

Joint Committee on Information Technology

Unemployment Insurance Modernization

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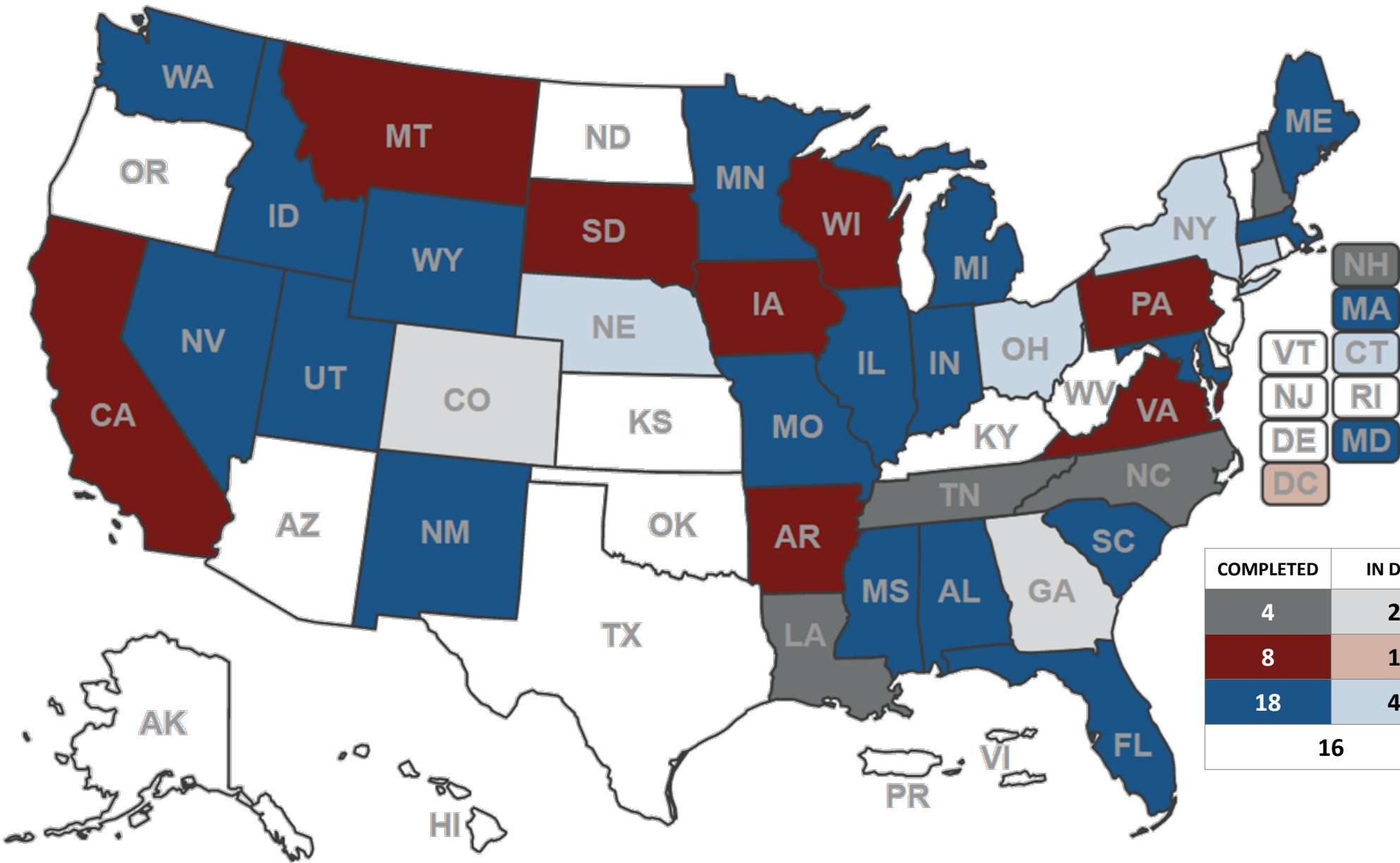
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NASWA - Information Technology Support Center

ITSC is a collaboration between national state workforce agencies, the United States Department of Labor (USDOL) and private sector partners. It's governed by a steering committee of UI Directors, IT Directors, agency heads and management staff from USDOL.

