



**MINUTES OF THE UNEMPLOYMENT COMPENSATION (UC)
CLAIMS AND BENEFITS INFORMATION SYSTEM PROJECT
EXECUTIVE STEERING COMMITTEE MEETING
MEETING DATE: AUGUST 10, 2011**

A) Call To Order

The twenty-second regular meeting of the Unemployment Compensation Claims and Benefits Information System Project Executive Steering Committee was held in the Caldwell Building, Room B-49, Tallahassee, Florida, on August 10, 2011. The meeting was convened at 10:30 a.m. with Mr. Clendenning presiding.

B) Members in Attendance

- Tom Clendenning, Chair & Assistant Director, Agency for Workforce Innovation (AWI)
- David Hagen, Vice Chair & Government Operations Consultant III, AWI
- Allen Northrup, UC IT Manager, AWI
- Jim Evers, Program Director, General Tax Administration, Department of Revenue (DOR)
- Susan Wilson, Deputy Program Director, DOR

All committee members were in attendance and therefore a quorum was met.

C) Non-Members in Attendance

- Bob Daub, SI Project Manager, Deloitte Consulting, LLP
- Gary Didio, Senior Manager, Ernst & Young
- Linda Fuchs, Project Connect PMO Project Manager, KPMG
- Lindy Gonzalez, Office of Legislative Information Technology
- Tanya Jackson, Contract Manager, AWI
- Laura Jennings, Purchasing Manager, AWI
- Wendy Ling, Project Connect PMO Communications Coordinator, AWI
- Tom McCullion, Project Connect Director, AWI
- Amanda Moore, Project Connect Program Manager, AWI (via phone)
- Michelle Morris, Senior Government Analyst, OPB
- Michelle Mullins, Legislative Analyst, House Appropriations
- John Perry, Senior Counsel, AWI
- Kristin Pingree, Budget Director, AWI
- Stuart Pollins, Budget, AWI
- Joanne Putnam, Contract Administrator, AWI
- Altemese Smith, UC Operations Manager, AWI
- John Tyson, IT Business Consultant Manager, AWI

D) Committee Member Reports

1) Approval Of Minutes

A motion was made by Mr. Evers to approve the minutes of the July 14, 2011 meeting. Motion carried.



2) Project Status Report

Mr. McCullion provided the status of the UC Claims and Benefits Project.

- Budget and Timeline
 - Trending under budget; wrapped up the end of the fiscal year and savings were carried forward. Due to shifts in the project timeline and additional requirements work, a portion of the savings may be applied to an extension of North Highland project support towards the end of this calendar year.
 - Project remains on schedule.
- Current Activities
 - On July 19, the Project Director approved the recommendation by the Phase Gate Review Board (PGRB) to pass the Define Interim Gate 2 - Validation of Requirements for Iteration 2, with five unresolved requirements moved into Iteration 3.
 - With Interim Gates for Iterations 1 and 2 occurring a few days behind schedule, the team identified process improvements to improve timely acceptance of deliverables going forward.
 - On August 5, the Project Director approved the recommendation by the PGRB to pass the Define Phase Gate.
 - Unemployment Appeals Commission (UAC) requirements are being tracked separately as Change Request #59, and its Define work will be completed by September 23
 - Mr. Clendenning noted that since this was change request #59 if there are 58 others. Mr. McCullion responded yes. Many were raised in the Requirements Validation Phase sessions and some might be resolved in upcoming Design Phase sessions. Others are change requests submitted for the legacy system that we will analyze to see if the function is covered in the Connect system already. Regarding change request management, any change requests that materially impact the project will be discussed and raised in the ESC meetings. Change requests will be reviewed in more detail at the next ESC meeting.
 - The Baseline metrics for Deloitte's six Key Performance Indicators (KPIs) changed slightly but remain very close to the original contract. The new baseline and target metrics will be modified in a contract amendment.
 - KPI #6, Self-service rates, was removed in its entirety due to recent legislative changes and the related payment was redistributed across the remaining five KPI payments.
 - Ms. Wilson inquired if the project anticipates the KPI metrics changing. Per Mr. McCullion, baselines could change given the UC environment and possible legislative changes, but these will be monitored regularly to ensure baselines and targets are appropriate for the project and ensure alignment with project objectives.



- Mr. Evers asked for clarification of no-touch claims with the passage of HB 7005 and how it impacts the related KPI. The original baseline was that only 20% of the claims would be no-touch, and the new baseline is 11%. Mr. McCullion responded that the no-touch claims KPI has a distinct definition which can be provided to the ESC for clarity. Mr. Clendenning noted that regardless of HB 7005, wage records and many other scenarios require staff intervention.
- The project team conducted an update call with the Program Lead for the Massachusetts project which provided valuable feedback for lessons learned and assistance in identifying potential issues for Project Connect. As the project did in December with a visit to Minnesota, representatives of the project will visit Massachusetts in late August to discuss current issues on that project.

3) IV&V Status Update

Mr. Didio provided highlights from the July Monthly Assessment Report for the period ending August 7, 2011.

- Continued confidence in the overall health of the project, which was described as “very good.”
- Closed one open deficiency for the Integrated Master Schedule so there are currently no open deficiencies.
- All foundational elements are in place to manage the project. The focus now is on execution.

4) Requested Approval to Move Forward on the Project

- Based on the current project status as reported today and the Project Director’s recommendation, Mr. Clendenning made a motion to proceed with the project. Mr. Hagen seconded. Motion carried.

5) Other Business

No additional business.

E) PUBLIC COMMENTS

No comments.

F) Review Of Actions From Meeting

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

- Motion carried to approve the minutes from the July 14, 2011 meeting.
- Motion carried to pass the Define Phase Gate and proceed with the project.
- Next meeting will be September 14, 2011.

G) Adjournment

The meeting was adjourned at 11:21 a.m.