

Rick Scott
GOVERNOR



Jesse Panuccio
EXECUTIVE DIRECTOR

December 20, 2013

Ms. Jessica Blume
Vice Chairman
Deloitte Consulting LLP
201 East Kennedy Blvd.
Suite 1200
Tampa, FL 33602

Re: *Notice of Implementation of Liquidated Damages*

Dear Ms. Blume:

Deloitte was contractually required to deliver to the Florida Department of Economic Opportunity a fully functional Reemployment Assistance computer system on October 15, 2013. As we are all painfully aware, that did not happen. The passage of time has demonstrated that the system launched with numerous defects, which Deloitte's pre-launch testing did not uncover. Two months have passed since the launch and yet parts of the system are still not working properly. For some users of the system—claimants needing a financial bridge as they transition back to employment—the delays caused by these defects have proven to be a true hardship. It is simply imperative that Deloitte devote every available resource, and every expert at its disposal, to getting the remaining defects fixed, and fixed now.

The latest amendment to our contract set out corrective requirements for Deloitte to execute by December 20, 2013. The plan identified numerous areas that had to achieve full functionality before DEO would approve the Implementation Phase Gate and pay \$3,043,627. We have stressed system functionality over specific defects because, as our experience has shown, some latent defects become apparent only after other defects are fixed. While Deloitte has made progress on several fronts over the last few weeks, and many claimants are able to process claims without incident, the bottom line is that the overall system is still not working properly and the base code has not been stabilized. For example, the adjudication function has not worked properly since system launch and is still not adequately processing claims. Thus, despite DEO's increasing staff and working hours in the adjudication unit, the delays engendered by the defects

in adjudication functionality have caused the active adjudication caseload—and the wait times for adjudication—to increase to unacceptable levels.

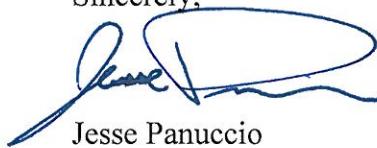
At this point, I have no choice but to decline to certify that Deloitte has successfully implemented the system. DEO is therefore withholding the \$3 million payment that is due upon successful implementation and is instead invoking the liquidated damages provision of the contract. Beginning on December 23, 2013, for each business day that Deloitte does not deliver a fully functional system, DEO will assess a \$15,000 fine.

Attached to this letter please find DEO's official notice of failure to meet the Implementation Phase Gate and a list identifying all "high impact" deficiencies currently known to DEO. The attached notice also identifies "high impact" deficiencies that DEO has discovered since the execution of Amendment 14. As noted above, it is also possible that additional latent deficiencies will be identified. In keeping with our contractual right to a fully operational system—and our duty to the taxpayers of Florida and the users of the RA system—DEO will not approve the Implementation Phase Gate until Deloitte successfully resolves all "high impact" deficiencies within CONNECT and delivers a fully functional system.

I should also note that Deloitte's obligation to correct high impact deficiencies does not relieve the company of its obligation to address other issues as they arise, including requests by DEO to implement alternative solutions to process claimants who have been delayed by the system's deficiencies. It is imperative that we pursue multiple priorities at once and that Deloitte devote whatever resources are necessary to do so.

Lastly, if full system functionality is not obtained in the near future, DEO will have no choice but to pursue other options, including the retention of additional consultants and vendors to direct and monitor Deloitte's work. As such options would likely be costly and burdensome, and DEO would have to recoup associated costs, we hope to avoid this course of action.

Sincerely,



A handwritten signature in blue ink, appearing to read "Jesse Panuccio".

Jesse Panuccio

Enclosures

Rick Scott
GOVERNOR



Jesse Panuccio
EXECUTIVE DIRECTOR

December 20, 2013

Notice of Failure to Meet Implementation Phase Gate and Imposition of Liquidated Damages

Pursuant to Section 4 of Amendment 14 to Contract C0369 ("the Contract"), Deloitte Consulting, LLP ("Deloitte") was required to successfully complete the remaining "high impact" issues in the issue and conflict management plan, as specified in Attachment A to Amendment 14, as a condition precedent to the Department of Economic Opportunity's (DEO) approval of the Implementation Phase Gate. The remaining tasks were required to be completed in sufficient time to allow DEO's review and approval by December 20, 2013.

