



## UC Modernization 10-ITN-001-SS – Comparative Analysis



Component	Tata	IBM	Accenture	Deloitte
<b>Company &amp; Team Experience</b>	<ul style="list-style-type: none"> <li>Current UI projects: MS</li> <li>Completed UI projects: NM, NE.</li> <li>Completed projects were on time and on budget.</li> <li>TCS' project team is supported by their own Project Management Office.</li> <li>TCS' project organization includes both an Onsite (40%) and Offsite (60% - Cincinnati, OH) Team with a peak of 70 FTE and a need for 10-17 AWI FTE; TCS recommends a single AWI point person for each functional area for decision making.</li> <li>Began rolling out the MS solution in January 2007. Plan to complete the rollout in December 2011.</li> </ul> <p><b>Subcontractors and role:</b></p> <ul style="list-style-type: none"> <li><b>Genesys</b> – Call Center Solution Provider</li> <li><b>Hewlett Packard</b> – Correspondence</li> <li><b>Perspective Software</b> – Imaging and Scanning</li> <li><b>All Point Logistics</b> – Local and Training Partner</li> </ul>	<ul style="list-style-type: none"> <li>Current UI projects: PA, OK, KS, NY               <ul style="list-style-type: none"> <li>Projects range from Business Process Improvement to Custom Development</li> </ul> </li> <li>KS performing System Integrator role</li> <li>KY using another System Integrator</li> <li>IBM team will be primarily collocated with the AWI project team at an AWI facility to promote effective collaboration and facilitate access to subject matter experts</li> <li>Project Director did not exhibit deep UC knowledge</li> <li>Many presenters from subcontractors are not resources in project</li> <li>IBM was unsure of their response to many requirements</li> <li>IBM may leverage a small number of experienced, remote, development resources</li> <li>Proposed resources have worked on one or more of the projects listed below:               <ul style="list-style-type: none"> <li>NY – 2 SME</li> <li>PA – 5 SME and key</li> <li>KS – 8 SME and key</li> <li>OK – 2 SME</li> </ul> </li> </ul> <p><b>Subcontractors and role:</b></p> <ul style="list-style-type: none"> <li><b>Genesys</b> – Developers for Genesys CRM/IVR solution</li> <li><b>Oracle</b> – Oracle product suite</li> <li><b>Perficient</b> – Siebel configuration and business analysts</li> <li><b>Vitaver</b> – Testers and infrastructure support locally in Tallahassee</li> <li><b>enChoice</b> – Image conversion from</li> </ul>	<ul style="list-style-type: none"> <li>Completed UI projects: FL, KS</li> <li>Current UI projects: IL, TX</li> <li>Several key team members with AWI specific experience</li> <li>Project Manager was Project Manager for the IL and KS implementations</li> <li>Development Lead also led FLUID enhancement project and OSST conversion effort (both AWI projects)</li> <li>Change Strategy Lead has worked on 3 UC implementation projects (KS, WI and IL).</li> <li>BPR Lead has strong relationships with Workforce</li> <li>Design, Development and Test Leads have UC Implementation experience on multiple projects (primarily IL)</li> <li>Plan to hire new staff for lead and team member roles</li> <li>IL UI program is decentralized with local offices and currently does not use IVR nor web for initial claims</li> </ul> <p><b>Subcontractors and role:</b></p> <ul style="list-style-type: none"> <li><b>Genesys</b> - provide the customer-enabling IVR contact center software, customized to meet AWI requirements, provide integration services</li> <li><b>ImageAPI</b> – content and document management, assist in conversion to FileNet, current AWI vendor</li> <li><b>Bradner Consulting Group</b> – business</li> </ul>	<ul style="list-style-type: none"> <li>Current UI projects: MN, MA, NM, CA</li> <li>Has modernized with UC or Workforce systems in 22 states.</li> <li>Successfully implemented (7) seven UC Modernization efforts in the last (8) eight years</li> <li>100% of proposed project leadership team has worked on and completed successful UC implementations</li> <li>Key proposed resources average more than 10 years of UC experience</li> <li>Proposed team has worked together on other UC modernization projects</li> <li>uFACTS framework was designed for UC and Tax</li> <li>RUP-based Playbook Methodology and Tools</li> <li>Prior experience with all proposed subcontractors</li> <li>Deloitte has a 250 member (internal employees) UI Practice</li> </ul> <p><b>Subcontractors and role:</b></p> <ul style="list-style-type: none"> <li><b>ImageAPI</b> – content and document management, assist in conversion to FileNet, current AWI vendor</li> <li><b>CSG</b> – AWI UC Benefits Business Processes</li> <li><b>Brandt Information Services</b> – AWI UC Benefits Business Processes</li> <li><b>ISOCORP</b> - .Net technology and AWI legacy systems</li> </ul>



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		<ul style="list-style-type: none"> <li>existing repository to FileNet</li> <li><b>GIS</b> – Testers and infrastructure support locally in Tallahassee</li> </ul>	<ul style="list-style-type: none"> <li>process reengineering</li> </ul>	<ul style="list-style-type: none"> <li><b>IPO</b> – Genesys integration</li> </ul>
<b>Project Approach – Project Schedule</b>	<ul style="list-style-type: none"> <li>42 Month Implementation Timeline               <ul style="list-style-type: none"> <li>Wave 1 Go-Live – 3/7/13 UC Claims and Benefits Portal, Adjudication</li> <li>Wave 2 Go-Live – 2/28/14 Appeals, TRA</li> <li>Wave 3 Go-Live – 9/16/14 BPC, Payments</li> </ul> </li> <li>No Alternative schedule proposed or recommended</li> <li>Agreed to shorter schedule in Nebraska but experienced schedule overruns</li> <li>Phased approach - Each Wave includes system development lifecycle (SDLC) phases (Requirements Validation, Functional &amp; Technical design, Development, System Integration Testing, User Acceptance Testing, Training, and Implementation)</li> <li>Offsite development approach increases risk to the project, significant amount of development work to be completed offsite (Ohio)</li> </ul>	<ul style="list-style-type: none"> <li>28 Month Implementation Timeline               <ul style="list-style-type: none"> <li>Release 1 – Go-Live 6/30/11 UC Claims and Benefits Portal</li> <li>Release 2 – Go-Live 6/29/12 IVR and BPC</li> <li>Release 3 – Go-Live 5/31/13 (Internet and Intranet Appeals and UC Claims &amp; Benefits System)</li> </ul> </li> <li>Proposed alternate two phased 25 month approach</li> <li>The amount of Siebel configuration/customization may increase the risk of schedule delays</li> <li>All staff on-site during each project phase</li> </ul>	<ul style="list-style-type: none"> <li>27 Month Implementation Timeline               <ul style="list-style-type: none"> <li>Release 1 – Go-Live 6/30/2011 FLUID replacement</li> <li>Release 2 – Go-Live 6/29/12 IVR/BOSS/Special Payments, Wage Det</li> <li>Release 3 – Go-Live 5/31/13, Remaining functionality</li> </ul> </li> <li>Proposed alternate three phase 23 month approach which will reduce overall project cost</li> <li>All staff on-site during each project phase</li> </ul>	<ul style="list-style-type: none"> <li>24 Month Implementation Timeline               <ul style="list-style-type: none"> <li>Phase 0 – Planning</li> <li>Phase 1 – Go-Live 7/1/11 UC Claims and Benefits Portal</li> <li>Phase 2 – Go-Live 4/27/12 Call Center IVR and Benefit Overpayment Screening</li> <li>Phase 3 – Go-Live 3/1/13 Internet and Internet Appeals &amp; Claims &amp; Benefits</li> <li>Phase 4 – Warranty, Maintenance &amp; Operations</li> </ul> </li> <li>Used three estimating techniques to derive the basis of estimate</li> <li>Recommend consolidating phases to reduce rework, implementation timeline, and overall project risk.</li> <li>Proposed consolidation will reduce implementation timeline by 1-3 months</li> <li>All staff on-site during each project phase</li> </ul>
<b>Project Approach – Requirements Validation</b>	<ul style="list-style-type: none"> <li><b>Requirements Software:</b> IBM Rational RequisitePro</li> <li>Requirements validation includes:               <ul style="list-style-type: none"> <li>Mapping requirements to transfer system</li> <li>gathering feedback on system behavior</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><b>Requirements Software:</b> IBM Rational RequisitePro</li> <li>Iterative process of reviewing and confirming each functional and technical requirement for the AWI UCCBIS system.</li> <li>Approach to requirements definition and</li> </ul>	<ul style="list-style-type: none"> <li><b>Requirements Software:</b> IBM Rational RequisitePro</li> <li>Commits to tracking and verifying the requirements throughout the project’s development life cycle. For changes, we work with AWI to identify the impact and</li> </ul>	<ul style="list-style-type: none"> <li><b>Requirements Software:</b> IBM Rational RequisitePro</li> <li>Use the work done to date as our launching point for the project.</li> <li>uFACTS repository has over 3,000 UC Tax and Benefit specific requirements</li> </ul>



