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Unisys Response
To

Florida Agency for Workforce Innovation

RFI for UC Modernization Planning for Phase 3: System Design, Development and Implementation

10-RFI-001-SS

Vendor Information

Unisys Corporation
Unisys Way
Blue Bell, Pennsylvania 19424

October 28, 2009

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RE: Request for Information – UC Modernization Planning for Phase 3

On behalf of Unisys, I would like to thank the State of Florida for the opportunity to respond to the Request for Information for UC Modernization Planning for Phase 3.

Our response focuses on four key components:

- **Experience.** Unisys helps governments worldwide apply technology to improve operations and serve citizens. Throughout our history, Unisys solutions have delivered core and supporting applications to unemployment compensation agencies, helped justice agencies protect more than half the U.S. population, and provided systems that process 250 million income-tax returns worldwide. We process more than 248 million U.S. state government Medicaid health claims a year. In fact, we have provided more than 1,500 public agencies worldwide with solutions, including services to the U.S. federal government, 45 of 50 U.S. state governments, and more than 900 local governments.

  Unisys is one of the largest providers of information technology (IT) solutions to the U.S. federal government. Our expertise is focused on key government requirements such as systems integration; solutions for electronic government; enterprise consolidation and modernization; desktop management; and IT outsourcing. Unisys made government technology history when we delivered the world's first large-scale commercial computer to the Bureau of the Census in 1951, and we've been providing services to governments around the world ever since.

- **Team.** Unisys is a committed partner to public sector clients, offering a comprehensive range of consulting and IT services, innovative technology, and third party relationships for improving government services. Unisys's objective is to provide its clients with the best possible solutions by using the proper tools and integrating the technologies necessary to help them meet their requirements.

  By partnering with Cúram Software, we are bringing to the State of Florida the leading enterprise solution for human and social services in the market today. Coupled with the Unisys approach to systems integration, our unique and production-tested enterprise modernization approach, the Unisys/ Cúram team can provide a solid solution for the UC Modernization System Design, Development and Implementation today and a strong foundation for the enterprise for the future.

- **Commitment to the State of Florida.** For more than 50 years, Unisys has been dedicated to the development and support of Florida's information technology initiatives and projects. Unisys has proven experience in providing Analysis and Design, Development and Integration, and Operational Support solutions to multiple State of Florida agencies. We have deployed resources as a part of software development, application implementation and training in all 67 counties in the State of Florida as well

as other government locations including major areas such as Jacksonville, Tallahassee, Miami, Fort Lauderdale, Tampa, Volusia County, Palm Beach County, Broward County, Dade County and Hillsborough County.

- **Innovation.** Unisys has a long history of leveraging existing and emerging technologies as well as business process changes and performance management techniques to deliver high impact solutions for improving government services. We emphasize "leading edge" solutions without the risks inherent in "bleeding edge" technologies. We use proven methodologies and an experienced team to initially assess your application needs and then develop the solution you desire.

Should you have any questions about this submission or require additional information, please contact:

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Our approach not only addresses your current requirements but also provides you a flexible framework that can be built upon for future AWI needs.

We sincerely appreciate the opportunity to provide you information on our experience and solutions and would be happy to share our capabilities and our approach with you in greater detail.

Sincerely,

Alan Schechter
North America Public Sector
Unisys Corporation

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Experience in providing integrated solutions

Unisys has a wide array of experience in providing solutions for mission critical health and human services and labor programs.

In our HHS practice, which includes our labor program, we know labor agencies today face numerous challenges. Constituents depend on government agencies to provide the funds and services to which they're entitled.

At the same time, government labor agencies must protect constituents' privacy and securely guard their personal information. And they must have the tenacity to do it all while grappling with budget shortfalls, limited staff resources, increasing caseloads, and aging, siloed legacy systems.

Unisys has successfully delivered innovative government solutions for Labor agencies and the Health and Human Services market including strategic planning, consulting, solutions development, systems integration, and business and technology outsourcing.

Unisys has considerable depth in its background for information sharing and legacy integration, both from a services perspective and with third party software implementation.

Effectively and efficiently delivering unemployment services requires visibility; visibility into every layer of your organization's operations; visibility into the outside agencies that interact with or affect those operations. We use our innovative 3D Blueprinting approach to help you gain that visibility.

3D Blueprinting is the Business Process Modeling component of the Unisys Solutions Delivery Framework which provides high level guidance and overall visibility into the organization. 3D Blueprinting overlaps our implementation of the Rational Unified Process (RUP). Unisys delivers on the critical mandatory requirement of implementing sound methodology in a well documented and thorough manner.

The combination of 3D Blueprinting and RUP allows your organization sees the impact of changes in organization vision and strategy, and how these changes affect your processes, applications and IT infrastructure, as well as the security of your operations. And by identifying the patterns in your business processes, we can help your organization become more effective and more secure by exposing the linkages that can increase your organization's agility and flexibility.

The use of the Rational tool suite and RUP are Unisys internal standards. In this area we provide a wide spectrum of professionals with in-depth knowledge of the overall suite and many years experience. Unisys methodology, incorporating the Rational tool suite, includes an integrated approach to tracking and tracing requirements from inception to implementation, ensuring that all agreed upon requirements are met within the defined

solution. Using Unisys 3D Blueprinting approach requirements at any level, (high level, functional, system, usability, etc.) can be traced throughout the design and construction of the proposed solution.

Through the Unisys experience with Application Modernization, we assist clients in strategically prioritizing and delivering modernization initiatives that make their business operations more agile, secure and efficient while lowering overall costs. Our approach leverages pre-built application and process models and is grounded in our 30 years of experience and leadership in mission critical technology. This gives us the capability to move our clients from their existing environment to an appropriate modernized state taking advantage of a wide range of technologies in the context of your particular needs and situation. With this as a backdrop, we can deliver solutions faster, cheaper and with least risk of disruption to our clients.