Deloitte has failed to complete all of the remaining tasks required for approval of the Implementation Phase Gate. Therefore, pursuant to Sections 4 and 10 of Amendment 14 and Section 7.4 of the base Contract, DEO will not approve the Implementation Phase Gate. In accordance with section 9 of Amendment 14, DEO will not pay the \$3,043,627 attributable to approval of the Implementation Phase Gate and scheduled for payment on December 20.

Additionally, in accordance with Section 11.5 of the base Contract, as amended by Amendment 7, DEO hereby informs Deloitte of its intent to impose liquidated damages in the amount of \$15,000 per business day, beginning Monday, December 23, 2013 and continuing until such time that Deloitte obtains approval for the Implementation Phase Gate.

Attached to this Notice is a revised and current list identifying all "high impact" deficiencies known to DEO that prevent DEO from approving the Implementation Phase Gate. DEO will not approve the Implementation Phase Gate until Deloitte successfully resolves all "high impact" deficiencies with the Project Connect system.

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
17	Adjudication	Fact Finding Submission by Employer and/or Claimant - Actively Seeking, Quits, & Discharges	Demonstration that fact findings submissions are being successfully submitted and saved for Actively Seeking, Quit, and Discharge issue types.	High	Completed fact findings need to be viewable, with all information accurately presented and readable, for adjudicators to efficiently make determinations.
18	Adjudication	Adjudication & Redetermination of Issue - Actively Seeking, Quits, & Discharges	Demonstration that adjudicators are able to submit determinations & redeterminations for Actively Seeking, Quit, and Discharge issue types.	High	Correct charge rationales need to be consistently presented to adjudicators when determining issues involving employers. Adjudicators need to be able to determine and redetermine issues without experiencing technical and functional errors.
20	Adjudication	Queue Performance - Functional	Demonstration that issues are being appropriately and efficiently pushed to adjudicators based upon queue configuration and adjudicator profiles.	High	Adjudicators must receive, in their inboxes, issues to adjudicate that are in keeping with their profile settings. For adjudicators to work efficiently and effectively, they must not receive issues that are not ready to work, or that are not appropriate to work.
23	Adjudication	Adjudication & Redetermination of Issue - Availability, Filing Requirements, & Reporting Requirements issue types	Demonstration that adjudicators are able to submit determinations and redeterminations for Filing Requirements, Availability, and Reporting Requirements issue types.	High	Issues need to remain assigned to an adjudicator until they have worked the issue, unless removed from an inbox per the 19 and 24 hour business rules. Supervisors must have the ability to reassign issues to an adjudicator, and that issue must leave the supervisor's queue and remain assigned to that adjudicator.
30	Adjudication	Process REA/PREP functionality in Connect	Define process solution for distributing to adjudicators regarding the processing of REA/PREP issues.	High	Determinations made by adjudicators need to, after submission by the adjudicator, change to completed status and the correct determination must be sent to the parties.
33	Adjudication	Staff Processing of Employer Protests	Demonstration that DEO users can efficiently process employer protests, process correspondences, and display of charging.	High	The REA/PREP interfaces with Workforce need to be functional and therefore creating REA/PREP issues that are then sent to adjudicators who are designated to work these issues. Once received in an adjudicator's inbox, adjudicators need to be able to work them successfully.
34	Adjudication	UCB-412 Optimization	Demonstration that UCB-412 is providing necessary information to Employers & TPAs for processing. Demonstration that auto-adjudication functionality for UCB-412 related issues are operational.	High	When protest is denied it should not non-charge the contributory employer.

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
43	Appeals	Enable capability to process existing appeals on legacy overpayment determinations	Staff are able to docket, schedule, and process appeal decisions on legacy overpayment determinations, including fraud.	High	To consider the issue complete, must demonstrate the ability in Connect to link legacy appeals to related Connect issue ids and successfully schedule the hearings and process the decisions.
46	Appeals	Implement manual process to supplement the Weekly Select Rationale functionality	Deloitte authored a training document which was distributed to DEO staff with instruction on how to process decisions on non-contiguous periods of ineligibility. DEO verified the process outlined in the training document supports the accurate implementation of the decision in Connect.	High	To consider the issue complete, Deloitte must update the training document with comments provided by DEO on 12/17. The feedback provided to Deloitte reflects findings after applying the document to process a decision with non-contiguous weeks of ineligibility in PROD.
47	Appeals	Implement functionality for entering certain Remuneration and Earnings decisions	Consistent with the manner in which Adjudication processes determine, Appeals staff are able to process appeal decisions on remunerations and earnings issues.	High	To consider the issue complete, staff must process decisions on the following issue types: Wages in Lieu of Notice, Severance, Retirement Pension Annuity, and Still Employed.
48	Appeals	Ensure the companion appeals are mapped properly to pending cases	All unlinked companion cases identified on or before 12/2, are properly linked to the corresponding pending appeals case.	High	To consider the issue complete, DEO and Deloitte must agree on Deloitte's proposed "Appeals Operational Plan Item #48 - Unlinked Appeals" document. This draft plan document was first provided to DEO on 12/19 and will be reviewed with DEO leadership on 12/20.