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	<p>from a cross-section of individuals document feedback</p> <ul style="list-style-type: none"> <li>◆ verify the requirements accurately captured the inputs of the participants</li> <li>◆ prioritization</li> <li>◆ validate the prioritization</li> </ul> <ul style="list-style-type: none"> <li>● JAD Sessions – Joint Application Development (JAD) sessions will be collaborative sessions between SMEs and System Analysts to identify the requirements in a concentrated and focused effort.</li> <li>● Requirements Workshops – Interactive sessions with one or more stakeholders to elicit or validate the requirements</li> <li>● Requirements document will be developed and base lined for any future scope changes. This document will also mark the changes and enhancements required to the Proof-of-concept base system during the first 100 days.</li> <li>● Every requirement documented in the requirement document is traced down to a component in the final solution.</li> <li>● Demonstrated how each requirement is traceable between business rules engine and requirements management tool. ReqPro will be used to identify other impacted requirements when a change is being contemplated.</li> <li>● All AWI stakeholders engaged early to prioritize business processes followed by smaller teams developing requirements validation documentation.</li> </ul>	<p>validation uses Joint Application Development (JAD) sessions to work with AWI employees to derive detailed requirements.</p> <ul style="list-style-type: none"> <li>● JAD Process Includes: <ul style="list-style-type: none"> <li>◆ Review of the base functionality of the proposed UCCBIS solution</li> <li>◆ Gap analysis of the AWI requirements against Siebel Public Sector.</li> <li>◆ Detailed requirements and business rules are gathered during this process, along with the refinement of process models and screen designs.</li> <li>◆ Documentation resulting from the GAP analysis will be developed, reviewed and confirmed.</li> <li>◆ Confirm existing requirements and identify new requirements, decompose the requirements into detailed requirements for later development into software specifications.</li> </ul> </li> <li>● Next business use cases will be developed.</li> <li>● Final part of the JAD process includes: a review and validation of requirements documentation (business use cases, business rules, processes and detailed requirements).</li> <li>● Requirements gathering will be accomplished by multiple teams focused on specific types or requirements working independently with their AWI counterparts in meetings, focus groups and analysis sessions.</li> </ul>	<p>follow the change control process.</p> <ul style="list-style-type: none"> <li>● Requirement validation includes Joint Application Development (JAD) sessions with selected staff across all business areas. Confirm business processes, requirements and impacted systems.</li> <li>● Propose one to four JAD sessions during the week to maintain pace with development and send agendas at least five (5) business days in advance to participants.</li> <li>● Session topics and attendees are pre-selected to maximize AWI staff’s time and ensure key decision makers are present. Experienced technical and functional staff participates and answers questions and concerns.</li> <li>● Following each requirement validation session, Accenture will disseminate meeting minutes to AWI staff then a draft is prepared outlining issues addressed, decisions made and business rules linked to the requirements, workflows, forms, and other items and will be provided to the Agency’s Project Director within three days of the session’s conclusion.</li> <li>● Propose to use the IL transfer solution as a prototype in design sessions to confirm expectations and gain consensus.</li> </ul>	<p>(1,500 are claims specific)</p> <ul style="list-style-type: none"> <li>● Deloitte validates requirements and technical architecture, and review existing use cases within the uFACTS Solution Framework at the onset of the project.</li> <li>● Joint Requirement Management (JRM) sessions and Use Case Activity diagrams are used in the Define phase to map AWIs Requirements.</li> <li>● We focus on achieving consensus across teams and determining the full scope of the project.</li> <li>● Transfer, or migrate, existing AWI requirements into the requirements management tool.</li> <li>● Combines modified uFACTS requirements artifacts with existing project documentation to form the requirements baseline.</li> <li>● Conduct a fit/gap analysis.</li> <li>● Will use the uFACTS Solution Framework to prototype potential alternatives in appropriate cases to help AWI better understand how the system could work.</li> <li>● To complete the fit/gap process, processes must function as designed (less custom development), stakeholders must accept the processes, and the gaps must not violate any of the program assumptions.</li> </ul>



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<b>System Requirements Response Summary</b>				
0 – Cannot Support	0	0	2	3
1 – Customization Required	375 (25%)	88 (6%)	600 (40%)	312 (21%)
2 – Configuration Required	310 (21%)	940 (63%)	134 (9%)	365 (25%)
3 – Included in base Product	798 (54%)	455 (31%)	747 (50%)	803 (54%)
<b>Project Approach – Development Approach</b>	<ul style="list-style-type: none"> <li>• Significant amount of development will be completed off-site in Tata’s Cincinnati Development Center</li> <li>• State of Mississippi recommended against using off-site development approach</li> <li>• Development Methodology is based on the principles of Rational Unified Process (RUP)</li> <li>• Rational suite is proposed and was used in previous Tata UC implementations</li> <li>• Propose to train AWI users on the Rational products</li> <li>• Iterative multiple time-boxed releases</li> <li>• SDLC integrated within each wave</li> <li>• Prototyping approach used to configure and determine the required modifications</li> <li>• Overlapped phases with production delivery</li> <li>• Phased implementation approach will require extensive “throw away” interfaces with the legacy system.</li> </ul>	<ul style="list-style-type: none"> <li>• All Development will be completed on-site</li> <li>• Development methodology was developed specifically for case management implementation projects</li> <li>• SDLC integrated within each release (phase)</li> <li>• Propose to use the Rational Suite</li> <li>• Propose to train AWI users on the rational products</li> <li>• Phased implementation approach will require two parallel system (existing and new)</li> <li>• Prototyping approach used to configure and determine the required modifications</li> <li>• Phased implementation approach will require two parallel systems (existing and new)</li> </ul>	<ul style="list-style-type: none"> <li>• All Development will be completed on-site</li> <li>• Development methodology based on the Software Engineering Institute’s (SEI) Capability Maturity Model Integration® (CMMI).</li> <li>• SDLC integrated within each release (phase)</li> <li>• Propose to use the Rational Suite</li> <li>• Propose to train AWI users on the Rational products</li> <li>• Phased implementation approach will require minimal “throw away” interfaces with the legacy system.</li> <li>• Prototyping approach used to configure and determine the required modifications</li> </ul>	<ul style="list-style-type: none"> <li>• All Development will be completed on-site</li> <li>• Development methodology based on the Software Engineering Institute’s (SEI) Capability Maturity Model Integration® (CMMI).</li> <li>• SDLC integrated within each release (phase)</li> <li>• Prototyping approach used to configure and determine the required modifications</li> <li>• uFACTS knowledge repository includes system design project artifacts for each project phase (artifacts from previous UC implementations)</li> <li>• Phased implementation approach will require minimal “throw away” interfaces with the legacy system.</li> </ul>