Unisys experience with unemployment agencies

Unisys is a long-term, established provider of technology, consulting and integration services to the employment security community. We have worked with 21 state unemployment compensation agencies to help them better leverage IT investments to improve citizen service, and reduce inefficiencies and long-term expense.

Our clients in this market have included agencies in the states of:

Arizona	California	Colorado
Connecticut	Florida	Indiana
Louisiana	Maine	Massachusetts
Michigan	Minnesota	Montana
New Hampshire	New Jersey	New York
North Dakota	Ohio	Oregon
Pennsylvania	Texas	Wyoming

California Employment Development Division (EDD)

Unisys and CalEDD have jointly worked on a project known as TEAM (Tax Engineering and Modernization Project). The five-phased project involves implementation of a variety of technologies, including imaging and workflow technology overhaul in its Tax Processing and Accounting Division. With this solution, CalEDD can scan, capture,

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process and archive tax forms more quickly. Phase 1 alone has significantly improved efficiency: Processing remittance documents could take up to 60 days to post to the mainframe with the old system. They are now posted within two to three days. In addition, the new system allowed CalEDD to reduce salary expenditures by the equivalent of 134 full-time people.

CalEDD saw an opportunity to once again expedite the claims process by expanding the Tax Engineering and Modernization platform. Working with Unisys, the EDD State Disability Insurance (SDI) program is easily handling an additional 200,000 claims – and the accompanying 500,000 supporting documents – without the need for building a whole new database.

Michigan

Michigan Department of Information Technology (DIT) contacted Unisys to help the Michigan Bureau of Worker's and Unemployment Compensation (now known as Unemployment Insurance Agency, UIA) to implement an Initial Claims Call Center. The MI UIA had recently embarked on a program to replace traditional Unemployment Compensation (UC) Offices with centralized call center operations that would provide improved and more efficient service. This bold program has provided significant operational improvements along with the challenges of transitioning from more than 40 branch offices to managing a virtual contact center across three (3) locations.

Unisys assisted UIA and the DIT in systematically managing all aspects (technology applications, infrastructure and operations) of the statewide deployment of the Remote Initial Claim (RIC) centers for New and Additional claims, and mitigate the risk for the State of Michigan in this complex endeavor. Unisys provided shadow mentoring and assisted UIA with the daily call center operations at the RICC's during this period.

Unisys developed and supported Websphere MQ applications, used to integrate the front end to the legacy mainframe, that are required for statewide deployment of New and Additional Claims. Unisys provided technical support for the IVR, Claims Examiner Desktop Application (CEDA) and Websphere MQ applications during this period. Unisys developed and enhanced the CEDA and the IVR applications to support additional transaction types and added functionality that will make them easier to use for UIA.

In 2004, Michigan received the NASCIO "Digital Government: Government to Citizen" award for this project.

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Cúram Solution

## Unemployment Compensation business application solutions

Unisys has approached this RFI as a systems integrator and HHS solution provider, not as a manufacturer of hardware and software. We leverage our broad expertise in systems integration, project management, customer contact centers, and work with employment security agencies to recommend an overall solution that can be tailored to your specific business and technical requirements.

Core to the Unisys approach to meeting Florida's business needs is the Cúram Business Application Suite. After reviewing the requirements outlined in the RFI and based on our knowledge of the Unemployment Benefits, we believe that the Cúram Business Application Suite is the product that best meets your needs.

The Cúram Unemployment Insurance solution is part of the Cúram Business Application Suite that is designed exclusively to meet the needs of social service enterprises. It consists of domain-specific business and technology components built on a modular enterprise architecture that provides rich functionality and fast, flexible deployment capabilities.

As illustrated below, the Cúram Enterprise Framework which underpins the Cúram Unemployment Insurance solution provides a common and extensible foundation that provides a broad range of feature-rich business and technology services applicable to all Cúram solutions.
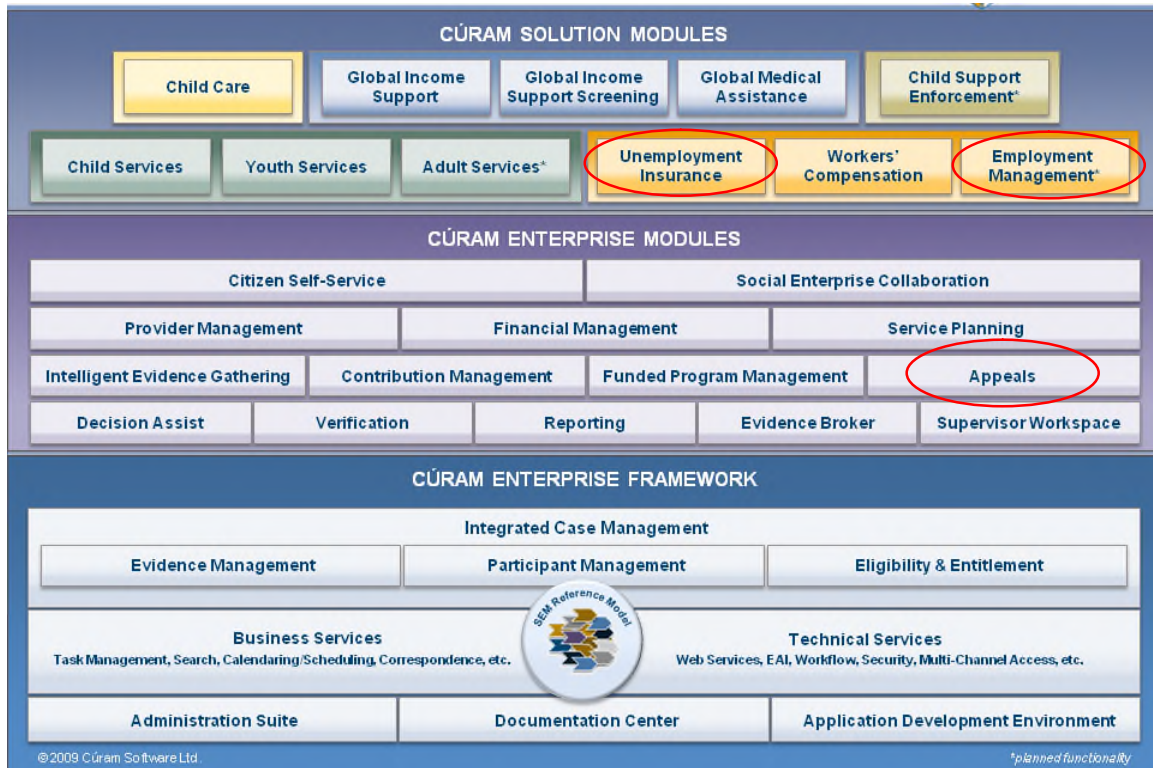
Cúram Business Application Suite