ITSC provides information, software tools and products, and advisory services to states in support of information technology (IT) systems for the Unemployment Insurance program.



COMPLETED	IN DEV	
4	2	Benefits System Only
8	1	Tax System Only
18	4	Benefits and Tax System
16		Planning

UI IT Modernization – National View

- Before about 2016:
 - Only about 1 in 5 projects succeeded (on time, on budget, major functionality delivered)
 - Many project terminations
 - Most of the terminations associated from “start from scratch” development approach, no leveraging
- 2016 Onward:
 - About 1 in 2 projects succeeded
 - No terminations
- Recent improvement largely attributable to:
 - Improved sharing among states
 - States are leveraging other state’s working, operational systems (transfer development approach)
 - Vendor maturation
 - Vendor’s frameworks and Custom COTS have evolved
 - More to leverage “out-of-the-box”
 - Promotes greater success and reduced risk for states

Key Success Factors

Proper Planning

Strong Contract

Vendor Selection AND Management

Clear Statement of Vision, Objectives,
Requirements

Development Approach

Smaller Project Milestones

User Involvement

Hard-Working, Sufficiently Skilled,
Focused Staff

Adapt vs Adopt

Data Management

System Sustainability and Evolution

Executive Management Support

History of KDOL UI Modernization

- Current mainframe implemented over 40 years ago
- Enhancements over the years, but still performing as designed
- Three distinct environments with data moving daily between them
- Mainframe, Web portal, and Siebel
- Multiple distinct data stores utilized

History of KDOL Modernization Cont...

1970s Mainframe System implemented

1990s Tax and Benefits System (TABS) web environment

2000s Initiated debit cards as primary method for payments

Updated customer service support system

- Siebel
- Filenet
- SIDsEs
- ICON

History of KDOL Modernization Cont...

- 2015** Updated IVR and call center system
Implementation of Federal Treasury Offset Program
- 2016** Data management and data analytics modernization
- 2018** Updated phone systems to Cisco
- 2019** Site tours and demos of states with modernized systems
- 2020** Began feasibility study with ITSC staff

Current Initiatives

- Stand up of KDOL Modernization Steering Committee
- Onboard of dedicated modernization project staff
- Work on completion of initial Feasibility Study Report
- Review and identify 5 best successful state solutions that potentially align with Kansas expectations

Project Viability and Justification

Modernization is needed to address and support the following:

- Customer service is limited by capabilities of the current systems
- Current systems don't always align with business processes impacting staff efficiency and productivity
- Patchwork buildout of the current systems do not support efficiency and integrity of database
- Fraud Prevention efforts are limited by the timeliness and availability of information in the current system
- Current Systems offer inadequate support and alignment to Policies addressing Federal and State legislation
- Business intelligence capabilities of the current system does not meet the user expectations for Modeling and Analysis
- Current UI System is not stable and is frequently impacted by Severity 1 issues
- Current systems require a higher level of support costs due to the age and customizations of the infrastructure and applications
- The current system requires skillsets for development and support that are not readily available in the marketplace
- Downtime issues and system limitations make it increasingly more difficult to meet the both the Service Level Expectations from end users and the guidelines established by USDOL

Project Viability and Justification Cont...

The following are high-level Benefits for KDOL of having a successful IT Modernization:

- Improved end user efficiency and satisfaction
- Reduced downtime, more stable systems
- A much improved capability to address security needs and threats
- Fewer errors and less waste
- Reduced fraud and abuse
- Capability to provide valuable features such as improved mobility, or advanced CRM
- Improved alignment of systems to business process improving work flow, efficiency and reporting
- Establishment of a platform that will be easier and less expensive to support, update or replace
- Easier, faster and more reliable connections across systems
- Improvements in the quantity, quality and timeliness of information needed to make business decisions
- Improvement in the ability to leverage successes from other States into Kansas when appropriate

Questions?

