

**MINUTES OF THE UNEMPLOYMENT COMPENSATION (UC)
CLAIMS AND BENEFITS INFORMATION SYSTEM PROJECT
EXECUTIVE STEERING COMMITTEE MEETING
MEETING DATE: May 9, 2012**

A) Call To Order

The twenty-ninth 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 May 9, 2012. The meeting was convened at 10:30 a.m. with Mr. Clendenning presiding as Chair.

B) Members in Attendance

- Tom Clendenning, Chair, Director Workforce Services, Department of Economic Opportunity (DEO)
- Allen Northrup, UC IT Manager, DEO
- Susan Wilson, Deputy Program Director, DOR

Members Not in Attendance

- David Hagen, Vice Chair, Government Operations III, DEO
- Jim Evers, Program Director, General Tax Administration, Department of Revenue (DOR)

Three Committee members were in attendance and therefore a quorum was met.

C) Non-Members in Attendance

- Kurt Ahrendt, OPB
- Jessica Blume, Public Sector Leader, Deloitte
- Gary Didio, Senior Manager, Ernst & Young
- David Gilmore, Deputy CIO, DEO
- Jason Harrell, OPB
- Dean Izzo, Chief Information Officer, DEO
- Tanya Jackson, IV&V Contract Manager, KLC Consulting
- Linda Jockers, Technology Intern, DEO
- Kevin McCarter, Principal, Deloitte
- Tom McCullion, Project Connect, Project Director, DEO
- Noah McKinnon, Senior Accountant, Florida Senate (via phone)
- Rosa McNaughton, General Counsel, DEO
- Daniel Mirones, Senior Manager, Ernst & Young
- Tom Pankey, Managing Director, KPMG
- John Perry, Senior Counsel, DEO
- Tim Proctor, OPB
- Joanne Putnam, Contract Administrator, DEO
- Altemese Smith, Director, Unemployment Compensation Program, DEO
- Nancy Salmon, Project Manager Connect PMO, DEO
- Nancy Snow, PMO Communications Coordinator, KPMG
- Morgan Stana, Technology Intern, DEO

- John Tyson, DEO, IT (via phone)
- Audra Wiggins, UC Program Manager, DEO

D) Committee Member Reports

1) Approval of Minutes

A motion was made by Mr. Northrup and seconded by Mrs. Wilson to approve the minutes of the March 14, 2012 meeting. The motion carried.

2) Project Status Report

Mr. McCullion provided a background of the UC Claims and Benefits Project to walk the members through the history of the project to date to provide an understanding of why the project is delayed.

- Project Update
 - All three states, Massachusetts, New Mexico and Florida, with system implementations based on Deloitte's .NET uFACTS solution are behind schedule. The Massachusetts implementation is two years behind schedule and New Mexico is five months behind.
 - Last month the project staff members from those States met with Deloitte in Boston to understand the underlying issues and causes of the delays.
 - Deloitte is conducting a "deep-dive" assessment for Massachusetts to understand the root causes of the delay there.
 - Fundamentally there were flaws in the transition from the Minnesota Java environment (where it is running successfully) to the Massachusetts .NET environment. Specifically applications architecture and potentially technical architecture issues are evident.
 - Mr. Northrup asked how much of the delay is caused by state individualities vs. federal regulations? Mr. McCullion directed the question to Kevin McCarter, the Deloitte Project Manager who has taken responsibility to get the Connect Project back on track. Mr. McCarter replied that integrations and higher level appeals are Massachusetts specific, while ICON, special programs, collections and retroactive payments are issues within the overall federal program.
- Budget and Timeline
 - The scheduled December 2012 implementation date for Connect Go Live will not be achieved. The new implementation date has been tentatively scheduled for September 2013, but the date will not be made official until Deloitte delivers the new plan by June 8, 2012, and DEO accepts it.
 - Because the 2013 legislative session may introduce new legislative requirements, the project will monitor and manage any proposed changes.
 - Mr. Didio asked how will the project function with the delays since new change requests may be introduced? Mr. McCullion introduced Nancy Salmon is the new manager for the Connect Project Management Office (PMO). She has managed the Integrated Change Control process between the Legacy system

and Project Connect and will now manage the Connect Change Control Board process.

- Mr. McCullion reported that the project continues to trend under budget but emphasized that the budget will be rebaselined once the Corrective Action Plan has been approved.
- Current Activities
 - Due to Project Connect's delay, the requirement to be fully work registered before processing a claim will be implemented in the current system (FLUID). Additionally, the TOP system will be implemented in the Legacy system but designed and built so that the system can also be implemented in Connect.

3) IV&V Status Update

- Mr. Didio provided highlights from the February Monthly Assessment Report.
 - The overall risk state for the project is red as critical issues exist. There are two main issues – Time management and Performance management.
 - The UC Project Team has developed short-term interim plans to manage the project work through the next 90 days, but the plans provided for review are insufficient to manage and control the project. They have improper structuring and resources are not allocated properly.
 - A project performance report has not been provided to the IV&V team for review. No new deficiencies have been identified since the last report.

4) Other Business

- Jim Evers is retiring; his replacement will be Maria Johnson.

E) Public Comments

- There were no public comments.

F) Review Of Actions From Meeting

- Motion carried to approve the minutes of the March 14, 2012 meeting.
- The next meeting will be June 13, 2012.

G) Adjournment

- The meeting was adjourned at 11:25 a.m.