Cúram Enterprise Modules are offered as optional modules that can be implemented incrementally to enhance the Cúram Enterprise Framework or included within a solution offering to provide more comprehensive functionality across agencies. The Cúram Solution Modules are also offered as optional modules that deliver extensive pre-built business functionality for specific program areas.

Cúram's Unemployment Insurance solution has been recently released following extensive research into the US Unemployment Insurance and the involvement of our internal subject matter experts.

It is important to note that the Cúram Enterprise Framework is the foundation for all Cúram solutions which have been implemented in social service enterprises around the world including the US, Australia, New Zealand and Europe. Today Cúram has 30+ installations covering a broad range of program areas and user counts ranging from 100 to 45,000. Our Unemployment Insurance Solution utilizes the Cúram Enterprise Framework and selected Enterprise Modules to implement processes, workflows, rules, screen, evidence collection, service planning, appeals and other features specific to UC programs.

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Cúram Unemployment Insurance functionality

Cúram Unemployment Insurance Benefits is uniquely designed to address the complex business and technology requirements of states' unemployment insurance agencies responsible for administering unemployment insurance benefits. Built using flexible business rules and workflow-driven processes, the solution addresses the full range of AWI's business functions:

- Claim Intake (Internet & IVR)
- Wage Determination
- Adjudication
- Certification
- Employer Charges
- Reengineering
- Inquiry
- Special Payments
- Benefit Payment Control
- Special Programs
- Audits
- Federal Reporting

Cúram Appeals™ provides comprehensive capabilities for managing the unemployment insurance benefit appeals process from initial filing through to decision addressing multiple levels of hearings and work allocation.

- Appellant requests appeal
- Appeal case is created
- Hearing is scheduled for appeal case
- Hearing is held and completed
- Decision is rendered for appeal case
- Decision is implemented or further appealed and moved to next appeals level
- Case is re-assessed (this may be automatic or may be requested on demand)

Reemployment Management provides the business processes and capabilities to define and manage the appropriate benefits and services needed for employees to achieve sustainable employment. This solution focuses on:
- Assessing the employees occupation, work history & skills
- Improved methods of identifying job opportunities
- No touch job referrals when worker matches job openings
- Profiling for potential referral to WIA training or services
- Creating automated service plans for One-Stop Centers to track services
- Identifying the KPIs to be used to measure success
- Evaluate and measure the effectiveness of the reemployment outcomes.

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Benefits of the COTS Solution

Cúram for Unemployment Insurance™ is the first commercial off-the-shelf solution that delivers the full range of Unemployment Insurance capabilities. Based on a services oriented architecture (SOA), the UI solution allows agencies to implement a fully integrated solution for UI benefits, appeals, and reemployment services. Leveraging the Cúram Enterprise Framework™, the Cúram Unemployment Insurance Suite provides the core processing and infrastructure components to meet the unique requirements of each agency. For agencies considering modernization, the Cúram Unemployment Insurance Suite can be implemented as an enterprise wide application or in a phased approach.

- Pre-built business processes that support the end-to-end unemployment insurance claim lifecycle
- Includes monetary and non-monetary eligibility rules that are easily adaptable to meet state specific requirements
- Flexible rules engine provides ability to easily adapt to organizational and policy changes
- Provides holistic approach to managing the client needs from initial filing, continued certification, reemployment, appeals and adjudication
- Provides the ability to create business workflows to improve efficiency, effectiveness, consistency and accuracy
- Supports multiple access channels enabling citizens and employers to work within a single system
- Automates support for change-in circumstance processing, overpayment processing and re-assessment
- Includes COTS quality documentation

Our experience in providing solutions that are:

Scalable to the Enterprise

Unisys has a long history of providing enterprise-class solutions for federal, state and local governments around the globe. We are a world-class systems integrator with both the business and architectural expertise, and the resources and proven methodology having implemented health and human services solutions to most of the largest states, ranging from eligibility systems for the states of Texas, Michigan, and New York, to child welfare systems for Indiana and Maine and MMIS/Medicaid Claims Processing solutions to 10% of the US market. We continue to manage and enhance the single largest public assistance eligibility system in the country, Los Angeles LEADER. We understand the need for scalable solutions in this market, and how to implement them.