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
50	BPC	Ensure that Connect can generate Employer fact finding for New Hire process. (Includes resolution of DOR New Hire Cross Match Interface)	Employer fact finding for national and state New Hire process is generating correctly.	High	Need to resolve fictitious employer issue.
53	BPC	Resolve issues preventing TOP from being operational [batch processing]	Blurred Collections files are successfully processed and offsets and reversals are applied correctly to adjust the overpayment balances. The Update File is successfully created and correct overpayment balance adjustments are sent to FMS.	High	Top offsets w/ cents are not fully applying to overpayment, top reversal is higher than the original overpayment amount, Top reversals did not void original offset.
55	BPC	Resolve issues preventing TOP from being operational (remaining issues)	DEO has validated that TOP certified debts have correct debt balances that accurately reflect any increases or decreases since Go Live.	High	Various errors still occur; (e.g. Fraud Penalty Fees not included in Overpayment amount, Collection Agency fees not include in Overpayments, Bankruptcy (uncollectible debt) was include in Precertification letters).
56	BPC	TOP - Generation and mailing of pre-certification letters (due to large number of letters to be generated, this first file may take several days to process).	Accurate TOP precertification letters have been generated and distributed.	High	Once 55 is resolved 56 can be verified.
72	Claims	Claimants/staff receive application error messages.	By 12/14/2013, staff and/or claimants can successfully complete applications for benefits for all identified claimants, with the exception of one off scenarios that require an individual fix.	High	See Issue #119.
77	Interfaces	Priority 2 ICON interface issues resolved	All priority 2 ICON interfaces are functioning properly.	High	Need to verify other states can see what Connect is sending Florida is not seeing incoming responses from other states to FL request for wages. This is priority because it impacts our ability to pay claimants. Data displayed on IBIQ Inquiry Screen does not match what comes across in the interface.

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
82	Interfaces	Priority 3 ICON interface issues resolved	DEO is accurately exchanging wage, claim, and charging data with other states and federal entities, and correctly processing data received from other states	High	Connect is not correctly displaying wages from other states as "used". MO received ib4 request for federal wages on 8 claims. These requests were sent to MO on additional claims. The federal wages were already assigned to FL on the initial claim and IB4S should NEVER be sent on additional claims. Florida is sending IB1 and IB4 responses to Florida. Deloitte supposedly has a workaround in place for this
83	P1	Properly generate BAM/BTQ samples.	BAM/BTQ samples are accurately generated in accordance with design.	High	Verify report is accurate.
84	P1	Incomplete case file - need a complete case file with each sample generation.	Each sample generated in Connect has a complete case file per design.	High	Wage verification forms in the case file for the paid and monetary cases need to be populated correctly
87	RAAC	Enable processing of all RAAC orders in Connect per design (Part 1)	Staff can enter into Connect RAAC appeals and orders of the following types: Affirm, Dismiss, Withdraw, Reverse, and Affirm In Part/Reverse In Part.	High	To consider the issue complete, Deloitte must demonstrate DEO staff can enter into PROD Connect RAAC appeals and orders of the following types: Withdraw and Affirm In Part/Reverse In Part. Affirm In Part/Reverse In Part examples should include orders with contiguous periods of ineligibility and non-contiguous periods of ineligibility.

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
89	Reports	Ensure automated generation of accurate ETA 5159 Reports.	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	Need a clean run of this report without errors
97	Reports	By 11/27, UC Benefits Payment Register, Program Adjustment Summary Report, and Process Cancelled and Replacement Payment report are available and accurate in Connect so that staff can generate accurate 2112, 8401, 8405 reports.	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	Manual payments must show correctly on the report.
104	Special Claims	Address issues preventing STC claimants from being paid at pre-go live levels.	All eligible STC claimants have been paid, with the exception of one-off scenarios that require special fixes. In the event that Connect's determination of eligibility conflicted with the business unit's determination, Deloitte was able to force the manual payment option for the claimant.	High	Connect must be able to process and pay all eligible STC claims.
116	Wage Det	Prevent Connect from returning wages to out-of-state employers in error.	Connect is no longer returning wages to out-of-state employers in error.	High	Stop returning wages to out-of-state employers in error.

