

#	Area	Project	Status
1.	Planning, Coordination, and Oversight	Strategic Planning Office (SPO)	In progress and on schedule.
2.		Oversight (IV&V)	In progress and on schedule.
3.		System and Software Integration (SSI)	In progress and on schedule. Contractor aligning team members, deliverables, and contract language to new CX/UX product identified by the Department. See System and Software Integration Operational Work Plan.
4.	Software	Adjudication Workflow Management	In progress and on schedule. Business requirements finalized and project implementation approach undergoing evaluation. See Adjudication Workflow Management Operational Work Plan.
5.		ChatBot	In progress and on schedule. Contract executed and vendor kick-off meeting held. See ChatBot Operational Work Plan.
6.		Rules Catalog	In progress and ahead of schedule. Project scope is defined, and 93% of all known business rules analyzed. See Rules Catalog Operational Work Plan.
7.		Appeals Workflow Management	In progress and on schedule. Project Schedule, Project Management Plan, and Business Case documents drafted and routing for approval. See Appeals Workflow Management Operational Work Plan.
8.		Incremental CX/UX Mobile-Responsive Transformation	CX/UX in progress and behind schedule. Contract with CX/UX contractor terminated for convenience on October 5, 2023, and work underway to implement a mobile-responsive user interface. See CX/UX Operational Work Plan.
9.		Document Imaging System	In progress and behind schedule. Vendor demonstrations ongoing. See Document Imaging System Operational Work Plan.
10.	Data and Analytics	Reporting	In progress and on schedule. 21% of in-scope reports have been completed or retired. See Reporting Operational Work Plan.
11.		Product and Data Management	In progress and behind schedule. See Product and Data Management Operational Work Plan.

Are there any scope changes?

There were no scope changes this reporting period. However, it is important to note that on October 5, 2023, the Department terminated for convenience its contract with Strategic Cloud Communications, which was the vendor responsible for the CX/UX Project. To uphold the Department’s commitment to delivering a mobile-responsive user interface for Reemployment Assistance claimants, the Department swiftly initiated work with an existing vendor to design, develop, test, and implement a mobile-responsive user interface that is available 24/7, accessible on mobile devices as well as a computer, and offers plain language for an improved user experience. As of the writing of this report, development and testing efforts are already underway, and additional details, including scope changes, will be provided in the monthly reports submitted each month.

Is the project currently within budget?

The project is currently under budget.

Do you expect the project to remain within budget?

Yes

If the project is not on schedule, briefly explain why and what the agency is doing to bring the project back on schedule.

The Program is on schedule.

Major Project Tasks and Activities Accepted or In Progress this Reporting Period

- [Planning, Coordination, and Oversight] System and Software Integration: This project includes leveraging the expertise of a third-party services provider with experience in strategic planning, system design, system development, and system integration for large multi-component system modernization efforts to ensure the Department's various modernization projects work as intended to deliver an enhanced user experience.
 - Upon termination of the contract with the CX/UX Contractor, the Contractor responsible for performing system and software integration began working with the Department to identify deliverables that would need to be modified to align with the new CX/UX product, analyze its contract and prepare draft contract amendment language to support the implementation of the new CX/UX product, and ensure its team's experts were aligned with the new CX/UX product.
- [Software] Adjudication Workflow Management: This project will help automate the assignment of adjudication cases to adjudicators and eliminate a manual process. This project addresses one of the recommendations made during the Business Process Optimization project that was closed during the two-year Reemployment Assistance Modernization Program Roadmap.
 - This reporting period, business requirements were finalized and approved, and meetings were held to discuss the approach to implementing the project, such as developing the solution in-house or leveraging the services from a third-party vendor to augment an existing workflow management solution.
- [Software] ChatBot: This project includes providing Reemployment Assistance claimants an additional self-service option to gain answers to frequently asked questions and claim-specific information without requiring a call to the Reemployment Assistance Contact Center. This allows more time for Contact Center agents to assist individuals with more complex issues, including those with barriers such as access to a computer.
 - This reporting period, a contract was executed with the vendor and a project kick-off was held.
 - An initial draft of the Project Schedule was developed.
- [Software] Rules Catalog: This project is designed to further enhance the Department's documentation for Reconnect by capturing all the rules that govern the administration of the Reemployment Assistance program. This project will add information about the complexity of each business rule, which will aid the Department in forecasting the need for implementing a Business Rules Engine as Reconnect is further modularized.
 - Out of the 12,591 business rules that govern the Reemployment Assistance program, the relative complexity for 2,267 rules was analyzed in October, bringing the total number of analyzed rules to 11,754.
- [Software] Appeals Workflow Management: This project is designed to implement new features and address functionality that is not currently working to streamline the Appeals workflow that is used by Department staff to conduct Appeals hearings and issue determinations. This will eliminate manual processes and expedite the Appeals process.
 - Following the identification of all Appeals-related tickets last month, this reporting period, project documents were drafted and circulated for approval, including the Project Schedule, Project Management Plan, and Business Case.
- [Software] Incremental CX/UX Mobile Responsive Software Transformation: This project includes optimizing the existing System and developing a user-friendly front-end for Reemployment Assistance claimants that is also mobile-friendly. The transformation will occur incrementally to ensure all System users benefit from System optimization, with a focus on enhancing the claimant experience first.

- On October 5, 2023, the Department terminated for convenience its contract with Strategic Cloud Communications, which was the vendor responsible for the CX/UX Project. To uphold the Department’s commitment to delivering a mobile-responsive user interface for Reemployment Assistance claimants, the Department swiftly initiated work with an existing vendor to design, develop, test, and implement a mobile-responsive user interface that is available 24/7, accessible on mobile devices as well as a computer, and offers plain language for an improved user experience.
- As of the writing of this report, FloridaCommerce has already initiated work with the existing vendor to identify and prioritize enhancements to the existing mobile-responsive user interface that will reduce the time it takes to file a Reemployment Assistance claim by reducing the number of questions in the initial claims application, creating drop-down menus to standardize responses, applying plain language, and adding the ability to upload documents directly in the interface.
- [Software] Document Imaging System: This project is designed to remove the manual processes that are required for the Department to process physical mail and faxed documents claimants and employers submit for their Reemployment Assistance claim by automatically attaching these documents, once scanned, to the correct claim in Reconnect so that claims can be processed efficiently and accurately.
 - The Department met with other state agencies to understand which scanning and indexing technologies they used and researched their contracts to understand cost structures for this type of technology.
 - The Department conducted demonstrations with three vendors to gain a better understanding of what technology options are available in the marketplace that suit the Reemployment Assistance program’s needs.
- [Data and Analytics] Reporting: This project includes migrating, developing, and validating all internal Reemployment Assistance performance reports from Reconnect to the Data. The data warehouse provides the Department with standardized data and reduces the need for staff intervention for future reporting activities.
 - For this reporting period, of the 379 reports in-scope for this project, 24 are complete, 52 are being developed and tested, 56 will be retired, and 247 have not yet been started.
- [Data and Analytics] Product and Data Management: This project is designed to mature the Department’s data management, planning, and governance processes for Reemployment Assistance data to promote data sharing, interoperability, and reduce both the size of and costs affiliated with Reemployment Assistance’s data.
 - The Department’s existing data catalog and data dictionary are being updated to include all databases and other data repositories that store Reemployment Assistance data and use it for data and analytics.

Procurement Status

N/A



OPERATIONAL WORK PLAN FOR CHATBOT

**FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2023-2024

QUARTER 2

PREPARED ON 11/02/2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

FloridaCommerce is enhancing the claimant experience by launching a ChatBot solution.

The ChatBot solution provides Reemployment Assistance claimants an additional self-service option to gain answers to frequently asked questions and claim specific information. This technology will help deflect calls to the Reemployment Assistance Contact Center, so that agents are more available to the callers who truly need agent assistance.

A. Scope Statement

FloridaCommerce's existing contact center vendor will deploy one AI conversational bot to the floridajobs.org website to help Reemployment Assistance end users obtain answers to frequently asked questions and claim-specific information related their claims to help increase self-service opportunities and deflect calls from the Reemployment Assistance Contact Center. If the ChatBot cannot answer the end user's question, an opportunity to escalate to one of three Contact Center agent queues will be provided.

In Scope

- The existing contact center vendor's professional services team will develop a custom chat provider for escalation to Customer's Genesys CX account. Translation will be provided within the AI Chatbot account for English, Spanish, and Haitian-Creole. Escalation to Genesys CX will be provided for each language. Training will be provided for AI administrators, content creators and reporting analysts.
- FloridaCommerce will administer ChatBot content within a single knowledge base, specifically, English. The knowledge base articles will reside in the AI ChatBot solution. The translation solution will translate the English knowledge base content into Spanish or Haitian-Creole. Customer responses will be translated from Spanish or Haitian-Creole to English for solution consumption and processing.

Out of Scope

- Languages besides English, Spanish, or Haitian-Creole

B. Project Objectives and Business Benefits

The ChatBot solution provides Reemployment Assistance claimants an additional self-service option to gain answers to frequently asked questions and claim specific information. This technology will help deflect calls to the Reemployment Assistance Contact Center, so that agents are more available to the callers who truly need agent assistance.

C. Critical Success Factors

The following factors are necessary for success.

- FloridaCommerce staffing resources are available to work on the project.
- Performance of the solution meets FloridaCommerce requirements.

D. Key Dates

The key dates below represent the current status of the project as well as planned dates for the project.

Key Date	Importance and Relevance to the Project
November 2, 2023	Project Kick off with Vendor

E. Major Deliverables

Major Deliverable	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP after review and approval by FloridaCommerce
Project Schedule	The PM will work with the vendor to create the project schedule
Test Plan	Vendor will work on the develop a testing plan and strategy to be used during User Acceptance Testing.
User Accepting Testing	User Acceptance Testing will commence once the development has been completed by the vendor. The result of User Acceptance Testing will be the sign off on the executed test plan.
Go Live	Deployment of the solution into production

F. Major Milestones

The project cannot be completed without the milestones listed below. Transparency and inclusion in all major milestones and deliverables will help build and maintain an accurate schedule.

Major Milestone	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP after review and approval by FloridaCommerce
Business Rules Traceability Matrix	The BA and PM conduct a series of work sessions to drill down in detail of the scope of the project
Project Closeout Report	The PM provides the Project Closeout Report

G. Key Stakeholders

The stakeholders listed below are critical in providing direction, especially with a project that will have a large amount of discovery. The project sponsors will be valuable when issues that require executive decisions are needed, and when there may be negotiations for keeping and purging older data based on its value.

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, Department of Commerce

Key Stakeholder	Project Interest
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Tisha Womack	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager – Business
Warren Lenfant	RA Modernization Acting Project Sponsor
Tom Richardson	RA Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	RA Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	RA Modernizations IT Program Manager - IT
David Sinclair	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

1. ChatBot solution will be available in English, Spanish and Haitian-Creole.
2. The assigned IT resources possess relevant knowledge and skills to complete the identified tasks.
3. Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.
4. All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.
5. The Project Sponsor will be responsive and prepared to make decisions regarding the project cost and scope.
6. The solution must be FedRamp compliant.

Project Constraints

1. Limited Knowledge of FloridaCommerce claims processing could slow the project down.
2. Hardware that needs to be provided by FloridaCommerce could be slower due to staffing constraints.

II. Work Breakdown Structure

The Work Breakdown Structure (WBS) below represents the high-level deliverables for the project, from inception (Initiation) to completion (Project Closeout). To avoid duplication, the lower-level work packages are represented with their due dates in Section D. Key Dates.

WBS	Task Name
1	01-Chatbot
1.1	Initiation
1.1.1	Risk and Complexity Assessment
1.1.2	PM Deliverable: Project Charter

WBS	Task Name
1.1.3	Project Charter complete
1.1.4	Stakeholders Register
1.1.5	Project Kickoff Meeting
1.1.6	Conduct Lessons Learned Meeting
1.2	Initiation Phase complete
1.3	Planning
1.3.1	PM Deliverable: Resource Plan
1.3.2	Resource Plan Complete
1.3.3	PM Deliverable: Project Schedule
1.3.4	Project Schedule complete
1.3.5	PM Deliverable: Project Management Plan
1.3.6	Project Management Plan complete
1.3.7	PM Deliverable: Project Budget
1.3.8	Project Budget complete
1.3.9	PM Deliverable: Project Spending Plan
1.3.10	MILESTONE: Project Spending Plan complete
1.3.11	Complete Impact Analysis
1.3.12	Requirements:
1.3.13	Complete the Planning Gate R&C Assessment
1.3.14	Conduct Lessons Learned Meeting
1.4	MILESTONE: Planning Phase complete
1.5	Execution
1.5.4	Record Level Detail Requirements Gathering Completed
1.5.5	Approve Requirements
1.5.6	Conduct Lessons Learned Meeting
1.5.7	Transition to Operations
1.6	Execution Phase complete
1.7	Monitoring and Controlling
1.7.1	Manage Project Schedule
1.7.2	Manage Project Costs
1.7.3	Manage Project Scope
1.7.4	Manage Project Risks
1.7.5	Manage Project Issues
1.7.6	Manage Decisions
1.7.7	Manage Action Items
1.7.8	Manage Cybersecurity
1.7.9	Conduct Regularly scheduled Status Meetings
1.7.10	Prepare Regularly scheduled Status Reports
1.8	Monitoring and Controlling Phase Complete

WBS	Task Name
1.9	Project Closeout
1.9.1	PM Deliverable: Project Closeout Report
1.9.2	Project Closeout Report complete
1.9.3	Conduct Lessons Learned Meeting
1.1	Closeout Phase complete

III. Resource Loaded Project Schedule

As stated in Section II, Work Breakdown Structure, since this is a high-level representation of the project, the project team names are not reflected. The names are listed in Section V.B. Project Roles and Responsibilities, Project Team.

The project management deliverables mentioned below are required by Florida Administrative Code, Rule 60GG.

WBS	Task Name	% Complete	Duration	Start	Finish
1	01 ChatBot				
1.1	Initiation	100		7/15/23	7/30/23
1.1.1	Risk and Complexity Assessment	100		7/26/23	7/30/23
1.1.2	PM Deliverable: Project Charter	100		7/26/23	7/30/23
1.1.3	Project Charter complete	100		7/26/23	7/30/23
1.1.4	Stakeholders Register	100		7/26/23	7/30/23
1.1.5	Project Kickoff Meeting	100		7/26/23	7/30/23
1.1.6	Conduct Lessons Learned Meeting	100		7/26/23	7/30/23
1.2	Initiation Phase complete			7/26/23	7/30/23
1.3	Vendor Contract is Executed	100		10/23/23	10/23/23
1.5	Execution Begins	5		11/2/23	1/25/24
1.8	Monitoring and Controlling	0		1/29/24	4/01/24

IV. Project Spending Plan

The ChatBot project has existing resources assigned, therefore, there is no spend for this project.

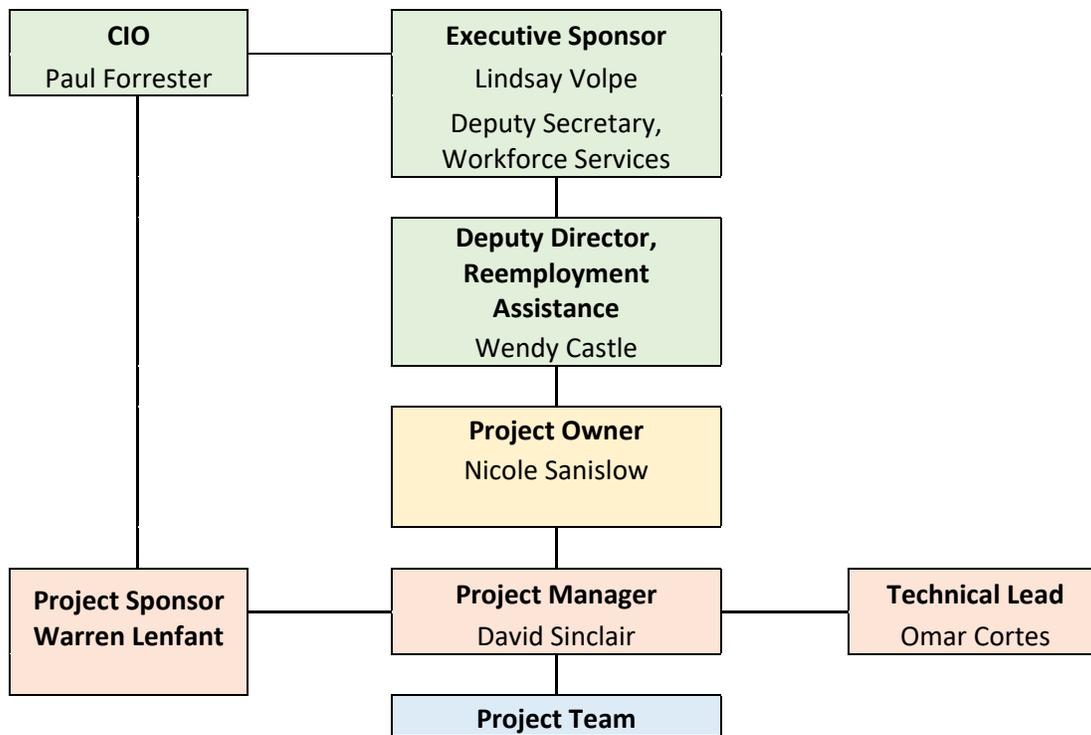
FY 2023-24 Expenditures	FY 2024-25 Expenditures
--------------------------------	--------------------------------

Software: \$762,000	Software: \$532,848
Other OpEx (Vendor Deliverables): \$0.00	Other OpEx (Vendor Deliverables): \$0.00
Other CapEx: \$0.00	Other CapEx: \$0.00

V. Project Organization and Methodology

A. Project Organizational Chart

The Project Manager meets with project stakeholders every week on business rules progress, and to answer general status questions. This meeting is also the forum for escalating issues that require all project stakeholders to resolve together.



B. Project Roles and Responsibilities

The staff mentioned below are instrumental in facilitating the needs of the team so that the project outcome meets expectations.

The project sponsors also work with their direct reports if the team has issues that require elevation.

The Legal and Records Management Liaison works directly with the Reemployment Assistance program to provide guidance when record series requests may differ from what is allowed legally or by FloridaCommerce policy.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Paul Forrester	Project Sponsor/Chief Information Officer (CIO)	<ul style="list-style-type: none"> • Responsible for the Strategy of FloridaCommerce IT • Responsible for Staffing and Support plans • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs
Wendy Castle	Project Sponsor/Director Reemployment Assistance	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project
Nicole Sanislow	Project Owner	<ul style="list-style-type: none"> • Represents the interests of the stakeholders • Monitors project progress • Approves project definition • Approves plans and schedules • Validates project deliverables meet expectations • Tracks project benefit recognition, risk retention and mitigation activities • Acts as liaison between teams and Management for issue escalation and resolution
David Sinclair	Project Manager	<ul style="list-style-type: none"> • Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence • Completes all documents related to the project • Identifies and manages risks according to the project plan

Name	Project Role	Responsibility
Omar Cortes	Technical Lead	<ul style="list-style-type: none"> • Responsible for assisting the team(s) in coordinating the most appropriate solution • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team. • Has historical knowledge of the Contact Center for Reconnect
Warren Lenfant	Business Sponsor	<ul style="list-style-type: none"> • Responsible for the support for the PM as it is related to the business need and impact of the project • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team. • Has years of historical knowledge of the Contact Center Solutions for Reconnect

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure FloridaCommerce’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- FloridaCommerce’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project may need Organizational Change Management. This will be determined as the scope and vendor are determined. Once determined we will build a plan related to Change Management.

VII. Project Risk Management Plan

Currently there are no new risks for this project.

Project risks can be raised by anyone on the project. These risks are then entered into the department’s tool where they are discussed during weekly meetings. They are tracked in these meetings until the risk is closed.

Risk meetings, hosted by program management, are attended by sponsors and stakeholders of this project.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1.				
2.				
3.				
4.				
5.				

VIII. Capacity Plan

This project capacity plan will be built with the vendor to determine the best way to measure capacity load of the ChatBot solution.



OPERATIONAL WORK PLAN FOR RULES CATALOG

**FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

**FISCAL YEAR 2023-2024
QUARTER 2**

PREPARED ON NOVEMBER 6, 2023

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VIII. CAPACITY PLAN 13

SECTION 1 — OVERALL PROJECT PLAN

I. *Project Charter*

As a part of the Florida Department of Commerce’s (FloridaCommerce) Modernization Program, the FloridaCommerce Rules Catalog will be updated to capture additional business rules within the Reconnect system (System). The completion of the Rules Catalog project will document rules to allow ease of tracking, reviewing, and identifying changes within the System.

A. **Scope Statement**

The Rules Catalog Project will prepare FloridaCommerce identify and document System rules to develop a Business Rules Catalog. A completed rules catalog will allow FloridaCommerce to track and maintain system rules in one central location.

In Scope

- Update the Rules Catalog to incorporate all rules that govern the Reemployment Assistance program within Reconnect, excluding CX/UX business rules.
 - Include the type of rule and number of System users impacted by the rule, if applicable.
 - Maintain the catalog within the Central Repository.
 - Include the complexity of each business rule, as low, medium, or high.
 - Order rules by frequency of change, from highest to lowest.

Out of Scope

- Migrate rules into a Rules Engine product.
- Identify CX/UX business rules.

B. **Project Objectives and Business Benefits**

The Rules Catalog project was developed following the completion of the Rules Engine project to complete the development of a Business Rules Catalog. The Rules Catalog documents business rules within the System, and allows business rules to be documented, tracked, and maintained in one central location.

Project Objective	Business Benefit
Inventory business rules	<ul style="list-style-type: none"> • FloridaCommerce will have a complete catalog of System business rules.

C. **Critical Success Factors**

- Timely and high-quality achievement of major milestones/deliverables.
- Usable Business Rules Catalogs.

D. Key Dates

Key Date	Importance and Relevance to the Project
August 2023	Project starts, confirm project scope and identify project team members
September 2023 – March 2024	Identification and prioritization of business systems rules
April 2024	Finalize and approve Catalog
April 2024	Closeout Phase complete; project complete

E. Major Deliverables

Major Deliverable	Deliverable Description
Project Charter	Complete and submit a detailed project charter to FloridaCommerce.
Project Management Plan	Create and approve Project Management Plan.
Weekly Status Meetings	Host weekly status meetings with project team.
Identification of Business Rules	Project team identifies business system rules for incorporation into the Rules Catalog.
Business Rules Catalog	The project team shall update and create additional Business Rules Catalogs to incorporate all business rules maintained within the System.
Project Closeout Report	Create and Approve the Project Closeout Report.

F. Major Milestones

Major Milestone	Milestone Description
Identification and prioritization of business systems rules	Identify and prioritize business systems rules to documented within the Business Rules Catalog.
Creation of Business Rules Catalog	System rules will be reviewed and documented to develop a Business Rules Catalog.
Project Closeout Report	Develop and approve the Project Closeout Report.

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, Florida Department of Commerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer, Program Owner- Information Technology
Tisha Womack	Chief Financial Officer
Wendy Castle	Continuous Modernization Program Owner – Business
Nicole Sanislow	Continuous Modernization Program Manager – Business

Tom Richardson	Continuous Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	Continuous Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	Continuous Modernization Program Manager – Information Technology
Nicholas Lent	Project Owner
Nicole Cain	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

1. System documentation detailing current business rules are readily available and accessible.
2. Technical support and Subject Matter Expert resources will be available as needed, to support the project as needed.

Project Constraints

1. Limited time and capacity of individuals assigned to assist.

II. Work Breakdown Structure

WBS	Task Name
1	Rules Engine
1.1	Initiation
1.1.1	Risk and Complexity Assessment
1.1.2	Deliverable: Project Charter
1.1.3	Project Charter complete
1.1.4	Initiation Phase complete
1.2	Planning
1.2.1	Deliverable: Resource Plan
1.2.2	Resource Plan Complete
1.2.3	Deliverable: Project Schedule
1.2.4	Project Schedule complete
1.2.5	Deliverable: Project Management Plan
1.2.6	Project Management Plan complete
1.2.12	Planning Phase Complete
1.2.13	Requirements
1.3	Execution
1.3.1	Determine Subsets of Rules
1.3.2	Document Rules
1.3.3	Develop Rule Catalog
1.3.4	Conduct Lessons Learned Meeting

1.3.5	Execution Phase complete
1.4	Monitoring and Controlling
1.5	Project Closeout
1.5.1	Schedule Project Closeout Meeting
1.5.2	Deliverable: Project Closeout Report
1.5.3	Project Closeout Report complete
1.5.4	Conduct Knowledge Transfer
1.5.5	Conduct Project Closeout meeting
1.5.6	Conduct Lessons Learned Meeting
1.5.7	Closeout Phase complete

III. Resource Loaded Project Schedule

Task	Task Name	% Complete	Duration	Start	Finish	Actual Finish
	Rules Catalog	30%	187 days?	Tue 8/1/23	Tue 4/30/24	NA
	Rules Catalog	0%	0 days?	Tue 8/1/23	Tue 8/1/23	NA
	Rules Catalog	0%	0 days?	Tue 4/30/24	Tue 4/30/24	NA
	Initiation	100%	20 days	Wed 8/2/23	Fri 9/1/23	Fri 9/1/23
	▷ Risk and Complexity Assessment	100%	2 days	Wed 8/2/23	Thu 8/3/23	Thu 8/3/23
	▷ Stakeholders Register	100%	2 days	Fri 8/4/23	Mon 8/7/23	Mon 8/7/23
	▷ Deliverable: Project Charter	100%	16 days	Tue 8/8/23	Tue 8/29/23	Tue 8/29/23
	Project Charter complete	100%	0 days	Fri 9/1/23	Fri 9/1/23	Fri 9/1/23
	▷ Document Lessons Learned	100%	5 days	Tue 8/22/23	Mon 8/28/23	Mon 8/28/23
	Initiation Phase complete	100%	0 days	Mon 8/28/23	Mon 8/28/23	Mon 8/28/23
	Planning	100%	15 days	Tue 8/29/23	Thu 9/21/23	Thu 9/21/23
	▷ Deliverable: Resource Plan	100%	3 days	Tue 8/29/23	Tue 9/5/23	Tue 9/5/23
	Resource Plan Complete	100%	0 days	Tue 9/5/23	Tue 9/5/23	Tue 9/5/23
	▷ Deliverable: Project Management Plan	100%	6 days	Fri 9/1/23	Mon 9/11/23	Mon 9/11/23
	Project Management Plan complete	100%	1 day	Fri 9/8/23	Mon 9/11/23	Mon 9/11/23
	▷ Deliverable: Project Schedule	100%	9 days	Mon 9/11/23	Thu 9/21/23	Thu 9/21/23
	Project Schedule complete	100%	0 days	Thu 9/21/23	Thu 9/21/23	Thu 9/21/23
	Complete Impact Analysis	100%	1 day	Mon 9/11/23	Mon 9/11/23	Mon 9/11/23
	Complete the Planning Gate R&C Assessment	100%	1 day	Tue 9/12/23	Tue 9/12/23	Tue 9/12/23
	Execution	34%	178 days?	Tue 8/8/23	Wed 4/24/24	NA
	Required Project Development	34%	174 days?	Tue 8/8/23	Thu 4/18/24	NA
	Create Rules Catalogs	34%	174 days?	Tue 8/8/23	Thu 4/18/24	NA
	SME Review	43%	131 days	Wed 9/13/23	Thu 3/21/24	NA
	▷ System Testing	100%	2 days	Wed 9/13/23	Fri 9/15/23	Fri 9/15/23
	▷ Performance Testing	100%	2 days	Wed 9/13/23	Fri 9/15/23	Fri 9/15/23
	▷ Load Testing	100%	2 days	Mon 9/18/23	Wed 9/20/23	Wed 9/20/23
	▷ Security Vulnerability Testing	100%	2 days	Mon 9/18/23	Wed 9/20/23	Wed 9/20/23
	▷ Adjudication	58%	26 days	Wed 9/20/23	Wed 10/25/23	NA
	▷ Adjudication and BPC	71%	21 days	Wed 9/20/23	Wed 10/18/23	NA
	▷ Adjudication Charging	42%	6 days	Thu 10/19/23	Thu 10/26/23	NA
	▷ Adjudication and Collections	29%	6 days	Thu 10/19/23	Thu 10/26/23	NA
	▷ Adjudication and Continued Claims	33%	6 days	Fri 10/27/23	Fri 11/3/23	NA
	▷ Adjudication and Federal ETA Reports	25%	6 days	Fri 10/27/23	Fri 11/3/23	NA
	▷ Adjudication and Initial Claims	58%	6 days	Mon 11/6/23	Tue 11/14/23	NA
	▷ Adjudication and Special Claims	63%	6 days	Mon 11/6/23	Tue 11/14/23	NA
	▷ Appeals	16%	16 days	Wed 11/15/23	Fri 12/8/23	NA
	▷ BPC	16%	16 days	Wed 11/15/23	Fri 12/8/23	NA
	▷ BPC Program Integrity	50%	11 days	Mon 12/11/23	Tue 12/26/23	NA
	▷ Charging	58%	6 days	Mon 12/11/23	Mon 12/18/23	NA
	▷ CIR and Employer Portal	58%	6 days	Wed 12/27/23	Thu 1/4/24	NA
	▷ Collections	17%	6 days	Tue 12/19/23	Wed 12/27/23	NA

