASWA) & their Information Technology Service Center (ITSC) to understand the impact of any Federal or shared State initiatives
 - Setting up meetings with other key States to benefit from lessons learned from their projects and also refine our strategy and direction



Other Information of Interest

- Anticipated Next Steps & Key Action Items
 - Continue with the “To-Be” Process Development
- Budget (Procurement Support Contracts)
 - Updated the Spend Plan from a Forecast Perspective
- Issues for Management Attention
 - None
- Attachments
 - None

Questions?