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<b>Project Approach – Data Conversion Approach</b>	<ul style="list-style-type: none"> <li>• The Data Conversion and Data Migration Design Strategy for each phase closely related to implementation of the corresponding application phase</li> <li>• TCS’ tailored “Iterative Development Methodology” for Unemployment Compensation Implementation warrants that Data Conversion and activities be performed concurrently with the software development lifecycle (SDLC) Activities geared towards software development</li> <li>• Iterative Conversion and Migration Plan: System, data conversion and migration activities are planned accordingly such that State legacy applications and the AWI UC System project will run in parallel and resultant requirements for data synchronization will be considered.</li> <li>• Scope of data cleansing and tools used for data cleansing will be developed. Team TCS and Florida AWI jointly work on data cleansing activities. TCS focus on automated data cleansing while AWI focus on manual data cleansing</li> <li>• Analysis on the dependency of other legacy systems that require synchronization will be completed</li> <li>• Team TCS identifies the databases and tables that need to be synchronized. Also, the frequency of data synchronization is identified with mutual agreement with Florida AWI</li> <li>• TCS will develop “bridges” or temporary interface programs will be developed to manage between two applications and its</li> </ul>	<ul style="list-style-type: none"> <li>• Data will get migrated using an incremental approach by functional release</li> <li>• IBM will leverage documentation available about the current AWI legacy systems to create data maps and metadata</li> <li>• IBM Data Team will work closely with AWI subject matter experts to identify and document data validation and transformation rules (metadata)</li> <li>• AWI responsible to develop hundreds of data extraction programs to pre-defined layout on aggressive schedule</li> <li>• Four components to the data conversion methodology: Analysis, Design, Construction, Implementation.</li> <li>• Data Migration Plan (DMP) will include:               <ul style="list-style-type: none"> <li>♦ Information on current environment, current applications and data repositories, and application and architecture models representing high level designs and information and details necessary to execute the migration of data from current system to the new system</li> <li>♦ DMP will be maintained with detailed data mapping and metadata identifying data requirements for data validation, data cleansing, data transformation and loading into the new system</li> </ul> </li> <li>• Data migration process will be tested through unit test, integration test, and system test</li> <li>• Data migration will play a part in user acceptance testing (ensure there was no loss of data)</li> </ul>	<ul style="list-style-type: none"> <li>• Propose to convert data in 3 phases mapped to the implementation schedule:</li> <li>• Propose a combined effort with the Agency</li> <li>• Have prior experience and knowledge of the current UC databases that must be converted</li> <li>• Will not need to convert images since ImageAPI is the current vendor and will go through an upgrade to iCenter, however, will need to link images by claimant ID.</li> <li>• AWI responsible for data extraction from legacy system (estimate: 3 FTE)</li> <li>• Approach involves the following high level activities:               <ul style="list-style-type: none"> <li>♦ Develop comprehensive Conversion Plan and schedule</li> <li>♦ Determine, with AWI assistance, the legacy systems source data fields for all legacy system data elements</li> <li>♦ Identify missing database</li> <li>♦ Recommend procedures for handling missing data</li> <li>♦ Develop data maps for each legacy system</li> <li>♦ Design all conversion applications</li> <li>♦ Develop and run legacy system downloads</li> <li>♦ Develop and test data conversion software</li> <li>♦ Develop and test automated data cleanup software</li> <li>♦ Run conversion software for unit, system and acceptance test</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Some files requiring conversion may become interfaces – either temporary bridges or ongoing interfaces</li> <li>• Deloitte extracts data from the legacy source, stages and loads data</li> <li>• Historical and live data are put through conversion programs on a different schedule to maintain the integrity of production data during the various conversion increments</li> <li>• Only data that have been verified make it to the new databases</li> <li>• Data continues to reside in the staging area until it passes the transformation rules necessary to load the databases</li> <li>• Conversion programs (automated and manual) run against the staged data</li> <li>• AWI staff, in collaboration with Deloitte, determines the data that require manual cleansing and subsequently performs the manual cleansing of data based on reports produced by the conversion team</li> <li>• Deloitte stages unclean data for remediation</li> <li>• Deloitte loads cleansed data that pass transformation rules and begin the nightly synchronization process</li> <li>• Begin data conversion right away</li> <li>• Produce a thorough understanding of the data requirements from the target and source systems, and to confirm and refine these requirements throughout the project lifecycle</li> </ul>





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	<ul style="list-style-type: none"> <li>• associated databases</li> <li>• Security validation will focus on protecting sensitive data during conversion</li> <li>• Rollback procedures will be identified</li> <li>• Risk identification and mitigation plans regarding data conversion will be developed</li> <li>• TCS maps source system tables and fields to the target system tables and prepares the mapping strategy document</li> <li>• Team TCS defines the strategy of the data extraction based on the analysis of the volume of the data, format of the data, and tools available to extract data</li> <li>• Based on the target database requirements and design, Team TCS prepares data import scripts and identifies the tools required to import the tool</li> <li>• Audit programs/ tools will be configured to detect any discrepancies in the synchronization of the converted data</li> <li>• Florida AWI is responsible for data cleanup.</li> <li>• TCS helps the AWI staff in determining data cleansing requirements and establish appropriate procedures for managing and executing data cleansing efforts</li> <li>• Conversion strategy consists of two stages:               <ul style="list-style-type: none"> <li>♦ Preparation stage - Planning (Inventory, Mapping Strategy, Tool Selection, Rollout Options), Analysis (Data Model analysis, Data Analysis, Data Quality Assessment, Extraction Audit &amp; Validation Criteria), Design (Data Mapping, Migration Program Design), Build (Development of</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Data analysis effort designed to focus the team on obtaining both a technical and business understanding of the legacy data to be migrated</li> <li>• Tools used for analysis include: Intersystem workshop meetings, legacy system documentation, and data sampling</li> <li>• Data map (describes every source system table/ file and their corresponding data elements) and necessary transformation rules will be developed</li> <li>• Data model will be the UCCBIS data migration target for design purposes.</li> <li>• Data quality will be determined using data sampling</li> <li>• Siebel APIs will be developed to migrate field from the legacy systems</li> <li>• Alternative method of loading the data that cannot be migrated using standard Siebel APIs</li> <li>• Pre-migration activities will include: Data Quality, Audit-Balancing, and Exception Reports</li> <li>• IBM team will identify and document the system specific data migration issues and develop a migration approach in a preliminary data migration design document for each system</li> </ul>	<ul style="list-style-type: none"> <li>♦ Develop detailed conversion procedure</li> <li>♦ Run mock conversions</li> <li>♦ Analyze conversion results</li> <li>♦ Correct programs or data for errors</li> <li>♦ Re-run mock conversions</li> <li>♦ Run automated data conversion process</li> <li>♦ Conduct manual conversions</li> </ul>	<ul style="list-style-type: none"> <li>• Use automated conversion tools, where appropriate</li> <li>• Deloitte moves from developing a conversion plan to validating conversion for an iteration, and populating development/unit test, system test, training, and production databases.</li> <li>• Conversion Approach Includes:               <ul style="list-style-type: none"> <li>♦ Conversion Plan</li> <li>♦ Design, Develop, Test, and Run Conversion Programs</li> <li>♦ Validate and Verify Data Loaded</li> <li>♦ Implement, Execute, Validate, and Verify Conversion</li> <li>♦ Perform multiple mock conversions</li> </ul> </li> </ul>