Task	Task Name	% Complete	Duration	Start	Finish
	▸ Collections and TOP	33%	6 days	Fri 1/5/24	Fri 1/12/24
	▸ Continued Claims	70%	4 days	Thu 12/28/23	Wed 1/3/24
	▸ External Partners	42%	6 days	Tue 1/16/24	Tue 1/23/24
	▸ Global	17%	8 days	Thu 1/4/24	Tue 1/16/24
	▸ Federal ETA Reports	23%	11 days	Wed 1/24/24	Wed 2/7/24
	▸ Initial Claims	17%	6 days	Wed 1/17/24	Wed 1/24/24
	▸ Initial Claims and Maintain Claims	25%	6 days	Thu 2/8/24	Thu 2/15/24
	▸ Initial Claims and Wage Determination	38%	6 days	Thu 1/25/24	Thu 2/1/24
	▸ Maintain Claims	39%	8 days	Fri 2/16/24	Tue 2/27/24
	▸ RAAC	32%	11 days	Fri 2/2/24	Fri 2/16/24
	▸ Special Claims	50%	11 days	Wed 2/28/24	Wed 3/13/24
	▸ TOP	58%	6 days	Mon 2/19/24	Mon 2/26/24
	▸ Wage Determination	54%	6 days	Thu 3/14/24	Thu 3/21/24
	▸ Technical Change Control Committee Review	36%	164 days?	Tue 8/8/23	Thu 4/4/24
	▸ Rules Engine Catalogs	91%	63 days?	Tue 8/8/23	Tue 11/7/23
	▸ Benefit Charging	100%	31 days	Tue 8/8/23	Fri 9/22/23
	▸ Global Rules	77%	16 days	Tue 8/8/23	Tue 8/29/23
	▸ FIRRE	100%	50 days?	Wed 8/9/23	Fri 10/20/23
	▸ Recovery Collections	72%	16 days	Tue 8/8/23	Tue 8/29/23
	▸ Overpayments & Wage Audit	77%	16 days	Mon 9/25/23	Mon 10/16/23
	▸ Wages	72%	16 days	Fri 9/1/23	Mon 9/25/23
	▸ Payments	100%	36 days	Fri 9/1/23	Mon 10/23/23
	▸ Program Integrity & Federal Reports	86%	16 days	Tue 10/17/23	Tue 11/7/23
	▸ Rules Catalog - Catalogs	0%	115 days	Wed 10/18/23	Thu 4/4/24
	▸ Adjudication	0%	15 days	Wed 10/25/23	Thu 11/16/23
	▸ Adjudication and BPC	0%	10 days	Wed 10/18/23	Wed 11/1/23
	▸ Adjudication and Collections	0%	15 days	Thu 10/26/23	Fri 11/17/23
	▸ Adjudication and Continued Claims	0%	10 days	Fri 11/3/23	Mon 11/20/23
	▸ Adjudication and Initial Claims	0%	10 days	Tue 11/14/23	Thu 11/30/23
	▸ Adjudication and Special Claims	0%	10 days	Tue 11/14/23	Thu 11/30/23
	▸ Appeals	0%	20 days	Fri 12/8/23	Tue 1/9/24
	▸ BPC	0%	15 days	Fri 12/8/23	Tue 1/2/24
	▸ BPC and Program Integrity	0%	10 days	Tue 12/26/23	Wed 1/10/24
	▸ Charging	0%	10 days	Mon 12/18/23	Wed 1/3/24
	▸ CIR	0%	10 days	Thu 1/4/24	Fri 1/19/24
	▸ CIR and Employer Portal	0%	10 days	Wed 12/27/23	Thu 1/11/24
	▸ Collections	0%	30 days	Fri 1/12/24	Mon 2/26/24
	▸ Collections and TOP	0%	10 days	Wed 1/3/24	Thu 1/18/24
	▸ Continued Claims	0%	10 days	Tue 1/23/24	Tue 2/6/24
	▸ External Partners	0%	10 days	Tue 1/16/24	Tue 1/30/24
	▸ Global	0%	10 days	Wed 2/7/24	Wed 2/21/24

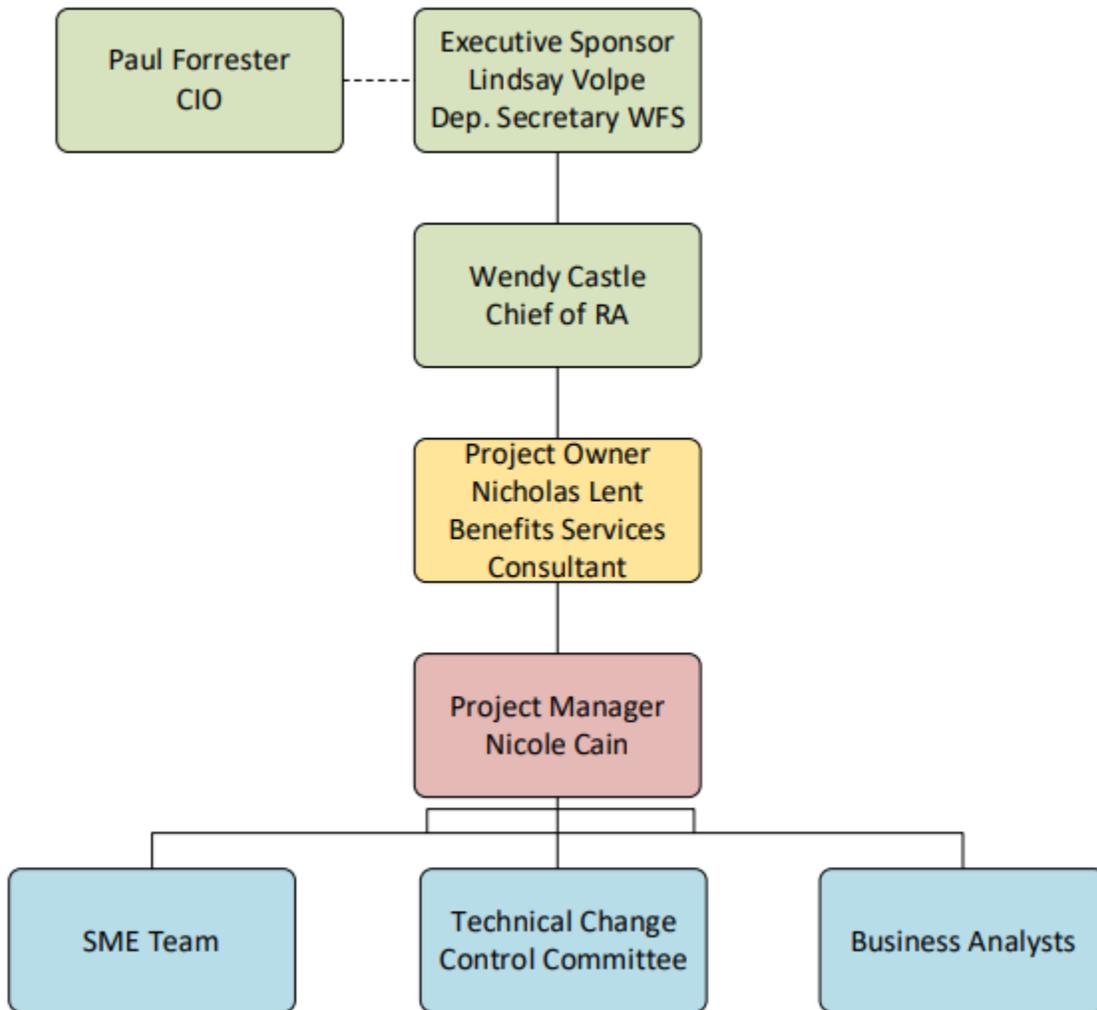
Task	Task Name	% Complete	Duration	Start	Finish
	▸ Federal ETA Reports	0%	10 days	Wed 1/24/24	Wed 2/7/24
	▸ Initial Claims	0%	15 days	Thu 2/15/24	Thu 3/7/24
	▸ Initial Claims and Wage Determination	0%	10 days	Thu 2/1/24	Thu 2/15/24
	▸ Maintain Claims	0%	10 days	Tue 2/27/24	Tue 3/12/24
	▸ RAAC	0%	10 days	Fri 2/16/24	Fri 3/1/24
	▸ Special Claims	0%	10 days	Wed 3/13/24	Wed 3/27/24
	▸ TOP	0%	10 days	Mon 2/26/24	Mon 3/11/24
	▸ Wage Determination	0%	10 days	Thu 3/21/24	Thu 4/4/24
	▸ Approve Catalog	0%	92 days	Fri 12/8/23	Thu 4/18/24
	Catalog Development Complete	0%	0 days	Thu 4/18/24	Thu 4/18/24
	▸ Conduct Lessons Learned Meeting	0%	4 days	Fri 4/19/24	Wed 4/24/24
	Schedule Lessons Learned meeting	0%	1 day	Fri 4/19/24	Fri 4/19/24
	Conduct Lessons Learned meeting	0%	1 day	Wed 4/24/24	Wed 4/24/24
	Record Lessons Learned	0%	1 day	Wed 4/24/24	Wed 4/24/24
	Execution Phase complete	0%	0 days	Wed 4/24/24	Wed 4/24/24
	▸ Monitoring and Controlling	26%	183 days?	Tue 8/1/23	Wed 4/24/24
	Monitoring and Controlling Phase Complete	0%	0 days	Wed 4/24/24	Wed 4/24/24
	▸ Project Closeout	0%	8 days	Fri 4/19/24	Tue 4/30/24
	Schedule Project Closeout Meeting	0%	1 day	Fri 4/19/24	Fri 4/19/24
	▸ Deliverable: Project Closeout Report	0%	5 days	Mon 4/22/24	Fri 4/26/24
	Project Closeout Report complete	0%	0 days	Fri 4/26/24	Fri 4/26/24
	Conduct Knowledge Transfer	0%	1 day	Mon 4/29/24	Mon 4/29/24
	Conduct Project Closeout meeting	0%	1 day	Mon 4/29/24	Mon 4/29/24
	▸ Conduct Lessons Learned Meeting	0%	8 days	Fri 4/19/24	Tue 4/30/24
	Closeout Phase complete	0%	0 days	Tue 4/30/24	Tue 4/30/24

Project Spending Plan

FY 2023-24 Expenditures	FY 2024-25 Expenditures
Software: \$0.00	Software: \$0.00
Other OpEx: \$0.00	Other OpEx: \$0.00
Other CapEx: \$0.00	Other CapEx: 0.00

IV. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Domenic DiLullo	CTO	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Wendy Castle	Chief of RA Program Owner	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Paul Forrester	CIO Program Owner	<ul style="list-style-type: none"> • Responsible for the Strategy of FloridaCommerce IT • Responsible for Staffing and Support plans • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs
Nicholas Lent	Project Owner/Benefits Services Consultant	<ul style="list-style-type: none"> • Contributes subject matter expertise • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables
Nicole Cain	Project Manager	<ul style="list-style-type: none"> • Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence • Completes all documents related to the project • Identifies and manages risks according to the project plan
SME Team	Subject Matter Expert(s)	<ul style="list-style-type: none"> • Process development tasks • Contributes subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Identifies risks and issues to the Project Manager in accordance with the Risk and Issue Management section of the PMP • Assists the Project Manager in responding to risks and issues • Assists the Project Manager in evaluating change requests
Technical Team	Technical Support	<ul style="list-style-type: none"> • Contributes technical expertise • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Manager in accordance with the Risk and Issue Management section of the PMP • Assists the Project Manager in responding to risks and issues • Assists the Project Manager is evaluating change requests
Vendor	Strategic Planning Office (SPO)	<ul style="list-style-type: none"> • Monitors project progress • Facilitates FloridaCommerce Leadership Team Governance meetings • Provides guidance and support to project manager and project team members

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure FloridaCommerce’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- FloridaCommerce’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success

will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

V. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Program-wide Organizational Change Management Plan
- Organizational Change Readiness Assessment
- Change Impact Analysis
- Communications Plan
- Change Champion Network
- Training Plan
- Change Management Metrics
- Post-implementation Support Plan

VI. Project Risk Management Plan

This project will follow the Program Risk Management Plan captured within the Continuous Modernization Program Management Plan. The Continuous Modernization Program team follows a standard method for logging and categorizing issues, researching solutions, and communicating options and final recommendations. Project team members should actively contribute, as it is critical to timely decisions and moving past roadblocks. The buy-in of the project team, key team members and technical staff is critical to the success and ensures that the project team delivers a product in line with the project goals.

Key activities of the risk management process include:

- **Risk Identification** – Identifying risks that could potentially impact the project.
- **Risk Analysis** – Prioritize risks and assess the probability and consequence of the risk.
- **Risk Response Planning** – Prepare action plans to enhance opportunities or minimize threats to the program.
- **Risk Monitoring** – Execute action plans and evaluate their effectiveness, tracking, and reviewing residual risks and identifying new risks.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner

VII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Project Prioritization: Via a weighted scoring model used for Continuous Modernization, projects within the program have been prioritized for the purpose of optimizing resources and time.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Not enough Capacity: Understand that obtaining new needed resources takes time and advance planning is imperative.



OPERATIONAL WORK PLAN FOR SYSTEM AND SOFTWARE INTEGRATION

**FLORIDA COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2023-2024

QUARTER 2

PREPARED ON -11/02/2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

A. Scope Statement

The Reemployment Assistance Claims and Benefits Information System’s (System) current architecture is not modular. Lack of modularity requires extensive regression testing for all system enhancements and updates. The current System has a high level of technical debt. This technical debt increases the cost of maintenance as well as the risk of unintended effects elsewhere in the System. To assist in software transformation, FloridaCommerce has procured the services of a System software integrator to provide analysis, oversight, monitoring, and testing, and to assume the responsibilities for the foundational technical platform and systems and software integration services necessary to develop and implement the System’s current and future infrastructure for modernization. These integration efforts will allow FloridaCommerce to secure services which can interoperate and communicate without relying on a common platform or technology. Connecting services, systems, and infrastructures and developing integration standards are the next steps for advancing the System’s maturity and System modularity for modernization. This will ensure that an optimized cloud service and delivery model is utilized to deliver business process improvements, functional enhancements, a mobile-responsive application, and modernized architectural efficiencies.

Integration services include documenting the existing technical requirements and specifications of the System and an analysis of the existing technical requirements and specifications. The analysis will determine what technical requirements and specifications need to be improved to increase the effectiveness and efficiency of the System and assist FloridaCommerce with acquiring software and hardware solutions that support the Reemployment Assistance Modernization Program. This shall include full evaluation of the Reemployment Assistance Information Technology program that relates to the System.

In Scope

- A modern System that integrates the infrastructure, software, data, analytics, and security components of the RA Modernization program.

Out of Scope

- Business Process Optimization of Services
- Unit testing of individual projects

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Improved delivery of RA Benefits	
Improved functionality	Increased customer satisfaction and self-service alleviates dependencies on staffing
Improved system performance	System availability is improved Less regression testing

	Faster code delivery to production
A secure and scalable system with a sustainable system architecture	Reduction in capital expenditures

C. Critical Success Factors

- Improved customer experience/user experience (CX/UX).
- Implementation of a model that will serve Florida’s Reemployment Assistance needs for many years.
- Preservation of continuity of FloridaCommerce operations and minimization of demands on FloridaCommerce staff.
- Implementation of an operations model that will serve the Reemployment Assistance program for the long term.
- Compliance with state and federal standards.

D. Key Dates

Key Delivery Date	Importance and Relevance to the Project
07/01/2023	Project Kick-Off Meeting
10/02/2023	Design Documentation
9/15/2023	Infrastructure Performance Requirements
9/28/2023	Performance Benchmarks
06/30/2024	Oversight and Monitoring of RA Projects
06/30/2024	Integration Testing
06/30/2024	Integration Services
06/30/2024	Testing Team
06/30/2024	Project Closure

E. Major Deliverables

Major Deliverable	Deliverable Description	Status
Deliverable 7	Design Documentation	In Progress
Deliverable 8	Infrastructure Performance Requirements	Delivered
Deliverable 11	Performance Benchmarks	In Progress
Deliverable 13	Oversight and Monitoring of RA Projects	In Progress
Deliverable 14	Integration Testing	Not Started
Deliverable 15	Integration Services	In Progress
Deliverable 20	Testing Team	In Progress

F. Major Milestones

Major Milestone	Milestone Description
Initiation Phase Complete	All initiation activities completed
Planning Phase Complete	All planning activities completed

Major Milestone	Milestone Description
Execution Phase Complete	All execution activities completed
Monitor and Controlling Phase Complete	All monitoring and controlling activities completed
Closing Phase Complete	Project is completed

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, Department of Commerce
Lindsay Volpe	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Tisha Womack	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner - Business
Nicole Sanislow	RA Modernization Program Manager - Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	RA Modernization Program Manager – Information Technology
Nicole Sanislow/ Karmyn Hill	Bureau of RA Operations, Project Owner
Ernie Sanders	Peraton Account Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

Vendor will create/recommend solutions that promote useability, product innovation, and scalability by using innovative concepts and that are suitable for a government environment with funding constraints.

Project Constraints

Design may be materially constrained by:

1. Governing provisions of federal or state laws and regulations
2. Requirement to reduce operating costs
3. A schedule constraint of June 2023

II. Work Breakdown Structure

WBS	Task Name
1	Modernization Program
1.1	Program start
1.2	Contract Amendment #4 - Approval
1.3	Program Deliverables
1.3.1	Deliverable 7 - Design Documentation
1.3.2	Deliverable 8 - Infrastructure Performance Requirements
1.3.3	Deliverable 11 - Performance Benchmarks
1.3.4	Deliverable 13 – Oversight and Monitoring of Modernization Projects
1.3.5	Deliverable 14 - Integration Testing
1.3.6	Deliverable 15 - Production Readiness Checklist
1.3.7	Deliverable 20 - User Acceptance Testing
1.5	Program Delivery Complete
1.6	Project Close and Transition to FloridaCommerce
1.6.1	Mutually Agreed on Transition Date
1.6.2	Execute Transition
1.7	Program Closed

III. Resource Loaded Project Schedule

ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
1	1	Modernization Program	176 days?	Mon 7/3/23	Tue 3/12/24			
2	1.1	Program start	1 day	Mon 7/3/23	Mon 7/3/23		54,44,45,46	
3	1.2	Contract Amendment #4 - Approval	18 days	Mon 7/31/23	Wed 8/23/23	2	22,14,126FS	
4	1.3	Program Deliverables	128 days?	Mon 7/3/23	Thu 1/4/24			
5	1.3.1	Deliverable 7 - Design Documentation	63.5 days	Mon 7/3/23	Mon 10/2/23			
13	1.3.2	Deliverable 8 - Infrastructure Performance Requirements	53 days	Mon 7/3/23	Fri 9/15/23			
20	1.3.3	Deliverable 11 - Performance Benchmarks	62 days	Mon 7/3/23	Thu 9/28/23			
31	1.3.4	Deliverable 13 - Oversight and Monitoring of Modernization Project	95 days	Wed 7/5/23	Thu 11/16/23			
47	1.3.5	Deliverable 14 - Integration Testing	93 days	Mon 7/3/23	Mon 11/13/23			
86	1.3.6	Deliverable 15 - Production Readiness Checklist	59 days	Mon 7/3/23	Mon 9/25/23			
101	1.3.7	Deliverable 20 - User Acceptance Testing	114 days	Wed 7/5/23	Fri 12/15/23			
124	1.4	Program Delivery Complete	0 days	Fri 12/15/23	Fri 12/15/23	12,19,30,48,85,100	152	
125	1.5	Project Close and Transition to DEO	27 days	Wed 1/17/24	Thu 2/22/24			
126	1.5.1	Mutually Agreed on Transition Date	0 days	Wed 2/14/24	Wed 2/14/24	3FS+6 mos	128FS-21 da SI,DEO	
127	1.5.2	Execute Transition	27 days	Wed 1/17/24	Thu 2/22/24			
152	1.6	Program Closed	0 days	Fri 2/23/24	Fri 2/23/24	151,124		

Project: https://peratongovt.sha Date: Fri 9/22/23	<table border="0"> <tr> <td>Task</td> <td></td> <td>Inactive Summary</td> <td></td> <td>External Tasks</td> <td></td> </tr> <tr> <td>Split</td> <td></td> <td>Manual Task</td> <td></td> <td>External Milestone</td> <td></td> </tr> <tr> <td>Milestone</td> <td></td> <td>Duration-only</td> <td></td> <td>Deadline</td> <td></td> </tr> <tr> <td>Summary</td> <td></td> <td>Manual Summary Rollup</td> <td></td> <td>Progress</td> <td></td> </tr> <tr> <td>Project Summary</td> <td></td> <td>Manual Summary</td> <td></td> <td>Manual Progress</td> <td></td> </tr> <tr> <td>Inactive Task</td> <td></td> <td>Start-only</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Inactive Milestone</td> <td></td> <td>Finish-only</td> <td></td> <td></td> <td></td> </tr> </table>	Task		Inactive Summary		External Tasks		Split		Manual Task		External Milestone		Milestone		Duration-only		Deadline		Summary		Manual Summary Rollup		Progress		Project Summary		Manual Summary		Manual Progress		Inactive Task		Start-only				Inactive Milestone		Finish-only			
Task		Inactive Summary		External Tasks																																							
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Inactive Task		Start-only																																									
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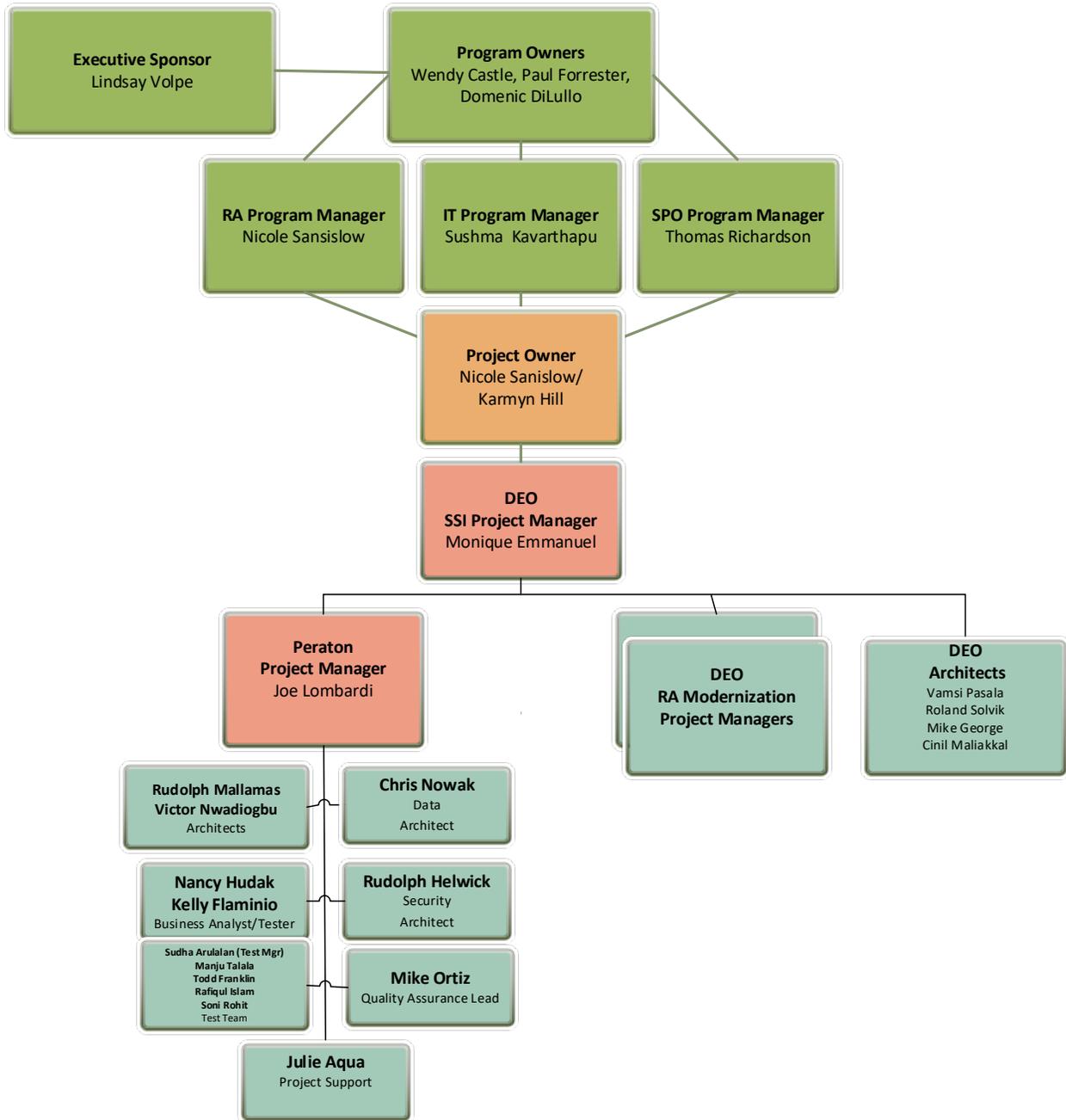
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IV. Project Spending Plan

FY 2021-22 Expenditures	FY 2022-23 Expenditures	FY 2023-24 Expenditures
Software: \$0	Software: \$0	Software: \$0
OpEx: \$33,737.60	OpEx: \$4,519,107.31	OpEx: \$2,370,122

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Executive Sponsor	Lindsay Volpe	- Provides resources and support for the program to enable its success
Program Owners	Wendy Castle Paul Forrester Domenic DiLullo	- Provide guidance on overall strategic direction - Advise the Strategic Planning Office and project manager of risks that may impact the project - Facilitate resolution of significant issues in the project
Program Managers	Sushma Kavarthapu Thomas Richardson Nicole Sanislow	- Provide guidance on overall strategic direction - Advise the Strategic Planning Office and project manager of risks that may impact the project - Facilitate resolution of significant issues in the project - Review and sign off on key milestones
Project Manager	Monique Emmanuel	- Manage all aspects of the project and ensure compliance with PMP - Monitor project progress and schedule adherence - Complete all documents related to the project - Identify and manage risks according to the PMP
Project Owner	Nicole Sanislow/ Karmyn Hill	- Review deliverables and project documents, identifying any deficiencies - Review and approve deliverables - Review and approve RFCs

<p>Florida Commerce Enterprise Architects</p>	<p>Vamsi Pasala Roland Solvik Mike George Cinil Maliak</p>	<ul style="list-style-type: none"> - Contribute subject matter expertise - Complete assigned project tasks in accordance with the Project Schedule - Identify risks and issues to the Project Manager in accordance with the Risk and Issue Management section of this PMP - Assist the Project Manager in responding to risks and issues - Assist the Project Manager in evaluating change requests
<p>SSI Delivery Team Lead</p>	<p>Joe Lombardi</p>	<ul style="list-style-type: none"> - Responsible for managing System integration and modernization program operations. - Develops the program strategy, supporting business case and various enterprise-wide high-level project plans. - Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the Department. - Communicates with Peraton and Department leadership, business leadership and IT Business Consultants to communicate program strategy, direction, and changes. - Responsible for delivering all projects contained in the System modernization portfolio of projects on time, within budget and meeting the strategic and business requirements of the Department. - Responsible for tracking key program milestones and implementing adjustments to achieve Department objectives. - Partners with Departmental senior leadership to identify and prioritize opportunities for using IT to achieve the goals of the enterprise. - Develops and maintains the program management plans and schedule. - Serves as the single point of accountability for contract delivery and execution and Peraton staff.
<p>Solutions Architect</p>	<p>Rudolph Mallamas</p>	<ul style="list-style-type: none"> - Responsible for providing senior level expertise on decision recommendations and priorities regarding the Department’s overall modernization initiative’s architecture.

	Victor Nwadiogbu	<ul style="list-style-type: none"> - Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems, and applications across the program. - Reviews, advises, and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the Department’s business process and goals. - Develops and documents the framework for integration and implementation for changes to technical standards. - Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. - Contributes to the development of requirements for the Department’s statements of work, reviews and evaluates vendor technical proposals, participates in source selection. - Tracks industry trends and maintains knowledge of new technologies to better serve the Department’s architecture needs.
Data Architect	Chris Nowak	<ul style="list-style-type: none"> - Responsible for program-wide data design, balancing optimization of data access with batch loading and resource utilization factors. - Designs and oversees the construction of data architectures, operational data stores, and data marts. - Focuses on program-wide data modeling and database design. - Provides significant input in the design of program data architecture standards, policies and procedures for the modernization program, structure, attributes, and nomenclature of data elements, and applies accepted data content standards to technology projects. - Contributes to business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy, and load strategy design and implementation.
Business Analyst & Tester	Nancy Hudak Kelly	<ul style="list-style-type: none"> - Performs as the subject matter expert in unemployment compensation/insurance for the team. - Works closely with the Department, business analysts, and team members to understand business requirements that

	Flaminio	<p>drive the analysis and design of quality technical solutions.</p> <ul style="list-style-type: none"> - Involved in the full program life cycle and is responsible for designing, testing, implementing, maintaining, and supporting applications software that is delivered on time and within budget. - Participates in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. - Contributes to program procurement activities to include statement of work requirements, proposal evaluation, and source selection. - Performs systems analysis and design. - Applies understanding of development, quality assurance and integration methodologies in overseeing the technical implementation of program requirements.
Transition & Quality Manager	Mike Ortiz	<ul style="list-style-type: none"> - Leads the program transition activities for Peraton, planning and coordinating the transition on to and off of the Department. - Responsible for establishing and implementing Peraton’s quality assurance and compliance processes for the Department. - Works closely with Department and vendor project IT leaders to develop and implement an overall quality maturity roadmap and plan for each project. - Reviews progress toward the plan regularly with program IT and vendor leaders, technical teams to make modifications as necessary. - Establishes program IT service quality control standards, policies, and procedures. Monitors, evaluates, manages, and executes audit processes to ensure compliance. - Provides guidance and subject matter expertise to IT teams on QA methodologies and processes, educates them on their responsibilities/accountabilities for the purpose of achieving on-time and quality deliverables. - Makes recommendations and directs improvements to the software development lifecycle process. - Documents non-compliance to policies, process and standards and assists in their resolution.
Security Architect	Rudolph Helwick	<ul style="list-style-type: none"> - Manages the development and delivery of security standards, best practices, architecture, and systems to ensure information system security across the program.

