

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 06/30/2018

Total Funds Requested: \$25,088,530

Total Funds Allotted to Agency: \$10,766,007

Accumulative Total Capital Fund Expenditures to Date: \$0

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:

Contractual agreements were finalized in April 2018 between the ReEmployUSA Consortium and the development vendor. This allowed CT DOL to formally begin Phase 3 (System Implementation). Work in this phase has initially been divided into a Benefits track and a Tax track.

Benefits Track:Planning / Preparation (April 2018 - July 2018)

- Established the phase activities and timeline
- Completed the MOA authorizing CT DOL to utilize the ReEmployUSA development vendor for this phase
- Completed the Executive Kick-Off
- Onboarded additional vendor/contractor resources required for this phase
- Documentation of the multi-site execution model is approximately 70% complete
- Documentation CT DOL acceptance criteria for vendor deliverables is approximately 50% complete
- Documentation of the Program Management Plan is approximately 20% complete
- Planning for design/development activities is approximately 80% complete

Iteration 1 - Design/Development (August 2018 - TBD)

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Iteration 2 - Design/Development (TBD)

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Iteration 3 - Design/Development (TBD)

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Tax Track:Planning / Preparation - Gap Analysis (Completed April 2018)

- Established the gap session schedule for remaining Tax functional groups
- Onboarded additional vendor/contractor resources required for this phase

Gap Analysis (April 2018 - January 2019)

Identification and documentation of gaps between CT DOL's Tax requirements and current ReEmployUSA system functionality is underway. This segment of work contains nine functional groups:

- Tax - Group 1 (Employer Registration) was completed in Phase 2
- Tax - Group 2 (Tax/Wage Reporting) was completed in Phase 2
- Tax - Group 3 (Tax Payments) was completed in Phase 2
- Tax - Group 4 (Employer Transfers/SUTA) was completed May 2018
- Tax - Group 5 (Annual Rates) was completed June 2018
- Tax - Group 6 (FUTA/Reimbursable Employers) is approximately 20% complete
- Tax - Group 7 (Employer Delinquency) has not started
- Tax - Group 8 (Tax Performance/Employer Audits) has not started
- Tax - Group 9 (Financial Accounting/ETA Reporting) has not started

Issues and Risks:

There was a 3 month delay beyond the control of CT DOL to finalize the contractual agreements between the ReEmployUSA Consortium and the development vendor. This, coupled with the delays to finishing Phase 2, has presented challenges to the initial projected timeline. An options analysis will be performed at the conclusion of the Benefits Planning/Preparation stage to determine how we might be able to recoup some of this lost time.

Next Steps & Project Milestones:

- Complete remaining planning activities for Benefits system development
- Begin system development and data migration activities for Benefits Iteration 1
- Complete Tax gap sessions for Groups 6-8
- Begin Tax Gap sessions for Group 9
- Begin Planning/Preparation activities for Tax system development