



**MINUTES OF THE UNEMPLOYMENT COMPENSATION (UC)
CLAIMS AND BENEFITS INFORMATION SYSTEM PROJECT
EXECUTIVE STEERING COMMITTEE MEETING**

Meeting date: October 14, 2009

A) Call To Order

The third, regular meeting of the Unemployment Compensation Claims and Benefits Information System Project Executive Steering Committee was held in the Caldwell Building, Room 114, Tallahassee, Florida, on October 14, 2009. The meeting convened at 11:04 a.m. with Barbara Griffin presiding.

B) Members In Attendance

- Barbara Griffin, Designee for Cynthia Lorenzo, the Executive Director of the Florida Agency for Workforce Innovation (AWI)
- Jim Evers, Program Director of the General Tax Administration Program office of DOR (via teleconference)
- David Hagen, Designee for Tom Clendenning, the Director of the Office of Unemployment Compensation of AWI
- Allen Northrup, Designee for Scott Stewart, the Chief Information Officer of AWI
- Susan Wilson, Designee for Lisa Echeverri, the Executive Director of the Florida Department of Revenue (DOR) (via teleconference)

All of the Unemployment Compensation Claims and Benefits Information Systems Project Executive Steering Committee (Committee) members or their Designees were in attendance, and therefore a quorum was met.

C) Members Not In Attendance

All members were present.

D) Non-Members In Attendance

- Marsha Belcher, Florida Senate Ways and Means Committee
- Denise Haney, AWI Office of Information Technology
- Jennifer Hrdlicka, Florida Senate Commerce Committee
- Dan Johnson, AWI, Information Technology Consultant Manager
- Andy Loveland, North Highland Project Manager for the Unemployment Compensation Claims and Benefits Requirements Gathering project
- Monique Manns, AWI Project Administrative Assistant
- Tom McCullion, AWI Project Director for the Unemployment Compensation Claims and Benefits Information System project
- Ron McCranie, AWI Unemployment Compensation Program Manager
- Rosa McNaughton, AWI General Counsel
- Michelle Mullins, Technology Review Workgroup (TRW)



E) Committee Member Reports

1) Approval of Minutes

Motion was made by David Hagen, and Allen Northrup seconded, to approve the minutes of the September 16, 2009 meeting. Motion carried.

2) Project Status Report

- a) Mr. McCullion provided the project status report. The written project status report was included in the folder of information distributed. Accomplishments for the period are described below:
- “UC Extreme Makeover” was chosen for the official project name indicating that we are building the Unemployment Compensation processes and systems from the ground up.
 - Developing an Extreme Makeover Newsletter to keep those involved with the project updated on its progress.
 - A finalized Operational Work Plan (OWP) and other project planning documents are now available on SharePoint located in the “Project Documents” folder.
 - Met with Donna Winsloe and Margaret Gowen with Department of Revenue (DOR) at Tax World to bring them up to speed on the project and begin engaging with them and key members of DOR. Donna and Margaret will be the DOR representatives on the project team in accordance with F.S. 443.1113.
 - While the project is currently three days behind the published schedule due to additional “deep-dives” of some of the processes, the overall project timeline will not be materially impacted.
- b) Mr. Loveland provide a status report on the “As Is” processes:
- Have completed 150-160 interviews to-date.
 - Discussed upcoming workshops which will focus on the “As-Is” processes from a holistic standpoint.
 - Barbara Griffin questioned whether DOR would be involved with the workshops. Mr. Loveland responded that they will not be in the initial workshops but certainly would be invited to participate in the “To Be” interviews and workshops.
 - Core Process Documents are undergoing Internal Quality Assurance review.



- Mr. Hagen asked what processes are being included. Mr. Loveland responded that core processes were identified from earlier work (Feasibility Study) and vetted with Mr. McCranie's UC Reengineering team. Mr. Clendenning asked how we will ensure that nothing is over looked. Mr. Loveland responded that in addition to vetting with Mr. McCranie's reengineering team, we are also validating with those in the interviews. Any missing pieces will come out in the workshops next week. Mr. McCullion added that there is a weekly project management meeting with Mr. Loveland, Mr. McCranie and himself to review and catch any missing processes of a material nature.
- c) Mr. McCullion provided an update on Next Steps and Key Action Items:
- The Request for Quote to procure a vendor to provide Independent Validation and Verification services was released October 12th and it is anticipated that a vendor will be on board by November 30th.
 - The Request for Information (RFI) to collect information from vendors regarding UC applications and/or their relevant UC implementation experience is expect to be released later today.
 - Mr. Northrup questioned how the vendors will be selected from the RFI to present. Mr. Loveland stated it will primarily be based on the completeness of the information provided and the vendor's experience with UC systems and implementations. Vendors offering products that will improve IVR or web access and provide operational efficiencies within claims and benefits processes will also be considered.
 - Mr. Clendenning stated that the Agency should not entertain any vendor presentations after the RFI process is complete and until the Agency enters into the ITN effort. Ms. Griffin asked Rosa McNaughton if she foresees any legal issues with this and Ms. McNaughton responded that she does not.
 - Working with Financial Management to develop the fiscal year 2010/2011 legislative budget request as well as the next LBC request.
 - Scheduled a meeting with David Taylor (State CIO) to provide an update on the project and solicit his advice and counsel.
 - At the advice of the TRW, pertinent items from the Risk Register Feasibility Study were added to the TRW Status Report for ongoing monitoring.
 - Ms. Griffin opened the floor for further questions and there were none.

F) Other business

No other business was raised.



G) PUBLIC COMMENTS

Ms. Griffin opened the floor for any public comments and there were none.

Ms. Griffin then asked Mr. McCullion to update the committee on future workshops for the committee members. Mr. McCullion advised members that it would be good to plan for additional 2-3 hour working sessions after the “To Be” processes and requirements have been captured to gain a more complete understanding of the work completed so that guidance can be provided to the project team around priorities and potential scope changes for the future system.

H) Review of Actions from Meeting

Below is a summary of the key actions from the meeting:

- Approved the minutes from the September 16, 2009 meeting.
- Reviewed the project status report and identified opportunities to interface with DOR.
- Next meeting to include detailed feedback on interviews, workshops and the responses to the RFI.
- Tentatively scheduled the next Committee meeting for November 19, 2009 at 11am.

I) Adjournment

The meeting was adjourned at 11:40 a.m.

J) Approvals

(Signature)

(Date)