		<ul style="list-style-type: none"> - Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. - Ensures compliance with standards and currency with State and Federal security requirements. - Manages and participates in the planning and implementation of security administration for all program projects. - Contributes to the evaluation and selection of security applications and systems. - Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures.
Program Integration Testers	Sudha Arulalan, Jonathan T. Franklin, Rafiqul Islam, Manjula Tulala, Soni Rohit	<ul style="list-style-type: none"> - Prepares and plans for program integration testing. - Coordinates with project teams and communicates integration testing standards and requirements to them. - Documents program level integration test plans and scripts. - Conducts program level integration tests, identifies, and communicates test results to project teams, and conducts program level regression testing.
Project Support	Julia Aqua	<ul style="list-style-type: none"> - Assist SSI Delivery Team Lead with meeting agendas and minutes. - Provide project schedule updates
RA Modernization Project Managers	Nicole Cain Nicholas Kaoudis James Sparks David Sinclair Linda Lawler Christian Stephens Patrick Day	<ul style="list-style-type: none"> - Contribute subject matter expertise - Complete assigned project tasks in accordance with the Project Schedule - Identify risks and issues to the Project Manager in accordance with the Risk and Issue Management section of this OWP - Assist the Project Manager in responding to risks and issues - Assist the Project Manager in evaluating change requests

	Clara Kendrick	
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B. Project Management Methodology

Florida Commerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure Florida Commerce’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. Florida Commerce believes strong project management is critical throughout the life of any successful project.

For this project, Florida Commerce’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from Florida Commerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the Florida Commerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- Florida Commerce’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

Florida Commerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. *Business Process Organizational Change Management Plan*

This project intends to improve the delivery, execution, security, or convenience of Florida Commerce’s lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Program-wide Organizational Change Management Plan
- Organizational Change Readiness Assessment
- Change Impact Analysis
- Communications Plan
- Change Champion Network
- Training Plan
- Change Management Metrics
- Post-implementation Support Plan

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
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VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Project Prioritization: Via a weighted scoring model used for RA Mod, projects within the program have been prioritized for the purpose of optimizing resources and time.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Not enough Capacity: Understand that obtaining new needed resources takes time and advance planning is imperative.



**OPERATIONAL WORK PLAN
FOR
CUSTOMER EXPERIENCE / USER
EXPERIENCE (CX/UX)**

**FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

**FISCAL YEAR 2023-2024
QUARTER 2
PREPARED ON 10/31/2023**

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Incremental Customer Experience/User Experience (CX/UX) Mobile-Responsive Transformation project will provide a mobile-responsive user interface for employers and Reemployment Assistance claimants across all external-facing screens. The CX/UX project will help the Department achieve the following goals:

1. Improve access and equity in the delivery of Reemployment Assistance benefits.
2. Improve information flow with claimants, employers, and TPAs to make quicker decisions.
3. Leverage new technologies to improve claimants, employers, and TPAs' overall experience with the Reemployment Assistance program, including reducing the amount of time it takes to file a claim for benefits.
4. Enhance System usability including accessibility.
5. Reduce maintenance and support time and costs.

A. Scope Statement

In October 2023, FloridaCommerce terminated its contract with its Technology Tool Vendor and amended an existing agreement with one of its current vendors to modify and enhance an existing initial claims application (mobile-responsive user interface).. The existing mobile-responsive user interface was originally created in 2020 to help support the influx of claims received as a result of the economic downturn. The scope of this project is to add missing claimant questions to the existing mobile-responsive user interface, and to address errors that exist when transmitting (ingestion) the data to Reconnect. Furthermore, the project will introduce dynamic fact-finding questionnaires.

In Scope:

- Addressing known data ingestion errors.
- Implementing dynamic fact-finding questionnaires associated with the initial claims application. These have been prioritized based on how often they populate in Reconnect today.
- Adding initial claims application questions from Reconnect to complete the application flow in the new mobile-responsive user interface. These questions in the previously plain language will be added in Reconnect.

Out of Scope:

- Application of full plain language to the existing initial claims application.
- Reconnect code changes.
- API development .

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
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<p>An agile and incremental approach will be utilized to ensure that business process optimization (BPO) is incorporated into the transformation activities for the CX/UX project.</p>	<ol style="list-style-type: none"> 1. Increased System up-time. 2. The time to file an Initial Claim for Reemployment Assistance benefits will be reduced. 3. A mobile-responsive user interface is installed, configured, and tested. 4. Improved stability, reliability, and maintainability of the System. 5. Improved Reemployment Assistance service to Floridians. 6. Predictable maintenance cost for the application.
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C. Critical Success Factors

- Resolve known data ingestion issues.
- Add missing claimant questions.
- Add of fact-finding questionnaires.
- Availability of key business, technology, and vendor resources.
- Access to user-friendly mobile responsive claim intake application.

D. Key Dates

Key Dates (anticipated)	Importance and Relevance to the Project
01/2024	Implement the new mobile-responsive user interface

E. Major Deliverables

By 01/2024	Implement the new mobile-responsive user interface. Vendor will design, develop, and implement the solution which meets the Department’s requirements and constraints.
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F. Major Milestones

Major Milestone	Milestone Description
Procurement Phase Complete	Complete
Initiation Phase Complete	Complete
Planning Phase Complete	Complete
Execution Phase Complete	In progress
Monitor and Controlling Phase Complete	In progress
Closing Phase Complete	Not started

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, Florida Department of Commerce
Lindsay Volpe	Deputy Secretary, Division of Workforce Services/Work Group

Domenic DiLullo	Chief Technology Officer/Work Group
Paul Forrester	Chief Information Officer/Work Group
Tisha Womack	Chief Financial Officer/Work Group
Wendy Castle	Modernization Program Owner – Business
Nicole Sanislow	Modernization Program Manager – Business
Tom Richardson	Modernization Program Manager – Strategic Planning Office
Mark Miller	Project Owner
Nicholas Kaoudis	Project Manager (Core)
Jim Sparks	Project Manager (Core)
Patrick Day	Project Manager (Core)
Todd Dzicek	Project Manager Specialist
Daniel Swaisgood	Project Manager Specialist
Thomas Hoverman	Organizational Change Management Lead
Sushma Kavarthapu	Modernization Program Manager - IT
Rose Hebert	Public Relations Manager
Karmyn Hill	Office of Accountability and Transparency
Samantha Caban	Manager, Self Service Team
Jamie Dattoli	Chief of RA Appeals
Johnathan Hill	Chief of RA Adjudication

H. Significant Project Assumptions and Constraints

- Vendor and FloridaCommerce can address ingestion errors in transmission from the mobile-responsive user interface to FloridaCommerce.
- No real-time interface from the mobile-responsive user interface to Reconnect for a claimant application.
- Vendor will provide post go-live support of its front-end intake screens.
- Current language does not need to be reviewed and is acceptable as-is.

Project Constraints

- The CX/UX project end date of 01/09/2024 cannot be moved.
- Timeframe limits the implementation to the first 28 fact-finding applications prioritized by the Reemployment Assistance program.

II. Work Breakdown Structure (WBS)

WBS	Task Name
1	Incremental CXUX Summary Schedule
1.1	Incremental CXUX Summary - START
1.2	Planning
1.3	Preliminary testing to identify new Pega ingestion errors
1.4	Milestone - Development Start
1.5	Security Assessment - Initial
1.6	Midpoint assessment - timeline and scope
1.7	Milestone - Development Complete
1.8	Security Assessment - Second
1.9	UAT and Bug fixing
1.10	Launch
1.11	Incremental CXUX Summary - FINISH

The project is undergoing a substantial transformation of scope, as a result in the change to the technical vendors.

III. Resource Loaded Project Schedule

WBS	Task Name	Duration	Start	Finish	% Com
1	Incremental CXUX Summary Schedule	85 days	Fri 9/8/23	Tue 1/9/24	54%
1.1	Incremental CXUX Summary - START	0 days	Fri 9/8/23	Fri 9/8/23	100%
1.2	Planning	20 days	Fri 9/8/23	Thu 10/5/23	100%
1.3	Preliminary testing to identify new Pega ingestion errors	22.21 days	Wed 9/20/23	Fri 10/27/23	100%
1.4	Milestone - Development Start	0 days	Tue 10/3/23	Tue 10/3/23	100%
1.5	Security Assessment - Initial	6.5 days	Thu 10/12/23	Thu 11/2/23	50%
1.6	Midpoint assessment - timeline and scope	1 day	Fri 11/17/23	Fri 11/17/23	0%
1.7	Milestone - Development Complete	0 days	Thu 11/30/23	Thu 11/30/23	0%
1.8	Security Assessment - Second	6 days	Fri 12/1/23	Fri 12/8/23	0%
1.9	UAT and Bug fixing	24 days	Fri 12/1/23	Thu 1/4/24	0%
1.10	Launch	5 days	Fri 1/5/24	Tue 1/9/24	0%
1.11	Incremental CXUX Summary - FINISH	0 days	Tue 1/9/24	Tue 1/9/24	0%

The WBS shown above reflects the change in technical vendors, indicating an initial phase targeted for completion in early January 2024. It is anticipated that once this initial phase is complete, the Workgroup and Program leadership will assess overall progress and make determinations as to the subsequent path forward.

IV. Project Spending Plan

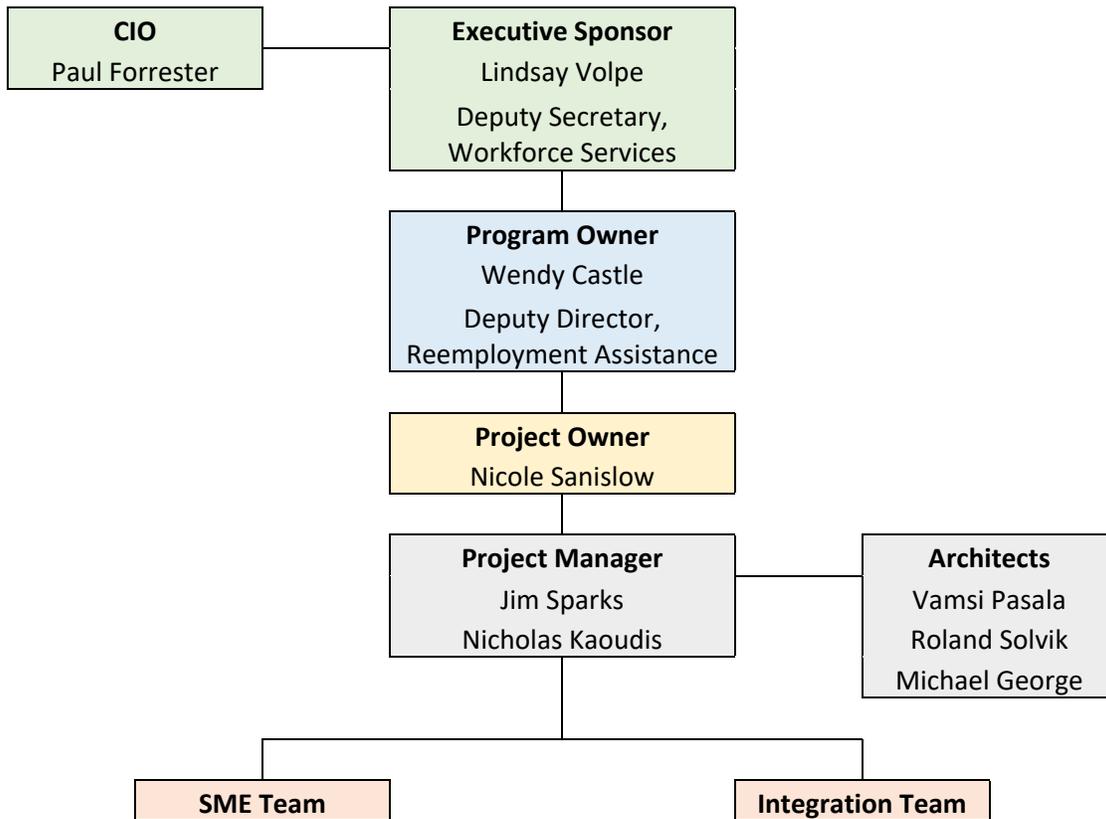
FY 2023-24 Expenditures
Software: \$0.00
Other OpEx (Vendor Deliverables): \$8,990,430.83
Other CapEx: \$0.00

Budget and corresponding cost plans will be revised once the difference between Technology Tool Vendors is known.

V. Project Organization and Methodology

A. Project Organizational Chart

The purpose of the Project Organizational Chart is to identify the project team, executive governance, and project sponsorship.



B. Project Roles and Responsibilities

The purpose of the Project Roles and Responsibilities is to identify the major roles and responsibilities, required skills and experience levels, and interactions with other project personnel, as well as address the expected role of the project’s executive steering committee.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor / Work Group	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Domenic DiLullo	CTO / Work Group	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Paul Forrester	CIO / Work Group	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Tisha Womack	CFO / Work Group	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Wendy Castle	Chief of RA	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project.

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Mark Miller	Project Owner/Director of Reemployment Assistance Operations	<ul style="list-style-type: none"> • Contributes subject matter expertise. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests. • Reviews deliverables and project documents, identifying any deficiencies. • Reviews and approves deliverables. • Reviews and approves RFCs.
Jim Sparks	Lead Project Manager (Core) Project Manager (Core) Project Manager (Core)	<ul style="list-style-type: none"> • Manages all aspects of the project and ensures compliance with project plan. • Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan.
Vamsi Pasala Roland Solvik Michael George	Architect and Technical Lead	<ul style="list-style-type: none"> • Responsible for assisting the team in finding solutions to issues elevated to him. • Is available to project sponsors for technical questions regarding direction of the project and any dependencies/impacts of other projects. • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team.
Todd Dzicek Daniel Swaisgood	Project Manager Specialists	<ul style="list-style-type: none"> • Facilitates the documentation and transfer of information between the vendor and business unit. • Organizes documentation and information for review and reporting. • Assists the project manager in maintaining schedules and deliverables. • Communicates with business units and SMEs to ensure timeliness and completeness of deliverables.
SME Team (Core)	Subject Matter Expert(s)	<ul style="list-style-type: none"> • Process development tasks. • Contributes subject matter expertise.

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Complete assigned project tasks in accordance with the Project Schedule. • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests..
Review Team (Core)	Documentation Reviewers	<ul style="list-style-type: none"> • Reviews documentation when submitted by Vendor • Contributes subject matter expertise. • Completes assigned project tasks in accordance with the Project Schedule. • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests.
Vendor	Strategic Planning Office (SPO)	<ul style="list-style-type: none"> • Monitors project progress. • Facilitates DEO Leadership Team Governance meetings. • Provides guidance and support to project manager and project team members.
Vendor	User Interface Experts	<ul style="list-style-type: none"> • Provides expertise with creating/customizing UI screens for CX/UX application.
Lindsay Volpe Karmyn Hill	Accountability and Transparency Experts	<ul style="list-style-type: none"> • Provide expertise with project management and guidance. • Provide expertise with public accountability and transparency.
Rose Hebert	Communications Expert	<ul style="list-style-type: none"> • Provides expertise with public communications.
Vendor	Oversight	<ul style="list-style-type: none"> • Provides expertise with the scope of the project as it applies to Florida law.

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key

elements that must be embraced by the overall project management approach to ensure satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

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- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- FloridaCommerce's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Medium	High	Adjust schedule accordingly	PM
Divisional and/or Bureau resistance of new process	Medium	Medium	Involve management and impacted staff throughout engagement to increase adoption rate and ensure a successful transition	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM
Identified technical solutions do not address requirements	Low	Medium	Procure necessary solution(s)	SME/ Implementation Teams, Owner
Procurement(s) are outside of available budget.	Low	Medium	Identify alternative solutions, seek additional funding	SME Team, Owner
Resource requirements for execution of roadmap are beyond original expectations.	Medium	Medium	Prioritize highest-risk access flows, adjust schedule, plan additional phases.	PM/SME

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.

- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Prioritize Projects: Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Too Much Capacity: Understand where it is and how to resolve it (such as reassigning), or not enough capacity (again, where/how).



OPERATIONAL WORK PLAN FOR COMMUNICATIONS

**FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2023-2024

QUARTER 2

PREPARED ON 11/5/2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Comms project will provide usability improvements to the Reemployment Assistance Claims and Benefits Information System (Reconnect). Due to the very public nature of the Reconnect system and the difficulties it experienced during the COVID-19 pandemic, Comms is a very high-visibility project that, when completed, will be of great benefit to Floridians and a significant “win” for FloridaCommerce. The Comms project will help FloridaCommerce achieve the following goals:

1. Streamlined claimant workflow.
2. Simplified UI text, guides, forms, and other information.
3. New branding materials, including PR materials and a new outreach campaign.

A. Scope Statement

In Scope

- All appropriated, budgeted, and approved tasks necessary to implement the Comms solution.
- Subsequent transition to Application maintenance & Support.
- Specifics:
 - o Plain Language simplification through the point of approval by FloridaCommerce Subject Matter Experts (SMEs).
 - Plain Language Batch 6.
 - Plain Language Batch 7.
 - The rationales spreadsheet, which was originally part of Batch 3, but was substantial enough that we could not finish it by 6/30/2023. After Change Request 18, it was moved to Continuous Mod and on 7/6/2023 and was completed through the point of SME approval.
 - Plain Language of the existing Reconnect software. This is tentatively being characterized as Plain Language Batches 8-11. It includes UI text that was not simplified through the Plain Language process in Batches 1-7. This is described in contract amendment #2 as Deliverable 8, Plain Language for Existing System. The bulk of the work is not new Plain Language transformation, but reformatting the existing Plain Language files into a new format that will be easier to implement.
 - Data mapping, which is described in contract amendment #2 as Deliverable 7. It is meant to create a data map between Reconnect and the CX/UX software. As of this OWP, details are meager because the CX/UX project moved to a new vendor and new CX/UX software. Deliverable 7 remains valid, and details on its execution are forthcoming.
 - o Integration of the entire scope of Plain Language files (batches 1-11) into the new CX/UX software. Within Continuous Mod:
 - Phase POST-1a = Batches 1-4.

- Phase 1b = Batch 5.
- Phase 1c = Batch 6 and 7 and, presumably, Batches 8-11.
- Pega Systems is responsible for the Plain Language integration. Peraton is responsible for testing the result.
- NOTE: this integration will happen after the January 2024 release of the Pega software.
- Review, Approval, and Translation of the integrated CX/UX software.
 - FloridaCommerce subject matter experts (SMEs), the Office of General Counsel (OGC), and the Office of Communications and External Affairs (OCEA) combine to approve the final Plain Language.
 - The approved English is translated from English to Spanish and Haitian Creole. Pega implements the Spanish and Haitian Creole versions, and a final review and approval step completes the project.
 - Integration of the entire scope of Plain Language files (batches 1-11) into the Reconnect software, with a similar process for review, approval, and translation.

NOTE: all of these in-scope tasks and deliverables are repeated with each of the deployment cycles in the CX/UX project and Reconnect deployment.

Out of Scope

- Any work that is not specifically listed as “in scope.”
- Any work that is not appropriated, budgeted, and approved.
- Any work that is already addressed by the Incremental CX/UX Comms project, which ended with RA Modernization on 6/30/2023.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
An agile and incremental approach will ensure the current UI information is simplified through the plain language process and integrated into the Reconnect system and the CX/UX system.	<ol style="list-style-type: none"> 1. Streamlined claimant workflow. 2. Simplified UI text, guides, forms, and other information. 3. Improved Reemployment Assistance service to Florida Citizens.

C. Critical Success Factors

- The information from the original Connect system will be simplified through a plain-language process that involves two vendors (Beacon and KPMG) and varied teams of SMEs from FloridaCommerce. This collaboration must be managed closely to achieve the highest-quality output and to meet scheduled deadlines.
- The output of the plain language process will be delivered to not just FloridaCommerce IT for integration into Reconnect, but to a third vendor: Pega Systems, which is providing the commercial off-the-shelf (COTS) software solution that, with

customizations, will provide a new mobile-responsive user interface for the CX/UX project. Pega must integrate the simplified information into the CX/UX software. This integration must achieve the highest-quality results and meet scheduled deadlines. Because Pega’s mobile-responsive user interface is part of the CX/UX project – *not part of the Comms project* – this is an interdependency that must be managed very closely.

D. Key Dates

Key Dates (anticipated)	Importance and Relevance to the Project
06/2024	Project end.

E. Major Deliverables

Deliverable	Start Date	End Date
Deliverable 1: Project Kick-Off Meeting	3/20/2023	3/20/2023
Deliverable 2: Project Management Plan & Transition Plan	3/1/2023	4/6/2023
Deliverable 3: Project Schedule	1/27/2023	4/6/2023
Deliverable 4: Content Design Sessions	1/27/2023	7/12/2023
Deliverable 5: System Brand Manual	2/14/2023	6/12/2023
Deliverable 6: Plain Language Development & Translation	2/20/2023	6/30/2024
Deliverable 7: Data Mapping	10/2/2023	6/29/2024
Deliverable 8: Plain Language for Existing System	10/2/2023	1/1/2024

F. Major Milestones

Major Milestone	Milestone Description
Procurement Phase Complete	Completed
Initiation Phase Complete	In progress
Planning Phase Complete	In progress
Execution Phase Complete	In progress
Monitor and Controlling Phase Complete	In progress
Closing Phase Complete	Not started

G. Key Stakeholders

Key Stakeholders	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Domenic DiLullo	Chief Technology Officer / Work Group

Paul Forrester	Chief Information Officer / Work Group
Tisha Womack	Chief Financial Officer / Work Group
Lindsay Volpe	Deputy Secretary, Division of Workforce Services / Work Group
Wendy Castle	Modernization Program Owner – Business
Nicole Sanislow	Modernization Program Manager – Business
Jamie Dattoli	Project Owner
Tom Richardson	Modernization Program Manager – Strategic Planning Office
Thomas Hoverman	Organizational Change Management Lead
Christian Stephens	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

- FloridaCommerce, Beacon, and KPMG will provide resources capable of completing the required simplification tasks at the highest quality. Those resources must be dedicated to the tasks at a level that enables them to complete those tasks at the scheduled deadlines.
- FloridaCommerce, Pega, and test vendor Peraton will provide resources capable of completing the required integration and testing tasks at the highest quality. Those resources must be dedicated to the tasks at a level that enables them to complete those tasks at the scheduled deadlines.

Project Constraints

- End date of 6/30/2024 cannot be moved.

II. Work Breakdown Structure

	WBS	Task Name	Duration	% Com	Start	Finish
1	1	Comms ... START	455 days	86%	Mon 6/27/22 8:00 AM	Thu 4/4/24 5:00 PM
2	1.1	RA Mod	275 days	100%	Mon 6/27/22 8:00 AM	Wed 7/19/23 5:00 PM
546	1.2	Phase 1A Finish	0 days	100%	Fri 6/30/23 5:00 PM	Fri 6/30/23 5:00 PM
547	1.3	Continuous Mod	455 days	61%	Mon 6/27/22 8:00 AM	Thu 4/4/24 5:00 PM
548	1.3.1	Continuous Mod: Execution Start	455 days	59%	Mon 6/27/22 8:00 AM	Thu 4/4/24 5:00 PM
549	1.3.1.1	Continuous Mod: Phase POST-1a	412 days	27%	Mon 6/27/22 8:00 AM	Mon 2/5/24 5:00 PM
550	1.3.1.1.1	Execution Phase POST-1a Start	0 days	100%	Mon 6/27/22 8:00 AM	Mon 6/27/22 8:00 AM
551	1.3.1.1.2	Vendor Deliverables: Leftovers from Phase 1a	148 days	27%	Fri 6/30/23 5:00 PM	Mon 2/5/24 5:00 PM
589	1.3.1.1.3	Execution Phase POST-1a Finish	0 days	0%	Mon 2/5/24 5:00 PM	Mon 2/5/24 5:00 PM
590	1.3.1.2	Continuous Mod: Phase 1b Start	275 days	48%	Fri 3/3/23 5:00 PM	Thu 4/4/24 5:00 PM
591	1.3.1.2.1	Execution Phase 1b Start	0 days	100%	Fri 6/30/23 5:00 PM	Fri 6/30/23 5:00 PM
592	1.3.1.2.2	Vendor Deliverables	275 days	48%	Fri 3/3/23 5:00 PM	Thu 4/4/24 5:00 PM
651	1.3.1.2.3	Execution Phase 1b Finish	0 days	0%	Mon 2/5/24 5:00 PM	Mon 2/5/24 5:00 PM
652	1.3.1.3	Continuous Mod: Phase 1c Start	131 days	88%	Mon 6/5/23 5:00 PM	Wed 12/13/23 5:00 PM
653	1.3.1.3.1	Execution Phase 1c Start	0 days	100%	Mon 6/5/23 5:00 PM	Mon 6/5/23 5:00 PM
654	1.3.1.3.2	Vendor Deliverables	131 days	88%	Mon 6/5/23 5:00 PM	Wed 12/13/23 5:00 PM
708	1.3.1.3.3	Execution Phase 1c Finish	0 days	0%	Wed 11/8/23 5:00 PM	Wed 11/8/23 5:00 PM
709	1.3.2	Continuous Mod: Execution Finish	0 days	0%	Mon 2/5/24 5:00 PM	Mon 2/5/24 5:00 PM
710	1.3.3	Continuous Mod: Monitoring & Controlling Start	148 days	69%	Thu 6/8/23 1:00 PM	Fri 1/12/24 12:00 PM
711	1.3.3.1	Weekly Status Report	144 days	72%	Thu 6/8/23 1:00 PM	Mon 1/8/24 12:00 PM
739	1.3.3.2	Monthly Status Report	114 days	29%	Fri 7/28/23 1:00 PM	Fri 1/12/24 12:00 PM
751	1.3.3.3	Status Meetings	112 days	77%	Wed 7/5/23 8:00 AM	Wed 12/13/23 5:00 PM
778	1.3.4	Continuous Mod: Monitoring & Controlling Finish	0 days	0%	Fri 1/12/24 12:00 PM	Fri 1/12/24 12:00 PM
779	1.3.5	Continuous Mod: Closeout Start	5 days	0%	Tue 2/6/24 8:00 AM	Mon 2/12/24 5:00 PM
780	1.3.5.1	Lessons Learned submitted to SPO	1 day	0%	Tue 2/6/24 8:00 AM	Tue 2/6/24 5:00 PM
781	1.3.5.2	Final OWP Updates	1 day	0%	Wed 2/7/24 8:00 AM	Wed 2/7/24 5:00 PM
782	1.3.5.3	Final Weekly & Monthly Status Reports	1 day	0%	Thu 2/8/24 8:00 AM	Thu 2/8/24 5:00 PM
783	1.3.5.4	Final Schedule Updates	1 day	0%	Fri 2/9/24 8:00 AM	Fri 2/9/24 5:00 PM
784	1.3.5.5	Comms contribution to closeout report submitted to Core PM	1 day	0%	Mon 2/12/24 8:00 AM	Mon 2/12/24 5:00 PM
785	1.3.6	Continuous Mod: Closeout Finish	0 days	0%	Mon 2/12/24 5:00 PM	Mon 2/12/24 5:00 PM
786	2	Comms ... FINISH	0 days	0%	Mon 2/12/24 5:00 PM	Mon 2/12/24 5:00 PM

III. Resource Loaded Project Schedule

The resource-loaded project schedule is available on [Sharepoint](#).

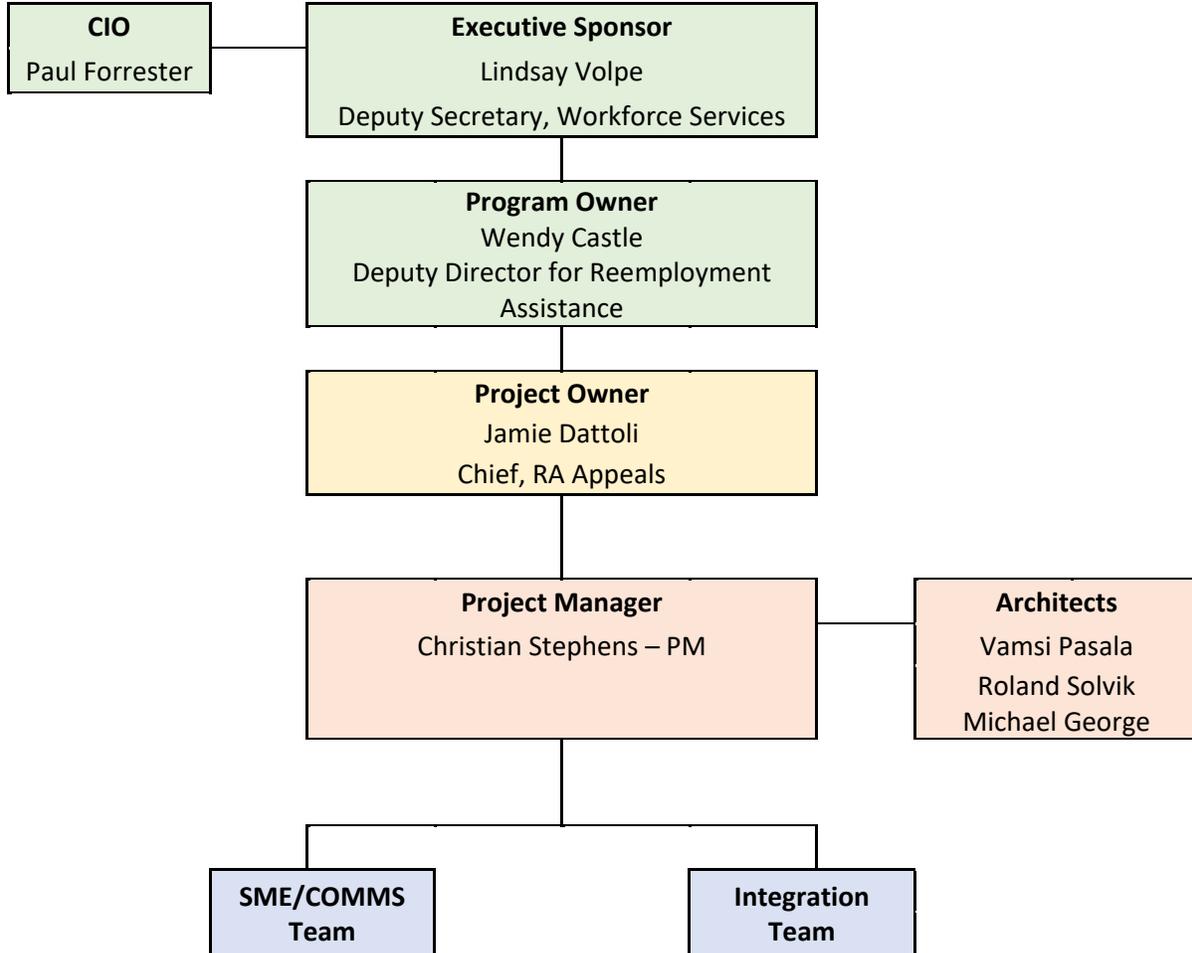
IV. Project Spending Plan

FY 2023-24 Expenditures
<i>Software: \$0.00</i>
<i>Other OpEx (Vendor Deliverables): \$986,540.28</i>
<i>Other CapEx: 0.00</i>

V. Project Organization and Methodology

A. Project Organizational Chart

Comms:



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor / Work Group	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Domenic DiLullo	CTO / Work Group	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Paul Forrester	CIO / Work Group	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Tisha Womack	CFO / Work Group	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.
Wendy Castle	Chief of RA	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction. • Advising the Strategic Planning Office and project manager of risks that may impact the project. • Facilitate resolution of significant issues in the project. • Reviewing and signing off on key milestones.

