

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: John Matteis, Director of PMO

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Agency: Department of Labor

Project: UI Modernization

Project Manager: Brian Cooley

Reporting Period: Project Inception through 12/31/2019

Total Funds Requested: \$25,088,530

Total Funds Allotted to Agency: \$14,766,007

Accumulative Total Capital Fund Expenditures to Date: \$9,166,952

Brief Project Description/Summary:

The Connecticut Department of Labor (CT DOL) has embarked on a business transformation initiative to modernize and improve its Unemployment Insurance (UI) Tax and Benefits systems for increased flexibility and adaptability required to provide improved service and sustained operational efficiency.

CT DOL is joining and will implement the system developed by the ReEmployUSA Consortium in this phase (Phase 3) of the project.

Summary of Progress Achieved to Date:Phase 3 (System Implementation)

Contractual agreements were finalized in April 2018 between the ReEmployUSA Consortium and the development vendor. This allowed CT DOL to formally begin Phase 3. This phase is composed of System Delivery/Data Migration and Organizational Change Management.

A. System Delivery / Data Migration

Benefits Track:

1. Planning / Preparation - Complete
2. Benefits System Design/Development - 28% Complete Overall

Iteration 1: Claim Intake, Monetary, Non-Monetary (October 2018 - October 2019) - Complete

- System design/development activities are complete
- Data migration design/development activities are complete
- Testing is complete

Iteration 2: Weekly Certs/Payments/Overpayments (September 2019 - July 2020) - 8% Complete

- System design activities are in progress and approximately 10% complete
- Data migration design activities are in progress and approximately 8% complete
- SIT test preparation activities are in progress and approximately 5% complete
- UAT test preparation activities are in progress and approximately 1% complete

Iteration 3: Appeals/Chargeback/Repayments/ETA Reporting (May 2020 - December 2020)

- Not started

Tax Track:

1. Remaining Gap Analysis - Complete
2. Planning / Preparation - Complete
3. Tax System Design/Development - 22% Complete Overall

Iteration 1: Registration/Tax & Wage Reports (January 2019 - November 2019) - Complete

- System design/development activities are complete
- Data migration design/development activities are complete
- Testing is complete

Iteration 2: Collections/Reimbursable ER/Annual Rate/Refunds (October 2019 - August 2020) - 8% Complete

- System design activities are in progress and approximately 9% complete
- Data migration design activities are in progress and approximately 10% complete
- SIT test preparation activities are in progress and approximately 5% complete
- UAT test preparation activities are in progress and approximately 3% complete

Iteration 3: Delinquency/Audit/Financial Accounting/ETA Reporting (June 2020 - December 2020)

- Not started

B. Organizational Change Management (OCM) - 3% Complete

- Planning activities are complete
- Development of to-be business processes are in progress
- Training team has been established and planning is underway
- A new unit has been established and staffed to provide post implementation support to the agency

Phase 4 (Legacy System Retirement) - 1% Complete

- Planning is complete
- Preparation is underway to begin a system by system review of the agency portfolio to determine which ones will be decommissioned post go-live

Issues and Risks:

CT DOL has changed from a 2-phased implementation approach to a single implementation of Tax and Benefits. This change eliminates several thousand hours of CTDOL development and risk from the plan to develop and test data bridging functionality. Additionally, optimization changes have been made to the schedule. Both of these actions have brought the schedule back into alignment for an on-time delivery in May 2021.

Next Steps & Project Milestones:

- Complete Benefits Iteration 2 system design/development
- Complete Tax Iteration 2 system design/development
- Begin Benefits Iteration 2 testing
- Begin Tax Iteration 2 testing
- Complete Planning/Preparation for both Benefits and Tax Iteration 3 system design/development
- Develop the UI Modernization training approach and begin developing the training materials
- Continue with development of new to-be business processes
- Begin Legacy System Retirement system evaluation sessions