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	Programs) <ul style="list-style-type: none"> <li>Implementation Stage - Rehearsal (Parallel Runs, Dry Run), Rollout (Extract, Transform, Load, Verification and Validation)</li> </ul>			
<b>Project Approach - Training and Knowledge Transfer</b>	<b>Training</b> <ul style="list-style-type: none"> <li>Training strategy is to divide the user types according to their roles</li> <li>Multi-Phased training approach will be used.</li> <li>Types of training proposed: Classroom, computer based, and Hands-on</li> <li>Prior to the design or submission of a formal training program to AWI for consideration, Team TCS will conduct a Training Needs Analysis (TNA) to analyze the gap between the current skill level of end/IT users and required skills and develop a primary learning path for each user</li> <li>TCS will use some 'Champions' from AWI as trainers</li> <li>Three Training Types:               <ul style="list-style-type: none"> <li>(1) Initial Training Program (ITP) – Training program for technical staff training technical staff on the fundamentals of s/w and systems development, quality management, etc.</li> <li>(2) Just-in-Time (JIT) Training - This program is aimed at addressing the continuous learning needs of the AWI Staff and is intended for the Technical Staff participating on the project at the beginning of each phase in iteration</li> <li>(3) User Training – This program will</li> </ul> </li> </ul>	<b>Training</b> <ul style="list-style-type: none"> <li>IBM will train or provide a mechanism to train all the proposed UCCBIS solution users including, but not limited to AWI and One Stop staff</li> <li>Six stage approach:               <ul style="list-style-type: none"> <li>Stage 1 Develop Learning Strategy – Develop end user training plan (based on an assessment of users)</li> <li>Stage 2 Design Learning Program - The IBM team will develop a customized curriculum</li> <li>Stage 3 Develop Learning Program - Development will incorporate both the work processes and the system detail necessary for end users to perform their jobs after the business transformation</li> <li>Stage 4 Pilot Learning Program - IBM and AWI will deliver a selected pilot of each course toward the end of implementation</li> <li>Stage 5 Deliver Learning Program – IBM will deliver the end-user training</li> <li>Stage 6 Evaluate Learning Program – IBM and AWI will evaluate the training. IBM will revise the training to improve the training program if inadequacies are identified</li> </ul> </li> </ul>	<b>Training</b> <ul style="list-style-type: none"> <li>Training is role-based.</li> <li>Types of training proposed: Instructor Led, Web-based and job aids</li> <li>Conduct a user needs assessment to determine user roles based on functions they perform currently and what they will do in myBIS</li> <li>Develop a detailed training plan that is right for AWI and addresses the knowledge and skills required for system users to use the application.</li> <li>Along with the instructor facilitation, participants perform practice and test exercises</li> <li>Delivered “just in time,” or approximately 30 days before going live on each of the three (3) releases and in accordance with the training schedule</li> <li>Training Methodology:               <ul style="list-style-type: none"> <li>Plan - Work with AWI to conduct an end user needs assessment of UC staff. Based on the results, we develop the overall Training Plan and refine the training curriculum for each audience group.</li> <li>Design - During this phase we work with AWI to determine the specific</li> </ul> </li> </ul>	<b>Training</b> <ul style="list-style-type: none"> <li>Pragmatic training and knowledge transfer approach and use validated training tools and materials currently available in the uFACTS Knowledge Repository</li> <li>Involve all appropriate staff in every phase of the project lifecycle.</li> <li>Focus on building your skills to be ready to do the job</li> <li>Artifacts include the following:               <ul style="list-style-type: none"> <li>Traditional training manuals</li> <li>Topic-specific CBT (Captivate simulations) can be placed on web</li> <li>Evaluation materials</li> <li>Training plans/schedules from successful UC training projects</li> <li>Training materials to support the training of the internal project team and system users on the use of the third-party tools selected for use during the project.</li> </ul> </li> </ul>



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	<p>train the business and technical staff of AWI on the UC system Implementation Application, its features and functionality, limitations, modules, navigations, installation, administration and troubleshooting, etc.</p> <ul style="list-style-type: none"> <li>Feedback will be collected at the end of each training session that may require modifications to the training materials</li> </ul> <p><b>Knowledge Transfer</b></p> <ul style="list-style-type: none"> <li>Throughout the project TCS will work hand-in-hand with AWI to build required skill sets, training, and technologies needed for Agency staff to maintain the proposed UC solution</li> <li>Team TCS collaborate with AWI staff with a focused effort on transferring knowledge throughout all the phases of AWI UC System’s Software Development Life Cycle (SDLC)</li> <li>Knowledge transfer is a continuous process and not a one-time activity</li> <li>Knowledge transfer will be documented in real-time during all the SDLC phases to prevent leakage of knowledge</li> <li>Transition process phases for AWI skill development include: Analyze, Plan, Execute, Verify, and Plan</li> </ul>	<ul style="list-style-type: none"> <li>IBM will team with the UCCBIS modernization project staff to provide practical, relevant learning and skills transfer to sustain this staff and build continuous improvement of its capabilities</li> <li>IBM will develop all training materials.</li> <li>The training team will promote a forum for early discussions of end user issues</li> </ul> <p><b>Knowledge Transfer</b></p> <ul style="list-style-type: none"> <li>IBM will facilitate AWI’s members’ understanding concerning all aspects of the functionality, use, and reporting capability</li> <li>Knowledge transfer for IBMs approach to planning, analysis, design, construction, configuration, and implementation of the proposed UCCBIS solution application software will be provided</li> <li>IBM consultants mentor, teach and train during all phases and aspects of an implementation project</li> <li>Unclear how knowledge transfer will be effective with much of IBMs technical team being located off-site</li> </ul>	<p>user roles for a given release.</p> <ul style="list-style-type: none"> <li>Build – Develop training materials.</li> <li>Test – Test training materials to validate the courses meet the learning objectives.</li> <li>Deploy - Deliver the training to the end users at the AWI training facilities by prepared trainers (some AWI SMEs), virtually, or at the users’ desktop</li> </ul> <p><b>Knowledge Transfer</b></p> <ul style="list-style-type: none"> <li>Begins early in the project schedule and continues throughout the project lifecycle.</li> <li>Approach leverages the “learn-by-doing” concept</li> <li>Presented conceptual level of detail during presentations</li> </ul>	<p><b>Knowledge Transfer</b></p> <ul style="list-style-type: none"> <li>Both formal and informal starts on day one of the project</li> <li>Knowledge transfer delivery channels: formal “just-in-time” training, on-the-job training, mentoring, system documentation</li> <li>uFACTS Knowledge Repository contains reusable artifacts that represent our lessons learned and best practices gained during our experience implementing effective knowledge transfer programs for UC business processes for several states, including: MT, KY, MN, and MA</li> </ul>
<b>Solution Overview</b>	<ul style="list-style-type: none"> <li>Transfer System from Mississippi</li> <li>Current solution accommodates creating, processing, and establishing alternative</li> </ul>	<ul style="list-style-type: none"> <li>COTS solution (Oracle Siebel’s Public Sector) with integrated components for imaging, call center, document</li> </ul>	<ul style="list-style-type: none"> <li>Transfer system from Illinois - myBIS - built using Java J2EE</li> <li>Current solution accommodates creating,</li> </ul>	<ul style="list-style-type: none"> <li>uFacts framework implemented in two states and currently being implemented in two states</li> </ul>