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
118	Interface	Quarterly Chargeability file is not accurate	Correct chargeability rates for employers provided in the interface.	High	New Issue.
119	Global	Multiple technical errors throughout Connect forcing claimant's, staff, employers (all users) out of the system	Eliminate technical errors that force users out of Connect.	High	New Issue.
120	Global	Browser compatibility issues	Connect needs to be able to support industry standard web browser versions.	High	New Issue.
121	Global	Significant data conversion issues remain. Per Contract Section 11.4, Ref#2, "100% of the data from the legacy systems databases shall be converted and loaded accurately". Data conversion issues have affected significant numbers of claimants.	Develop and implement a plan to address all open data conversion root causes.	High	New Issue.
122	Adjudication	RES-EU interface does not function properly	The RES-EU interface needs to function properly and generate the report of RES-EU claimants for adjudicators to work.	High	New Issue.
123	Global	Connect reports are not functional	All Connect Operational Reports must be accurate and timely	High	New Issue.
124	Adjudication	Unable to determine Remunerations issues	Must have the ability to adjudicate Remuneration issue types	High	New Issue.
125	Global	Generation of 1099 and 49T	Must demonstrate the ability to correctly print 1099s and 49Ts.	High	New Issue.
126	BPC	ETA227 report is a quarterly report will not be accurate until overpayments is turned on and this report is verified	Confirm ETA227 report is accurate after the overpayments batch is turned on.	High	New Issue.
127	BPC	UCO2 does not populate proper information. Can not perform the quarterly wage audit.	Accurate UCO2 is generated and staff can complete the quarterly wage audit.	High	New Issue.
128	BPC	Since OP batch has not been run, the collection agency files have not been verified. Currently, the new hire letters are correct, however, we do not know if turning on the OP batch will affect these letters.	After overpayment batch has been operational in Connect the new hire letters must be accurate.	High	New Issue.
129	Adjudication	Employers and TPAs are unable to view the determinations or decisions in their inboxes and are unable to appeals these determinations and decisions.	Employers and TPAs must be able to view determinations and decisions in their inboxes and the must be able to appeal determinations and decision from their inbox.	High	New Issue.
130	Appeals	When an appeals issue id is closed out in Connect, the system populates the disposition of the closed case on the associated case(s).	Disposition on appeals issues only affect the dispositioned issues. Related issues for the same claimant are unchanged.	High	New Issue.
131	Appeals	The Findings of Fact and Conclusions of Law sometimes do not populate on the decisions even when the staff correctly apply the prescribed "Rich Text Format" method. As a result, decisions are sent to parties with missing data.	Deloitte has implemented additional logic in PROD Connect to eliminate instances where the Findings of Fact and Conclusions of Law text added by the user is missing on the decision.	High	New Issue.
132	Appeals	The Appeals Pending Request queue contains work items indexed incorrectly as "paper appeal requests." These items cannot be removed from the queue in order to access valid appeal requests which need attention.	Staff are provided systematic abilities to remove or reassign invalid work items from the Appeals Pending Request queue.	High	New Issue.