Name	Project Role	Responsibility
Jamie Dattoli	Project Owner / Chief, RA Appeals	<ul style="list-style-type: none"> • Contributes subject matter expertise. • Assists the Project Managers in responding to risks and issues. • Assists the Project Manager in evaluating change requests. • Reviews deliverables and project documents, identifying any deficiencies. • Reviews and approves deliverables. • Reviews and approves RFCs.
Christian Stephens	Project Manager	<ul style="list-style-type: none"> • Manages all aspects of the project and ensures compliance with project plan. • Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan. • Manages vendor deliverables and schedule adherence.
SME Team	Subject Matter Expert(s)	<ul style="list-style-type: none"> • Process development tasks • Contributes subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests
Review Team	Documentation Reviewers	<ul style="list-style-type: none"> • Reviews documentation when submitted by Vendor • Contributes subject matter expertise • Completes assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests

Name	Project Role	Responsibility
Vendor: Varied	Strategic Planning Office (SPO)	<ul style="list-style-type: none"> • Monitors project progress. • Facilitates Commerce Leadership Team Governance meetings. • Provides guidance and support to project manager and project team members.
Vendor: Beacon	Plain Language and Branding	<ul style="list-style-type: none"> • Provides expertise with simplifying all in-scope information via a “plain language” process. • Manages the translation of simplified information into Spanish and Haitian Creole.
Vendor: KPMG	Oversight	<ul style="list-style-type: none"> • Provides expertise with the scope of the project as it applies to Florida law.

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements, and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure satisfaction and project success. Successful project management must include active and visible leadership, multiple controls, and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- FloridaCommerce’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership

- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce’s lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Medium	High	Adjust schedule accordingly	PM
Divisional and/or Bureau resistance of new process	Medium	Medium	Involve management and impacted staff throughout engagement to increase adoption rate and ensure a successful transition	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM
Identified technical solutions do not address requirements	Low	Medium	Procure necessary solution(s)	SME/ Implementation Teams, Owner

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Procurement(s) are outside of available budget.	Low	Medium	Identify alternative solutions, seek additional funding	SME Team, Owner
Resource requirements for execution of roadmap are beyond original expectations.	Medium	Medium	Prioritize highest-risk access flows, adjust schedule, plan additional phases.	PM/SME
Procurement Delays for CX/UX	High	Medium	Communication with Senior Leadership and Procurement Team(s).	PM/Project Owner/Senior Leadership

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- **Establish Cross-Functional Team:** To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- **Calculate Resource Capacity:** Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- **Determine Resource Requirements:** For each project, look at the scope and what resources are required to do the task for the project.
- **Prioritize Projects:** Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- **Allocate Resources Based on Project Priority:** Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- **Keep the Lines of Communications Open:** Communicate between executives, project management leaders and stakeholders.
- **Document Known Risks:** Monitor risks such as weather, government regulations that stop a project or create new ones unexpectedly.
- **Plan for How to Handle Too Much Capacity:** Understand where it is and how to resolve it (such as reassigning), or not enough capacity (e.g., where/how).



OPERATIONAL WORK PLAN FOR REPORTS

**FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2023-2024

QUARTER 2

PREPARED ON 10/11/2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Reports Project objective is to eliminate the crystal reports server and move its reports to the data warehouse. This will remove the dependency of reports from the Reconnect database to a system built for efficient analysis and reporting. Moving the reports to the data warehouse leaves more processing power for claimants in the Reconnect system.

The project team will evaluate 311 Crystal Reports to determine:

1. Business Unit awareness of the existence of each report.
2. If the report will, or continues to provide, value to the business unit.
3. If the report can be retired.
4. Translating the report to use the analytical structure so it can be run from the data warehouse.

Although the schedule appears to end beyond the June 28, 2024, project end date, there are some reports that can and will be retired, which will help meet the project end date. The reports that appear after the June 28, 2024, date will move up in schedule as reports are retired.

In this Operational Workplan, the entire list of reports is provided. Future reports will only include those that will be completed by June 28, 2024. The project manager will move reports up in priority as others are retired via validation.

In the event there are reports to be completed beyond the June 28, 2024, date, a decision will be made in June 2024. This decision will be to complete the remainder of the reports via operational product delivery or create an additional project to complete the outstanding reports, if any.

A. Scope Statement

The Project Team will work with Workforce Services to evaluate 311 Crystal Reports to determine if they can be moved from the Crystal Reports Server to the Florida Commerce's Data Warehouse by June 28, 2023. If the report no longer provides value, the report and any related batches will be retired.

The benefit of moving reports from using the Reconnect database to using the data warehouse makes the reports available regardless of the status of Reconnect availability. Removing the dependency from the Reconnect system provides more stability and efficiency for claimants.

In Scope

- 311 Crystal Reports – This includes the existing Crystal Reports on the Reports Server that have not been converted to the data warehouse.
- Minor adjustments and enhancements to existing crystal reports as part of the conversion to the data warehouse.
- Batches – Any batches that are used to generate Crystal Reports will be retired.

Out of Scope

- 20 Reports already converted to the data warehouse via operational product delivery.
- Enhancements to reports already reviewed, approved, and pushed to production in the data warehouse.
- New “crystal” report requests.
- Building links to the data warehouse from Reconnect is out of scope for this project.
- 40+ Reports deemed unnecessary by business units.

B. Project Objectives and Business Benefits

The older an application such as Crystal Reports, the more it costs to maintain its functionality—to the point where keeping it costs more than the value it provides.

Project Objective	Business Benefit
FloridaCommerce will have a modular foundation that enables continuous modernization	<ul style="list-style-type: none"> Provides more efficient tool for reporting/data for staff use. Provides round-the-clock availability of reports and data. Removes the dependency on the Reconnect system and improves the modularization of the Reconnect foundation.
Eliminates the Crystal Reports Server	<ul style="list-style-type: none"> Allows FloridaCommerce to retire the legacy Crystal Reports server and software at the end of its useful life.
Removes batches (if any) from nightly batch processing	<ul style="list-style-type: none"> Removing batches leaves more time for higher priority batch jobs.

C. Critical Success Factors

- Validation of 311 Crystal Reports.
- Retirement of reports that no longer have value.
- Retirement of the Crystal Reports Server
- Operational Reports Page in the data warehouse listing all ex-crystal reports that provide value to Workforce Services.

D. Key Dates

This project takes over an operational effort that started in January 2023. Therefore, a transition was necessary to separate the operational process from higher level project requirements.

The contents of each release represented below will vary greatly until measures for team velocity can be established. Also, the team continues to provide support for high priority production issues such as ETA reports and USDOL Population sample corrections.

Key Date	Importance and Relevance to the Project
September 22, 2023	Transition of operational project to Continuous Improvement Project completed
September 25 – October 16, 2023 Build 322	CRPT 213: Develop Deputy Clerk Productivity Report CRPT 280: Develop Appeals Weekly Time Lapse Report CRPT 236: Develop IP Address Search Report CRPT 281: Develop Wage Audit Predeterminations Report CRPT 188: Develop Staff Assisted Initial Claims Report - Monthly, Daily, Quarterly
October 16 – November 20, 2023 Build 323	CRPT 441 1099G Summary Report CRPT 211: Develop Average Processing Time for Appeals Cases Report CRPT 227: Develop Time Lapse Percentage

Key Date	Importance and Relevance to the Project
	CRPT 26: Develop Cumulative Totals Report CRPT 115: Develop Untimely First Payment Report CRPT 98: Develop STC Summary Report
November 20 – December 11, 2023 Build 324	CRPT 112: Develop UC Benefits Payment Register Report in Tableau CRPT 217: Docketing Productivity Report CRPT 237: Develop Staff Assisted Continued Claims Report - Monthly, Daily, Quarterly CRPT 253/255: Develop Earnings Weekly, Monthly, Quarterly, Determinations by Examiner (3 Merged Reports) CRPT254/256: Earnings Weekly Redeterminations by Examiner CRPT 31: Develop Daily, Monthly SSA Statistics Report
December 8 – January 8, 2024 Build 325	CRPT 357: Develop Long Term Dated Stops Report CRPT359/360 Appeals Reversals Weekly & Monthly Report (2 Merged Reports) CRPT368 Aging Issues Hold Within SOL/No Weeks Requested Report CRPT371 CanceledNonMonPending CRPT373 DUA Applications Report CRPT377AD DUA Activity - Applications Denied
January 8 – February 4, 2024 Build 326	CRPT02 Analysis of Overpayments by Cause CRPT05 Benefit Payment Control Cash Offset Activity CRPT11 Claimant Repayment Summary CRPT116F FPUC Voucher Payment Summary CRPT116L LWA Voucher Payment Summary CRPT117 Waiver Status Report
November 6 – January 8, 2024 Build 325	CRPT13 Collection Agency Reconciliation Report CRPT139 Repayment Adjustment Detail Report CRPT144 Released Special Voucher Payments CRPT161 Daily REA Productivity Report CRPT161W Weekly REA Productivity Report CRPT283 Blocked Claims Issue
November 27 – February 5, 2024 Build 326	CRPT334 Wage_Determination_Issues Report CRPT354 Automated Wage Update Detail Report CRPT355 Automated Wage Update Workflow Report CRPT361 Earning Overpayments by Overpaid Weeks Report CRPT363 Auto Adjudicated JSR Report CRPT377 DUA Activity Report
December 26, 2023 – March 4, 2024 Build 327	CRPT265D Protest Benefit Charges Workflow Queue CRPT29 Daily Deposit Report CRPT101 TAA TRA Waivers to Exhaust in 14 days CRPT113 UC Liabilities Report CRPT99 Summary Detail Tax Withholding CRPT110 Twelve Month Old Cancellation Claims and Benefits - UBXFIND2605
January 22 – April 1, 2024	CRPT307 Over - Under Counts Report CRPT33 Debtor Credit Balance Refund Report

Key Date	Importance and Relevance to the Project
Build 328	CRPT35/35D Deposit Detail Report CRPT91 Refund Status Report
Not Started (Not in priority order)	CRPT262 Waiting Week Exemption Report CRPT462 Daily SAVE Productivity Report CRPT400 Effective Date Change (CWC-FE-X Claims) CRPT116 Voucher Payment Summary - UB2152-UB215 CRPT192 Payments Held for Review (HDEX) CSV CRPT195 Manual Payments Detail CRPT233 On-demand EFT Deposit Report CRPT257 Failed Document Status After Nightly Batch CRPT269 FL DEBC Payments CRPT228 Time Lapse Statistics CRPT108 TRA Waivers Issued and Revoked Report CRPT194 STC Plan Review Report CRPT272 DUA Irma Payment Detail By Claimant And Week CRPT273 DUA Irma Payment Totals By Claimant And Week CRPT276 Regular RA DUA Related - UCFE, UCX, FL CWC Claims CRPT152 Pre-Certification Details Report (329) CRPT245 UCFE-UCX Pending Monetary After 13 Days CRPT247 FL CWC Reject CRPT248 Out of State (Shell) Claims Reject CRPT249 UCFE AND UCX Reject CRPT251 UCX/UCFE Timely Payment Report CRPT252 Region LWDB02 (Okaloosa Walton) UCX Claims CRPT259 Florida Paying CWC CRPT260 INBOUND IB6 bill CRPT100 Summary of Daily Disbursement Report CRPT118 Weekly Internet Claims Statistics CRPT143 Initial Skills Review Statistics Report CRPT239 Regional Workforce Breakdown of ETA 9129 Regional Workforce Breakdown of ETA 9129 CRPT267 FSDEB CSV CRPT275S 13082 Sally DUA Appeals Disposed Report CRPT277 Straight DUA - UCFE, UCX, CWC Claims CRPT279 BIU-Wage Audit Adjudicator Wokflow CRPT284 Release HDID Report CRPT285 IB6I BILL STATUS CRPT286 Detailed Untimely/Timely 1st Pay Report CRPT287 Claims That Become Unlocked CRPT288 Issues In-Progress Status Non-SOL Daily Report CRPT289 BIU Appeals Decisions Notices CRPT290 Debit Card Rejects Report CRPT291 Child Support Percentage CRPT294 Pending Monetary CSV CRPT295 All UCO2 generated CRPT296 UC02 Not generated due to Locked Claimants or Claims list

Key Date	Importance and Relevance to the Project
	<p>CRPT297 UCO2 Status Counts CRPT298 Employers or Agents having more than 100 UCO2s CRPT325 Reconciliation Daily CRPT325W Reconciliation Weekly CRPT392 Certification Amounts and Counts CRPT324 Initial and Continued Claims by County of Residence (Weekly) CRPT326 Initial and Continued Claims by County of Residence (Monthly) CRPT232 Agency New Hire Report CRPT243 Reimbursable Employer Monthly Charge CSV CRPT299 412s Stuck in Pend or Proc (331) CRPT300 Determination Status - 9:00 AM CRPT301 Determination Status - 3:30 PM CRPT303 Adjudicator Quality Nonmon Determinations CRPT304 Outstanding Workflow Items CRPT305 412 Pull Queue report CRPT308 TRA Quarter Activity Counts and Details CRPT309 FIRRE Employer Noncharge Report CRPT310 Reopen After Wait Week Report CRPT311 Collection Agency Exclusion list CRPT313 Work_Items_Closed - Terminated_Daily Report CRPT314 EARN Issues Pending Report CSV CRPT315 ICON Matrix (UCX-UCFE) Report CRPT316 Equifax Inbound FED4 Electronic Responses CRPT317 Staff Handled Monetary Determination and Redeterminations CRPT318 Issue Creation Report (332) CRPT319 Waived Overpayments Report CRPT321 CWAS Queue Month to Month Report CRPT323 New Work Items All Staff Counts Report CRPT327 Payments by County of Residence CRPT328 412 Employer Protest Pending Queue Items Report CRPT329 412 Employer Protest Worked Queue Items Report CRPT330 Appeals Metrics Report CRPT331 Earnings and Remuneration Stuck as Affirmed Report CRPT333 PRNC Priority Items Report CRPT335 Voucher Details CRPT336 ETA-207 Report CRPT337 Workflow Queue Report CRPT339 Taxes Paid on Locked Claims Report CRPT34 Claims Purged Report CRPT340 NDNH New Hire Fictitious Employers Report (333) CRPT341 Wage report for claims requesting monetary reconsideration CRPT343 SIDES Failed Separation Posts CRPT344 SIDES Failed Earnings Verification Posts CRPT345 SIDES Earnings Verification Response Report</p>

Key Date	Importance and Relevance to the Project
	CRPT347 Benefits by County of Residence Monthly CRPT348 Benefits by County of Residence Annually CRPT349 Civil Court Collections CRPT350 Deceased Claimant Report CRPT364 Daily Reporting Requirement Issues Report CRPT365 SAVE Work authorization Report CRPT366 Lack of Work queue list Report CRPT367 Employer/TPA Login Counts Report CRPT370 CNCL_Adjudication_weekly CSV CRPT372 CNCL_Adjudication_Daily CSV CRPT373S 13082 Sally DUA Application Report (334) CRPT374 DUA Federal Management Report CRPT375 DUA Adjudication Report CRPT375S 13082 Sally DUA Adjudication Report CRPT376 DUA Audit - Payments Report CRPT377S 13082 Sally DUA Activity Report CRPT379 All Cases Assigned by Staff Outside Batch 265 CRPT385 Adjudicator Data Determination Weekly CSV CRPT387 Adjudicator Auto Adjudication Weekly CSV CRPT388 DUA_LA_Call_Center_counts CRPT391S 13082 Sally DUA Appeals Filed Report CRPT393 Pre-Certification Amounts and Counts Pre-Certification Amounts and Counts CRPT396 DUA Related Timely Payment CRPT397 Pending DUA Workload Items CRPT399 ETA 207 Validation Report CRPT401 IB4Q Inbound Daily Report (335) CRPT402 FL CWC Recoverable Overpayment Report CRPT403 Apply for PUA Link CRPT404 Expired Claims CRPT405 Exhausted Claims CRPT406 Annual Overpayments Established by Month CRPT407 1720A_Referred CRPT408 1720B_Not_Referred CRPT409 1720C_Written_Off_Waived CRPT40DD DUA Financial Daily - Straight DUA CRPT40DR DUA Financial Daily - Related DUA CRPT40MD DUA Financial Monthly - Straight DUA CRPT40MR DUA Financial Monthly - Related DUA CRPT40QD DUA Financial Quarterly - Straight DUA CRPT40QR DUA Financial Quarterly - Related DUA CRPT40WR DUA Financial Weekly - Related DUA (336) CRPT41 DUA-UI-ISSUES CRPT410 Corrected Earnings Report for Auto Requested Weeks CRPT411 Workflow SCIN Productivity CRPT412 Workflow SCIN New and In Progress CRPT413 Workflow SCIN Backlog

Key Date	Importance and Relevance to the Project
	<p>CRPT414 Workflow Returned Mail Productivity CRPT415 Workflow Returned Mail New and In Progress CRPT416 Workflow Returned Mail Backlog CRPT417 Claimants_PEUUC_NO_Weeks CSV CRPT418 Claimants_PUA_NO_Weeks CSV CRPT419 RA_Mon_Eligible_No_Weeks CSV CRPT420 Claim Counts by FIRRE State Montly Report CRPT423 Debit Card Payment Recovery CRPT424 State_And_Federal_Program_(RA, PEUC, EB, PUA)_Payments CSV CRPT424F Supplemental_(FPUC, LWA, MEUC, WW)_Payment CSV (337) CRPT425 PEGA Unregistered Claim Count CRPT426 ALM99228_RFI_First Payments_Prod CRPT427 RFI_ALM99322_Pega_Claims_Count CRPT428 Open EIRP Workflow Items CSV CRPT429 Daily Report of Ingested Pega Claims to CONNECT CSV CRPT430 COVID-19 Adjudication report CSV CRPT431 COVID-19 Appeals Filed report CRPT432 COVID-19 Appeals Disposed report CRPT433 COVID-19 Applications report CSV CRPT434 TFS94377_firre_rfi CRPT437 Debit Card list for Communication CRPT438 Pending Monetary Managment Workflow Queue CRPT439 Open and Pend CWAS Workflows CRPT444 UC_Benefit_Payments CSV (338) CRPT452 1099G Amount For Each Claimant CSV CRPT453 49T All Generated CSV CRPT454 49T Status Counts Per Output Type CSV CRPT455 49T Amount Greater Than \$1 CSV CRPT457 SOL Wage Issues Report CSV CRPT458 Supplemental (FPUC, LWA, MEUC, WW) Payments Issued on Locked Claims CRPT459 Overpayments Eligible for Collection Agency Referral CRPT462W Weekly SAVE Productivity Report CRPT59 Manual Charge Relief Report CRPT72 NM QIP SATA - MONTHLY CRPT79F Supplemental Overpayments Established for the Month CSV CRPT85 Processed Cancelled and Replacement Payments DATETIME CRPT874 ALM109874_RFI_ETA539 CRPT92 Reissue Payment -UB2681-RQLST CRPT93 Report of Good/Not Good Job Prospects_SRR CRPT360 Appeals Reversals Monthly Report CRPT240 CHECK FOR NEW UI ELIGIBILITY (324)</p>

Key Date	Importance and Relevance to the Project
	CRPT244 DUA Claims Terminated CRPT250 New Hire Late ADJ Fact-Finding Notifications CRPT263 Unidentified Employer Protest Documents Queue CRPT264 Process Response to Notice of Claim Queue CRPT292 Adjudicator Protest Determination Data Daily CRPT293 Adjudicator Protest Determination Data Weekly CRPT301S Determination Status Report CRPT302 Auto-Adjudication Details CRPT312 Issues Holding Payments (Revised 03/28/2020) CSV CRPT386 Adjudicator Void Weekly CSV CRPT395 Straight DUA Adjudication Timely Payment CRPT282 PRNC Closed Work Items CRPT196 RETRO HOLD REPORT CRPT270 Filed Appeals and Overpayment CRPT271 Disposed Appeals and Overpayment (325) CRPT193 Overpayments Held for Review CRPT197 FALL THROUGH OVERPAYMENTS CRPT261 BPC Appeals Hearing CRPT274 Wage Audit Overpayment Repayment CRPT274F Supplemental Wage Audit Overpayment Repayment CSV CRPT389F Supplemental Overpayment Report CRPT450 1099G All Generated CSV CRPT451 1099G Status Counts Per Output Type CSV CRPT230 BTQ Case History Report CRPT231 BAM Case History Report CRPT246 BAM Open Cases CRPT266 BTQ Universe (326) CRPT322 New Hire Fictitious Employers - DOR CRPT265 Protest Benefit Charges Workflow Queue Daily CRPT265M Protest Benefit Charges Workflow Queue Monthly CRPT265W Protest Benefit Charges Workflow Queue Weekly CRPT258 QBC Report CSV

E. Major Deliverables

While the 60GG documents are important, the value is in the products delivered to the customer.

Major Deliverable	Deliverable Description
Project Management Plan	A Project management plan is a formal, approved document that defines how the project is executed, monitored, and controlled
Project Products (Reports)	Products are the value delivered to the customer during the project. They are the reason the project exists.
Project Closeout Report	A project closure report is a document that summarizes the results of a project. It includes the team's accomplishments, lessons learned, and recommendations for improving upon future projects.

F. Major Milestones

The Key Dates section lists the major milestones for project delivery.

Major Milestone	Milestone Description
Operation to Project Transition – September 22, 2023	Closed all operational tasks and created project schedule for Reports Project.
Build 322 - October 16, 2023	Delivery of 5 Reports
Build 323 - November 15, 2023	Delivery of 6 Reports
Build 324 - December 11, 2023	Delivery of 6 Reports
Build 325 - January 8, 2024	Delivery of 6 Reports
Build 326 - February 5, 2024	Delivery of 6 Reports
Build 327 - March 4, 2024	Delivery of 6 Reports
Build 328 - April 1, 2024	Delivery of 6 Reports
Build 329 - April 29, 2024	Delivery of 6 Reports
Build 330 – May 27, 2024	Delivery of 6 Reports
Build 331 - June 24, 2024	Delivery of 6 Reports
June 28, 2024	Project Closure, Transition to Operations

G. Key Stakeholders

Business units in Workforce Services are stakeholders for this project.

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer / Work Group
Paul Forrester	Chief Information Officer / Program Owner / Work Group
Tisha Womack	Chief Financial Officer
Wendy Castle	Modernization Program Owner – Business
Mark Miller	Reemployment Assistance Stakeholder
Nicole Sanislow	Modernization Program Manager – Business
Tom Richardson	Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	Modernization Program Manager – Information Technology
Nicholas Kent, Matthew Mask	Project Owner
Linda Lawler	Project Manager

H. Significant Project Assumptions and Constraints

There are no significant assumptions or constraints, only small items.

Project Assumptions

1. Some functional design documents do not exist for some of the 331 reports and will have to be written.
2. Some reports may not be known to business units.
3. Some reports will no longer be needed.
4. Reports will exist in the data warehouse and all who need access will be given access rights.

Project Constraints

1. The project must end by June 28, 2024, regardless of remaining reports.
2. Project Team availability is shared with other priorities, (production support for ETA reports, existing crystal reports, population validation, etc.)

II. Work Breakdown Structure

The work breakdown structure for the Reports project is shown below.

WBS	Task Name
0	Reports
1	Project Management
1.1	Discovery/Initiation
1.2	Planning
1.3	Executing
1.4	Monitor & Control
1.5	Closing
2	Benefits Identification and Measures
3	Reports Process Operational Support
4	Product Delivery
4.1	Evaluate Sources of Crystal Reports and Related Batches
4.2	Collect Infrastructure Related Crystal Report budget costs
4.3	Operational Project Transition Completed
4.4	CRPT07 Child Support Options
4.5	CRPT111 UC Bank Payment Processing Exceptions
4.6	CRPT114 UC Payment Summary
4.7	CRPT12 Claims Filed (By Process Date)
4.8	CRPT151 Weely Hearing Results
4.9	CRPT210 Appeals Case Decisions
4.1	CRPT212 Case Aging Report
4.11	CRPT214 Disposition Corrected Decisions
4.12	CRPT216 Docketed Disposed Pending with Time Lapse
4.13	CRPT219 Hearing Officer Postponements
4.14	CRPT224 Referee Productivity Report
4.15	CRPT226 Statewide Docketed Disposed Pending Report
4.16	CRPT229 TRA - Trade Readjustment Act Appeals Report
4.17	CRPT275 DUA Appeals Disposed

WBS	Task Name
4.18	CRPT28 Daily Claims Entry Totals
4.19	CRPT306 Claimants with Out of State Benefits
4.2	CRPT358 STC Claims with Pending ADJ Issues Weekly
4.21	CRPT359 First Pay Due Report
4.22	CRPT391 DUA Appeals Filed
4.23	Release 322 - 10/15/2023
4.23.1	CRPT213: Develop Deputy Clerk Productivity Report (322)
4.23.2	CRPT280: Develop Appeals Weekly Time Lapse Report (322)
4.23.3	CRPT236: Develop IP Address Search Report (322)
4.23.4	CRPT281: Develop Wage Audit Predeterminations Report (322)
4.23.5	CRPT188: Develop Staff Assisted Initial Claims Report - Monthly, Daily, Quarterly (322)
4.24	Ready For Release - 323 - 11/19/2023
4.24.1	CRPT441 1099G Summary Report (323)
4.24.2	CRPT211: Develop Average Processing Time for Appeals Cases Report (323)
4.24.3	CRPT227: Develop Time Lapse Percentage (323)
4.24.4	CRPT26: Develop Cumulative Totals Report (323)
4.24.5	CRPT115: Develop Untimely First Payment Report (323)
4.24.6	CRPT98: Develop STC Summary Report (323)
4.25	UAT
4.26	In Development/Unit Testing
4.26.1	CRPT112: Develop UC Benefits Payment Register Report in Tableau (324)
4.26.2	CRPT217: Develop Docketing Productivity Report (324)
4.26.3	CRPT237: Develop Staff Assisted Continued Claims Report - Monthly, Daily, Quarterly (324)
4.26.4	CRPT253/255: Develop Earnings Weekly, Monthly Determinations by Examiner (Merged Weekly/Monthly/Quarterly) (324)
4.26.5	CRPT254/256 Earnings Weekly/Monthly Redeterminations by Examiner (324)
4.26.6	CRPT31: Develop Daily, Monthly SSA Statistics Report (324)
4.26.7	CRPT357: Develop Long Term Dated Stops Report (325)
4.26.8	CRPT359/360: Appeals Reversals Weekly Report (Merged Weekly/Monthly) (325)
4.26.9	CRPT368 Aging Issues Hold Within SOL/No Weeks Requested Report (325)
4.26.10	CRPT371 CanceledNonMonPending (325)
4.26.11	CRPT373 DUA Applications Report (325)
4.26.12	CRPT377AD DUA Activity - Applications Denied (325)
4.27	PBI Refinement
4.27.1	CRPT02 Analysis of Overpayments by Cause (32X)
4.27.2	CRPT05 Benefit Payment Control Cash Offset Activity (32X)
4.27.3	CRPT11 Claimant Repayment Summary (32X)
4.27.4	CRPT116F FPUC Voucher Payment Summary (32X)
4.27.5	CRPT116L LWA Voucher Payment Summary (32X)

WBS	Task Name
4.27.6	CRPT117 Waiver Status Report (32X)
4.27.7	CRPT13 Collection Agency Reconciliation Report (32X)
4.27.8	CRPT139 Repayment Adjustment Detail Report (32X)
4.27.9	CRPT144 Released Special Voucher Payments (32X)
4.27.10	CRPT161 Daily REA Productivity Report (32X)
4.27.11	CRPT161W Weekly REA Productivity Report (32X)
4.27.12	CRPT283 Blocked Claims Issue (32X)
4.27.13	CRPT334 Wage_Determination_Issues Report (32X)
4.27.14	CRPT354 Automated Wage Update Detail Report (32X)
4.27.15	CRPT355 Automated Wage Update Workflow Report (32X)
4.27.16	CRPT361 Earning Overpayments by Overpaid Weeks Report (32X)
4.27.17	CRPT363 Auto Adjudicated JSR Report (32X)
4.27.18	CRPT377 DUA Activity - Applications Denied (32X)
4.28	In SRR Approval Routing
4.28.1	CRPT265D Protest Benefit Charges Workflow Queue (32X)
4.28.2	CRPT29 Daily Deposit Report (32X)
4.29	Documenting SRR
4.29.1	CRPT101 TAA TRA Waivers to Exhaust in 14 days (32X)
4.29.2	CRPT113 UC Liabilities Report (32X)
4.29.3	CRPT99 Summary Detail Tax Withholding (32X)
4.3	Requirements Phase
4.30.1	CRPT110 Twelve Month Old Cancellation Claims and Benefits - UBXFIND2605 (32X)
4.30.2	CRPT307 Over - Under Counts Report - (Not needed)
4.30.3	CRPT33 Debtor Credit Balance Refund Report (32X)
4.30.4	CRPT35/35D Deposit Detail/Summary Report (35 & 35D Merged)(32x)
4.30.5	CRPT35D Deposit Detail Daily Report (Merged with 35)
4.30.6	CRPT91 Refund Status Report (32x)
4.31	Not Started (Funnel)
4.31.1	CRPT100 Summary of Daily Disbursement Report
4.31.2	CRPT108 TRA Waivers Issued and Revoked Report
4.31.3	CRPT116 Voucher Payment Summary - UB2152-UB215
4.31.4	CRPT152 Pre-Certification Details Report
4.31.5	CRPT192 Payments Held for Review (HDEX) CSV
4.31.6	CRPT193 Overpayments Held for Review
4.31.7	CRPT194 STC Plan Review Report
4.31.8	CRPT195 Manual Payments Detail
4.31.9	CRPT196 RETRO HOLD REPORT
4.31.10	CRPT197 FALL THROUGH OVERPAYMENTS
4.31.11	CRPT228 Time Lapse Statistics