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Based on the ability of Cúram to scale for existing customer implementations, together with results of regular, independently verified benchmarking exercises, we are fully confident that Cúram can meet and exceed the scalability needs to support the requirements of AWI. Cúram is designed to be as open as possible so that the architecture can be extended and adapted to meet the varying requirements of Cúram customers. To support this requirement, Cúram uses a logical 3-tier application architecture, which separates the presentation, application and persistence tiers as illustrated below.
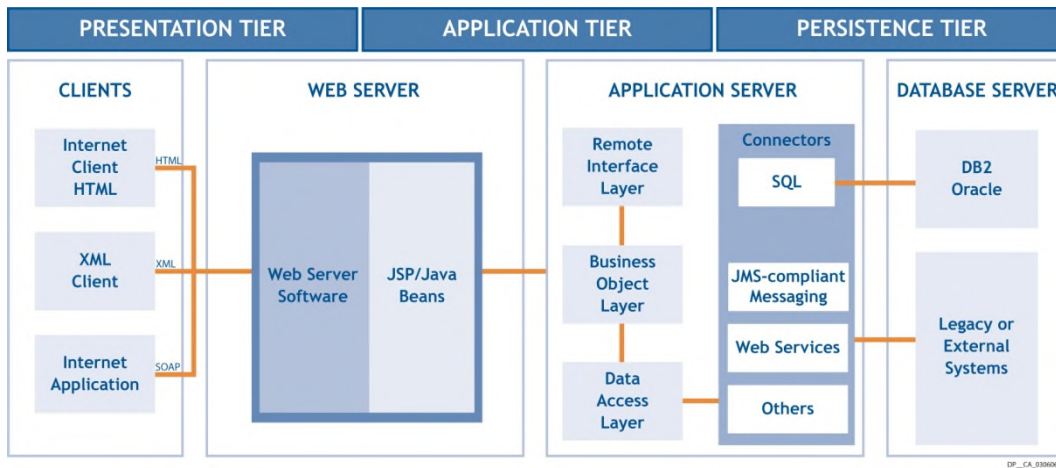
Cúram Runtime Architecture Overview

The Cúram J2EE based architecture supports both horizontal and vertical scalability allowing customers to deploy on a broad range of deployment configurations. Through its middleware component, Cúram supports dynamic load balancing of application components that execute in application servers. With component load balancing, the instances of business layer components can be load-balanced over multiple nodes to dramatically enhance the availability and scalability of enterprise applications.

For the Web Server and Application Server, it is possible to scale both horizontally, by adding additional servers and vertically, by adding more processors, memory, and also by increasing the I/O and networking capacity. For the Database Server, scalability is provided by using platforms with higher performance characteristics, i.e. going from Intel servers, to UNIX Servers, all the way to super servers or mainframes. For each of these platforms, multiprocessors provide scaling within the platform.

The scalability of Cúram has also been proven in production environments such as the Department for Work and Pensions (DWP) in the United Kingdom. This customer has deployed the Cúram-based Customer Management System (CMS) nationally across over 1,000 offices and over 45,000 users. Cúram has been independently tested and benchmarked to exceed the volume and performance requirements of the most demanding environments. These tests confirm the ability of Cúram to scale to meet extremely high numbers of concurrent user populations, while continuing to provide fast end-user response performance.

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Maintainable

Cúram is built on an n-tier, J2EE technical architecture that uses open standards technologies such as J2EE, XML, JMS, and Web Services. The Cúram architecture is SOA compliant and readily facilitates integration with existing legacy or other systems. The layered, multi-tiered, object-oriented architecture adheres to industry-standard development standards and techniques.

Cúram incorporates a range of tools and technical documentation to help Florida maintain and operate the system on a day-to-day basis. These are outlined as follows:

Application Development Environment

The Cúram Application Development Environment is used by application developers to extend and customize the core functionality and model in order to implement customer-specific requirements. It incorporates a number of tools that promote a rapid development approach including code generators which generate client-side and server-side middleware interface code, database access code, build scripts, data mapping code and java beans for interface access. Java Server Page (JSP) screens are also generated based on-screen specifications and definition parameters. The Cúram generators also deal with creating the complex technical interfaces between the components of the system with the underlying infrastructure such as object transaction managers and databases.

Configuration Capabilities

The Cúram Administration Suite provides the functionality required for non-technical administrators to configure and maintain a wide range of system and organizational parameters and settings including:

- organization structure including organization units, positions, jobs, users, locations, and facilities among others;
- business rules using the Cúram rules editor;
- business process flows using the Cúram Process Definition Tool;
- task/ work allocation including work queues and work groups;
- complex security structures;
- programs and services that AWI provides to its clients;
- service plan templates,
- question & answer scripts
- various approval processes;
- rate tables and code tables;
- financial information such as bank accounts and payment schedules;
- Correspondence templates and batch processes.

Upgrade Support

Providing the ability to take-on future product releases with a minimum of disruption and development effort has been one of the guiding principles of the Cúram design team since

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its inception. This ensures that our existing customer base is not disadvantaged as Cúram Software continues to develop and expand the functionality provided in the product suite.

Extension mechanisms are provided that allow the application model and the code base to be customized without affecting core framework components, which are maintained by Cúram Software. Core components can be either sub-classed or extended by the customer's additions. In this way, original components do not themselves change thereby facilitating retention of customization across releases while minimizing the impact of upgrades in general.

Documentation

The Cúram Documentation Center is a comprehensive repository of documentation that provides business analysts, designers, system users, developers and administrators with access to a range of high quality documentation covering all aspects of the Cúram solution. It not only provides documentation on implementing, operating and maintaining the Cúram product, it also provides a range of user guides and it can be tailored and extended to include specific documentation used by the Florida Agency for Workforce Innovation such as procedure/policy manuals for instance.