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
133	Appeals	When a deputy clerk sends an unprocessed case to the referee for approval or further review, the referee cannot change the outcome (i.e. from affirm to reverse). As a result, the intended decision cannot be provided to the parties without a data-scrub.	The referee has the ability to change the appeal result on cases prior to processing decision.	High	New Issue.
134	RAAC	Enable processing of RAAC orders in Connect for Affirm In Part/Remand In Part and Reverse In Part/Remand In Part.	Staff can enter into Connect RAAC appeals and orders of the following types: Affirm In Part/Remand In Part and Reverse In Part/Remand In Part. For each type, capabilities must be demonstrated for both contiguous and non-contiguous periods of ineligibility.	High	New Issue.
135	Claims	Apply for Benefit Links Missing	All eligible claimants will see the Apply for Reemployment Assistance Benefits link or Apply for Extension Benefits link , with the exception of one off scenarios that require an individual fix.	High	New Issue.
136	Claims	Weeks Presented Prior to Effect Date of the Claim	All claimants will not be presented weeks to claim prior to the effect date of the claim, with the exception of one off scenarios that require an individual fix.	High	New Issue.
137	Claims	Not able to update Employer Record consistently.	Staff will be able to update all Employment information resulting from EIRP processing.	High	New Issue.
138	Claims	Incorrect statuses displayed in the Portal	All Claims listed for a claimant will have the correct claims status, with the exception of one off scenarios that require an individual fix.	High	New Issue.
			All eligible weeks listed for a claimant will pay correctly and status will display correctly, with the exception of one off scenarios that require an individual fix.		
			Process Pending Monetary claims within 1 day.		
139	Claims	Cleanup EUC claims and Regular claims with incorrect effective date of 9/29.	All claims where the claimant could be paid on an EUC claim should be setup correctly and paid on the correct claim, with the exception of one off scenarios that require an individual fix.	High	New Issue.
140	Claims	Monetary not using wages when Employment History Screens lists employer records.	All claims with effective date of 9/29 will be corrected to the correct effective date based on the filing date, with the exception of one off scenarios that require an individual fix.	High	New Issue.
141	Claims	Federal Employers not listed correctly for Claimants.	System uses wages from Employers records listed in the every Federal Employer.	High	New Issue.
142	Global	Multiple defects remain Language Translation defects remain outstanding. ~1,400 open defects across the system	Display correct Division/Departments/Components for Resolve outstanding claimant facing language translation defects	High	New Issue.
143	Global		A plan must be developed to address all defects in a timely manner.	High	New Issue.

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
16	Adjudication	Proper Fact Finding Creation & Distribution - Actively Seeking, Quits, & Discharges	Demonstration that fact findings are being created and distributed for Actively Seeking, Quit, and Discharge issue types.	High	
19	Adjudication	Confirmation of Pmt. & Overpayment Submission based upon Adjudication - Actively Seeking, Quits, & Discharges	Demonstration that adjudication of Actively Seeking, Quit, and Discharge issue types results in increased payments process, increased disqualification and decreased holds.	High	
21	Adjudication	Proper Fact Finding Creation & Distribution - Availability, Filing Reqs, & Reporting Reqs issue types	Demonstration that fact findings are being created and distributed for Filing Requirements, Availability, and Reporting Requirements issue types.	High	
22	Adjudication	Fact Finding Submission by Employer and/or Claimant - Availability, Filing Reqs, & Reporting Reqs issue types	Demonstration that fact findings submissions are being created and saved for Filing Requirements, Availability, and Reporting Requirements issue types.	High	
24	Adjudication	Confirmation of Pmt. & Overpayment Submission Based upon Adjudication - Availability, Filing Reqs, & Reporting Reqs issue types	Demonstration that adjudication of Filing Requirements, Availability, and Reporting Requirements issue types results in increased payments process, increased disqualification and decreased holds. NOTE: Many Reporting Requirement issue types do not hold payment so this issue type wouldn't hold payments.	High	
25	Adjudication	Get 412s out of unidentified fact finding queue and attach to issues	Legacy UCB-412s are designed to go to unidentified fact finding queue. Process solution will be implemented to begin reduction of unidentified fact finding queue backlog.	High	
26	Adjudication	Resolving claimant identification issues on correspondence sent to employers/TPAs	Demonstration of Claimant Information and Full SSN are displayed on Fact Findings distributed to Employers and/or TPAs.	High	
27	Adjudication	Adjudicators need to access Issues at the Appeals Level that need to be adjudicated	Formalize process solution for applying data patches in required scenarios. Any design changes would be applied post-12/20.	High	
28	Adjudication	Filing of Employer Protests	Demonstration that Employers and TPAs are able to successfully submit a protest of employer charges.	High	