WBS	Task Name
4.31.12	CRPT232 Agency New Hire Report
4.31.13	CRPT233 On-demand EFT Deposit Report
4.31.14	CRPT240 CHECK FOR NEW UI ELIGIBILITY
4.31.15	CRPT243 Reimbursable Employer Monthly Charge CSV
4.31.16	CRPT244 DUA Claims Terminated
4.31.17	CRPT245 UCFE-UCX Pending Monetary After 13 Days
4.31.18	CRPT246 BAM Open Cases
4.31.19	CRPT247 FL CWC Reject
4.31.20	CRPT248 Out of State (Shell) Claims Reject
4.31.21	CRPT249 UCFE AND UCX Reject
4.31.22	CRPT250 New Hire Late ADJ Fact-Finding Notifications
4.31.23	CRPT251 UCX/UCFE Timely Payment Report
4.31.24	CRPT252 Region LWDB02 (Okaloosa Walton) UCX Claims
4.31.25	CRPT257 Failed Document Status After Nightly Batch
4.31.26	CRPT258 QBC Report CSV
4.31.27	CRPT259 Florida Paying CWC
4.31.28	CRPT260 INBOUND IB6 bill
4.31.29	CRPT261 BPC Appeals Hearing
4.31.30	CRPT262 Waiting Week Exemption Report
4.31.31	CRPT263 Unidentified Employer Protest Documents Queue
4.31.32	CRPT264 Process Response to Notice of Claim Queue
4.31.33	CRPT265 Protest Benefit Charges Workflow Queue Daily
4.31.34	CRPT265M Protest Benefit Charges Workflow Queue Monthly
4.31.35	CRPT265W Protest Benefit Charges Workflow Queue Weekly
4.31.36	CRPT266 BTQ Universe
4.31.37	CRPT269 FL DEBC Payments
4.31.38	CRPT270 Filed Appeals and Overpayment
4.31.39	CRPT271 Disposed Appeals and Overpayment
4.31.40	CRPT272 DUA Irma Payment Detail By Claimant And Week
4.31.41	CRPT273 DUA Irma Payment Totals By Claimant And Week
4.31.42	CRPT274 Wage Audit Overpayment Repayment
4.31.43	CRPT274F Supplemental Wage Audit Overpayment Repayment CSV
4.31.44	CRPT275S 13082 Sally DUA Appeals Disposed Report
4.31.45	CRPT276 Regular RA DUA Related - UCFE, UCX, FL CWC Claims
4.31.46	CRPT277 Straight DUA - UCFE, UCX, CWC Claims
4.31.47	CRPT279 BIU-Wage Audit Adjudicator Workflow
4.31.48	CRPT282 PRNC Closed Work Items
4.31.49	CRPT284 Release HDID Report
4.31.50	CRPT285 IB6I BILL STATUS

WBS	Task Name
4.31.51	CRPT286 Detailed Untimely/Timely 1st Pay Report
4.31.52	CRPT287 Claims That Become Unlocked
4.31.53	CRPT288 Issues In-Progress Status Non-SOL Daily Report
4.31.54	CRPT289 BIU Appeals Decisions Notices
4.31.55	CRPT290 Debit Card Rejects Report
4.31.56	CRPT291 Child Support Percentage
4.31.57	CRPT292 Adjudicator Protest Determination Data Daily
4.31.58	CRPT293 Adjudicator Protest Determination Data Weekly
4.31.59	CRPT294 Pending Monetary CSV
4.31.60	CRPT295 All UCO2 generated
4.31.61	CRPT296 UC02 Not generated due to Locked Claimants or Claims list
4.31.62	CRPT297 UCO2 Status Counts
4.31.63	CRPT298 Employers or Agents having more than 100 UCO2s
4.31.64	CRPT299 412s Stuck in Pend or Proc
4.31.65	CRPT301S Determination Status Report
4.31.66	CRPT302 Auto-Adjudication Details
4.31.67	CRPT303 Adjudicator Quality Nonmon Determinations
4.31.68	CRPT304 Outstanding Workflow Items
4.31.69	CRPT305 412 Pull Queue report
4.31.70	CRPT308 TRA Quarter Activity Counts and Details
4.31.71	CRPT309 FIRRE Employer Noncharge Report
4.31.72	CRPT310 Reopen After Wait Week Report
4.31.73	CRPT311 Collection Agency Exclusion list
4.31.74	CRPT312 Issues Holding Payments (Revised 03/28/2020) CSV
4.31.75	CRPT313 Work_Items_Closed - Terminated_Daily Report
4.31.76	CRPT314 EARN Issues Pending Report CSV
4.31.77	CRPT315 ICON Matrix (UCX-UCFE) Report
4.31.78	CRPT316 Equifax Inbound FED4 Electronic Responses
4.31.79	CRPT317 Staff Handled Monetary Determination and Redeterminations
4.31.80	CRPT318 Issue Creation Report
4.31.81	CRPT319 Waived Overpayments Report
4.31.82	CRPT321 CWAS Queue Month to Month Report
4.31.83	CRPT323 New Work Items All Staff Counts Report
4.31.84	CRPT324 Initial and Continued Claims by County of Residence (Weekly)
4.31.85	CRPT325 Reconciliation Daily
4.31.86	CRPT325W Reconciliation Weekly
4.31.87	CRPT326 Initial and Continued Claims by County of Residence (Monthly)
4.31.88	CRPT327 Payments by County of Residence
4.31.89	CRPT328 412 Employer Protest Pending Queue Items Report

WBS	Task Name
4.31.90	CRPT329 412 Employer Protest Worked Queue Items Report
4.31.91	CRPT330 Appeals Metrics Report
4.31.92	CRPT331 Earnings and Remuneration Stuck as Affirmed Report
4.31.93	CRPT333 PRNC Priority Items Report
4.31.94	CRPT335 Voucher Details
4.31.95	CRPT337 Workflow Queue Report
4.31.96	CRPT339 Taxes Paid on Locked Claims Report
4.31.97	CRPT34 Claims Purged Report
4.31.98	CRPT340 NDNH New Hire Fictitious Employers Report
4.31.99	CRPT341 Wage report for claims requesting monetary reconsideration
4.31.100	CRPT343 SIDES Failed Separation Posts
4.31.101	CRPT344 SIDES Failed Earnings Verification Posts
4.31.102	CRPT345 SIDES Earnings Verification Response Report
4.31.103	CRPT347 Benefits by County of Residence Monthly
4.31.104	CRPT348 Benefits by County of Residence Annually
4.31.105	CRPT349 Civil Court Collections
4.31.106	CRPT350 Deceased Claimant Report
4.31.107	CRPT364 Daily Reporting Requirement Issues Report
4.31.108	CRPT365 SAVE Work authorization Report
4.31.109	CRPT366 Lack of Work queue list Report
4.31.110	CRPT367 Employer/TPA Login Counts Report
4.31.111	CRPT370 CNCL_Adjudication_weekly CSV
4.31.112	CRPT372 CNCL_Adjudication_Daily CSV
4.31.113	CRPT373S 13082 Sally DUA Application Report
4.31.114	CRPT374 DUA Federal Management Report
4.31.115	CRPT375 DUA Adjudication Report
4.31.116	CRPT375S 13082 Sally DUA Adjudication Report
4.31.117	CRPT376 DUA Audit - Payments Report
4.31.118	CRPT377S 13082 Sally DUA Activity Report
4.31.119	CRPT379 All Cases Assigned by Staff Outside Batch 265
4.31.120	CRPT385 Adjudicator Data Determination Weekly CSV
4.31.121	CRPT386 Adjudicator Void Weekly CSV
4.31.122	CRPT387 Adjudicator Auto Adjudication Weekly CSV
4.31.123	CRPT389F Supplemental Overpayment Report
4.31.124	CRPT391S 13082 Sally DUA Appeals Filed Report
4.31.125	CRPT392 Certification Amounts and Counts
4.31.126	CRPT393 Pre-Certification Amounts and Counts Pre-Certification Amounts and Counts
4.31.127	CRPT395 Straight DUA Adjudication Timely Payment
4.31.128	CRPT396 DUA Related Timely Payment

WBS	Task Name
4.31.129	CRPT397 Pending DUA Workload Items
4.31.130	CRPT400 Effective Date Change (CWC-FE-X Claims)
4.31.131	CRPT401 IB4Q Inbound Daily Report
4.31.132	CRPT402 FL CWC Recoverable Overpayment Report
4.31.133	CRPT403 Apply for PUA Link
4.31.134	CRPT404 Expired Claims
4.31.135	CRPT405 Exhausted Claims
4.31.136	CRPT406 Annual Overpayments Established by Month
4.31.137	CRPT407 1720A_Referred
4.31.138	CRPT408 1720B_Not_Referred
4.31.139	CRPT409 1720C_Written_Off_Waived
4.31.140	CRPT40DD DUA Financial Daily - Straight DUA
4.31.141	CRPT40DR DUA Financial Daily - Related DUA
4.31.142	CRPT40MD DUA Financial Monthly - Straight DUA
4.31.143	CRPT40MR DUA Financial Monthly - Related DUA
4.31.144	CRPT40QD DUA Financial Quarterly - Straight DUA
4.31.145	CRPT40QR DUA Financial Quarterly - Related DUA
4.31.146	CRPT40WR DUA Financial Weekly - Related DUA (336)
4.31.147	CRPT41 DUA-UI-ISSUES
4.31.148	CRPT410 Corrected Earnings Report for Auto Requested Weeks
4.31.149	CRPT411 Workflow SCIN Productivity
4.31.150	CRPT412 Workflow SCIN New and In Progress
4.31.151	CRPT413 Workflow SCIN Backlog
4.31.152	CRPT414 Workflow Returned Mail Productivity
4.31.153	CRPT415 Workflow Returned Mail New and In Progress
4.31.154	CRPT416 Workflow Returned Mail Backlog
4.31.155	CRPT417 Claimants_PEUC_NO_Weeks CSV
4.31.156	CRPT418 Claimants_PUA_NO_Weeks CSV
4.31.157	CRPT419 RA_Mon_Eligible_No_Weeks CSV
4.31.158	CRPT420 Claim Counts by FIRRE State Montly Report
4.31.159	CRPT423 Debit Card Payment Recovery
4.31.160	CRPT424 State_And_Federal_Program_(RA, PEUC, EB, PUA)_Payments CSV
4.31.161	CRPT424F Supplemental_(FPUC, LWA, MEUC, WW)_Payment CSV
4.31.162	CRPT425 PEGA Unregistered Claim Count
4.31.163	CRPT428 Open EIRP Workflow Items CSV
4.31.164	CRPT429 Daily Report of Ingested Pega Claims to CONNECT CSV
4.31.165	CRPT430 COVID-19 Adjudication report CSV
4.31.166	CRPT431 COVID-19 Appeals Filed report
4.31.167	CRPT432 COVID-19 Appeals Disposed report

WBS	Task Name
4.31.168	CRPT433 COVID-19 Applications report CSV
4.31.169	CRPT437 Debit Card list for Communication
4.31.170	CRPT438 Pending Monetary Management Workflow Queue
4.31.171	CRPT439 Open and Pend CWAS Workflows
4.31.172	CRPT444 UC_Benefit_Payments CSV
4.31.173	CRPT450 1099G All Generated CSV
4.31.174	CRPT451 1099G Status Counts Per Output Type CSV
4.31.175	CRPT452 1099G Amount For Each Claimant CSV
4.31.176	CRPT453 49T All Generated CSV
4.31.177	CRPT454 49T Status Counts Per Output Type CSV
4.31.178	CRPT455 49T Amount Greater Than \$1 CSV
4.31.179	CRPT457 SOL Wage Issues Report CSV
4.31.180	CRPT458 Supplemental (FPUC, LWA, MEUC, WW) Payments Issued on Locked Claims
4.31.181	CRPT459 Overpayments Eligible for Collection Agency Referral
4.31.182	CRPT462 Daily SAVE Productivity Report
4.31.183	CRPT462W Weekly SAVE Productivity Report
4.31.184	CRPT59 Manual Charge Relief Report
4.31.185	CRPT79F Supplemental Overpayments Established for the Month CSV
4.31.186	CRPT85 Processed Cancelled and Replacement Payments DATETIME
4.31.187	CRPT92 Reissue Payment -UB2681-RQLST
4.31.188	CRPT93 Report of Good/Not Good Job Prospects_SRR
4.31.189	CRPT239 Regional Workforce Breakdown of ETA 9129 Regional Workforce Breakdown of ETA 9129
4.31.190	CRPT267 FSDEB CSV (Unknown Owner)
4.31.191	CRPT72 NM QIP SATA - MONTHLY

III. *Resource Loaded Project Schedule*

The RAD Data Warehouse Team are assigned to every task.

WBS	Task Name	Duration	Start	Finish
0	Reports	260 days	Mon 7/3/23	Fri 6/28/24
1	Project Management	260 days	Mon 7/3/23	Fri 6/28/24
1.1	Discovery/Initiation	95 days	Mon 7/3/23	Fri 11/10/23
1.2	Planning	103 days	Mon 7/3/23	Wed 11/22/23
1.3	Executing	250 days	Mon 7/3/23	Fri 6/14/24
1.4	Monitor & Control	250 days	Mon 7/3/23	Fri 6/14/24
1.5	Closing	10 days	Mon 6/17/24	Fri 6/28/24
2	Benefits Identification and Measures	250 days	Mon 7/3/23	Fri 6/14/24
3	Reports Process Operational Support	5 days	Mon 10/9/23	Fri 10/13/23

WBS	Task Name	Duration	Start	Finish
3.1	Integrate RAD Reporting Requests into Service Now	5 days	Mon 10/9/23	Fri 10/13/23
3.2	Create/Discover Process for Reports Access	5 days	Mon 10/9/23	Fri 10/13/23
4	Product Delivery	250 days	Mon 7/3/23	Fri 6/14/24
4.1	Evaluate Sources of Crystal Reports and Related Batches	250 days	Mon 7/3/23	Fri 6/14/24
4.2	Collect Infrastructure Related Crystal Report budget costs	250 days	Mon 7/3/23	Fri 6/14/24
4.3	Operational Project Transition Completed	60 days	Mon 7/3/23	Fri 9/22/23
4.4	CRPT07 Child Support Options	0 days	Mon 7/3/23	Mon 7/3/23
4.5	CRPT111 UC Bank Payment Processing Exceptions	0 days	Mon 7/3/23	Mon 7/3/23
4.6	CRPT114 UC Payment Summary	0 days	Mon 7/3/23	Mon 7/3/23
4.7	CRPT12 Claims Filed (By Process Date)	0 days	Mon 7/3/23	Mon 7/3/23
4.8	CRPT151 Weely Hearing Results	0 days	Mon 7/3/23	Mon 7/3/23
4.9	CRPT210 Appeals Case Decisions	0 days	Mon 7/3/23	Mon 7/3/23
4.1	CRPT212 Case Aging Report	0 days	Mon 7/3/23	Mon 7/3/23
4.11	CRPT214 Disposition Corrected Decisions	0 days	Mon 7/3/23	Mon 7/3/23
4.12	CRPT216 Docketed Disposed Pending with Time Lapse	0 days	Mon 7/3/23	Mon 7/3/23
4.13	CRPT219 Hearing Officer Postponements	0 days	Mon 7/3/23	Mon 7/3/23
4.14	CRPT224 Referee Productivity Report	0 days	Mon 7/3/23	Mon 7/3/23
4.15	CRPT226 Statewide Docketed Disposed Pending Report	0 days	Mon 7/3/23	Mon 7/3/23
4.16	CRPT229 TRA - Trade Readjustment Act Appeals Report	0 days	Mon 7/3/23	Mon 7/3/23
4.17	CRPT275 DUA Appeals Disposed	0 days	Mon 7/3/23	Mon 7/3/23
4.18	CRPT28 Daily Claims Entry Totals	0 days	Mon 7/3/23	Mon 7/3/23
4.19	CRPT306 Claimants with Out of State Benefits	0 days	Mon 7/3/23	Mon 7/3/23
4.2	CRPT358 STC Claims with Pending ADJ Issues Weekly	0 days	Mon 7/3/23	Mon 7/3/23
4.21	CRPT359 First Pay Due Report	0 days	Mon 7/3/23	Mon 7/3/23
4.22	CRPT391 DUA Appeals Filed	0 days	Mon 7/3/23	Mon 7/3/23
4.23	Release 322 - 10/15/2023	16 days	Mon 9/25/23	Mon 10/16/23
4.24	Ready For Release - 323 - 11/19/2023	41 days	Mon 9/25/23	Mon 11/20/23
4.24.1	CRPT441 1099G Summary Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.24.2	CRPT211: Develop Average Processing Time for Appeals Cases Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.24.3	CRPT227: Develop Time Lapse Percentage (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.24.4	CRPT26: Develop Cumulative Totals Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.24.5	CRPT115: Develop Untimely First Payment Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.24.6	CRPT98: Develop STC Summary Report (323)	41 days	Mon 9/25/23	Mon 11/20/23
4.25	UAT	1 day	Mon 9/25/23	Mon 9/25/23

WBS	Task Name	Duration	Start	Finish
4.26	In Development/Unit Testing	76 days	Mon 9/25/23	Mon 1/8/24
4.26.1	CRPT112: Develop UC Benefits Payment Register Report in Tableau (324)	56 days	Mon 9/25/23	Mon 12/11/23
4.26.2	CRPT217: Develop Docketing Productivity Report (324)	56 days	Mon 9/25/23	Mon 12/11/23
4.26.3	CRPT237: Develop Staff Assisted Continued Claims Report - Monthly, Daily, Quarterly (324)	56 days	Mon 9/25/23	Mon 12/11/23
4.26.4	CRPT253/255: Develop Earnings Weekly, Monthly Determinations by Examiner (Merged Weekly/Monthly/Quarterly) (324)	56 days	Mon 9/25/23	Mon 12/11/23
4.26.5	CRPT254/256 Earnings Weekly/Monthly Redeterminations by Examiner (324)	56 days	Mon 9/25/23	Mon 12/11/23
4.26.6	CRPT31: Develop Daily, Monthly SSA Statistics Report (324)	56 days	Mon 9/25/23	Mon 12/11/23
4.26.7	CRPT357: Develop Long Term Dated Stops Report (325)	51 days	Mon 10/30/23	Mon 1/8/24
4.26.8	CRPT359/360: Appeals Reversals Weekly Report (Merged Weekly/Monthly) (325)	51 days	Mon 10/30/23	Mon 1/8/24
4.26.9	CRPT368 Aging Issues Hold Within SOL/No Weeks Requested Report (325)	51 days	Mon 10/30/23	Mon 1/8/24
4.26.10	CRPT371 CancelledNonMonPending (325)	51 days	Mon 10/30/23	Mon 1/8/24
4.26.11	CRPT373 DUA Applications Report (325)	52 days	Fri 10/27/23	Mon 1/8/24
4.26.12	CRPT377AD DUA Activity - Applications Denied (325)	52 days	Fri 10/27/23	Mon 1/8/24
4.27	PBI Refinement	116 days	Mon 10/23/23	Mon 4/1/24
4.27.1	CRPT02 Analysis of Overpayments by Cause (32X)	71 days	Mon 10/30/23	Mon 2/5/24
4.27.2	CRPT05 Benefit Payment Control Cash Offset Activity (32X)	71 days	Mon 10/30/23	Mon 2/5/24
4.27.3	CRPT11 Claimant Repayment Summary (32X)	71 days	Mon 10/30/23	Mon 2/5/24
4.27.4	CRPT116F FPUC Voucher Payment Summary (32X)	71 days	Mon 10/30/23	Mon 2/5/24
4.27.5	CRPT116L LWA Voucher Payment Summary (32X)	71 days	Mon 10/30/23	Mon 2/5/24
4.27.6	CRPT117 Waiver Status Report (32X)	71 days	Mon 10/30/23	Mon 2/5/24
4.27.7	CRPT13 Collection Agency Reconciliation Report (32X)	96 days	Mon 10/23/23	Mon 3/4/24
4.27.8	CRPT139 Repayment Adjustment Detail Report (32X)	91 days	Mon 10/30/23	Mon 3/4/24
4.27.9	CRPT144 Released Special Voucher Payments (32X)	91 days	Mon 10/30/23	Mon 3/4/24

WBS	Task Name	Duration	Start	Finish
4.27.10	CRPT161 Daily REA Productivity Report (32X)	91 days	Mon 10/30/23	Mon 3/4/24
4.27.11	CRPT161W Weekly REA Productivity Report (32X)	91 days	Mon 10/30/23	Mon 3/4/24
4.27.12	CRPT283 Blocked Claims Issue (32X)	91 days	Mon 10/30/23	Mon 3/4/24
4.27.13	CRPT334 Wage_Determination_Issues Report (32X)	111 days	Mon 10/30/23	Mon 4/1/24
4.27.14	CRPT354 Automated Wage Update Detail Report (32X)	111 days	Mon 10/30/23	Mon 4/1/24
4.27.15	CRPT355 Automated Wage Update Workflow Report (32X)	111 days	Mon 10/30/23	Mon 4/1/24
4.27.16	CRPT361 Earning Overpayments by Overpaid Weeks Report (32X)	111 days	Mon 10/30/23	Mon 4/1/24
4.27.17	CRPT363 Auto Adjudicated JSR Report (32X)	111 days	Mon 10/30/23	Mon 4/1/24
4.27.18	CRPT377 DUA Activity - Applications Denied (32X)	111 days	Mon 10/30/23	Mon 4/1/24
4.28	In SRR Approval Routing	131 days	Mon 10/30/23	Mon 4/29/24
4.28.1	CRPT265D Protest Benefit Charges Workflow Queue (32X)	131 days	Mon 10/30/23	Mon 4/29/24
4.28.2	CRPT29 Daily Deposit Report (32X)	130 days	Tue 10/31/23	Mon 4/29/24
4.29	Documenting SRR	131 days	Mon 10/30/23	Mon 4/29/24
4.29.1	CRPT101 TAA TRA Waivers to Exhaust in 14 days (32X)	131 days	Mon 10/30/23	Mon 4/29/24
4.29.2	CRPT113 UC Liabilities Report (32X)	131 days	Mon 10/30/23	Mon 4/29/24
4.29.3	CRPT99 Summary Detail Tax Withholding (32X)	131 days	Mon 10/30/23	Mon 4/29/24
4.3	Requirements Phase	151 days	Mon 10/30/23	Mon 5/27/24
4.30.1	CRPT110 Twelve Month Old Cancellation Claims and Benefits - UBXFIND2605 (32X)	131 days	Mon 10/30/23	Mon 4/29/24
4.30.2	CRPT307 Over - Under Counts Report - (Not needed)	1 day	Tue 10/31/23	Tue 10/31/23
4.30.3	CRPT33 Debtor Credit Balance Refund Report (32X)	150 days	Tue 10/31/23	Mon 5/27/24
4.30.4	CRPT35/35D Deposit Detail/Summary Report (35 & 35D Merged)(32x)	150 days	Tue 10/31/23	Mon 5/27/24
4.30.5	CRPT35D Deposit Detail Daily Report (Merged with 35)	1 day	Tue 10/31/23	Tue 10/31/23
4.30.6	CRPT91 Refund Status Report (32x)	150 days	Tue 10/31/23	Mon 5/27/24
4.31	Not Started (Funnel)	10 days	Mon 7/3/23	Fri 7/14/23
4.31.1	CRPT100 Summary of Daily Disbursement Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.2	CRPT108 TRA Waivers Issued and Revoked Report	10 days	Mon 7/3/23	Fri 7/14/23

WBS	Task Name	Duration	Start	Finish
4.31.3	CRPT116 Voucher Payment Summary - UB2152-UB215	10 days	Mon 7/3/23	Fri 7/14/23
4.31.4	CRPT152 Pre-Certification Details Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.5	CRPT192 Payments Held for Review (HDEX) CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.6	CRPT193 Overpayments Held for Review	10 days	Mon 7/3/23	Fri 7/14/23
4.31.7	CRPT194 STC Plan Review Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.8	CRPT195 Manual Payments Detail	10 days	Mon 7/3/23	Fri 7/14/23
4.31.9	CRPT196 RETRO HOLD REPORT	10 days	Mon 7/3/23	Fri 7/14/23
4.31.10	CRPT197 FALL THROUGH OVERPAYMENTS	10 days	Mon 7/3/23	Fri 7/14/23
4.31.11	CRPT228 Time Lapse Statistics	10 days	Mon 7/3/23	Fri 7/14/23
4.31.12	CRPT232 Agency New Hire Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.13	CRPT233 On-demand EFT Deposit Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.14	CRPT240 CHECK FOR NEW UI ELIGIBILITY	10 days	Mon 7/3/23	Fri 7/14/23
4.31.15	CRPT243 Reimbursable Employer Monthly Charge CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.16	CRPT244 DUA Claims Terminated	10 days	Mon 7/3/23	Fri 7/14/23
4.31.17	CRPT245 UCFE-UCX Pending Monetary After 13 Days	10 days	Mon 7/3/23	Fri 7/14/23
4.31.18	CRPT246 BAM Open Cases	10 days	Mon 7/3/23	Fri 7/14/23
4.31.19	CRPT247 FL CWC Reject	10 days	Mon 7/3/23	Fri 7/14/23
4.31.20	CRPT248 Out of State (Shell) Claims Reject	10 days	Mon 7/3/23	Fri 7/14/23
4.31.21	CRPT249 UCFE AND UCX Reject	10 days	Mon 7/3/23	Fri 7/14/23
4.31.22	CRPT250 New Hire Late ADJ Fact-Finding Notifications	10 days	Mon 7/3/23	Fri 7/14/23
4.31.23	CRPT251 UCX/UCFE Timely Payment Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.24	CRPT252 Region LWDB02 (Okaloosa Walton) UCX Claims	10 days	Mon 7/3/23	Fri 7/14/23
4.31.25	CRPT257 Failed Document Status After Nightly Batch	10 days	Mon 7/3/23	Fri 7/14/23
4.31.26	CRPT258 QBC Report CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.27	CRPT259 Florida Paying CWC	10 days	Mon 7/3/23	Fri 7/14/23
4.31.28	CRPT260 INBOUND IB6 bill	10 days	Mon 7/3/23	Fri 7/14/23
4.31.29	CRPT261 BPC Appeals Hearing	10 days	Mon 7/3/23	Fri 7/14/23
4.31.30	CRPT262 Waiting Week Exemption Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.31	CRPT263 Unidentified Employer Protest Documents Queue	10 days	Mon 7/3/23	Fri 7/14/23
4.31.32	CRPT264 Process Response to Notice of Claim Queue	10 days	Mon 7/3/23	Fri 7/14/23

WBS	Task Name	Duration	Start	Finish
4.31.33	CRPT265 Protest Benefit Charges Workflow Queue Daily	10 days	Mon 7/3/23	Fri 7/14/23
4.31.34	CRPT265M Protest Benefit Charges Workflow Queue Monthly	10 days	Mon 7/3/23	Fri 7/14/23
4.31.35	CRPT265W Protest Benefit Charges Workflow Queue Weekly	10 days	Mon 7/3/23	Fri 7/14/23
4.31.36	CRPT266 BTQ Universe	10 days	Mon 7/3/23	Fri 7/14/23
4.31.37	CRPT269 FL DEBC Payments	10 days	Mon 7/3/23	Fri 7/14/23
4.31.38	CRPT270 Filed Appeals and Overpayment	10 days	Mon 7/3/23	Fri 7/14/23
4.31.39	CRPT271 Disposed Appeals and Overpayment	10 days	Mon 7/3/23	Fri 7/14/23
4.31.40	CRPT272 DUA Irma Payment Detail By Claimant And Week	10 days	Mon 7/3/23	Fri 7/14/23
4.31.41	CRPT273 DUA Irma Payment Totals By Claimant And Week	10 days	Mon 7/3/23	Fri 7/14/23
4.31.42	CRPT274 Wage Audit Overpayment Repayment	10 days	Mon 7/3/23	Fri 7/14/23
4.31.43	CRPT274F Supplemental Wage Audit Overpayment Repayment CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.44	CRPT275S 13082 Sally DUA Appeals Disposed Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.45	CRPT276 Regular RA DUA Related - UCFE, UCX, FL CWC Claims	10 days	Mon 7/3/23	Fri 7/14/23
4.31.46	CRPT277 Straight DUA - UCFE, UCX, CWC Claims	10 days	Mon 7/3/23	Fri 7/14/23
4.31.47	CRPT279 BIU-Wage Audit Adjudicator Wokflow	10 days	Mon 7/3/23	Fri 7/14/23
4.31.48	CRPT282 PRNC Closed Work Items	10 days	Mon 7/3/23	Fri 7/14/23
4.31.49	CRPT284 Release HDID Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.50	CRPT285 IB6I BILL STATUS	10 days	Mon 7/3/23	Fri 7/14/23
4.31.51	CRPT286 Detailed Untimely/Timely 1st Pay Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.52	CRPT287 Claims That Become Unlocked	10 days	Mon 7/3/23	Fri 7/14/23
4.31.53	CRPT288 Issues In-Progress Status Non-SOL Daily Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.54	CRPT289 BIU Appeals Decisions Notices	10 days	Mon 7/3/23	Fri 7/14/23
4.31.55	CRPT290 Debit Card Rejects Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.56	CRPT291 Child Support Percentage	10 days	Mon 7/3/23	Fri 7/14/23
4.31.57	CRPT292 Adjudicator Protest Determination Data Daily	10 days	Mon 7/3/23	Fri 7/14/23
4.31.58	CRPT293 Adjudicator Protest Determination Data Weekly	10 days	Mon 7/3/23	Fri 7/14/23
4.31.59	CRPT294 Pending Monetary CSV	10 days	Mon 7/3/23	Fri 7/14/23