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	<ul style="list-style-type: none"> <li>programs</li> <li>• Transfer system is built using Java/JEE technologies on IBM Web-Sphere Application Server platform</li> <li>• Transfer system has evolved from development in New Mexico, Nebraska, and Mississippi.</li> <li>• Supports English and Spanish</li> <li>• Business rules are currently implemented using tables.</li> <li>• The Short Time Compensation program will need to be developed</li> <li>• Demonstrated knowledge of system and UC</li> <li>• System is flexible for redefining business rules</li> <li>• Functionality currently provided in the transfer system will be integrated with different components than in the existing system:               <ul style="list-style-type: none"> <li>♦ Business Rules</li> <li>♦ IVR/CRM</li> <li>♦ Imaging</li> <li>♦ Document Management</li> <li>♦ Reporting</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>management, and business rules</li> <li>• Proposed solution has not been implemented by IBM</li> <li>• Significant configuration/customization required to meet requirements</li> <li>• COTS solutions provide upgrade and support path for Agency.</li> <li>• Oracle Policy Automation (OPA) Rules Engine will need to be integrated</li> <li>• The IVR will provide the same level of self service capabilities as the self service portal</li> <li>• Secure Enterprise Search is pre-integrated with Oracle Siebel’s Public Sector software.</li> <li>• Integrated case management</li> <li>• Automated adjudication scheduling</li> <li>• Dynamic intelligent questioning will be configured/developed</li> </ul>	<ul style="list-style-type: none"> <li>processing, and establishing alternative programs</li> <li>• Four releases have been successfully implemented:               <ul style="list-style-type: none"> <li>♦ Internet Claims</li> <li>♦ Guided Interview</li> <li>♦ Auto Registration with Illinois Skills Match</li> <li>♦ Internet Certification</li> </ul> </li> <li>• Business rules are currently implemented using tables</li> <li>• Business rule engine is not currently integrated with the solution</li> <li>• Solution has all the current federal rules from the latest round of American Recovery and Reinvestment Act (ARRA) changes</li> <li>• The Short Time Compensation program will need to be developed</li> <li>• Demonstrated knowledge of system and UC</li> <li>• Functionality currently provided in the transfer system will be integrated with different components than in the existing system:               <ul style="list-style-type: none"> <li>♦ Business Rules</li> <li>♦ CRM</li> <li>♦ Imaging</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Proposed solution is .NET, can also implement in J2EE</li> <li>• Current solution accommodates creating, processing, and establishing alternative programs</li> <li>• Solution includes a knowledge repository from all Deloitte’s previous UC engagements</li> <li>• Oracle Policy Automation (OPA) - Business rules engine will be integrated with uFacts, current business rules engine integrated with uFACTS is iLog.</li> <li>• Solution framework includes the following components: ICON, Table driven correspondence, Case Management, Document Management, and Help</li> <li>• Most business rules are currently implemented using tables.</li> <li>• The Short Time Compensation program has been implemented</li> <li>• System currently supports multiple languages</li> <li>• Demonstrated knowledge of system and UC</li> </ul>
<b>Solution Architecture</b>	Service Oriented Architecture	Service Oriented Architecture	Service Oriented Architecture	Service Oriented Architecture
<b>Base Solution</b>	Transfer - MS	COTS - Siebel Public Sector (non-UI specific)	Transfer - IL	Proprietary - uFACTS
<b>Business Rules</b>	IBM iLog JRules	Oracle Policy Automation	Embedded within code base; JBoss	Oracle Policy Automation



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<b>Engine</b>				
<b>Document Management &amp; Imaging</b>	Perceptive Image Now & Document Management System (DMS)	IBM FileNet Content Manager & Records Manager	ImageAPI iCenter	IBM FileNet P8 Content Manager, Records Manager & Capture Professional
<b>IVR/Call Center/CRM</b>	Genesys	Genesys	Genesys CIM, Microsoft Dynamics CRM	Genesys Voice Platform; uFACTS
<b>Correspondence &amp; Forms</b>	HP Exstream; Universal Coder (address validation)	Siebel	Pitney Bowes DOC1, QAS Pro Web (address validation)	HP Exstream; QAS Pro Web (address validation)
<b>Database</b>	IBM DB2, UDB 9.7	IBM DB2	IBM DB2 LUW	Oracle 11g
<b>Reporting</b>	IBM Cognos, Data Archive Tools	BI Publisher, OBIEE	SAP Business Objects	SAP Business Objects
<b>Workflow</b>	Embedded within code base	Siebel	Embedded within code base	FileNet P8 Business Process Manager
<b>Batch Processing</b>	Quartz	Siebel	SpringBatch	UC4 Application Manager
<b>Fax</b>	Open Text Fax Server, Perspective Faxing, Fax Agent, Recognition Agent	RightFax Server	ImageAPI iCenter	OpenText RightFax
<b>Other</b>	<ul style="list-style-type: none"> <li>IBM WebSphere Application Server</li> <li>IBM WebSphere Process Server</li> <li>IBM WebSphere Business Monitor</li> <li>IBM InfoSphere for Data Warehouse</li> <li>IBM WebSphere DataStage Server for ETL</li> <li>IBM Tivoli Composite Application Manager (ITCAM)</li> <li>MS Exchange Server for Email</li> <li>Rapid Spell for spell check</li> <li>Ultimate Drop Down Menu (UDM) software and PinEdit for menus</li> </ul>	<ul style="list-style-type: none"> <li>Siebel upgrades managed as a project</li> <li>Previous adapter issues between FileNet and Siebel upgrades</li> <li>Siebel training is 2-3 weeks</li> <li>Software vendors supply the integration of the COTS products rather than relying upon custom development to bolt-on</li> <li>Siebel application servers (AOM App)</li> <li>IBM Websphere Message Broker (WMB) to manage the integration between the modernized UCCBIS systems and external systems</li> </ul>	<ul style="list-style-type: none"> <li>Assumption: current printer will be used for bulk printing</li> <li>JBoss is not implemented in the IL solution</li> <li>IBM WebSphere Application Server</li> <li>IBM WebSphere Management Console to monitor WebSphere Application Server</li> <li>IBM HTTP Server (IHS) as the Web Server</li> <li>Rational Application Developer (Java IDE) to code and unit test the java-based components that run on WebSphere</li> <li>JSpell SDK for spell check</li> <li>BMC Patrol Express to monitor system</li> </ul>	<ul style="list-style-type: none"> <li>Integration layers exist to support 3rd party software</li> <li>.NET 4.0</li> <li>.NET Business Components</li> <li>ASP.NET for presentation tier</li> <li>Microsoft Internet Information Server (ISS)</li> <li>Microsoft Active Directory</li> <li>Microsoft Windows Communication Foundation for building and running connected SOA based systems</li> <li>Microsoft ADO.NET and LLBLGen Pro</li> </ul>