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
29	Adjudication	Processing of UCB-412s	Demonstration that UCB-412s can be successfully submitted online and through scanning & indexing process for employers and TPAs.	High	
31	Adjudication	TPA Fact Finding and 412 Submission	Demonstration that top 5 TPAs (in volume) are receiving Fact Finding and/or UCB-412s via Inbox. Demonstration that top 5 TPAs (in volume) are able to submit Fact Findings and/or UCB-412s through the Inbox.	High	
32	Adjudication	Adjudicator Inbox Optimization	Demonstration that Adjudicator Inbox is operating independent of mass assignment process solution.	High	
35	Appeals	Enable the printing of Notices of Hearing at Pitney Bowes (upgrade template version)	All Notices of Hearing and the attached documents are printed through Pitney Bowes.	High	To consider the issue complete, Pitney Bowes must demonstrate that all NOH documents sent to them by Connect can be accurately printed and inserted into envelopes which display the addresses completely.
36	Appeals	Resolve on-screen errors users intermittently see when opening documents via Brava	No additional occurrences of the known "Null" error are encountered by users for whom the Brava reinstallation has been performed.	High	
37	Appeals	Implement solution for the processing of converted wage credit and CSE cases	Staff are able to docket, schedule, and process appeal decisions on wage credit and child support cases.	High	
38	Appeals	Implement solution for the processing of converted employer appeal determinations	Staff are able to file appeals on converted employer determinations.	High	
39	Appeals	Ensure Appeals staff inboxes reflect the proper quantity of cases	All Appeals work queues display the proper and expected search results for both assigned and unassigned work items for all users.	High	
40	Appeals	Ensure conversion appeals to redeterminations are properly linked for processing	For the impacted cases identified as of 11/1/22 and agreed upon by DEO and Deloitte, data patches have been completed and verified to allow the processing of the active appeals.	High	
41	Appeals	Provide Appeals staff the ability to void monetary appeals in Connect.	Appeals staff have the ability in Connect to void pending monetary appeals.	High	

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
42	Appeals	Enable capability to file an appeal on legacy overpayment determinations	Staff are able to docket, schedule, and process appeal decisions on legacy overpayment determinations, including fraud.	High	
44	Appeals	Enable capability to access all documents in the Unidentified Document queue	The unidentified work queue displays the proper and expected search results for both assigned and unassigned work items for all users. Connect allows authorized users to reassign a work item from the unidentified work queue to the Scanning and Indexing queue. Scanning and indexing are then able to assign the work item to the proper queue.	High	
45	Appeals	Accurately generate and distribute the Weekly Hearing Report	In accordance with the approved SRR, Connect generates and emails the Weekly Hearing Report with non-duplicated, accurate data as reflected in Connect.	High	
49	Appeals	Redesign how the Non-Monetary Void Issue process works for Adjudication and Appeals	Connect has been modified to allow for the voiding of the current issue level to restore the issue to the prior level based on the issue type. System also provides the ability for staff to continue processing the issue from the restored level forward.	High	
51	BPC	Benefit Payment Control Cash Offset Activity Report is populating incorrect data.	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	
52	BPC	Complete data scrubs related to small claims court necessary to resolve overpayment issues reported.	DEO has validated that the small claims court cases are reflecting correct collections statuses.	High	
54	BPC	Correct and deploy application defects that are resulting in incorrect overpayments on double dip claims, as well as converted, cancelled and incorrect overpayments.	DEO has validated that converted overpayment collection status and debt balances are accurate in Connect.	High	
57	BPC	Unable to run quarterly wage match	Validate that the quarterly match is populating the correct weeks.	High	
58	BPC	Waiver of Recoupment Functions	DEO has validated that the retroactive waivers are processing payments and reinstating overpayment debt balances.	High	
59	Central Intake	Workflow queues are created for indexed documents - Employer Protest; Unidentified Collections, Unidentified New Hire, and Unidentified Audit.	Workflow queues have been created and are functioning per design.	High	

