



**MINUTES OF THE UNEMPLOYMENT COMPENSATION (UC)  
CLAIMS AND BENEFITS INFORMATION SYSTEM PROJECT  
EXECUTIVE STEERING COMMITTEE MEETING  
MEETING DATE: SEPTEMBER 14, 2011**

**A) Call To Order**

The twenty-third 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 September 14, 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)
- Allen Northrup, UC IT Manager, AWI
- David Hagen, Vice Chair & Government Operations Consultant III, 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
- Dean Izzo, Chief Information Officer
- Tanya Jackson, Contract Manager, AWI
- Wendy Ling, Project Connect PMO Communications Coordinator, AWI
- Tom McCullion, Project Connect Director, AWI
- Daniel Mirones, Senior Manager, Ernst & Young
- Michelle Mullins, Legislative Analyst, House Appropriations
- Jason Onlett, Ernst & Young
- John Perry, Senior Counsel, AWI
- Stuart Pollins, Budget, AWI
- Nancy Salmon, UC, 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 August 10, 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 and the LBC released second quarter spending authority on September 7, 2011
  - Project remains on schedule
- Current Activities
  - Design Phase activities are underway with Joint Applications Design (JAD) sessions.
  - As part of Change Request #59, Joint Requirements Management sessions are in progress for the Unemployment Appeals Commission (UAC).
  - The project team visited the Massachusetts Department of Unemployment Assistance (DUA) for more detailed insight. Issues surrounding the project included:
    - The MA project was without a state Project Director for over a year.
    - There were no dedicated program members on the project team, and thus dual responsibilities cause a backup on timely review of requirements and artifacts.
    - User Acceptance Testing (UAT) uncovered significant gaps between the final deliverables versus what was expected.
  - Four themes surfaced from the visit:
    1. Resource challenges
    2. Completeness, accuracy, timeliness of deliverables
    3. Planning for future activities NOW
    4. Program and IT involvement NOW
  - Plans are to form a uFACTS Users Group with other state implementations in Massachusetts, Minnesota, and New Mexico.
  - The project team is looking at hosting a managers retreat for Deloitte and Agency managers to discuss the upcoming project phase activities (development, testing, training, implementation, post-implementation support and operations & maintenance transition).
  - There are 28 open change requests of the 77 received to-date.
    - Depending on the outcome of the impact analysis, the ESC may become involved, particularly in instances of budget impact and any contingency or management reserve allocations.
    - Contingency is divided into two separate buckets that for project purposes, are collapsed into one bucket and managed as appropriate:
      - True contingency
      - Management reserve



- Risks and issues
  - A new risk (#33) was raised on the significant number of artifacts associated with the Design Phase.
    - Mr. Northrup asked if it was the number of artifacts or the amount of agreed upon time is of concern. Per Mr. McCullion, both are of concern and especially the amount of review time prior to signoff. Mitigation has been to obtain deliverables during the draft stage, however concerns remain due to the volume and complexity of the artifacts, coupled with the time constraints for resources needed in ongoing JAD sessions.
- Risk 31 regarding the availability of Deloitte resources needs to be raised to an issue. Deloitte raised concern on the number of outstanding action items, which in turn relates directly to the availability of resources to address these items.
  - Mr. Northrup asked what Deloitte's position on this? Per Mr. Daub, to date, every deliverable has been submitted according to schedule. As an example the Define Phase Gate deliverables were delivered ahead of schedule. Deloitte continues to monitor the situation, take feedback from the team and address accordingly.

### 3) IV&V Status Update

Mr. Didio provided highlights from the August Monthly Assessment Report for the period ending August 5, 2011.

- Continued confidence in the overall health of the project, however, the overall status was raised to “amber.” The reason for this escalation is because any time there are amber items on the cube, then the risk state is raised accordingly.
- Performance reporting is the major concern at this time and has been raised to an Amber status. IV&V is currently working with the project team to refine the data used and implement meaningful performance reports.
- New charts are now included to help illustrate performance reporting on the project and includes data on the Schedule Performance Index (SPI) and Cost Performance Index (SPI).
  - Mr. Northrup asked how often this will be updated? Per Mr. Didio, the project team will be submitting biweekly reports and hopefully by the next meeting there will be at least four points.
- As follow-up to the IV&V report, Mr. McCullion stated that projects traditionally report on project status and the plans moving forward. Data points used for Earned Value Management offer concrete evidence to support the actual status of the project and provide projections on the project status as the work moves forward.

### 4) 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 August 10, 2011 meeting.
- Next meeting will be October 12, 2011. Mr. Evers may need to call in for this meeting.

**G) Adjournment**

The meeting was adjourned at 11:27 a.m.