WBS	Task Name	Duration	Start	Finish
4.31.60	CRPT295 All UCO2 generated	10 days	Mon 7/3/23	Fri 7/14/23
4.31.61	CRPT296 UC02 Not generated due to Locked Claimants or Claims list	10 days	Mon 7/3/23	Fri 7/14/23
4.31.62	CRPT297 UCO2 Status Counts	10 days	Mon 7/3/23	Fri 7/14/23
4.31.63	CRPT298 Employers or Agents having more than 100 UCO2s	10 days	Mon 7/3/23	Fri 7/14/23
4.31.64	CRPT299 412s Stuck in Pend or Proc	10 days	Mon 7/3/23	Fri 7/14/23
4.31.65	CRPT301S Determination Status Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.66	CRPT302 Auto-Adjudication Details	10 days	Mon 7/3/23	Fri 7/14/23
4.31.67	CRPT303 Adjudicator Quality Nonmon Determinations	10 days	Mon 7/3/23	Fri 7/14/23
4.31.68	CRPT304 Outstanding Workflow Items	10 days	Mon 7/3/23	Fri 7/14/23
4.31.69	CRPT305 412 Pull Queue report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.70	CRPT308 TRA Quarter Activity Counts and Details	10 days	Mon 7/3/23	Fri 7/14/23
4.31.71	CRPT309 FIRRE Employer Noncharge Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.72	CRPT310 Reopen After Wait Week Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.73	CRPT311 Collection Agency Exclusion list	10 days	Mon 7/3/23	Fri 7/14/23
4.31.74	CRPT312 Issues Holding Payments (Revised 03/28/2020) CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.75	CRPT313 Work_Items_Closed - Terminated_Daily Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.76	CRPT314 EARN Issues Pending Report CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.77	CRPT315 ICON Matrix (UCX-UCFE) Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.78	CRPT316 Equifax Inbound FED4 Electronic Responses	10 days	Mon 7/3/23	Fri 7/14/23
4.31.79	CRPT317 Staff Handled Monetary Determination and Redeterminations	10 days	Mon 7/3/23	Fri 7/14/23
4.31.80	CRPT318 Issue Creation Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.81	CRPT319 Waived Overpayments Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.82	CRPT321 CWAS Queue Month to Month Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.83	CRPT323 New Work Items All Staff Counts Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.84	CRPT324 Initial and Continued Claims by County of Residence (Weekly)	10 days	Mon 7/3/23	Fri 7/14/23
4.31.85	CRPT325 Reconciliation Daily	10 days	Mon 7/3/23	Fri 7/14/23
4.31.86	CRPT325W Reconciliation Weekly	10 days	Mon 7/3/23	Fri 7/14/23
4.31.87	CRPT326 Initial and Continued Claims by County of Residence (Monthly)	10 days	Mon 7/3/23	Fri 7/14/23
4.31.88	CRPT327 Payments by County of Residence	10 days	Mon 7/3/23	Fri 7/14/23

WBS	Task Name	Duration	Start	Finish
4.31.89	CRPT328 412 Employer Protest Pending Queue Items Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.90	CRPT329 412 Employer Protest Worked Queue Items Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.91	CRPT330 Appeals Metrics Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.92	CRPT331 Earnings and Remuneration Stuck as Affirmed Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.93	CRPT333 PRNC Priority Items Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.94	CRPT335 Voucher Details	10 days	Mon 7/3/23	Fri 7/14/23
4.31.95	CRPT337 Workflow Queue Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.96	CRPT339 Taxes Paid on Locked Claims Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.97	CRPT34 Claims Purged Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.98	CRPT340 NDNH New Hire Fictitious Employers Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.99	CRPT341 Wage report for claims requesting monetary reconsideration	10 days	Mon 7/3/23	Fri 7/14/23
4.31.100	CRPT343 SIDES Failed Separation Posts	10 days	Mon 7/3/23	Fri 7/14/23
4.31.101	CRPT344 SIDES Failed Earnings Verification Posts	10 days	Mon 7/3/23	Fri 7/14/23
4.31.102	CRPT345 SIDES Earnings Verification Response Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.103	CRPT347 Benefits by County of Residence Monthly	10 days	Mon 7/3/23	Fri 7/14/23
4.31.104	CRPT348 Benefits by County of Residence Annually	10 days	Mon 7/3/23	Fri 7/14/23
4.31.105	CRPT349 Civil Court Collections	10 days	Mon 7/3/23	Fri 7/14/23
4.31.106	CRPT350 Deceased Claimant Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.107	CRPT364 Daily Reporting Requirement Issues Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.108	CRPT365 SAVE Work authorization Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.109	CRPT366 Lack of Work queue list Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.110	CRPT367 Employer/TPA Login Counts Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.111	CRPT370 CNCL_Adjudication_weekly CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.112	CRPT372 CNCL_Adjudication_Daily CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.113	CRPT373S 13082 Sally DUA Application Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.114	CRPT374 DUA Federal Management Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.115	CRPT375 DUA Adjudication Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.116	CRPT375S 13082 Sally DUA Adjudication Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.117	CRPT376 DUA Audit - Payments Report	10 days	Mon 7/3/23	Fri 7/14/23

WBS	Task Name	Duration	Start	Finish
4.31.118	CRPT377S 13082 Sally DUA Activity Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.119	CRPT379 All Cases Assigned by Staff Outside Batch 265	10 days	Mon 7/3/23	Fri 7/14/23
4.31.120	CRPT385 Adjudicator Data Determination Weekly CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.121	CRPT386 Adjudicator Void Weekly CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.122	CRPT387 Adjudicator Auto Adjudication Weekly CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.123	CRPT389F Supplemental Overpayment Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.124	CRPT391S 13082 Sally DUA Appeals Filed Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.125	CRPT392 Certification Amounts and Counts	10 days	Mon 7/3/23	Fri 7/14/23
4.31.126	CRPT393 Pre-Certification Amounts and Counts Pre-Certification Amounts and Counts	10 days	Mon 7/3/23	Fri 7/14/23
4.31.127	CRPT395 Straight DUA Adjudication Timely Payment	10 days	Mon 7/3/23	Fri 7/14/23
4.31.128	CRPT396 DUA Related Timely Payment	10 days	Mon 7/3/23	Fri 7/14/23
4.31.129	CRPT397 Pending DUA Workload Items	10 days	Mon 7/3/23	Fri 7/14/23
4.31.130	CRPT400 Effective Date Change (CWC-FE-X Claims)	10 days	Mon 7/3/23	Fri 7/14/23
4.31.131	CRPT401 IB4Q Inbound Daily Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.132	CRPT402 FL CWC Recoverable Overpayment Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.133	CRPT403 Apply for PUA Link	10 days	Mon 7/3/23	Fri 7/14/23
4.31.134	CRPT404 Expired Claims	10 days	Mon 7/3/23	Fri 7/14/23
4.31.135	CRPT405 Exhausted Claims	10 days	Mon 7/3/23	Fri 7/14/23
4.31.136	CRPT406 Annual Overpayments Established by Month	10 days	Mon 7/3/23	Fri 7/14/23
4.31.137	CRPT407 1720A_Referred	10 days	Mon 7/3/23	Fri 7/14/23
4.31.138	CRPT408 1720B_Not_Referred	10 days	Mon 7/3/23	Fri 7/14/23
4.31.139	CRPT409 1720C_Written_Off_Waived	10 days	Mon 7/3/23	Fri 7/14/23
4.31.140	CRPT40DD DUA Financial Daily - Straight DUA	10 days	Mon 7/3/23	Fri 7/14/23
4.31.141	CRPT40DR DUA Financial Daily - Related DUA	10 days	Mon 7/3/23	Fri 7/14/23
4.31.142	CRPT40MD DUA Financial Monthly - Straight DUA	10 days	Mon 7/3/23	Fri 7/14/23
4.31.143	CRPT40MR DUA Financial Monthly - Related DUA	10 days	Mon 7/3/23	Fri 7/14/23
4.31.144	CRPT40QD DUA Financial Quarterly - Straight DUA	10 days	Mon 7/3/23	Fri 7/14/23

WBS	Task Name	Duration	Start	Finish
4.31.145	CRPT40QR DUA Financial Quarterly - Related DUA	10 days	Mon 7/3/23	Fri 7/14/23
4.31.146	CRPT40WR DUA Financial Weekly - Related DUA (336)	10 days	Mon 7/3/23	Fri 7/14/23
4.31.147	CRPT41 DUA-UI-ISSUES	10 days	Mon 7/3/23	Fri 7/14/23
4.31.148	CRPT410 Corrected Earnings Report for Auto Requested Weeks	10 days	Mon 7/3/23	Fri 7/14/23
4.31.149	CRPT411 Workflow SCIN Productivity	10 days	Mon 7/3/23	Fri 7/14/23
4.31.150	CRPT412 Workflow SCIN New and In Progress	10 days	Mon 7/3/23	Fri 7/14/23
4.31.151	CRPT413 Workflow SCIN Backlog	10 days	Mon 7/3/23	Fri 7/14/23
4.31.152	CRPT414 Workflow Returned Mail Productivity	10 days	Mon 7/3/23	Fri 7/14/23
4.31.153	CRPT415 Workflow Returned Mail New and In Progress	10 days	Mon 7/3/23	Fri 7/14/23
4.31.154	CRPT416 Workflow Returned Mail Backlog	10 days	Mon 7/3/23	Fri 7/14/23
4.31.155	CRPT417 Claimants_PEUC_NO_Weeks CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.156	CRPT418 Claimants_PUA_NO_Weeks CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.157	CRPT419 RA_Mon_Eligible_No_Weeks CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.158	CRPT420 Claim Counts by FIRRE State Montly Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.159	CRPT423 Debit Card Payment Recovery	10 days	Mon 7/3/23	Fri 7/14/23
4.31.160	CRPT424 State_And_Federal_Program_(RA, PEUC, EB, PUA)_Payments CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.161	CRPT424F Supplemental_(FPUC, LWA, MEUC, WW)_Payment CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.162	CRPT425 PEGA Unregistered Claim Count	10 days	Mon 7/3/23	Fri 7/14/23
4.31.163	CRPT428 Open EIRP Workflow Items CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.164	CRPT429 Daily Report of Ingested Pega Claims to CONNECT CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.165	CRPT430 COVID-19 Adjudication report CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.166	CRPT431 COVID-19 Appeals Filed report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.167	CRPT432 COVID-19 Appeals Disposed report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.168	CRPT433 COVID-19 Applications report CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.169	CRPT437 Debit Card list for Communication	10 days	Mon 7/3/23	Fri 7/14/23
4.31.170	CRPT438 Pending Monetary Management Workflow Queue	10 days	Mon 7/3/23	Fri 7/14/23
4.31.171	CRPT439 Open and Pend CWAS Workflows	10 days	Mon 7/3/23	Fri 7/14/23
4.31.172	CRPT444 UC_Benefit_Payments CSV	10 days	Mon 7/3/23	Fri 7/14/23

WBS	Task Name	Duration	Start	Finish
4.31.173	CRPT450 1099G All Generated CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.174	CRPT451 1099G Status Counts Per Output Type CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.175	CRPT452 1099G Amount For Each Claimant CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.176	CRPT453 49T All Generated CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.177	CRPT454 49T Status Counts Per Output Type CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.178	CRPT455 49T Amount Greater Than \$1 CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.179	CRPT457 SOL Wage Issues Report CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.180	CRPT458 Supplemental (FPUC, LWA, MEUC, WW) Payments Issued on Locked Claims	10 days	Mon 7/3/23	Fri 7/14/23
4.31.181	CRPT459 Overpayments Eligible for Collection Agency Referral	10 days	Mon 7/3/23	Fri 7/14/23
4.31.182	CRPT462 Daily SAVE Productivity Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.183	CRPT462W Weekly SAVE Productivity Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.184	CRPT59 Manual Charge Relief Report	10 days	Mon 7/3/23	Fri 7/14/23
4.31.185	CRPT79F Supplemental Overpayments Established for the Month CSV	10 days	Mon 7/3/23	Fri 7/14/23
4.31.186	CRPT85 Processed Cancelled and Replacement Payments DATETIME	10 days	Mon 7/3/23	Fri 7/14/23
4.31.187	CRPT92 Reissue Payment -UB2681-RQLST	10 days	Mon 7/3/23	Fri 7/14/23
4.31.188	CRPT93 Report of Good/Not Good Job Prospects_SRR	10 days	Mon 7/3/23	Fri 7/14/23
4.31.189	CRPT239 Regional Workforce Breakdown of ETA 9129 Regional Workforce Breakdown of ETA 9129	10 days	Mon 7/3/23	Fri 7/14/23
4.31.190	CRPT267 FSDEB CSV (Unknown Owner)	10 days	Mon 7/3/23	Fri 7/14/23
4.31.191	CRPT72 NM QIP SATA - MONTHLY	10 days	Mon 7/3/23	Fri 7/14/23
4.32	Not Needed	0 days	Mon 7/3/23	Mon 7/3/23
4.32.1	CRPT01 Agent Residence Summary Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.2	CRPT09 Claim Method (No Touch) Percentages (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.3	CRPT104 Total Unresolved Issues (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.4	CRPT107 TRA Recipient Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.5	CRPT118 Weekly Internet Claims Statistics (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.6	CRPT132 Weekly DARIS Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.7	CRPT142 Monthly Hearing Results (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23

WBS	Task Name	Duration	Start	Finish
4.32.8	CRPT143 Initial Skills Review Statistics Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.9	CRPT159 ETA 207 - Overpayment Detection and Recovery Activities (MC) (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.10	CRPT163 ETA 227 - Overpayment Detection and Recovery Activities (MC) (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.11	CRPT187 LexisNexis Usage Metrics Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.12	CRPT189 EUC-RES - No Show Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.13	CRPT190 EUC-RES - Completed Services Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.14	CRPT193F Supplemental Overpayments Held for Review (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.15	CRPT201 Full Succession Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.16	CRPT202 Leasing Companies Added to Claims Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.17	CRPT215 Dispositions Favorable to Appellant (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.18	CRPT218 Hearing Held Timely, Prepared Untimely (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.19	CRPT220 Hearing Officer Scheduled Hearing Contacts (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.20	CRPT221 Hearing Times by Issue (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.21	CRPT222 Number and Reason for Special Deputy Appeals (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.22	CRPT223 Percentage of Appeals Filed by Method (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.23	CRPT225 Special Deputy Monthly Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.24	CRPT238 COLA Pension Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.25	CRPT241 Overpayment Aging Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.26	CRPT241F Supplemental Overpayment Aging Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.27	CRPT242 Manually Trigger Retroactive Payment (Not Needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.28	CRPT268 Adjudicator Productivity Summary Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.29	CRPT270F Supplemental Filed Appeals and Overpayment (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23

WBS	Task Name	Duration	Start	Finish
4.32.30	CRPT30 Daily REA Nonmon Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.31	CRPT300 Determination Status - 9:00 AM (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.32	CRPT301 Determination Status - 3:30 PM (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.33	CRPT319F Supplemental Waived Overpayments (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.34	CRPT320 REA Non-monetary Issues Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.35	CRPT332 Pending LexisNexis Auth Issues (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.36	CRPT338 Overlapping Eligible Claims Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.37	CRPT342 SIDES Separation Response Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.38	CRPT346 Aging Report-Issue Details Continued Claims Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.39	CRPT351 UCFE Claim Register Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.40	CRPT352 UCX Claim Register Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.41	CRPT353 Aging Report-Issue Details-NonInitial Continued Claims Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.42	CRPT356 FCCC Daily In Out Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.43	CRPT361F Supplemental Earning Overpayments by Overpaid Weeks Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.44	CRPT362 Aging_Report-Issue_Details-InitialClaims (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.45	CRPT377PW DUA Activity - Paid Week (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.46	CRPT388 DUA_LA_Call_Center_counts (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.47	CRPT426 ALM99228_RFI_First Payments_Prod (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.48	CRPT427 RFI_ALM99322_Pega_Claims_Count (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.49	CRPT434 TFS94377_firre_rfi (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.50	CRPT874 ALM109874_RFI_ETA539 (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.51	CRPT95 SSA UIQ Statistical Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.52	CRPT230 BTQ Case History Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.53	CRPT231 BAM Case History Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23

WBS	Task Name	Duration	Start	Finish
4.32.54	CRPT322 New Hire Fictitious Employers - DOR (Not Needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.55	CRPT336 ETA-207 Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.56	CRPT399 ETA 207 Validation Report (Not needed)	0 days	Mon 7/3/23	Mon 7/3/23
4.32.57	CRPT255 Earnings Monthly Determinations by Examiner (Merged with 253/256) Not needed	0 days	Mon 7/3/23	Mon 7/3/23
4.32.58	CRPT256 Earnings Monthly Redeterminations by Examiner (Merged with 253/255) Not needed	0 days	Mon 7/3/23	Mon 7/3/23
4.32.59	CRPT360 Appeals Reversals Monthly Report (Merged with 359 Weekly/Monthly) (Not Needed)	0 days	Mon 7/3/23	Mon 7/3/23

IV. Project Spending Plan

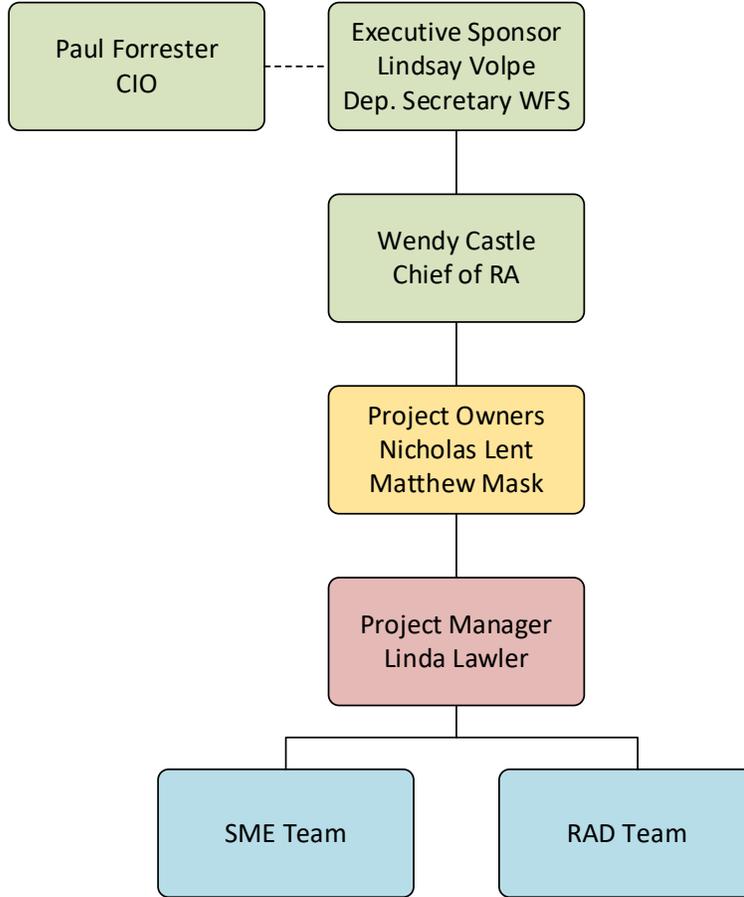
The Reports Project uses existing operational resources, therefore there is no project spend.

FY 2021-22 Expenditures	FY 2022-23 Expenditures
<i>Software: 0.00</i>	<i>Software: 0.00</i>
<i>Other OpEx (Vendor Deliverables): 0.00</i>	<i>Other OpEx (Vendor Deliverables): 0.00</i>
<i>Other CapEx: \$0.00</i>	<i>Other CapEx: 0.00</i>

V. Project Organization and Methodology

A. Project Organizational Chart

The organizational chart for the reporting project is shown below.



(Note: RAD is not an acronym, it's a name chosen by the team which is normal Agile practice.)

B. Project Roles and Responsibilities

The table below shows those assigned to roles on this project.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Wendy Castle	Chief of RA Program Owner	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Paul Forrester	CIO Program Owner Work Group	<ul style="list-style-type: none"> • Responsible for the Strategy of the Department IT • Responsible for Staffing and Support plans • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs
Nicolas Lent, Matthew Mask	Project Owners	<ul style="list-style-type: none"> • Contributes subject matter expertise • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables • Reviews and approves RFCs
Linda Lawler	Project Manager	<ul style="list-style-type: none"> • Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence • Completes all documents related to the project • Identifies and manages risks according to the project plan
SME Team	Subject Matter Expert(s)	<ul style="list-style-type: none"> • Evaluates the business need for reports • Contributes subject matter expertise • Prioritizes reports
RAD Team	Data Engineers	<ul style="list-style-type: none"> • Breaks requirements documents into product backlog items • Redesigns reports for the data warehouse • Converts crystal reports to data warehouse reports

C. Project Management Methodology

The Department will use a project management methodology in compliance with project

management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure the Department's satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. The Department believes strong project management is critical throughout the life of any successful project.

For this project, the Department's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from the Department within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the Department Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- The Department's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

The Department believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

There have not been any identified needs on the Reports project since there are no changes to business processes.

VII. Project Risk Management Plan

Risks are evaluated and handled in weekly RAID meeting for socialization and, if necessary, resolution.

NOTE: This section will align with the Program Management Plan's RMP and should be updated every month as risks change and are updated. Risks are maintained on a regular basis within Service Now. Weekly RAID review meetings are held with senior leadership present.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1.				
2.				
3.				
4.				
5.				

VIII. Capacity Plan

The Reports project uses existing resources so there is no need for capacity planning.



OPERATIONAL WORK PLAN FOR PRODUCT & DATA MANAGEMENT

**FLORIDA COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2023-2024

QUARTER 2

PREPARED ON 11/07/2023

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SECTION 1 — OVERALL PROJECT PLAN

I. *Project Charter*

The objective of Product & Data Management is to discover and document with Workforce Services all databases, repositories, solutions--all places that include RA data--and add these to a user- friendly data dictionary and data catalog.

The data dictionary and data catalog are to contain detailed, specific information on how the data is being used, data imported or exported to other agencies, dependences on all information regardless of location, including but not limited to applications, spreadsheets, access databases, systems, and other locations, and file shares that may not be widely known. Data that is duplicated will be identified and traced to its use, locations used, and any other relevant information.

This objective prevents dependent systems and organizations from being negatively impacted by ensuring their needs are known prior to archiving and purging data.

A. **Scope Statement**

While identification of targets for scope are still in progress, the following will be included:

In Scope

- Workforce Services Data Dictionary – A user-friendly document that contains Reconnect tables and fields, where they are used, any dependencies to other items, for example, One Stop, SharePoint applications, custom Access databases, and spreadsheets. The discovery process may uncover more items where data is being used that are not listed here.
- Workforce Services Data Catalog – A list of data assets in Workforce Services organized for use by data analysts or business users.
- Parking Lot List of data that is “Redundant, Obsolete, Trivial” (aka ROT) per business units’ recommendation.

Out of Scope

- Externally hosted vendor applications that contain Workforce Services data (for example, ImageAPI)
- Data Cleanup
- Archiving & Purging of Data
- Data Governance (Open Issue)

B. **Project Objectives and Business Benefits**

This initiative identifies information necessary in support of products and services provided to the Department’s customers so that the lifecycle of data can be managed.

Project Objective	Business Benefit
Documenting Workforce Services information from the System to data storage	<ul style="list-style-type: none"> • Documentation to support justification for use of data and storage per Workforce Services responsibilities.
Creation of or improvement to business units’ evaluation of the use of data and its justification for storage	<ul style="list-style-type: none"> • Ensures that data stored has a defined purpose and value. • Identification of data that no longer has value. • Documented relationships of data items in a user-friendly manner.

Project Objective	Business Benefit
	<ul style="list-style-type: none"> • Identification of data shared across multiple business units.

C. Critical Success Factors

- Delivery of the User-Friendly Data Dictionary
- Delivery of the Data Catalog
- Delivery of the Parking Lot List
- Transition Data Dictionary and Data Catalog to RA Operations

D. Key Dates

Key Date	Importance and Relevance to the Project
10/30/2023 – 11/28/2023	Creation of Data Dictionary Template
11/29/2023 – 12/13/2023	Product Management Workgroup - Discovery Planning
12/14/2023 – 06/11/2024	Schedule & Execute Discovery Workshops
06/12/2024 – 06/28/2024	Transition to Operations

E. Major Deliverables

Major project deliverables are listed below.

Major Deliverable	Deliverable Description
Project Management Plan	Collection of documents related to scope, schedule, and cost.
Project Workgroup Meetings	Project workgroup meetings are designed to hash out technical requirements/solutions to meet business needs. There will also be business workgroup meetings for requirements gathering and refinement. These meetings exclude executive management so the project team can freely discuss issues and risks.
Project Status Meetings	Usually less than 15-minutes, these meetings are for executive management to update them on project progress and to answer any questions.
SharePoint site for Project Information	Requests for access should be submitted to the Project Manager
Products	<ul style="list-style-type: none"> • Data Dictionary • Data Catalog • Parking Lot List
Project Closeout Report	Documentation of completion of project deliverables and accomplishments.

F. Major Milestones

The major milestones are listed below.

Major Deliverable	Deliverable Description
Project Management Plan	Collection of documents related to scope, schedule and cost.
Project Workgroup Meetings	Project workgroup meetings are designed to hash out technical requirements/solutions to meet business needs.

Major Deliverable	Deliverable Description
	There will also be business workgroup meetings for requirements gathering and refinement. These meetings exclude executive management so the project team can freely discuss issues and risks.
Project Status Meetings	Usually less than 15-minutes, these meetings are for executive management to update them on project progress and to answer any questions.
SharePoint site for Project Information	Requests for access should be submitted to the Project Manager
Products	<ul style="list-style-type: none"> • Data Dictionary • Data Catalog • Parking Lot List
Project Closeout Report	Documentation of completion of project deliverables and accomplishments.

G. Key Stakeholders

The product deliverables in this initiative are critical to the people listed below.

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, Florida Department of Commerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer / Work Group
Paul Forrester	Chief Information Officer / Program Owner / Work Group
Tisha Womack	Chief Financial Officer
Vamsi Pasala	Enterprise Architect
Wendy Castle	Modernization Program Owner – Business
Jamie Dattoli	Project Owner - Business
Matthew Mask	Project Owner - WSER
Nicole Sanislow	Modernization Program Manager – Business
Tom Richardson	Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	Modernization Program Manager – Strategic Planning Office
Sushma Kavarthapu	Modernization Program Manager – Information Technology
Linda Lawler	Project Manager

H. Significant Project Assumptions and Constraints

This initiative requires a high level of business knowledge:

- Knowledge and experience in Workforce Services business practices
- Knowledge and experience of USDOL business rules and requirements for maintaining the Reemployment Assistance Federal Program
- Knowledge of the data used to measure Florida’s data quality and timeliness.
- Knowledge of best practices in data management and governance

Therefore, the lists below are not to be considered comprehensive.

Project Assumptions

1. All relevant stakeholders will attend required status and workgroup meetings. However, there may be instances where some stakeholders are unavailable to attend.

2. The project sponsor will be responsive and prepared to make decisions regarding the project cost and scope.
3. Discoveries related to data sources, integrity and other concerns will be communicated to the program workgroup for discussion and next steps as soon as possible after discovery.

Project Constraints

1. Limited human resources available with institutional knowledge of the reemployment assistance program
2. Limited time available [I.e. 06/30/23 completion date is set]
3. Limited funding for procurement of a tool and/or services.

II. Work Breakdown Structure

The project schedule is in the early stages of development. This work breakdown structure is subject to change until a final schedule can be reviewed and approved.

WBS	Task Name
0	Product and Data Management
1	Project Management
1.1	Discovery/Initiation
1.1.1	4.1 Project Charter Creation
1.1.2	13.1 Identification of Stakeholders
1.2	Planning
1.2.1	4.2 Develop Project Management Plan
1.2.2	5.1 Plan Scope Management
1.2.3	5.2 Collect Project Requirements
1.2.4	5.3 Define Scope
1.2.5	5.4 Create WBS
1.2.6	6.1 Plan Schedule Management
1.2.7	6.2 Define Activities
1.2.8	6.3 Sequence Activities
1.2.9	6.4 Estimate Activity Durations
1.2.10	6.5 Develop Schedule
1.2.11	7.1 Plan Cost Management
1.2.12	7.2 Estimate Costs
1.2.13	7.3 Determine Budget
1.2.14	8.1 Plan Quality Management
1.2.15	9.1 Plan Resource Management
1.2.16	9.2 Estimate Activity Resources
1.2.17	10.1 Plan Communications Management
1.2.18	11.1 Plan Risk Management
1.2.19	11.2 Identify Risks

WBS	Task Name
1.2.20	11.3 Perform Qualitative Risk Analysis
1.2.21	11.4 Perform Quantitative Risk Analysis
1.2.22	11.5 Perform Risk Responses
1.2.23	12.1 Plan Procurement Management
1.2.24	13.2 Plan Stakeholder Engagement
1.3	Executing
1.3.1	4.3 Direct and Manage Project Work
1.3.2	4.4 Manage Project Knowledge
1.3.3	8.2 Manage Quality
1.3.4	9.3 Acquire Resources
1.3.5	9.4 Develop Team
1.3.6	9.5 Manage Team
1.3.7	10.2 Manage Communications
1.3.8	11.6 Implement Risk Response
1.3.9	12.2 Conduct Procurements
1.3.10	13.3 Manage Stakeholder Engagement
1.4	Monitor & Control
1.4.1	4.5 Monitor & Control Project Work
1.4.2	4.6 Perform Integrated Change Control
1.4.3	5.5 Validate Scope
1.4.4	5.6 Control Scope
1.4.5	6.6 Control Schedule
1.4.6	7.4 Control Costs
1.4.7	8.3 Control Quality
1.4.8	9.6 Control Resources
1.4.9	10.3 Monitor Communications
1.4.10	11.7 Monitor Risks
1.4.11	12.3 Control Procurements
1.4.12	13.4 Manage Stakeholder Engagement
1.5	Closing
1.5.1	4.7 Control Project or Phase
2	Discovery
2.1	Create Data Dictionary Document Template
2.1.1	Review Data Dictionary Sample from WSER
2.1.2	Discuss Workforce Services Data/Naming Standards
2.1.3	Create FL Commerce Data Dictionary Template
2.1.4	Review FL Commerce Data Dictionary Template
2.1.5	Approve FL Commerce Data Dictionary Template

WBS	Task Name
2.2	Product Management Workgroup - Discovery Planning
2.2.1	Create Discovery Strategy
2.2.2	Review Discovery Strategy
2.2.3	Approve Discovery Strategy
2.3	Schedule Discovery Workshops
2.3.1	Identify Business Sections per Business Unit
2.3.2	Create Workforce Services Product Catalog Template
2.3.3	Create Discovery Workshop Presentation
2.3.4	Create Workforce Services Product/Data Catalog by Business Unit
2.3.5	Post Workshop Cleanup
3	Transition to Operations
3.1	Identify Maintenance Team
3.2	Confirm BU Maintenance Strategy
3.3	Confirm Benefits Measures Completed
3.4	Approve Final Transition to Maintenance Team

III. Resource Loaded Project Schedule

Resource assignments are in progress. When completed they will be included in this document.