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Component	Tata	IBM	Accenture	Deloitte
		<ul style="list-style-type: none"> <li>Web Servers</li> <li>OPA Servers</li> <li>FileNet Servers</li> <li>Clustered Gateway/Non-AOM App/Siebel File System Servers</li> <li>ETL Server</li> <li>OBI Server</li> <li>Genesys Servers</li> </ul>	<ul style="list-style-type: none"> <li>servers and databases</li> <li>DB2 Performance Monitor to monitor DB2 database performance</li> <li>Microsoft Enterprise Search / Fast Search and Transfer (FAST) Search Platform</li> </ul>	<ul style="list-style-type: none"> <li>Page Scholar JSpell for spell check</li> <li>Brava Enterprise Viewer for retraction</li> <li>FOIAXpress for processing Freedom of Information Act and Privacy Act requests</li> <li>GlobalSCAPE EFT Server</li> </ul>
<b>General System Functions – Correspondence</b>	<ul style="list-style-type: none"> <li>Correspondence &amp; Forms Software: HP Exstreme</li> <li>SOA software platform built upon J2EE, XML, Web Services and W3C</li> <li>Supports template versioning</li> <li>Available via web interface</li> <li>GUI WYSIWYG to design</li> <li>Graphical display of how and where a content is used across entire system to assess impact of document template changes</li> <li>Supports large volumes of transactional, ad hoc and personalized documents</li> <li>Supports multiple channels e.g., e-mail, Web, print/mail, SMS, and XML</li> </ul>	<ul style="list-style-type: none"> <li>Correspondence Software: Siebel Correspondence Management Module or Oracle’s BI Publication</li> <li>Capability to define correspondence templates in Word documents which are stored in Siebel</li> <li>Administrators map dynamic fields to the form</li> <li>When the forms are generated users have the ability to update the content of the form</li> <li>Once correspondence is generated and printed the information is automatically associated to the appropriate claimant or employer</li> <li>Correspondence documents will be created in the preferred language of the claimant</li> <li>testing</li> </ul>	<ul style="list-style-type: none"> <li>Correspondence Software: Pitney Bowes DOC1, Experian QAS ProWeb</li> <li>Ability to associate required and optional sections to a template</li> <li>Ability to define and associate variables with forms/correspondence</li> <li>Manages e-forms while still providing options for paper-based mailings</li> <li>System verifies addresses in real time against the USPS using QAS Pro Web software by Experian</li> <li>Could allow UC staff to generate forms and correspondence</li> <li>Ability to preview forms and correspondences before they are generated</li> </ul>	<ul style="list-style-type: none"> <li>The uFACTS Solution Framework provides the primary logic to trigger and generate necessary UC correspondence, including the creation of ad hoc correspondence</li> <li>Template driven correspondence -</li> <li>Ad-Hoc correspondence functionality allows for the creation of unique documents</li> <li>Each piece of correspondence is stored in the document management system for historical review</li> <li>Ability for mass correspondence generation</li> </ul>
<b>General System Functions – Advanced Search &amp; Document Management</b>	<ul style="list-style-type: none"> <li><b>Document Management Software:</b> Perceptive Document Management System (DMS)</li> <li>TCS has not worked previously with Perceptive</li> <li>Interacts with the TCS UI Transfer system to effectively store the images of the</li> </ul>	<ul style="list-style-type: none"> <li><b>Document Management Software:</b> IBM FileNet Content Manager, Records Manager</li> <li>Search functionality is comprehensive, including full-text search, keyword searches, searching based on ranges of data, as well as advanced search (e.g.,</li> </ul>	<ul style="list-style-type: none"> <li><b>Document Management Software:</b> ImageAPI iCenter Image Capture</li> <li>Electronic Case Folder integrates case management and document management to share information, allowing for collaboration among users</li> </ul>	<ul style="list-style-type: none"> <li><b>Document Management Software:</b> IBM FileNet P8 Content &amp; Records Manager, Capture Professional</li> <li>The uFACTS Solution Framework features intuitive search and navigation functionality that the users find very easy to use</li> </ul>



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	<p>correspondences, forms and requests that are sent or received by the system for claims processing</p> <ul style="list-style-type: none"> <li>Generated reports imaged and saved to document management system</li> <li>Online reports and reports sent through email will be available for future reference in document management system</li> </ul>	<p>thesaurus, fuzzy spellings, wildcard matching, NEAR, and nested search expressions).</p> <ul style="list-style-type: none"> <li>Search results will include both structured and unstructured data (e.g., Microsoft Word documents and Adobe Acrobat files restored in FileNet)</li> <li>IBM Team will have analyzed current Document Management processes and developed and confirmed the “To-Be” document management process design.</li> <li>IBM Team will translate the current document management processes and workflows into a FileNet document management model for inclusion in the UCCBIS Design document.</li> <li>IBM Team will make use of a library of FileNet solution templates that will serve as the foundations for the design</li> </ul>	<ul style="list-style-type: none"> <li>Documents and correspondence can be maintained within a single repository.</li> <li>Any user with appropriate privileges can view case documents via the Electronic Case Folder regardless of their location.</li> <li>Provides the ability to search, re-index, re-categorize, and annotate existing documents based on security rights.</li> <li>Solution includes Enterprise Search Service capabilities to perform advanced searches across various documents and data repositories.</li> <li>Advanced Search Software: Microsoft Enterprise Search / Fast Search and Transfer (FAST) Search Platform includes word stemming, federated search, reliability, performance and ease of integration within the overall architecture</li> </ul>	<ul style="list-style-type: none"> <li>The search functionality features various means of search using ID numbers, name, partial and full text searches, wild card searches, group search, sorting and paging of results.</li> <li>Document Management will be tailored to deliver AWI’s desired functionality</li> <li>The Document Management Integration component provides transparent integration of required documents into the application.</li> <li>Ability to connect documents to account or claim</li> <li>Can track items not physically in the data base, such as non-electronic or non-document evidence</li> <li>Role based security for notations on documents</li> <li>Adjudication file can include all documents fact findings and determinations</li> </ul>
<b>General System Functions – Reporting</b>	<ul style="list-style-type: none"> <li>Reporting Software: Cognos BI Report Viewer (will need to integrate and convert canned reports)</li> <li>System currently supports delivery of reports electronically in multiple formats</li> <li>Staff can schedule jobs and receive automated alerts and reminders</li> <li>Both online and archived reports will be integrated with application security.</li> <li>System implements a chart based UI</li> </ul>	<ul style="list-style-type: none"> <li>Reporting Software: BI Publisher, Siebel Tools, and OBIEE</li> <li>IBM will identify COTS reporting selections and develop specifications for reports</li> <li>Staff can schedule jobs and receive automated alerts and reminders</li> <li>Different licensing required for ad-hoc and standard reports</li> </ul>	<ul style="list-style-type: none"> <li>Reporting Software: Business Objects (currently integrated)</li> <li>Preconfigured standard Federal and State reports</li> <li>Staff can schedule jobs and receive automated alerts and reminders</li> <li>Will be able to track the report when initiated: when it ran; who ran it; how long it ran; whether it was successful; and how many records were involved</li> <li>Proposed to create a copy of the</li> </ul>	<ul style="list-style-type: none"> <li>Reporting Software: Business Objects (currently integrated)</li> <li>System currently supports delivery of reports electronically</li> <li>Staff can schedule jobs and receive automated alerts and reminders</li> <li>Fiscal Reporting, Management and Administrative Reports, Statistical Reports, Ad Hoc Reports and Inquiries</li> <li>uFACTS Reporting Services</li> </ul>



