



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

Meeting date: September 16, 2009

A) Call To Order

The second, 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 September 16, 2009. The meeting convened at 10:02 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)
- Susan Wilson, Designee for Lisa Echeverri, the Executive Director of the Florida Department of Revenue (DOR)
- 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
- Jim Evers, Program Director of the General Tax Administration Program office of DOR

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
- Mary Cremeans, Executive Office of the Governor, Office of Policy and Budget
- Jennifer Hrdlicka, Florida Senate Commerce Committee
- Andy Loveland, North Highland Project Manager for the Unemployment Compensation Claims and Benefits Requirements Gathering project
- 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 Morris, Executive Office of the Governor
- Michelle Mullins, Technology Review Workgroup (TRW)
- Scott Stewart, AWI Chief Information Officer
- Cricket Wood, AWI

E) Committee Member Reports

1) Approval of Minutes

Motion was made by Allen Northrup, and seconded to approve the minutes of the July 29, 2009 meeting. Motion carried.

2) Committee Organization and Procedures Update

Rosa McNaughton provided an overview of the Executive Steering Committee Operating Procedures. The procedures were modeled after the Southwood Shared Resource Center's Board's procedures. Ms. McNaughton opened the floor to questions or suggested revisions. There were none.

Motion: Motion was made by Susan Wilson and seconded to adopt the Unemployment Compensation Claims and Benefits Information System Project Executive Steering Committee Operating Procedures. Motion carried.

3) Project Status Report

a) Tom 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:

- AWI awarded the Claims and Benefits Information System Requirements Gathering project to North Highland. North Highland appointed Andy Loveland to be its Project Manager.
- AWI on-boarded Tom McCullion as the Project Director.
- AWI finalized the RFQ to procure a third party vendor to perform Independent Validation and Verification (IV&V) services.
- North Highland wrote the Operational Work Plan (OWP) in accordance with the TRW guidelines. A copy of the OWP was distributed at the meeting. Mr. McCullion provided an overview of each of the milestones documented on the high-level Gantt chart, which is part of the OWP. The milestones he described are divided into the following phases:
 - Document the "as is" business processes. A business and technical resource from DOR should be identified for this and future phases due to the number of interfaces with the DOR system.
 - Identify opportunities for business process improvement, some of which may be implemented prior to the implementation of the Claims and Benefits system.
 - Prepare and release an RFI to evaluate possible alternatives.
 - Develop the "to be" business processes.
 - Develop use cases.
 - Develop requirements.
 - Develop the conceptual architecture for the system.
 - Update the Schedule IV-B Feasibility Study.

Ms. Wilson questioned if the deliverables would be updated as new information is learned. Andy Loveland responded that as new information becomes available, if it impacts the material nature of a deliverable, the deliverable will be revised.

Mr. Evers inquired if the scope of the project included changes to the Department of Revenue system. Mr. Loveland explained the scope did cover the interfaces between the systems but not necessarily any changes to the Revenue systems themselves. Mr. McCullion assured Mr. Evers that any potential impact to any external systems would be identified and brought to the Steering Committee to be addressed properly.

- b) The anticipated next steps and key action items are as follows:
- Release the RFQ to procure the IV&V vendor. It is expected to be released September 25, 2009. Due to multiple interfaces with DOR and DOR's experience with IV&V services vendors, Mr. Stewart invited the DOR Committee members in attendance to provide names of staff to evaluate responses to the IV&V bid. DOR will consider providing an evaluator and Ms. Wilson offered to serve as the point of contact on DOR's behalf.
 - Appoint a contract manager for the IV&V contract.
 - Develop the LBC request for the second quarter budget release.
 - Continue to model the "as is" business processes, which will include site visits to the regional hubs.
- c) Mr. McCullion advised that as of the end of July, there were no funds expended.
- d) Mr. McCullion advised there were no items requiring Committee attention.

F) Other business

No other business was raised.

G) Public Comments

Ms. Griffin opened the floor for public comments. A question was posed regarding access to the documents that were distributed during the meeting. Ms. Griffin committed to have adequate handouts at subsequent meetings, and Mr. Stewart offered that the documents are available for download via the AWI internet site.

H) Review of Actions from Meeting

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

- Approved the minutes from the July 29, 2009 meeting.
- Adopted the Unemployment Compensation Claims and Benefits Information System Project Executive Steering Committee Operating Procedures.
- Reviewed the project status report and identified opportunities to interface with DOR.
- Confirmed that all meeting attendees know how to access information via the AWI web site.
- Identified Susan Wilson as the point of contact for DOR to provide assistance with the IV&V vendor procurement.
- Tentatively scheduled the next Committee meeting for October 14, 2009.

I) **Adjournment**

The meeting was adjourned at 10:53 a.m.

J) **Approvals**

(Signature)

(Date)