WBS	Task Name	Duration	Start	Finish
0	Product and Data Management	260 days	Mon 7/3/23	Fri 6/28/24
1	Project Management	260 days	Mon 7/3/23	Fri 6/28/24
1.1	Discovery/Initiation	92 days	Mon 7/3/23	Tue 11/7/23
1.1.1	4.1 Project Charter Creation	90 days	Mon 7/3/23	Fri 11/3/23
1.1.2	13.1 Identification of Stakeholders	92 days	Mon 7/3/23	Tue 11/7/23
1.2	Planning	110 days	Mon 7/3/23	Fri 12/1/23
1.2.1	4.2 Develop Project Management Plan	97 days	Mon 7/3/23	Tue 11/14/23
1.2.2	5.1 Plan Scope Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.3	5.2 Collect Project Requirements	110 days	Mon 7/3/23	Fri 12/1/23
1.2.4	5.3 Define Scope	85 days	Mon 7/3/23	Fri 10/27/23
1.2.5	5.4 Create WBS	60 days	Mon 7/3/23	Fri 9/22/23
1.2.6	6.1 Plan Schedule Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.7	6.2 Define Activities	110 days	Mon 7/3/23	Fri 12/1/23
1.2.8	6.3 Sequence Activities	110 days	Mon 7/3/23	Fri 12/1/23
1.2.9	6.4 Estimate Activity Durations	110 days	Mon 7/3/23	Fri 12/1/23
1.2.10	6.5 Develop Schedule	110 days	Mon 7/3/23	Fri 12/1/23
1.2.11	7.1 Plan Cost Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.12	7.2 Estimate Costs	110 days	Mon 7/3/23	Fri 12/1/23

WBS	Task Name	Duration	Start	Finish
1.2.13	7.3 Determine Budget	110 days	Mon 7/3/23	Fri 12/1/23
1.2.14	8.1 Plan Quality Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.15	9.1 Plan Resource Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.16	9.2 Estimate Activity Resources	110 days	Mon 7/3/23	Fri 12/1/23
1.2.17	10.1 Plan Communications Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.18	11.1 Plan Risk Management	110 days	Mon 7/3/23	Fri 12/1/23
1.2.19	11.2 Identify Risks	110 days	Mon 7/3/23	Fri 12/1/23
1.2.20	11.3 Perform Qualitative Risk Analysis	110 days	Mon 7/3/23	Fri 12/1/23
1.2.21	11.4 Perform Quantitative Risk Analysis	110 days	Mon 7/3/23	Fri 12/1/23
1.2.22	11.5 Perform Risk Responses	110 days	Mon 7/3/23	Fri 12/1/23
1.2.23	12.1 Plan Procurement Management	0 days	Mon 7/3/23	Mon 7/3/23
1.2.24	13.2 Plan Stakeholder Engagement	110 days	Mon 7/3/23	Fri 12/1/23
1.3	Executing	150 days	Mon 12/4/23	Fri 6/28/24
1.3.1	4.3 Direct and Manage Project Work	150 days	Mon 12/4/23	Fri 6/28/24
1.3.2	4.4 Manage Project Knowledge	150 days	Mon 12/4/23	Fri 6/28/24
1.3.3	8.2 Manage Quality	150 days	Mon 12/4/23	Fri 6/28/24
1.3.4	9.3 Acquire Resources	150 days	Mon 12/4/23	Fri 6/28/24
1.3.5	9.4 Develop Team	150 days	Mon 12/4/23	Fri 6/28/24
1.3.6	9.5 Manage Team	150 days	Mon 12/4/23	Fri 6/28/24
1.3.7	10.2 Manage Communications	150 days	Mon 12/4/23	Fri 6/28/24
1.3.8	11.6 Implement Risk Response	150 days	Mon 12/4/23	Fri 6/28/24
1.3.9	12.2 Conduct Procurements	150 days	Mon 12/4/23	Fri 6/28/24
1.3.10	13.3 Manage Stakeholder Engagement	150 days	Mon 12/4/23	Fri 6/28/24
1.4	Monitor & Control	260 days	Mon 7/3/23	Fri 6/28/24
1.4.1	4.5 Monitor & Control Project Work	260 days	Mon 7/3/23	Fri 6/28/24
1.4.2	4.6 Perform Integrated Change Control	260 days	Mon 7/3/23	Fri 6/28/24
1.4.3	5.5 Validate Scope	260 days	Mon 7/3/23	Fri 6/28/24
1.4.4	5.6 Control Scope	260 days	Mon 7/3/23	Fri 6/28/24
1.4.5	6.6 Control Schedule	260 days	Mon 7/3/23	Fri 6/28/24
1.4.6	7.4 Control Costs	260 days	Mon 7/3/23	Fri 6/28/24
1.4.7	8.3 Control Quality	260 days	Mon 7/3/23	Fri 6/28/24
1.4.8	9.6 Control Resources	260 days	Mon 7/3/23	Fri 6/28/24
1.4.9	10.3 Monitor Communications	260 days	Mon 7/3/23	Fri 6/28/24
1.4.10	11.7 Monitor Risks	260 days	Mon 7/3/23	Fri 6/28/24
1.4.11	12.3 Control Procurements	260 days	Mon 7/3/23	Fri 6/28/24
1.4.12	13.4 Manage Stakeholder Engagement	260 days	Mon 7/3/23	Fri 6/28/24
1.5	Closing	5 days	Mon 6/24/24	Fri 6/28/24
1.5.1	4.7 Control Project or Phase	5 days	Mon 6/24/24	Fri 6/28/24

WBS	Task Name	Duration	Start	Finish
2	Discovery	162 days	Mon 10/30/23	Tue 6/11/24
2.1	Create Data Dictionary Document Template	22 days	Mon 10/30/23	Tue 11/28/23
2.1.1	Review Data Dictionary Sample from WSER	10 days	Mon 10/30/23	Fri 11/10/23
2.1.2	Discuss Workforce Services Data/Naming Standards	5 days	Mon 11/13/23	Fri 11/17/23
2.1.3	Create FL Commerce Data Dictionary Template	5 days	Mon 11/20/23	Fri 11/24/23
2.1.4	Review FL Commerce Data Dictionary Template	1 day	Mon 11/27/23	Mon 11/27/23
2.1.5	Approve FL Commerce Data Dictionary Template	1 day	Tue 11/28/23	Tue 11/28/23
2.2	Product Management Workgroup - Discovery Planning	11 days	Wed 11/29/23	Wed 12/13/23
2.2.1	Create Discovery Strategy	5 days	Wed 11/29/23	Tue 12/5/23
2.2.2	Review Discovery Strategy	5 days	Wed 12/6/23	Tue 12/12/23
2.2.3	Approve Discovery Strategy	1 day	Wed 12/13/23	Wed 12/13/23
2.3	Schedule Discovery Workshops	129 days	Thu 12/14/23	Tue 6/11/24
2.3.1	Identify Business Sections per Business Unit	10 days	Thu 12/14/23	Wed 12/27/23
2.3.2	Create Workforce Services Product Catalog Template	7 days	Thu 12/28/23	Fri 1/5/24
2.3.3	Create Discovery Workshop Presentation	10 days	Mon 1/8/24	Fri 1/19/24
2.3.4	Create Workforce Services Product/Data Catalog by Business Unit	101 days	Mon 1/22/24	Mon 6/10/24
2.3.5	Post Workshop Cleanup	1 day	Tue 6/11/24	Tue 6/11/24
3	Transition to Operations	13 days	Wed 6/12/24	Fri 6/28/24
3.1	Identify Maintenance Team	5 days	Wed 6/12/24	Tue 6/18/24
3.2	Confirm BU Maintenance Strategy	4 days	Wed 6/19/24	Mon 6/24/24
3.3	Confirm Benefits Measures Completed	3 days	Tue 6/25/24	Thu 6/27/24
3.4	Approve Final Transition to Maintenance Team	1 day	Fri 6/28/24	Fri 6/28/24

IV. Project Spending Plan

The project budget has not been identified at this time.

FY 2021-22 Expenditures

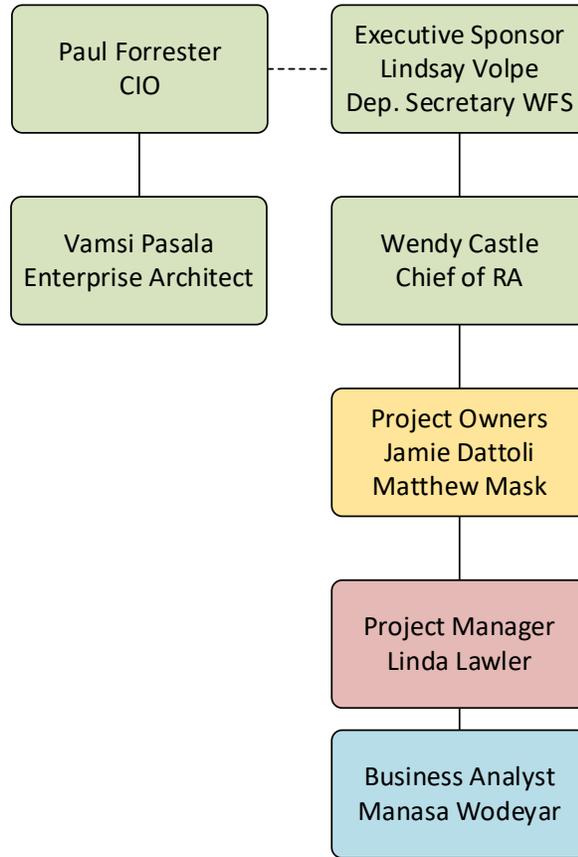
FY 2022-23 Expenditures

<i>Software: \$0.00</i>	<i>Software: \$0.00</i>
<i>Other OpEx (Vendor Deliverables): \$0.00</i>	<i>Other OpEx (Vendor Deliverables): \$0.00</i>
<i>Other CapEx: \$0.00</i>	<i>Other CapEx: 0.00</i>

V. Project Organization and Methodology

A. Project Organizational Chart

This chart will be flushed out further pending resource additions in the development and database areas.



B. Project Roles and Responsibilities

The resources listed below are necessary for success of this initiative.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	<ul style="list-style-type: none"> Provide guidance on overall strategic direction Advising the Strategic Planning Office and project manager of risks that may impact the project Facilitate resolution of significant issues in the project Reviewing and signing off on key milestones
Paul Forrester	CIO Program Owner Work Group	<ul style="list-style-type: none"> Responsible for the Strategy of the Department IT Responsible for Staffing and Support plans

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Responsible for day-to-day operations • Responsible for working closely with programs on technology needs •
Wendy Castle	Chief of RA Program Owner	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Jamie Dattoli	Chief of RA Appeals Project Owner	<ul style="list-style-type: none"> • Contributes subject matter expertise and resources needed from each business unit • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables • Reviews and approves RFCs
Matthew Mask	WSER Project Owner	<ul style="list-style-type: none"> • Contributes subject matter expertise and resources needed from each business unit • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables • Reviews and approves RFCs
Linda Lawler	Project Manager	<ul style="list-style-type: none"> • Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence • Completes all documents related to the project • Identifies and manages risks according to the project plan
Vamsi Pasala	Architect and Technical Lead	<ul style="list-style-type: none"> • Responsible for assisting the team in finding solutions to issues elevated to him • Is available to project sponsors for technical questions regarding direction of the project and any dependencies/impacts of other projects

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team.
Manasa Wodeyar	Business Analyst	<ul style="list-style-type: none"> Complete assigned project tasks in accordance with the Project Schedule Assists the project manager with meeting highlights and other documentation
Business Requirements Team	Subject Matter Expert(s) in Business Units	<ul style="list-style-type: none"> Contributes subject matter expertise. Complete assigned project tasks in accordance with the Project Schedule Identifies risks and issues to the Project Managers Assists the Project Managers in responding to risks and issues Assists the Project Manager in evaluating change requests

C. Project Management Methodology

The Department will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure the Department’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. The Department believes strong project management is critical throughout the life of any successful project.

For the Product and Data Management project, the Department’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from the Department within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the Department Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- The Department’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

The Department believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership

- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

Identification of the need for Business Organizational Change Management is in progress. Additional information will be provided soon.

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1.				
2.				
3.				
4.				
5.				

VIII. Capacity Plan

Resource needs are being identified as the project scope and task prioritization is more clearly defined. Capacity Planning will be provided in future operational work plans.



**OPERATIONAL WORK PLAN
FOR
APPEALS WORKFLOW MANAGEMENT
SYSTEM**

**FLORIDA DEPARTMENT OF COMMERCE
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2023-2024

QUARTER 2

PREPARED ON 11/5/2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Appeals Workflow Management System project is part of the Florida Department of Commerce’s Continuous Modernization Program, hereafter referred to as “Continuous Mod.”

In support of Continuous Mod, FloridaCommerce maintains the Reemployment Assistance Claims and Benefits Information System, commonly referred to as “Reconnect,” hereafter referred to as “the System.”

The System serves as the central repository to file, track, view, and process Reemployment Assistance claims. The System functions as the core benefits administration platform for FloridaCommerce staff, claimants, and employers and Third-Party Administrators (TPAs). The System provides online access to apply for benefits, view, and track claims, set up payment information, respond to fact-finding requests, and protest and appeal eligibility determinations. For employers, the System allows access to respond to and protest inquiries regarding claimants receiving Reemployment Assistance benefits. Additionally, the System allows employers to grant TPAs access to perform specific administrative functions.

The current Appeals Workflow Management System is a collection of functions and features inside the System. Being built over a decade ago, the System and the functions and features that comprise the Appeals Workflow Management System are in need of modernization.

A. Scope Statement

In Scope

- All appropriated, budgeted, and approved tasks necessary to implement the Appeals Workflow Management System.
- Subsequent transition to application maintenance and support.
- New features, improvements to existing features, and fixes to non-working functionality comprise the project scope. Most of those items are already captured as Help Desk tickets in ServiceNow. A few others have already been established via information gather with appeals Subject Matter Experts (SMEs). The list of in-scope items is captured in the project charter and is not repeated here.

Out of Scope

- Any work that is not specifically listed as “in scope.”
- Any work that is not appropriated, budgeted, and approved.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Improve the existing Appeals Workflow Management System	<ol style="list-style-type: none">1. Streamlined appeals workflow for both claimants and FloridaCommerce Appeals SMEs.2. Increases in SME efficiency and the improved Appeals processing times that would result.3. Better customer service to claimants and the increased

	goodwill that would result.
--	-----------------------------

C. Critical Success Factors

The work to improve the existing Appeals Workflow Management System will most likely be performed by in-house software developers and testers, all of whom have expertise in working with the System. The Appeals SMEs – those who use the System every day in executing the job of the Appeals team – will guide development of the improvements and will review and approve the result. In both cases (developers/testers and SMEs), resource allocation will be critical to the success of the project. Our resources are shared across multiple projects, so maintaining an accurate project schedule, accurately forecasting resource requirements, and accurately forecasting dates and durations will be critical to correctly allocating resources.

D. Key Dates

Key Dates (anticipated)	Importance and Relevance to the Project
11/30/2023	Initiation Phase Ends
12/15/2023	Planning Phase Ends
11/30/2023	Execution Phase Starts
6/29/2024	Project Ends

E. Major Deliverables

8/25/2023	Deliverable 1: Project Kick-Off Meeting
11/15/2023	Deliverable 2: Project Management Plan & Transition Plan
9/29/2023	Deliverable 3: Project Schedule
6/30/2024	Deliverable 4: Go Live

F. Major Milestones

Major Milestone	Milestone Description
Procurement Phase Complete	Completed
Initiation Phase Complete	In progress
Planning Phase Complete	In progress
Execution Phase Complete	Not started
Monitor and Controlling Phase Complete	In progress
Closing Phase Complete	Not started

G. Key Stakeholders

Key Stakeholders	Project Interest
J. Alex Kelly	Secretary, FloridaCommerce

Domenic DiLullo	Chief Technology Officer / Work Group
Paul Forrester	Chief Information Officer / Work Group
Tisha Womack	Chief Financial Officer / Work Group
Lindsay Volpe	Deputy Secretary, Division of Workforce Services / Work Group
Wendy Castle	Modernization Program Owner – Business
Nicole Sanislow	Modernization Program Manager – Business
Jamie Dattoli	Project Owner
Tom Richardson	Modernization Program Manager – Strategic Planning Office
Thomas Hoverman	Organizational Change Management Lead
Christian Stephens	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

- FloridaCommerce will provide resources capable of completing the required analysis, development, testing, and review tasks at the highest quality. Those resources must be dedicated to the tasks at a level that enables them to complete those tasks at the schedule deadlines.

Project Constraints

- Human resources are finite and, due to the complexity of the System, could not be replaced with equivalent expertise in the time required.
- End date of 6/30/2024 cannot be moved.

II. Work Breakdown Structure

	i	WBS	Task Name	Duration	% Com	Start	Finish
1		1	AWMS ... START	229 days	25%	Mon 8/14/23 8:00 AM	Fri 7/5/24 5:00 PM
2	✓	1.1	Before the project became a project	16 days	100%	Mon 8/14/23 8:00 AM	Tue 9/5/23 5:00 PM
3		1.2	Initiation	47 days	93%	Tue 9/5/23 5:00 PM	Thu 11/9/23 5:00 PM
4	✓	1.2.1	Risk and Complexity Assessment	18 days	100%	Tue 9/5/23 5:00 PM	Fri 9/29/23 5:00 PM
9	✓	1.2.2	Stakeholders Register	9 days	100%	Mon 9/18/23 5:00 PM	Fri 9/29/23 5:00 PM
14		1.2.3	Deliverable: Project Charter	30 days	96%	Mon 9/25/23 5:00 PM	Mon 11/6/23 5:00 PM
20	✓	1.2.4	Project Kickoff Meeting	2 days	100%	Mon 9/25/23 5:00 PM	Wed 9/27/23 5:00 PM
26		1.2.5	Conduct Lessons Learned Meeting	3 days	0%	Mon 11/6/23 5:00 PM	Thu 11/9/23 5:00 PM
32		1.2.6	Initiation Phase complete	0 days	0%	Thu 11/9/23 5:00 PM	Thu 11/9/23 5:00 PM
33		1.3	Planning	54 days	83%	Tue 9/5/23 5:00 PM	Tue 11/21/23 5:00 PM
34		1.3.1	Planning Phase Start	0 days	0%	Thu 11/9/23 5:00 PM	Thu 11/9/23 5:00 PM
35	✓	1.3.2	Deliverable: Human Resource Plan	3 days	100%	Thu 10/19/23 8:00 AM	Mon 10/23/23 5:00 PM
40	✓	1.3.3	Deliverable: Communication Plan	3 days	100%	Thu 10/19/23 8:00 AM	Mon 10/23/23 5:00 PM
45	✓	1.3.4	Deliverable: Project Schedule - First Full Draft	4 days	100%	Mon 9/25/23 5:00 PM	Fri 9/29/23 5:00 PM
52		1.3.5	Deliverable: Project Management Plan	25 days	98%	Fri 9/29/23 5:00 PM	Fri 11/3/23 5:00 PM
58	✓	1.3.6	Deliverable: Project Budget	3 days	100%	Mon 9/25/23 5:00 PM	Thu 9/28/23 5:00 PM
64	✓	1.3.7	Deliverable: Project Spending Plan	12 days	100%	Thu 9/28/23 5:00 PM	Mon 10/16/23 5:00 PM
70		1.3.8	Complete Impact Analysis	1 day	0%	Mon 11/6/23 8:00 AM	Mon 11/6/23 5:00 PM
71		1.3.9	Requirements	54 days	77%	Tue 9/5/23 5:00 PM	Tue 11/21/23 5:00 PM
87		1.3.10	Design	3 days	0%	Mon 11/13/23 5:00 PM	Thu 11/16/23 5:00 PM
93		1.3.11	Complete the Planning Gate R&C Assessment	1 day	0%	Tue 11/14/23 8:00 AM	Tue 11/14/23 5:00 PM
94		1.4	Planning Phase Complete	0 days	0%	Thu 11/16/23 5:00 PM	Thu 11/16/23 5:00 PM
95		1.5	Execution	162 days	0%	Thu 11/16/23 5:00 PM	Fri 7/5/24 5:00 PM
96		1.5.1	Execution Phase Start	0 days	0%	Thu 11/16/23 5:00 PM	Thu 11/16/23 5:00 PM
97		1.5.2	Prepare Operations and Maintenance Plan (only required for Level 2-4 projects)	5 days	0%	Fri 11/17/23 8:00 AM	Mon 11/27/23 5:00 PM
98		1.5.3	Required Project Development	158 days	0%	Thu 11/16/23 5:00 PM	Mon 7/1/24 5:00 PM
207		1.5.4	Conduct Lessons Learned Meeting	4 days	0%	Mon 7/1/24 5:00 PM	Fri 7/5/24 5:00 PM
213		1.6	Execution Phase complete	0 days	0%	Fri 7/5/24 5:00 PM	Fri 7/5/24 5:00 PM
214		1.7	Monitoring and Controlling	209 days	22%	Wed 8/30/23 5:00 PM	Wed 6/26/24 5:00 PM
672		1.8	Project Closeout	2 days	0%	Wed 6/26/24 5:00 PM	Fri 6/28/24 5:00 PM
686		1.9	Closeout Phase complete	0 days	0%	Fri 6/28/24 5:00 PM	Fri 6/28/24 5:00 PM
687		2	AWMS ... FINISH	0 days	0%	Fri 6/28/24 5:00 PM	Fri 6/28/24 5:00 PM

III. Resource Loaded Project Schedule

The resource-loaded project schedule is available as a [Microsoft Project file](#) at this Sharepoint location:

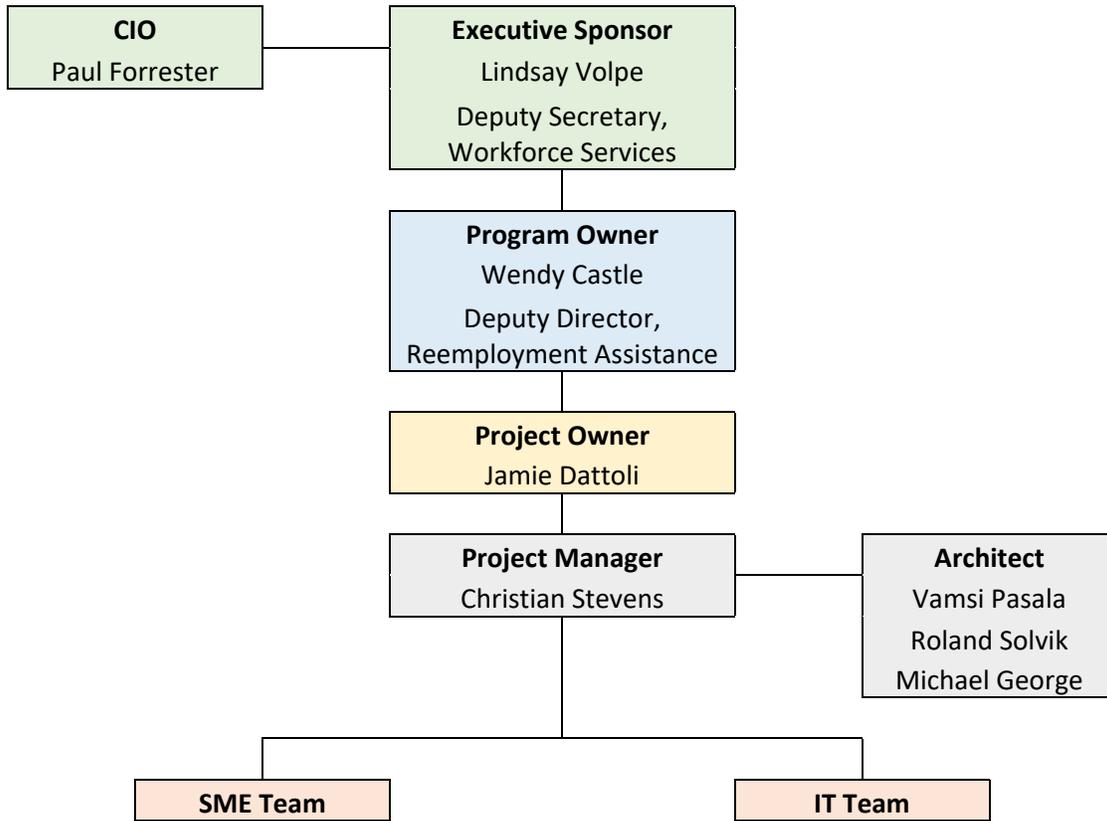
Central Repository > CM Projects > CM Projects > 21- Appeals Workflow Management System > Project Management > Rule 60GG Documents (Working) > Monitoring and Controlling > Project Schedule (Working)

IV. Project Spending Plan

FY 2023-24 Expenditures
Software: \$0.00
Other OpEx (Vendor Deliverables): \$779,714.50
Other CapEx: 0.00

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor / Work Group	<ul style="list-style-type: none"> Provide guidance on overall strategic direction. Advising the Strategic Planning Office and project manager of risks that may impact the project. Facilitate resolution of significant issues in the project. Reviewing and signing off on key milestones.
Domenic DiLullo	CTO / Work Group	<ul style="list-style-type: none"> Provide guidance on overall strategic direction. Advising the Strategic Planning Office and project manager of risks that may impact the project.

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> Facilitate resolution of significant issues in the project. Reviewing and signing off on key milestones.
Paul Forrester	CIO / Work Group	<ul style="list-style-type: none"> Provide guidance on overall strategic direction. Advising the Strategic Planning Office and project manager of risks that may impact the project. Facilitate resolution of significant issues in the project. Reviewing and signing off on key milestones.
Tisha Womack	CFO / Work Group	<ul style="list-style-type: none"> Provide guidance on overall strategic direction. Advising the Strategic Planning Office and project manager of risks that may impact the project. Facilitate resolution of significant issues in the project. Reviewing and signing off on key milestones.
Wendy Castle	Chief of RA	<ul style="list-style-type: none"> Provide guidance on overall strategic direction. Advising the Strategic Planning Office and project manager of risks that may impact the project. Facilitate resolution of significant issues in the project. Reviewing and signing off on key milestones.
Jamie Dattoli	Project Owner / Chief, RA Appeals	<ul style="list-style-type: none"> Contributes subject matter expertise. Assists the Project Managers in responding to risks and issues. Assists the Project Manager in evaluating change requests. Reviews deliverables and project documents, identifying any deficiencies. Reviews and approves deliverables. Reviews and approves RFCs.
Christian Stephens	Project Manager	<ul style="list-style-type: none"> Manages all aspects of the project and ensures compliance with project plan.

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan. • Manages vendor deliverables and schedule adherence.
SME Team	Subject Matter Expert(s)	<ul style="list-style-type: none"> • Process development tasks • Contributes subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with Risk and Issue Management as described in the Project Management Plan • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests

C. Project Management Methodology

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

- FloridaCommerce’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of FloridaCommerce’s lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

See the Risk and Complexity Assessment that accompanies the Initiation phase documents for this project.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Low	High	Adjust schedule accordingly	PM
Divisional and/or Bureau resistance of new process	Medium	Medium	Involve management and impacted staff throughout engagement to increase adoption rate and ensure a successful transition	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM
Identified technical solutions do not address requirements	Low	Medium	Procure necessary solution(s)	SME/ Implementation Teams, Owner
Procurement(s) are outside of available budget.	Low	Medium	Identify alternative solutions, seek additional funding. As of this writing, procurement is not expected. This risk would therefore be not applicable.	SME Team, Owner
Resource requirements for execution of roadmap are beyond original expectations.	Medium	Medium	Prioritize highest-risk access flows, adjust schedule, plan additional phases.	PM/SME

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- **Establish Cross-Functional Team:** To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- **Calculate Resource Capacity:** Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- **Determine Resource Requirements:** For each project, look at the scope and what resources are required to do the task for the project.
- **Prioritize Projects:** Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- **Allocate Resources Based on Project Priority:** Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- **Keep the Lines of Communications Open:** Communicate between executives, project management leaders and stakeholders.
- **Document Known Risks:** Monitor risks such as weather, government regulations that stop a project or create new ones unexpectedly.
- **Plan for How to Handle Too Much Capacity:** Understand where it is and how to resolve it (such as reassigning), or not enough capacity (again, where/how).



**OPERATIONAL WORK PLAN
FOR
DOCUMENT IMAGING SYSTEM**

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2023-2024

QUARTER 2

PREPARED ON 11-08-23

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

FloridaCommerce is looking to modernize the central intake physical mail process for the Reemployment Assistance program using a document management system that has API call functionality that could allow calls from Reconnect and its subcomponents to pull data from the cloud-based central intake document repository.