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	<p>Dashboard.</p> <ul style="list-style-type: none"> <li>• Key Performance Indicators (KPI) reporting</li> <li>• Transfer includes several built-in UI reports</li> <li>• Undefined Data warehouse was proposed (includes some level of aggregation and transformation development)</li> </ul>		<p>transactional database as a reporting database</p> <ul style="list-style-type: none"> <li>• Transfer includes several built-in UI reports</li> </ul>	<p>Includes</p> <ul style="list-style-type: none"> <li>♦ Fiscal Reporting</li> <li>♦ Management and Administrative Reports –</li> <li>♦ Statistical Reporting</li> <li>♦ Ad-Hoc Reports and Inquiries –</li> <li>♦ The uFACTS Solution Framework contains multiple templates for UC Benefits management reports</li> </ul>
<b>Business Rules</b>	<ul style="list-style-type: none"> <li>• <b>Business Rules Software:</b> IBM WebSphere ILOG JRules</li> <li>• TCS has experience using rules engine in MS implementation.</li> <li>• Automated execution of test scripts supports thorough regression testing</li> <li>• Will prepare a list of business rules designed and configured for each iteration as per the iteration plan and provide necessary documentation and procedures for maintaining the rules and related tables</li> <li>• Provides the ability for non-technical business users to be directly involved in rule management</li> <li>• Enables flexible decision automation for applications and processes that are subject to complex, variable and evolving rules</li> <li>• Training between 1-10 days depending on role. Business users 1 day, IT users 10 days</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Business Rules Software:</b> Oracle Policy Automation (OPA)</li> <li>• IBM did not demonstrate traceability of rules across development tools.</li> <li>• IBM demonstrated simple rule development</li> <li>• Oracle Policy Automation Connector for Siebel provides an out-of-the-box integration between Oracle Policy Automation components and Siebel’s web services framework</li> <li>• IBM Team will assess the UCCBIS business rules identified in the Define stage and map the rules to Siebel and OPA capabilities accomplished by application-knowledgeable IBM Team members.</li> <li>• IBM confidence is high that the major UCCBIS business rules can be accommodated without significant extensions</li> <li>• UCCBIS design blueprint provides a</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Business Rules Software:</b> JBoss Enterprise BRMS and embedded in program code</li> <li>• To make the process of updating dynamic business logic even more streamlined, proposing to incorporate the JBoss Enterprise BRMS.</li> <li>• Includes a rules engine and rules development, management, and repository</li> <li>• Proposes to not convert embedded rules to rules engine</li> <li>• JBoss will require reliance upon IT staff to make changes</li> <li>• JBoss provides basic rules engine functionality</li> <li>• Enables trained business analysts to view and manage AWI business rules as encoded in the AWI application infrastructure</li> <li>• Dynamic parameters with the potential to change frequently are stored in the database and can be easily updated via a</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Business Rules Software:</b> Oracle Policy Automation (OPA)</li> <li>• The uFACTS Solution Framework leverages a business rules engine and table-driven parameters that are called by application program code and processes</li> <li>• The separation of business rules into a separate rule repository promotes reuse by treating business logic as a manageable enterprise resource.</li> <li>• Visible Rules – rules are presented in a language that makes sense to business users</li> <li>• The uFACTS Solution Framework includes over 400 code tables and 12,000 sub code tables to maintain uFACTS</li> <li>• The Sub-Code System Management component allows authorized users to create and maintain records in system</li> </ul>





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		business rule matrix that describes how each UCCBIS business rule is accomplished <ul style="list-style-type: none"> <li>• Training one week for IT users and two weeks for business analysts</li> </ul>	script <ul style="list-style-type: none"> <li>• Parameter changes do not require modifications to application code</li> </ul>	code tables <ul style="list-style-type: none"> <li>• Includes testing engine and test scripts.</li> <li>• Can perform ‘what if’ scenarios (business impact analysis)</li> <li>• OPA not in use in MA, NH, or MN</li> </ul>
<b>Workflow</b>	<ul style="list-style-type: none"> <li>• The TCS UI Transfer system interfaces with the integrated TCS Workflow Management System (WMS)</li> <li>• Workflow includes tracking of the work items and generation of reminders automatically after a pre-defined period</li> <li>• Algorithm to balance the workload amongst the system users</li> <li>• Capability to assign the work-item to individuals based upon rules</li> <li>• Demonstrated a flexible workflow management system</li> <li>• Workflows can be setup for round robin or skills based</li> </ul>	<ul style="list-style-type: none"> <li>• Workflow is embedded within the IBM Solution</li> <li>• Solution includes an electronic Case Management system</li> <li>• Workflow processes are created and managed using a flowchart tool</li> <li>• Changes to workflow processes are configured and managed in Oracle-Siebel Tools</li> <li>• Workflows are set up for all common processes supported in the system</li> <li>• Built to support mobile and remote access</li> </ul>	<ul style="list-style-type: none"> <li>• Workflow: Oracle BPM and embedded program code (Oracle BPM is not currently integrated)</li> <li>• Demonstrated proven COTS solution with upgrade and support path.</li> <li>• Automates workflow processes through application embedded workflow functionality</li> <li>• Provides the ability to route work tasks/activities to various users in a business process</li> <li>• Requires minimal effort to reflect business process and workflow changes</li> <li>• Monitors assigned work to make sure it is completed on a timely basis</li> </ul>	<ul style="list-style-type: none"> <li>• The uFACTS Solution Framework Case Management component controls workflow</li> <li>• Case Management / Workflow uses FileNet products</li> <li>• Workflow component monitors and tracks processes</li> <li>• Workflow processes are created, managed, &amp; modified using a flowchart tool</li> <li>• Ability to receive workflow metrics</li> <li>• Includes predefined events and action diagrams of common unemployment processes</li> </ul>
<b>Imaging</b>	<ul style="list-style-type: none"> <li>• <b>Imaging Software:</b> Perceptive ImageNow</li> <li>• Allows all areas to share information while providing the technical capabilities to identify and remove duplicative information.</li> <li>• Will be integrated with HP Exstream correspondence solution to meet all the imaging-correspondence non-functional requirements</li> <li>• Design will include bi-directional flow (storage and retrieval) of images between the imaging solution and the system.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Imaging Software:</b> FileNet (Content Manager, Records Manager)</li> <li>• FileNet provides versioning, parent-child capabilities, and fine grained security support</li> <li>• Proposed 5 scanners</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Imaging Software:</b> ImageAPI iCenter Image Capture</li> <li>• iCenter is not currently in production and has been available since Fall 2009</li> <li>• Provides the ability to search, re-index, re-categorize, and annotate existing documents based on security rights</li> <li>• Provides image capture, email and fax-to-image, content redaction capabilities, bar coding and indexing processes</li> <li>• Supports fax to image capability</li> <li>• Enables storage and retrieval imaged</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Imaging Software:</b> FileNet P8 suite of products</li> <li>• Users will be able to access documents and workflows by logging into the same Web interface provided by uFACTS using a single set of login credentials</li> <li>• Some of the key features of the solution include receiving incoming documents via fax and paper, automatically indexing documents when possible, attaching documents to issues,</li> </ul>



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	<ul style="list-style-type: none"> <li>TaTa will design indexing schemes to support the UC functionality, including the ability to capture and retrieve information as required, for business purposes</li> <li>Supports fax and email to image capability.</li> <li>Scanned documents available for users in approximately five minutes</li> <li>Solution supports linking documents together to form logical packets to support business processes and bar coding.</li> <li>Proposed 11 scanners</li> </ul>		<p>documents, correspondence and account information regardless of the source.</p> <ul style="list-style-type: none"> <li>Framework includes centralized storage and an image scanning facility</li> <li>Accenture has successfully implemented correspondence imaging system with Image API at various clients</li> <li>Currently being used at AWI and it is known by the AWI staff</li> <li>Current images in the iCenter repository don't need to be converted to a new system</li> <li>Built on a scalable architecture comprised of product layers</li> <li>Solution supports linking documents together to form logical packets to support business processes</li> <li>Follows AWI processes with automated workflow capability enabling enterprise-wide collaboration, approvals, and better management</li> <li>Supports effective content use by delivering controlled, transparent access, storage and publication of large volumes of documents</li> <li>Leverages work Image API has done helping the State of Florida achieve many of its goals for improving processes through automation, content management solutions, and business processing.</li> <li>Proposed 12 scanners</li> </ul>	<p>redacting documents and attaching non-indexed documents to work queues for manual indexing, bar coding</p> <ul style="list-style-type: none"> <li>Document repository and imaging components lie within the core of the IBM FileNet P8 to capture, manage, and store content. Multiple repositories are created and managed within IBM FileNet P8 to match specific physical configuration requirements</li> <li>The uFACTS application architecture is designed to manage storage of non-structured data, such as correspondence to and from claimants and employers</li> <li>Proposed 11 scanners</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>System is capable of establishing and maintains internal controls that deter and</li> </ul>	<p><b>Siebel</b></p> <ul style="list-style-type: none"> <li>Supports a broad range of standard</li> </ul>	<ul style="list-style-type: none"> <li>IBM WebSphere as the Application Server and IBM HTTP Server (IHS) as the Web</li> </ul>	<ul style="list-style-type: none"> <li>To preserve the integrity of data within the Information Tier, the uFACTS</li> </ul>