The Documentation Center content is presented in an easily navigable and searchable HTML-based format that enables users to view all documents, diagrams and flowcharts through a web browser. Content is organized in a logical and intuitive menu-based structure, so that users can locate and view content quickly and easily. Furthermore, the built-in Cúram Impact and Relationship Analyzer tool provides the ability to search for and dynamically view the relationships between the thousands of Cúram design objects such as, database entities, fields, business process objects and user interface screens

Flexible

The Cúram Business Application Suite is built using a Service Oriented Architecture (SOA) and open standards to promote technology re-use, deployment flexibility, business agility, and ready integration with systems across the enterprise. Designed categorically for social enterprises, Cúram incorporates specific design points geared to delivering flexibility at a number of key levels including:

- a range of optional Enterprise and Solution Modules that can be implemented incrementally to enhance business processing and deliver extensive pre-built business functionality to address specific program areas;
- a fully documented, integrated data model with pre-defined common social enterprise business processes which is designed to be modified and/or extended to meet any unique customer-specific business requirements;
- an Application Development Environment (ADE) that provides best in class capabilities for extending and tailoring Cúram to meet specific requirements;

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- the ability to interactively configure and maintain a broad range of system facilities including the organization structure, security profiles, work allocation, program/ service characteristics, service plans, code and rate tables, bank accounts, payment schedules, correspondence templates and batch processes;
- a range of tools for use by non-technical personnel to define and maintain workflow processes and business rules such as those associated with specific programs and work allocation;
- Support for a range of database management systems, operating systems and middleware products.
- An architecture that follows established design principles and uses open standards to separate presentation, business logic and persistence layers.

Interoperable

Cúram supports multiple industry-leading software products that are proven in terms of reliability, availability and scalability, and operates on a range of platforms including AIX, HP-UX, Sun Solaris, SUSE Linux, Windows and z/OS.

Cúram is extremely flexible and enables agencies to utilize software products from their preferred vendors; for example, customers can choose between IBM WebSphere, Oracle WebLogic or SAP NetWeaver products for their middleware application server, or choose between IBM DB2 and Oracle as the application database.

Cúram facilitates interoperability with arbitrary external systems using generic technologies. The Cúram Enterprise Application Integration (EAI) architecture provides support for integrating with existing legacy and/or external systems. The Cúram product suite supports a range of approaches to enable information exchange, including:

- Cúram Enterprise Application Integration (EAI) Connectors
- Support for use of integration brokers
- Support for data extracts/file imports

Cúram EAI Connectors are a set of features that provide enhanced integration capabilities to enable other systems to interface with Cúram-based applications. Cúram EAI Connectors are designed to accelerate the development and implementation of these requirements.

Secure

The Cúram Business Infrastructure delivers comprehensive security features to meet the needs of organizations dealing with large amounts of mission-critical information that is accessible by multiple channels.

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Cúram provides comprehensive role-based security features. Users are assigned unique user IDs and passwords, which the system will use to authenticate the user. Cúram can perform authentication in a standalone manner or through integration with an LDAP server.

User privileges can be specified for an individual or at role level throughout the system. Cúram users are assigned one or more security roles. The security role determines what functions and modules each worker can access, which data they can view, and which fields they can modify. Security rights are maintained by authorized administrators using the Cúram Administration Suite.

Key security-based functionality includes:

- Authentication – who can logon to the system;
- Authorization – what functions can authenticated users access;
- Product based security – restrict user access to specific programs;
- Location based security – restrict user access to specific locations;
- Sensitivity based security – restrict sensitive data items (for example, information relating to sensitive client types such as public figures, fellow employees, security forces) based on user's privilege level;
- Notification mechanisms to alert supervisors of attempted access to restricted details.

Cúram Auditing

Cúram supports comprehensive system auditing and data tracking by maintaining a transparent history of transactions on the Cúram database. The Cúram auditing features provide full before-and-after imaging of records for all inserts, updates, deletes (and reads, if required) carried out, along with information about both the user and business object (program module or function) that acted on the data.

Audit data can be processed to support tracking, investigations or problem analysis, and can be exported.

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Additional Information

Unisys Project Management Methodology

Unisys developed a suite of proven and repeatable Project Management methods included in our Unisys Solutions Delivery Framework (SDF). The SDF is the Unisys standard for project management based on the Project Management Body of Knowledge (PMBOK) and the Rational Unified Process (RUP). Likewise, our approach helps clients anticipate the strategy, process, and system impacts they can expect when they make changes to their infrastructure. SDF is based on Unisys experience acquired over many years combined with our unique approach.

The following shows the project management landscape.
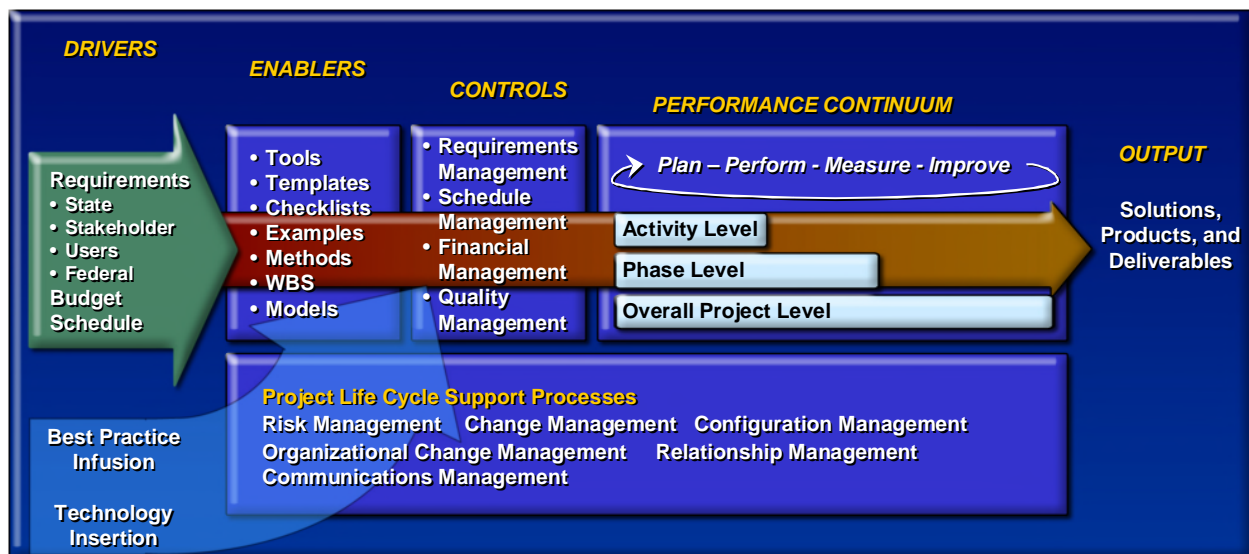
Project Management Discipline