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
60	Central Intake	Workflow queues need to be created for indexed documents - Unidentified Initial Claims Documents, Unidentified Monetary, Unidentified Recovery, Unidentified STC Documents.	Workflow queues have been created and are functioning per design.	High	
61	Central Intake	Correct defect that is preventing central intake from manually indexing documents when barcodes are damaged.	Staff are able to successfully index an item using only the numeric code beneath the barcode, and it arrives in the appropriate queue.	High	
62	Central Intake	Workflow queues need to be created for indexed documents - Unidentified Program Integrity BAM, Unidentified Program Integrity BTQ, Unidentified DUA Documents, Unidentified TRA Documents.	Workflow queues have been created and are functioning per design.	High	
63	Central Intake	Ability to terminate scanned images (Indexed work items)	The Scanning and Indexing supervisor queue is accessible by the appropriate staff, staff are able to set items to this queue, and the queue is functioning per design.	High	
64	Central Intake	Re-indexing workflow queues (Link has disappeared) Ability to re-index	Re-indexing link displays on all previously indexed documents.	High	
65	Central Intake	Unable to search by specific batch type 'Time Sensitive Issues', Time Sensitive issues need to move to the top of the indexing list	Staff are able to retrieve indexed documents when searching by 'Batch Type' on Indexing search screen. And, for all searches, documents with a Time Sensitive indicator display at the top of the results list.	High	
66	Claims	Toggle - Clean Up Claims with EUC Waiting Week	All claims identified by 12-14-13 where the claimant was required to serve a WN on an EUC monetary have been corrected and claimants properly paid with the exception of one off scenarios that require an individual fix.	High	
67	Claims	Toggle - Clean Up Claims not attaching Split week (9/28-10/5) to correct Claim (Monetary)	All claims identified by 12-14-13 with a split week monetary issue have been corrected and weeks processed on the proper claim, with the exception of one off scenarios that require an individual fix.	High	
68	Claims	ERP Batches Failing to create Issues to start the process	ERP Batches are creating valid ERP Issues.	High	

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
69	Claims	Toggle - Clean Up EUC Options Imposed Incorrectly	All Claims identified by 12/14/2013 with EUC Options Imposed Incorrectly have been corrected, with the exception of one off scenarios that require an individual fix.	High	
70	Claims	Correct Inaccurate/missing Wage details on Monetary Summary	By 12-18-13, all base period employers identified either by the claimant or through wage detail sent to CONNECT from DOR are shown on the monetary summary screen, with the exception of one off scenarios that require an individual fix.	High	
71	Claims	Claimants/staff unable to submit/make/view weeks requestable	By 12/14/2013, staff can make valid weeks requestable and claimants can view and request benefit payments, with the exception of one off scenarios that require an individual fix.	High	
73	Claims	Correctly run Retro for all claims (incorrect retro exhausted programs with new balance)	All claims identified by 12/14/2013 as being incorrectly processed by the Retro batch have been corrected, with the exception of one off scenarios that require an individual fix.	High	
74	Claims	Claimants forced to file additional claim when reporting any earnings/no separation	Claimants filing additional claims with the same effective date for the same separation(s) during the continued claim process will not have to file an additional claim, with the exception of one off scenarios that require an individual fix.	High	
75	Correspondence	Resolve issues reported in claimant and employer facing correspondence.	All claimant and employer facing correspondence templates have been corrected per the defects identified in the operational plan.	High	
76	Interfaces	Address Priority 1 ICON Interface Issues	All priority 1 ICON interfaces are functioning properly.	High	

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
78	Interfaces	Resolve issue causing SSA batch to fail when the SSA's service is down (pending review by Deloitte).	SSA batch functions appropriately when the SSA service is down.	High	
79	Interfaces	Add private key encryption to Wells Fargo EFT interface file.	Private key encryption has been added to Wells Fargo and the interfaces is functioning properly.	High	
80	Interfaces	Correct rounding issue that is causing DOR to reject payments.	Rounding issue has been corrected and DOR is no longer rejecting payments because of this issue.	High	
81	Interfaces	Ensure accuracy of Deceased Claimant collections interface.	Overpayments for deceased claimants are not included in the collection agency interface file.	High	
85	P1	Resolve EUC RES Search problem that is preventing staff from tallying the claimants that receive services from workforce.	Staff are able to accurately tally the number of claimants receiving workforce services.	High	
86	P1	Fraud referral workflow is not assigning cases.	Fraud referral workflow is properly assigning overpayment cases to the appropriate county.	High	
88	RAAC	Enable processing of all RAAC orders in Connect per design (Part 2 - Vacate and Remand)	Staff can enter into Connect RAAC appeals and orders of the following types: Vacate and Remand, Quash, and Rescind and Recall.	High	This item is recommended by DEO for closure. Per RAAC input, the Vacate and Remand, Quash, and Rescind and Recall orders were entered and implemented in PROD Connect. Two defects were identified during the Quash and Rescind and Recall processes which do not prohibit the entry of the orders.
90	Reports	Ensure automated generation of accurate Voucher Summary Reports.	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
91	Reports	Ensure automated generation of accurate ETA Reports 538/539.	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	
92	Reports	Ensure automated generation of accurate ETA Reports 203/9050.	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	
93	Reports	Ensure automated generation accurate of ETA 9051/9051P	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	
94	Reports	BPC - Need accurate 207 Financial Mgt	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	
95	Reports	BPC - Need Accurate ETA 227 Report	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	
96	Reports	Data issue adding DUA/TRAs programs to Voucher Payment Summary	This report accurately reflects the data within Connect and the associated tables. If data is affected by conversion or transactional issues those issues will not hold the acceptance of the associated report. The logic is correct for the report and it is generating appropriately.	High	
98	Security	Payment links comes and goes for users. Sometimes things are hyperlinked other times they are not.	Payment hyperlink displays consistently according to defined business rules.	High	
99	Security	External users in Workforce Board have access to Connect.	Designated external users were granted the appropriate access to Connect.	High	
100	Security	External users from DOH and DCF have appropriate access to Connect.	Designated external users were granted the appropriate access to Connect.	High	
101	Security	All external users from DOR have access to Connect.	Designated external users were granted the appropriate access to Connect.	High	
102	Security	All external users from DOL have access to Connect	Designated external users were granted the appropriate access to Connect.	High	