The document management system must have the ability to process the barcodes that are generated by Reconnect so that documents can be automatically linked to the document ID (bar code) associated with claimants, ingested, and so that Reemployment Assistance program staff can make decisions timely and accurately.

A. Scope Statement

The goal of this project is to streamline the process for central intake using a document management system that can process and read the documents upon ingestion and automatically categorize them based on the document type using the identifiers on the document using optical character recognition.

In Scope

- Procure necessary services and/or products to implement the automated and modernized central intake physical mail process.

Out of Scope

- Modernization of other ingestion workflows.

B. Project Objectives and Business Benefits

Reconnect generates thousands of correspondences and distributes correspondence based on the communications preference selected by each claimant. Reconnect defaults correspondence to physical mail if the claimant does not opt to receive electronic mail as their preference. Documents are handled in the Reemployment Assistance Central Intake Unit in two scenarios.

1. Scenario 1:

The Reemployment Assistance program requests additional information from claimants and employers to process benefits applications timely and accurately. There is no mandate to submit the documents in a specific way, and documents are submitted either electronically or physically. The central intake process is initiated when physical mail from the claimant or employer is received by the Central Intake Unit.

2. Scenario 2:

Mail sent by FloridaCommerce is returned due to a bad address or a change of address. Returned mail is also scanned and indexed to the appropriate claimant or employer file.

Current challenges associated with the central intake process cause delays across the Reemployment Assistance program and impact its ability to process reemployment assistance benefits timely and accurately.

C. Critical Success Factors

The following factors are being used as measurement for success:

- Scanners are installed and used to process physical mail.
- Scanners can read barcodes and associate mail with claimants in Reconnect.

D. Key Dates

Key Date	Importance and Relevance to the Project
August 15, 2023	Project Kick Off Meeting
October 20, 2023	Project Charter Approved
October 27, 2023	Requirements Approved
November 8, 2023	RFQ Created
December 1, 2023	Vendor Response
December 15, 2023	Request for Information Process Completed
January 5, 2023	Procurement of Vendor Completed
January 12, 2024	Development to Begin

E. Major Deliverables

This project is made up of multiple major deliverables and paths:

1. Procure necessary services and products to implement the automated and modernized central intake physical mail process.

Major Deliverable	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP after review and approval by FloridaCommerce
Technical Design Document	Vendor and FloridaCommerce create the technical design document for the solution
Business Rules Traceability Matrix	The BA and PM conduct a series of work sessions to drill down in detail the data mapping that can be used to drive the technical and process related business requirements.
Project Closeout Report	The PM provides the Project Closeout Report

F. Major Milestones

Major Milestone	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP after review and approval by FloridaCommerce.
Technical Design Document	Vendor and FloridaCommerce create the technical design document for the solution
Business Rules Traceability Matrix	The BA and PM conduct a series of work sessions to drill down in detail the data mapping that can be used to drive the document imaging system processes and requirements.

Major Milestone	Deliverable Description
Project Closeout Report	The PM provides the Project Closeout Report

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, Department of Commerce
Lindsay Volpe	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Tisha Womack	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager – Business
El Lise Bethel	RA Modernization Acting Project Owner
Karmyn Hill	RA Modernization Acting Project Owner
Tom Richardson	RA Modernization Lead Program Manager – Strategic Planning Office
Thomas Holliday	RA Modernization Program Manager – Strategic Planning Office
David Sinclair	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

1. This project will include a procurement for products and/or services.
2. Any modifications to existing records management policies and procedures or record retention rules will be handled outside the scope of the project by Reemployment Assistance and FloridaCommerce’s Office of the General Counsel.
3. The assigned IT resources possess relevant knowledge and skills to complete the identified tasks.
4. Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.
5. All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.
6. The project sponsor will be responsive and prepared to make decisions regarding the project cost and scope.

Project Constraints

1. Staff availability to engage in the project throughout the lifecycle could be a risk.
2. Scanning capability to integrate with the scanning software.

II. Work Breakdown Structure

The Work Breakdown Structure (WBS) below represents the high-level deliverables for the project, from inception (Initiation) to completion (Project Closeout). To avoid duplication, the lower-level work packages are represented with their due dates in Section D. Key Dates.

WBS	Task Name
1	FloridaCommerce-Document Imaging System
1.1	Initiation
1.1.1	Risk and Complexity Assessment

WBS	Task Name
1.1.2	PM Deliverable: Project Charter
1.1.3	Project Charter complete
1.1.4	Stakeholders Register
1.1.5	Project Kickoff Meeting
1.1.6	Conduct Lessons Learned Meeting
1.2	Initiation Phase complete
1.3	Planning
1.3.1	PM Deliverable: Resource Plan
1.3.2	Resource Plan Complete
1.3.3	PM Deliverable: Project Schedule
1.3.4	Project Schedule complete
1.3.5	PM Deliverable: Project Management Plan
1.3.6	Project Management Plan complete
1.3.7	PM Deliverable: Project Budget
1.3.8	Project Budget complete
1.3.9	PM Deliverable: Project Spending Plan
1.3.10	MILESTONE: Project Spending Plan complete
1.3.11	Complete Impact Analysis
1.3.12	Requirements:
1.3.13	Complete the Planning Gate R&C Assessment
1.3.14	Conduct Lessons Learned Meeting
1.4	MILESTONE: Planning Phase complete
1.5	Execution
1.5.1	Review RFQ
1.5.2	Approve RFQ
1.5.3	Purchasing Review and Adjustments
1.5.4	Record Level Detail Requirements Gathering Completed
1.5.5	Phase I: RFI Solution Evaluations
1.5.6	Conduct Lessons Learned Meeting
1.5.7	Transition to Operations
1.6	Execution Phase complete
1.7	Monitoring and Controlling
1.7.1	Manage Project Schedule
1.7.2	Manage Project Costs
1.7.3	Manage Project Scope
1.7.4	Manage Project Risks
1.7.5	Manage Project Issues
1.7.6	Manage Decisions
1.7.7	Manage Action Items

WBS	Task Name
1.7.8	Manage Cybersecurity
1.7.9	Conduct Regularly scheduled Status Meetings
1.7.10	Prepare Regularly scheduled Status Reports
1.8	Monitoring and Controlling Phase Complete
1.9	Project Closeout
1.9.1	PM Deliverable: Project Closeout Report
1.9.2	Project Closeout Report complete
1.9.3	Conduct Lessons Learned Meeting
1.1	Closeout Phase complete

III. Resource Loaded Project Schedule

As stated in Section II, Work Breakdown Structure, since this is a high-level representation of the project, the project team names are not reflected. The names are listed in Section V.B. Project Roles and Responsibilities, Project Team.

The project management deliverables mentioned below are required by Florida Administrative Code, Rule 60GG.

WBS	Task Name	% Complete	Duration	Start	Finish
1	22 FloridaCommerce-Document Imaging System	5%	325 days	Tues 8/01/23	Fri 6/28/24
1.1	Initiation	90%	45 days	Tues 8/1/23	Tue 9/26/23
1.1.1	Risk and Complexity Assessment	100%	1 days	Mon 8/15/23	Mon 8/15/23
1.1.2	PM Deliverable: Project Charter	90%	20 days	Mon 8/15/23	Tue 10/20/23
1.1.3	Project Charter complete	90%	1 days	Tue 10/20/23	Fri 1/17/23
1.1.4	Stakeholders Register	100%	1 day	Mon 8/22/23	Mon 8/22/23
1.1.5	Project Kickoff Meeting	100%	1day	Mon 8/15/23	Mon 8/15/23
1.1.6	Conduct Lessons Learned Meeting	0%	2 days	Mon 9/25/23	Tue 9/26/23
1.2	Initiation Phase complete	70%	0 days	Fri 9/29/23	Fri 10/20/23
1.3	Planning	0%	120 days	9/29/23	Mon 1/15/24
1.3.1	RFQ Conducted	0%	30 days	Fri 11/3/23	Fri 12/01/23
1.3.2	Resource Plan Complete	0%	5 days	Fri 11/3/23	Fri 11/10/23
1.3.3	PM Deliverable: Project Schedule	0%	15 days	Mon 12/11/23	Fri 1/5/24
1.3.4	Project Schedule complete	0%	0 days	Mon 1/8/24	Mon 1/8/24
1.3.5	PM Deliverable: Project Management Plan	0%	59 days	Mon 1/8/24	Mon 1/8/24
1.3.6	Project Management Plan complete	0%	0 days	Mon 1/8/24	Mon 1/8/24
1.3.7	PM Deliverable: Project Budget	0%	13 days	Mon 1/8/24	Mon 1/8/24
1.3.8	Project Budget complete	0%	0 days	Mon 1/8/24	Mon 1/8/24
1.3.9	PM Deliverable: Project Spending Plan	0%	3 days	Mon 1/8/24	Mon 1/8/24

WBS	Task Name	% Complete	Duration	Start	Finish
1.3.10	MILESTONE: Project Spending Plan complete	0%	0 days	Mon 1/8/24	Mon 1/8/24
1.3.11	Complete Impact Analysis	0%	1 day	Mon 1/8/24	Mon 1/8/24
1.3.12	Requirements:	50%	116 days	Mon 9/18/23	Mon 1/8/24
1.3.13	Complete the Planning Gate R&C Assessment	50%	1 day	Mon 1/8/24	Mon 1/8/24
1.3.14	Conduct Lessons Learned Meeting	0	2 days	Thus 1/11/24	Thus 1/11/24
1.4	MILESTONE: Planning Phase complete	0	0 days	Fri 1/12/24	Fri 1/12/24
1.5	Execution	0	156 days	Mon 1/15/24	Fri 6/28/24

IV. Project Spending Plan

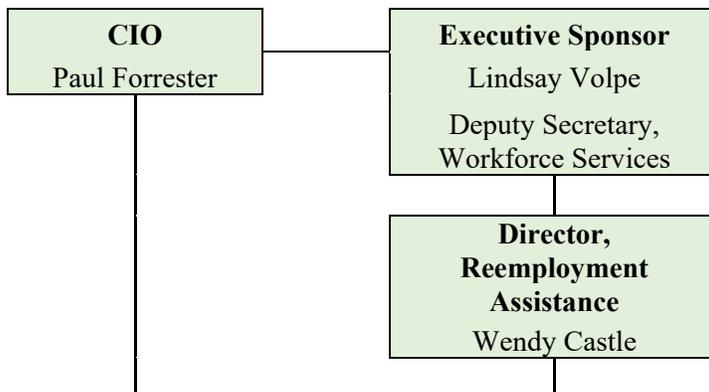
The Document Imaging System project has existing resources assigned, therefore, there is no current spend for this project. Expenditures are anticipated once a procurement is complete and a contract for products and/or services is executed.

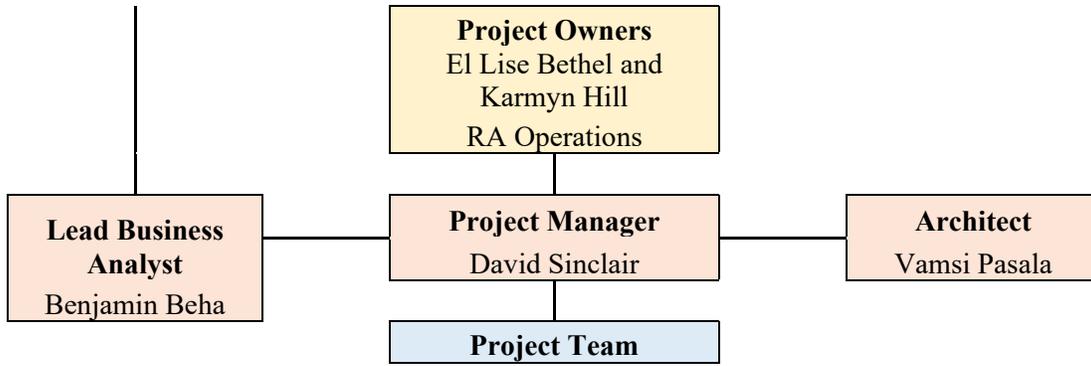
FY 2023-24 Expenditures	FY 2024-25 Expenditures
Software: \$0.00	Software: \$0.00
Other OpEx (Vendor Deliverables): \$0.00	Other OpEx (Vendor Deliverables): \$0.00
Other CapEx: \$0.00	Other CapEx: \$0.00

V. Project Organization and Methodology

A. Project Organizational Chart

The Project Manager meets with project stakeholders every week on Request for Information, business rules progress, and to answer general status questions. This meeting is also the forum for escalating issues that require all project stakeholders to resolve together.





B. Project Roles and Responsibilities

The staff mentioned below are instrumental in facilitating the needs of the team so that the project outcome meets expectations.

The project sponsors also work with their direct reports if the team has issues that require elevation.

The Legal and Records Management Liaison works directly with Reemployment Assistance to provide guidance when record series requests may differ from what is allowed legally or by FloridaCommerce Policy.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	<ul style="list-style-type: none"> Provide guidance on overall strategic direction Advising the Strategic Planning Office and project manager of risks that may impact the project Facilitate resolution of significant issues in the project Reviewing and signing off on key milestones
Paul Forrester	Project Sponsor/Chief Information Officer (CIO)	<ul style="list-style-type: none"> Responsible for the Strategy of FloridaCommerce IT Responsible for Staffing and Support plans Responsible for day-to-day operations Responsible for working closely with programs on technology needs
Wendy Castle	Project Sponsor/Director of Reemployment Assistance	<ul style="list-style-type: none"> Provide guidance on overall strategic direction. Advising the Strategic Planning Office and project manager of risks that may impact the project. Facilitate resolution of significant issues in the project
El Lise Bethel and Karmyn Hill	Project Owner's	<ul style="list-style-type: none"> Represents the interests of the stakeholders to the DW Team Monitors project progress. Approves project definition. Approves plans and schedules. Validates project deliverables meet expectations.

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Tracks project benefit recognition, risk retention and mitigation activities • Acts as liaison between teams and Management for issue escalation and resolution
David Sinclair	Project Manager	<ul style="list-style-type: none"> • Manages all aspects of the project and ensure compliance with project plan. • Monitors project progress and schedule adherence. • Completes all documents related to the project. • Identifies and manages risks according to the project plan
Vamsi Pasala	Architect and Technical Lead	<ul style="list-style-type: none"> • Responsible for assisting the team(s) in coordinating the most appropriate solution for Document Imaging • Assists the team with identifying integration points with other projects and evaluating any risks. • Is available to executive management, the program team, and the project team for technical questions regarding direction of the project and any dependencies/impacts of other projects. • Assists the PM in coordinating additional technical resources/SMEs, if necessary, for the team. • Has historical knowledge of the Connect system since Go Live
Benjamin Beha	Business Analyst	<ul style="list-style-type: none"> • Responsible for assisting the Enterprise Solution Architect in coordinating the most appropriate solution. • Is available to executive management, the program team, and the project team for technical questions regarding direction of the project. • Assists the PM in coordinating additional technical resources/SMEs, if necessary, for the team. • Has years of historical knowledge of the Connect system

C. Project Management Methodology

The path to archiving and purging data requires transparency, excellent communication, and an overall process that supports both.

FloridaCommerce will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure FloridaCommerce’s satisfaction and project success. Successful project management must include active and visible leadership,

multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. FloridaCommerce believes strong project management is critical throughout the life of any successful project.

For this project, FloridaCommerce’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from FloridaCommerce within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the FloridaCommerce Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- FloridaCommerce’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

FloridaCommerce believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project will need Organizational Change Management since the project is taking back scanning of physical mail from a third-party vendor back to FloridaCommerce staff.

VII. Project Risk Management Plan

Currently there are no new risks for this project.

Project risks can be raised by anyone on the project. These risks are then entered into the department’s tool where they are discussed during weekly meetings. They are tracked in these meetings until the risk is closed.

Risk meetings, hosted by program management, are attended by sponsors and stakeholders of this project.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1.				

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
2.				
3.				
4.				
5.				

VIII. Capacity Plan

This project will look at the capacity of mail to determine the amount of scanners that would be needed to keep up with the capacity.

REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION
Back of Bill (100270), Back of Bill (105174), and CONTRACTED SERVICES (100778)
Projected Spend Plan Summary
as of 11/30/2023

SFY 2023-2024

	Appropriation		July	August	September	October	November	December	January	February	March	April	May	June	TOTAL	PROJ REVERT
Maintenance & Operations	Projected		558,920.00	724,273.51	856,174.82	86,283.06	31,476.75	8,776,321.12	1,158,194.51	874,152.05	891,027.05	1,111,154.05	791,027.05	2,265,806.31	\$ 18,124,810.28	\$ 17,345,976.62
	Actual	19,114,695	558,920.00	253,032.25	563,676.98	71,188.50	31,476.75	-	-	-	-	-	-	-	\$ 1,478,294.48	\$ 1,768,718
Continuous Modernization	Projected		723,263.40	2,631,150.86	3,559,164.07	818,533.21	778,181.10	7,978,182.27	8,257,704.44	1,646,337.82	8,937,857.90	2,013,155.15	1,379,553.28	2,325,983.75	\$ 41,049,067	41,827,901
	Actual	46,669,112	723,263.40	3,102,392.12	3,851,661.91	833,627.77	778,181.10	-	-	-	-	-	-	-	\$ 9,289,126	4,841,211
Total	Projected		\$ 1,282,183.40	\$ 3,355,424.37	\$ 4,415,338.89	\$ 904,816.27	\$ 809,658	\$ 16,754,503	\$ 9,415,899	\$ 2,520,490	\$ 9,828,885	\$ 3,124,309	\$ 2,170,580	\$ 4,591,790	\$ 59,173,878	\$ 59,173,878
	Actual	65,783,807	\$ 1,282,183.40	\$ 3,355,424.37	\$ 4,415,338.89	\$ 904,816.27	\$ 809,657.85	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,767,420.78	\$ 6,609,929
	Projected Check		-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Actual Check		-	-	-	-	-	-	-	-	-	-	-	-	-	-
			Q1		Q2		Q3		Q4							
			Actual	\$9,052,947	Projected	\$18,468,978	Projected	\$21,765,274	Projected	\$9,886,680						

EXPENDITURE SUMMARY BY APPROPRIATION CATEGORY

CATEGORY		SFY 23-24	July	August	September	October	November	December	January	February	March	April	May	June	Total	Revert	
100270	Appropriation	\$ 3,504,402													\$ -		
	Release		\$ 876,100		\$ 876,092			\$ 876,105			\$ 876,105				\$ 3,504,402		
	Expenditures																
	Revert/Reappropriate Amt	UCIVV (GR)	\$ 67,792.67	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	Revert/Reappropriate Amt	UCMNT (GR)	\$ 3,048,473.76	\$ 558,920	\$ (376,649.40)	\$ 563,676.98	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 745,947.58	
	Revert/Reappropriate Amt	UCMOD (GR)	\$ 388,135.57	\$ 407,656	\$ (113,447.87)	\$ 77,996.44	\$ 13,680.00	\$ 432,077.76	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 817,962.73	
		UCIVV (Proj)						\$ -	\$ 67,793	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 67,792.67	
		UCMNT (Proj)						\$ -	\$ 507,831	\$ 393,045	\$ 129,952	\$ 129,952	\$ 129,952	\$ 129,952	\$ 491,054	\$ 1,911,740.62	
		UCMOD (Proj)						\$ -	\$ (406,980)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (406,979.50)	
		Approp Bal	\$ 3,504,402	\$ 2,537,826	\$ 3,027,923	\$ 2,386,249	\$ 2,372,569	\$ 1,940,492	\$ 1,771,847	\$ 1,378,802	\$ 1,248,850	\$ 1,118,897	\$ 988,945	\$ 858,992	\$ 367,938	\$ 3,136,464	\$ 367,938
		Release Balance		\$ (90,476)	\$ 399,621	\$ 634,039	\$ 620,359	\$ 188,282	\$ 895,742	\$ 502,697	\$ 372,745	\$ 1,118,897	\$ 988,945	\$ 858,992	\$ 367,938	\$ 367,938	
	100778	Appropriation	\$ 16,066,221													\$ -	
		Release		\$ 4,016,555		\$ 4,016,515		\$ -	\$ 4,016,515			\$ 4,016,515				\$ 16,066,100	
UCMNT (GR)			\$ -	\$ 629,682	\$ -	\$ 71,188.50	\$ 31,477	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 732,347		
UCMOD (GR)			\$ -	\$ 775,224	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 775,224		
UCMNT (Proj)			\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,047,323	\$ 765,149	\$ 744,200	\$ 761,075	\$ 981,202	\$ 661,075	\$ 1,774,752	\$ 14,734,775		
UCMOD (Proj)			\$ -	\$ -	\$ -	\$ -	\$ -	\$ (775,224)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (775,224)		
Approp Bal		\$ 16,066,221	\$ 16,066,221	\$ 14,661,315	\$ 14,661,315	\$ 14,590,127	\$ 14,558,650	\$ 5,511,327	\$ 5,521,401	\$ 4,777,202	\$ 4,016,127	\$ 3,034,925	\$ 2,373,851	\$ 599,099	\$ 15,467,122	\$ 599,099	
Release Balance		\$ -	\$ 4,016,555	\$ 2,611,649	\$ 6,628,164	\$ 6,556,976	\$ 6,525,499	\$ 1,494,691	\$ 1,504,765	\$ 760,566	\$ 4,016,006	\$ 3,034,804	\$ 2,373,730	\$ 598,978	\$ 15,333,753		
Appropriation		\$ 4,202,213													\$ -		
Release			\$ 4,202,213												\$ 4,202,213		
UCEG1 (EQUITY TF)			\$ -	\$ -	\$ 1,336,633	\$ 14,440	\$ 59,945	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,411,018	
UCEG1 (EQUITY TF) Proj			\$ -	\$ -	\$ -	\$ -	\$ -	\$ 586,429	\$ 83,133	\$ 68,133	\$ 68,133	\$ 64,800	\$ 64,800	\$ 72,588	\$ 1,008,017		
Approp Bal		\$ 4,202,213	\$ 4,202,213	\$ 4,202,213	\$ 2,865,580	\$ 2,851,140	\$ 2,791,195	\$ 2,204,766	\$ 2,121,632	\$ 2,053,499	\$ 1,985,366	\$ 1,920,566	\$ 1,855,766	\$ 1,783,177	\$ 1,783,177	\$ 1,783,177	
Release Balance	\$ -	\$ 4,202,213	\$ 4,202,213	\$ 2,865,580	\$ 2,851,140	\$ 2,791,195	\$ 2,204,766	\$ 2,121,632	\$ 2,053,499	\$ 1,985,366	\$ 1,920,566	\$ 1,855,766	\$ 1,783,177	\$ 2,791,195			
105174	Appropriation	\$ 42,010,971													\$ -		
	Release		\$ 17,883,487												\$ 17,883,487		
	Revert/Reappropriate Amt	FRR21 (GR)	\$ 315,607	\$ 2,440,616	\$ 2,437,031.99	\$ 805,507.77	\$ 286,158	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,284,921		
		FRR21 (Proj)						\$ 7,727,331	\$ 8,174,571	\$ 1,578,204	\$ 8,869,725	\$ 1,948,355	\$ 1,314,753	\$ 2,253,395	\$ 31,866,335		
	Approp Bal	\$ 42,010,971	\$ 41,695,364	\$ 39,254,748	\$ 36,817,716	\$ 36,012,208	\$ 35,726,050	\$ 27,998,719	\$ 19,824,148	\$ 18,245,944	\$ 9,376,219	\$ 7,427,864	\$ 6,113,111	\$ 3,859,715	\$ 3,859,715	\$ 3,859,715	
	Release Balance	\$ -	\$ 17,567,880	\$ 15,127,264	\$ 12,690,232	\$ 11,884,724	\$ 11,598,566	\$ 3,871,235	\$ (4,303,336)	\$ (5,881,540)	\$ (14,751,265)	\$ (16,699,620)	\$ (18,014,373)	\$ (20,267,769)	\$ 11,598,566		

CONTINUOUS MODERNIZATION - IV&V																																				
PO	Start Date	End Date	Vendor	Contract #	Description	Contract Amount	July		August		September		October		November		December		January		February		March		April		May		June		SFY 23/24 Oblig	Exps to Date	Balance			
							Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual				Projected	Actual	
Category 105174																																				
C20E6B	7/1/23	6/30/24	Gartner Group	C3774	IV&V Services for RA Continuous Modernization																															
					Deliverable 1 - IV&V Management Plan	46,792.00							46,792.00	46,792.00																		46,792.00	46,792.00	-		
					Deliverable 2 - Post Roadmap Assessment ...	140,374.00											140,374.00																140,374.00	-	140,374.00	
					Deliverable 3 - Weekly Status Reports	108,204.00											38,068.00		18,034.00		18,034.00		9,017.00		9,017.00		9,017.00						99,187.00	-	108,204.00	
					Deliverable 4 - Monthly Assessment Reports	1,476,329.33											189,560.99		257,353.66		257,353.66		128,676.83		128,676.83		128,676.83		386,030.53				1,476,329.33	-	1,476,329.33	
					Deliverable 5 - Quarterly Assessment Reports	514,708.00											128,677.00		128,677.00		128,677.00		128,677.00		128,677.00		128,677.00		128,677.00				514,708.00	-	514,708.00	
					Deliverable 6 - Leading Practices Guidance	425,920.00											106,480.00		106,480.00				106,480.00					106,480.00					425,920.00	-	425,920.00	
					Monthly Grand Totals	2,712,327.33	-	-	-	-	-	-	-	46,792.00	46,792.00	-	-	601,159.99	-	510,544.66	-	275,387.66	-	244,173.83	-	266,370.83	-	137,693.83	-	621,187.53	-	2,703,310.33	46,792.00	2,665,535.33		
Category 100270																																				
					2023/24 Revert and Reappropriate Carryforward												67,792.67																67,792.67	-	67,792.67	
					Deliverable 4 - Monthly Assessment Reports	67,792.67												67,792.67																67,792.67	-	67,792.67
					Monthly Grand Totals	67,792.67	-	-	-	-	-	-	-	-	-	-	-	67,792.67	-	-	-	-	-	-	-	-	-	-	-	-	-	-	67,792.67	93,584.00	67,792.67	
					Monthly Grand Totals	2,780,120.00	-	-	-	-	-	-	-	46,792.00	46,792.00	-	-	668,952.66	-	510,544.66	-	275,387.66	-	244,173.83	-	266,370.83	-	137,693.83	-	621,187.53	-	2,771,103.00	140,376.00	2,733,328.00		

NOTES

7/1/2023 100270 Revert and Reappropriate funds were not awarded until late July resulting in invoices being paid from 100778 to be moved to 100270 once release was received.

Date	Project	PO/Contract	Vendor	Description	Category	Grant	Net Change	Category 2	Grant2	Net Change2	Submitted
10/13/2023	Maintenance and Operations	C1EF80	ExStream Floating License Maintenance & Support	Grant shift	105174	FRR21	(368,718.00)	100778	UCMNT	368,718.00	
10/13/2023	Maintenance and Operations	C23788	SauceLabs - Cross Browsing Testing License INV VSL103015	Grant shift	105174	FRR21	(5,000.00)	100270	UCMNT	5,000.00	
10/13/2023	Maintenance and Operations	C261C2	SauceLabs	Grant shift	105175	FRR21	(3,837.48)	100270	UCMNT	3,837.48	

Back of Bill

	Category	
RA Modernization	100270	Grant
Maint & Ops	19,320,000	UCMNT
Modernization	15,510,000	UCMOD
IV&V	1,170,000	UCIVV
	36,000,000	

2202A SPECIAL CATEGORIES

REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION
FROM GENERAL REVENUE FUND 36,000,000

From the funds in Specific Appropriation 2202A, \$36,000,000 in nonrecurring funds from the General Revenue Fund is provided for the modernization of the reemployment assistance system that complies with section 282.206, Florida Statutes. Of these funds, \$19,320,000 is provided for increased maintenance and operations of the system, \$15,510,000 is provided for system modernization, and \$1,170,000 is provided to competitively procure a private sector provider with experience in conducting independent verification and validation (IV&V) services of public sector information technology projects to provide IV&V services for all department and vendor staff working to modernize and maintain the system. From these funds, \$31,170,000 shall be held in reserve, and \$4,830,000 is released to the department for ongoing maintenance and operations. The department is authorized to submit quarterly budget amendments requesting release of these funds pursuant to the provisions of chapter 216, Florida Statutes, and based on the department's planned quarterly expenditures. Release is contingent upon the procurement of the IV&V vendor and the approval of a detailed operational work plan and monthly spend plan that identifies all work activities and costs budgeted for Fiscal Year 2021-2022.

Quarterly IV&V reports shall include technical reviews of project deliverables submitted or accepted within the reporting period and assessments of the department's project management and governance. The IV&V contract shall require that all deliverables be simultaneously submitted to the executive director of the department, the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Appropriations Committee, the chair of the House Appropriations Committee, and the Florida Digital Service. The contracted provider shall be made readily available to provide all project related data to the Florida Digital Service in support of their project oversight responsibilities pursuant to section 282.0051, Florida Statutes. The department shall provide monthly project status reports to the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Appropriations Committee, the chair of the House Appropriations Committee, and the Florida Digital Service. Each status report must include ongoing system maintenance activities and progress made to date for each project milestone, deliverable, and task order, planned and actual completion dates, planned and actual costs incurred, and any current project issues and risks.

RA Modernization - Back of Bill

Modernization	56,400,000
Category 105174	

TOTAL Modernization
71,910,000

Back of the Bill

Federal Coronavirus State Fiscal Recovery Fund

REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION

The nonrecurring sum of \$56,400,000 from the General Revenue Fund is appropriated to the Department of Economic Opportunity for the modernization of the Reemployment Assistance system that complies with section 282.206, Florida Statutes. **These funds shall be held in reserve.**

Release of these funds is contingent upon the full release of funds provided for system modernization in Specific Appropriation 2202A. The department is authorized to submit quarterly budget amendments requesting release of these funds pursuant to the provisions of chapter 216, Florida Statutes, and based on the department's planned quarterly expenditures. Release is contingent upon the approval of a detailed operational work plan and monthly spend plan that identifies all work activities and costs budgeted for Fiscal Year 2021-2022.