Key Project Management Processes

Planning

This process defines guidelines to be used in developing accurate, detailed work plans for delivering projects. The project plan is a composite of all the completed plan parameters, networks, schedules, technical approaches, resource requirements, and the management process plans. It is a blueprint for the project's successful completion.

Requirements Management

The Unisys method enables all requirements to be carefully documented and agreed with the client during the first stage of the project. This provides a common understand of the requirement between Unisys and our client. After the initial validation of requirements, as new requirements are identified, Unisys documents each one and reviews it in the change control process. This process quantifies any impact of time, cost, or both on the original plan that results from the new requirement.

Project Monitoring

This process assesses actual progress against the agreed to plan to identify variance early on. Any variances will be analyzed and if necessary corrective action taken if necessary. The primary vehicle for project monitoring consists of regularly scheduled status meetings and the status report.

Project Control

Project control requires establishing measures to be taken to address problems that delay the project's schedule. If these measures are to be effective, they must be defined early in the project instead of in spontaneous response to unanticipated events.

Risk Management

This process applies to all phases of the project life cycle. It consists of two areas: (1) risk planning, which begins before the contract and which Unisys performs periodically as the project progresses; and (2) risk mitigation, which also begins before the contract and which Unisys reviews. Then, we develop a mutually agreed plan with the client at startup that continues through all performance phases.

Quality Assurance

Quality assurance defines guidelines for internal both customer reviews and Unisys internal management reviews. We will establish a review process and inspect all deliverables for compliance with format and necessary requirements. From an internal perspective, we will review the project for customer satisfaction, compliance with requirements, progress to schedule, and the project budget.

Communication Management

Effective communication represents one of the most crucial success factors for any project. At the beginning of the project, Unisys will develop a communication plan that will guide project communications. The Unisys approach requires early, frequent, and regular face-to-face and written communication with all project stakeholders and project team members. To communicate effectively, the Unisys Team will produce meeting

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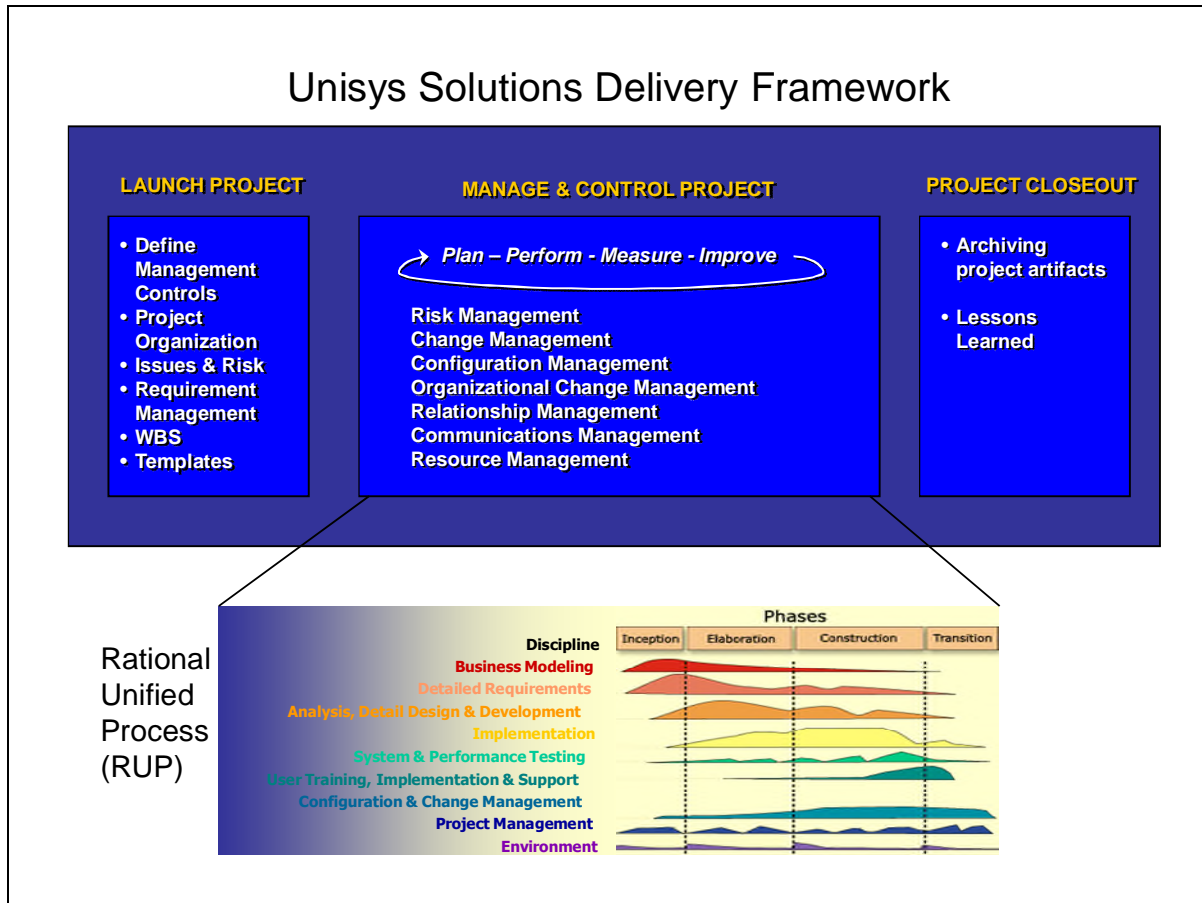
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minutes and weekly status reports that detail the current status of deliverables, the estimated time to complete them, and any changes that the management team must address. Unisys will develop a risk analysis and risk management plan and review risks and issues regularly. We will create risk assessment and contingency plans and track action items to prevent issues from derailing the project.