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103	Special Claims	Resolve issues preventing converted STC claimants from requesting STC weeks to pre-go live levels.	DEO staff have validated a subset of converted STC claimants and employer STC plans, and confirmed that data associated with these claimants and plans in Connect mirrors that in Legacy.	High	
105	Special Claims	Staff needs the ability to modify (back-date) the "first date of reduced hours" for an STC plan. Absent this ability, Service Requests that are submitted to have the first date of reduced hours modified for an STC plan will be completed within (TBD) hours (DEO is requesting 48 hours). Caveat: There may be situations where a claimant's current status prevents the ability to backdate the plan (for example, if a claimant has already been paid for UI weeks that would overlap the STC weeks based on the new date).	As of 12/14 all Service Requests to have an STC plan or Claimant's first date of reduced hours were completed in accordance with the agreed upon timeframe, with the exception of situations where a claimant's claim could not be backdated based on previous RA payments.	High	
106	TRA	Connect is not updating information received from EFM	Provided that TAA information from EFM is successfully imported by 11/30, Connect will be able to read and display information passed in the TAA Information interface.	High	
107	TRA	Connect populating fields incorrectly on TAA eligibility screen.	Provided that TAA information from EFM is successfully imported by 11/30, all items on TAA eligibility screens will populate correctly from information provided by Workforce via interface, as well as claims intake records.	High	
108	TRA	No workflow set up for RTAA	Connect will be able to generate RTAA workflow items.	High	
109	TRA	RTAA - can't make payments because monetary does not work	Connect will be able to correctly calculate initial RTAA monetaries and weekly updates to the hourly wage per business rules.	High	
110	TRA	Staff cannot upload spreadsheets that come from employers indicating potential claimants that need to be associated onto petitions.	Staff will be able to upload a .csv for petition employees, and the data will be available in Connect as a result.	High	
111	TRA	Connect sending RTAA determinations when it should not.	Monetary determinations will not be sent incorrectly.	High	

Issue ID	Business Area	Issue	Issue Closure Statement	Impact	Notes
112	TRA	Continued claims - Next button on initial questions is disabled for claimants. Staff have to claim weeks for them.	Claimants will not be prevented from using the Next button on the Continued Claims - Initial Questions screen.	High	
113	TRA	Not seeing approved training claimants as approved training. Current workaround is having them enter a one-stop visit.	Claimants' work search status (as seen in General Information) will update to the real time status whenever the work search status is calculated, e.g., when a return-to-work date is added or modified, or a continued claim is initiated. Provided that TAA information from EFM is successfully imported by 11/30, claimants will correctly be marked as Approved Training per business rules and information available from Workforce via interface, as well as claims intake records.	High	
114	TRA	Petition Search function does not retrieve petitions.	All search fields on Petition Search will work correctly and in unison. Any idiosyncrasies due to letters present in Petition # search will be clearly communicated.	High	
115	Wage Det	Reassign drop downs in Wage Determination and Monetary workqueues are showing incorrect names.	Appropriate names are displaying in the reassign drop down boxes in both the Non-Monetary Wage Determination and Monetary Workflow queues.	High	
117	Wage Det	Resolve issues causing duplicate items to appear in the Monetary Workflow and preventing staff from terminating Monetary Workflow items.	When the "Terminate" button on any Monetary workflow screen is clicked, the associated workflow item is no longer displayed in the queue. Also, there are no longer duplicate workflow items appearing in the Monetary queue.	High	