Project Change Control

Project changes are often required to address regulatory or legislative issues or to increase stakeholders' satisfaction with the proposed solution. If managed incorrectly, project changes have the potential to reduce productivity and introduce costly impacts on a project's overall health. To prevent scope changes from negatively affecting a project, Unisys subscribes to a rigorous approach to project control.

Software Development Life Cycle

The following diagram shows how the Unisys SDF uses the Rational Unified Process (RUP), a flexible framework for establishing an iterative business process for the delivery of software and systems. Unisys will use a set of IBM Rational® software products with RUP to provide the continuous visibility and control that is needed to effectively govern the business process of software and systems delivery. To manage this project, we will use the standard processes and practices in this methodology.

Unisys Solution Delivery Framework and Rational Unified Process

Accessibility Standard

Unisys also has widespread experience from many public sector engagements in compliance with federal Section 508 guidelines.

Section 508 is a federal regulation that establishes general guidelines for IT products and services which federal agencies and departments develop, procure, maintain or use.

The WCAG 1.0 guidelines form an integral part of the development process of the Cúram Business Application Suite. Every new feature is evaluated and tested against this standard to ensure compliance. Cúram satisfies all but two of the Priority 1 checkpoints required to achieve level A compliance, both of which relate to the use of JavaScript. JavaScript is used in Cúram to improve the usability of the application and does not affect accessibility or the use of assistive technologies.

Cúram also supports the US Federal Section 508 requirements for accessibility for a person with disabilities

Application Support Functions/Tools

Data dictionary

Unisys provides a data dictionary for Cúram application which is generated from the UML model using scripts/tools incorporated as part of the Integrated Development Environment (IDE).

Support of Production, Test, and Development environments

Unisys's Cúram implementation supports deployment in multiple environments including production, test, and development. In addition, a training environment is typically set up consisting of both a development environment for technical training, and a runtime environment for business user training.

Automated Regression Testing

Unisys will follow the Rational Unified Process (RUP) methodology and use the Rational toolset to manage and execute software development. For automated regression testing Unisys usually uses a product like Rational Functional Tester. The exact tooling is defined once all the products and the nature of additional software development / integration are identified based on your specific requirements.

Data and Process Modeling

Unisys uses a model-based approach to development. Unisys requirements, analysis and design process is based on our 3D Blueprinting methodology which provides an end-to-end model-driven framework that includes strategy, business, application and infrastructure models with traceable links. We use Metastorm's Provision product to build process models and business object models. These business models can then be transferred to the Rational system modeling toolset where detailed models can be built.

The Cúram UML model (Reference Model) is defined in a business-centric and platform-independent manner and maintained in the Rational repository. This model is the key building block for the Cúram Generators as it defines all the required entity (data) objects and process objects.

Cúram provides the ability to easily modify and extend the Reference Model. Using the IDE, developers can extend the Cúram model as required. They are assisted by various Cúram tools, including the Cúram Generators that deal with creating the complex technical interfaces between the components of the system and the underlying infrastructure such as the database.

Business Rules Engine

Unisys's Cúram implementation incorporates a comprehensive rules infrastructure which includes a dynamic rules editor used to create business rules, and a rules engine which is used to execute those rules at runtime.

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Rules are used extensively throughout Cúram for various purposes including screening, assessments, eligibility determination, question & answer information gathering and workflow.

Audit trails, without missing target of production performance goals

Cúram supports comprehensive auditing trails by maintaining a transparent history of transactions on the Cúram database. The Cúram auditing features provide full before-and-after imaging of records for all inserts, updates, deletes (and reads, if required) carried out, along with information about both the user and business object (program module or function) that acted on the data.

Cúram Software recommends that a detailed transaction path analysis be carried out to assess the impact on database traffic particularly 'read' transactions are configured for auditing, to help ensure that end-user performance will not be compromised within the production application.

Performance measurement tools

Unisys methodology accommodates Application Performance Management discipline to monitor and manage the performance and availability of implemented applications. We use various tools based on the implementation platform and target products to detect, diagnose, remedy and report application's performance to ensure that it meets or exceeds end-users' and businesses' expectations. We measure both the end-user response time and the resource utilization on the backend. Based on specific requirements, our performance management strategy will include a set of tools like load testers, service level management tools, network monitoring tools, database performance management and analysis tools from vendors like IBM, CA, HP, Quest, Mercury Interactive and others.

Load balancing

Through its middleware component, Unisys Cúram solution supports dynamic load balancing of application components that execute in application servers. With component load balancing, the instances of business layer components can be load-balanced over multiple nodes to dramatically enhance the availability and scalability of enterprise applications.

For the Web Server and Application server, it is possible to scale both horizontally, by adding additional servers and vertically, by adding more processors, memory, and also by increasing the I/O and networking capacity..

Identification of system bottlenecks and other troubleshooting tools

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Unisys approach to Application Performance Management is explained in the previous section titled Performance Management Tools. In addition to the information provided in that section, our systems implementation and integration practice uses various tools to trace and troubleshoot our application implementations including the supporting platforms. These tools vary from tracing tools, to log analyzers. The exact determination of the products used are done at implementation planning time to address the specific development platforms, application servers, databases, operating systems and messaging middleware products that are used.

Data Migration

Unisys understands the importance of a successful data migration strategy to the success of the Florida Unemployment Compensation Modernization project. As a large systems integrator with decades of experience on building, integrating, migrating and operating large databases, Unisys has developed a deep understanding of the issues and complexities involved in data conversion and migration projects Unisys will provide the tools required to migrate the existing UC case and financial data from the existing legacy applications. Unisys has a deep understanding of these databases and can provide and develop the software tools required to extract, cleanse, transform and load the data into the Cúram database. Unisys also has a migration methodology that aims to reduce the cost and improve the quality of data that is migrated into the target system.

The Unisys approach includes the following major activities:

- Migration Planning: Develop migration strategy and approach, define scope, schedule, resource plan, and technical requirements Review with stakeholders. Create detailed work plan and milestones.

- Data Analysis and Migration Design: This includes identification and assessment of the data to be migrated, validation of the requirements, development of data mapping, development of data extraction, transformation and loading scripts, identification o data quality identification of data cleansing and aggregation needs,

- Migration Testing: Conduct small scale but end-to-end test migrations to verify migration procedures, perform quality control and benchmark the cycle times for each migration task. Conduct internal data validation checks including business rules and referential integrity checks. Perform data validation. Report exceptions.

- Pilot Migration: Execute an end-to-end complete migration in the pilot environment. Verify and evaluate the results against the requirements.

- Live Migration. Execute full-scale migration into production environment.

- Post-migration activities: Execute data validation. Optimize run time environment, capacity monitoring.

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Some of the deliverables typically include:

- Overall data migration plan –this defines the tasks, outcomes and quality assurance procedures for the program
- Designs – Specifications for all the required custom scripts, referential integrity, validation and QA rules.
- Data migration maps – this includes detailed data mappings between the source and target systems and transformation rules.

The following diagram summarizes the high level data migration approach:
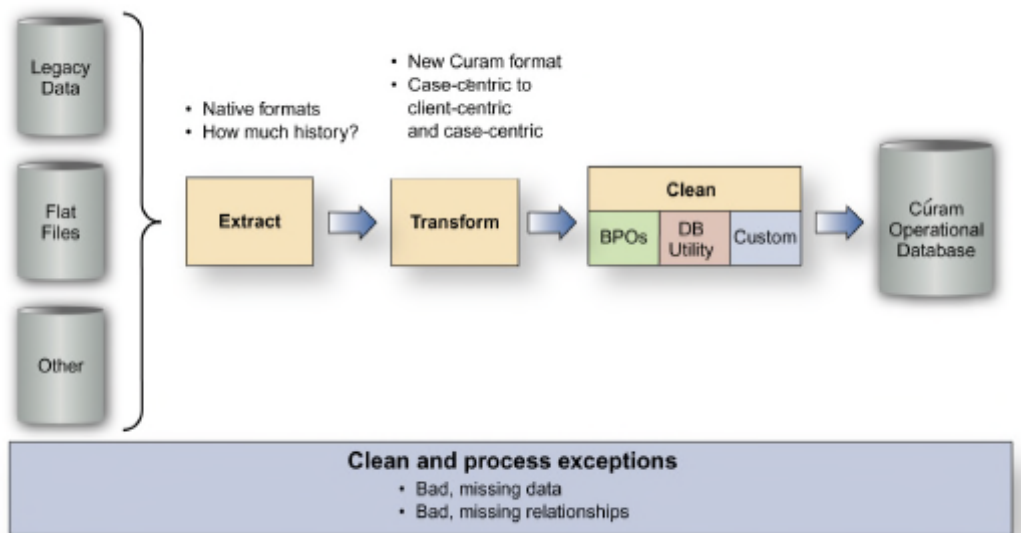
A significant concern of the data conversion process is the mapping and transformation of the legacy system's data model to the Cúram client-centric and case-centric data structure. Our experience indicates that this can be a challenging and critically important task and requires resources with significant insight into both the legacy system's data structure and the Cúram data structure.

On the legacy side, Unisys teams with our client to document and develop the most efficient method to extract the data. On the other hand the Cúram framework provides standard Business Process Objects (BPOs) which can be used to build the custom data migration modules. This approach has the advantage of ensuring that the referential integrity of the database will be maintained during the data loading process.

The optimum approach for data migration will be determined after due consideration of all of the relevant factors including volume of data to migrated, scope of data, transformation needs, data quality, timing issues, etc. However the following represents the most common data load approaches:

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- Use 'wrappers' to call the existing Cúram Business Process Objects to load the data;
- Use the native database load utility programs in Oracle or DB2;
- Develop one or more custom load programs;
- Use one of the many commercially available 3rd party data migration tools.

Typically, the approach adopted for an individual data migration project will often involve a combination of some of these alternatives

In migration domain, Unisys also provides complementary services. Beyond data migration, if any part of the business logic needs to be extracted from the legacy platforms to be implemented in the new architecture; Unisys provides knowledge based modernization services. Unisys Knowledge Mining and Abstraction (KMA) methodology defines the mechanics of how business knowledge can be extracted from the legacy code. This approach provides tool assisted extraction of business rules from the legacy system using techniques like code parsing, seam mining and flowcharting. The information gathered is deposited into a repository of metadata, This repository of business modeling artifacts allows re-factoring, cleansing and extension of the collected information to include various business architecture artifacts including process diagrams, use cases, business rule models and business vocabularies. This information can then be transferred to system design tools like Rational Software Architect to assist developing the software components for the new platform.

Statement of Understanding

In accordance with the statements by the Florida Agency for Workforce Innovation in the Request for Information (RFI), dated October 16, 2009, Unisys understands that our submission, including any estimates, is based on limited information and the submission will not be considered contractually binding. The Unisys submission, including any recommendations, prices, rates, or timeframes, is subject to change without notice.

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