## UC Modernization 10-ITN-001-SS – Comparative Analysis



Component	Tata	IBM	Accenture	Deloitte
	<p>detect fraud, and secure confidential data</p> <ul style="list-style-type: none"> <li>• Information Exchange and Security layer provides necessary security access controls and privileges to the users through single sign-on and role management using LDAP-compliant directory servers</li> <li>• Enterprise Service Bus can be used to efficiently reuse existing IT assets within an FL AWI and interconnect them with the broader IT environment to make the most of the existing applications. Self services functionality and collaboration services are also rendered to the users through this portal</li> <li>• Audit controls include:               <ul style="list-style-type: none"> <li>○ Internal Audit Security Log (Daily Report) to keep track of the different users logging in to the system, time of login and duration of session.</li> <li>○ Internal Audit Address Change Listing report to assure the address changes done in the system for claimant /employer are correct.</li> <li>○ Internal Audit Duplicate Address Listing report to avoid duplicate addresses for an entity.</li> <li>○ Report showing claimants that received multiple checks at the same address – in order for the Agency to carry out an investigation into the reasons for such receipt.</li> <li>○ Report for all the agency employees which have overpayment pending with Agency.</li> <li>○ Report for all the agency employees which has business associated in the</li> </ul> </li> </ul>	<p>authentication, access control, privacy mechanisms/ techniques</p> <ul style="list-style-type: none"> <li>• Supports many classes of users to help manage access control across the extended enterprise</li> <li>• Open authentication architecture with an API that supports custom-developed authentication adapters</li> <li>• Provides authentication adapters for LDAP/ADSI based directory servers.</li> <li>• Supports single sign-on</li> <li>• Web-server or third-party authentication manager can be configured to use digital certificates for authentication</li> <li>• Supports industry-standard SSL protocol.</li> </ul> <p><b><u>FileNet</u></b></p> <ul style="list-style-type: none"> <li>• Access control to securely deliver personalized information</li> <li>• More granular security with database user id/password support</li> <li>• Choice of transports that enable secure business to be conducted at any time and place</li> <li>• Message flows execute in separate address spaces/individual processes which isolates pieces of information</li> <li>• Authentication for topic-level security for users and groups that perform publish/subscribe operations</li> </ul> <p><b><u>Oracle Policy Automation</u></b></p> <ul style="list-style-type: none"> <li>• Supports Windows based login security</li> <li>• Administration views can be administered via user responsibility management</li> <li>• Integrated via a proxy business service in</li> </ul>	<p>Server</p> <ul style="list-style-type: none"> <li>• Solution incorporates security from various levels within the technology which includes network, servers, access, and application levels</li> <li>• Symantec Virus Scan for File Uploads.</li> </ul>	<p>Solution Framework promotes the concept of allowing database updates only through the business application where appropriate edits and security validations can be applied</p> <ul style="list-style-type: none"> <li>• Deloitte proposes limiting access to the operational data repository to only the application environment</li> <li>• The uFACTS Solution Framework features comprehensive security architecture to address the security requirements of the proposed UC solution</li> <li>• The security functionality features user account management, role based security, password and account resetting, secure communication by users and data transmission to external agencies</li> <li>• Supports single sign-on</li> </ul>



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Component	Tata	IBM	Accenture	Deloitte
	<ul style="list-style-type: none"> <li>State.               <ul style="list-style-type: none"> <li>○ Report of the entire Fictitious Employer which has less than X no of employee and no FIEN.</li> </ul> </li> <li>• Provides weekly audit process to measure the quality of benefit payment and denial decisions.</li> </ul>	<ul style="list-style-type: none"> <li>the Siebel Application Server which supports LDAP</li> <li>• Supports role-based access and object based access</li> <li>• Integrates with Siebel for authentication</li> </ul>		
<b>Claimant Internet Portal</b>	<ul style="list-style-type: none"> <li>• Deployed by March 7, 2013</li> <li>• Existing functions: File UI Claim, File Weekly Cert, File a non-mon Appeal, Update Claimant Profile, Update Payment Option, Claimant Inquiry</li> <li>• In MS, 99+% of continuing claims coming in via IVR</li> <li>• Claimants have the ability to file multiple weekly certifications 24x7</li> <li>• Browser session maintains user entered data when user pages back and forward through application</li> <li>• Autocoder (ITSC/USDOL version) used for re-employment purposes</li> <li>• Real-time interfaces with Immigration and SSA</li> <li>• Supports Spanish</li> <li>• The user interface will comply with current Americans with Disabilities Act (ADA) standards and requirements</li> <li>• TCS claims 68% of A&amp;A issues auto-adjudicated in MS</li> </ul>	<ul style="list-style-type: none"> <li>• Deployed by June 30, 2012</li> <li>• Functions to be developed: File a Claim (Initial or Continuing), View History, Request Information, Respond to requests, Receive alerts and notification</li> <li>• IBM demonstrated initial portal screen and has not developed any deeper functionality</li> <li>• Claimants will be able file all types of UC claims through the Web and IVR</li> <li>• Key feature of OPA Web Determinations is the ability to have dynamic questions displayed based on the context of the answers to previous questions</li> <li>• Web Determination questions can also pull in information from external sources using the Siebel to OPA connector</li> <li>• Changes to questions and new questions to be made by business analysts rather than developers writing code</li> <li>• Number of Agency requirements not met by COTS solution. Plan is to meet the requirements through development</li> </ul>	<ul style="list-style-type: none"> <li>• Deployed by June 30, 2011</li> <li>• Existing functions: create and maintain account information, file claims, view benefit payment information, and complete continued claim certifications.</li> <li>• Demonstration uncovered usability concerns. Stated usability testing was conducted with non-UC staff</li> <li>• Number of Agency requirements not met by Illinois solution. Plan is to meet the requirements through development.</li> <li>• UC staff, new and existing claimants, employers and Third Party Agencies (TPA) have 24X7 access to claims data, appeals and/or documentation.</li> <li>• Provides customers with the ability to perform a number of self service tasks that may have previously required UC staff intervention</li> <li>• Employers and TPAs with the appropriate security can access frequently requested documents, browse FAQs, and view and enter appeals information for cases to which they are a party</li> </ul>	<ul style="list-style-type: none"> <li>• Deployed by July 1, 2011</li> <li>• Steps claimants through the application process, dynamically determining the questions to be asked based on past responses to questions and by displaying a progress bar</li> <li>• uFACTS tailors the home page to each claimant</li> <li>• Virtual UI Agent/Determine Correct Path provides claimants with messages related to outstanding fact-finding, re-employment activity, available weeks, and determination or appeals status</li> <li>• Generates appropriate real-time fact-finding to the claimant based on claimant responses, attaches result in .pdf format to claim</li> <li>• Partially completed claim can be saved for completion at a later time</li> <li>• Calendar can be integrated with MS Outlook</li> <li>• Demonstrated address validation.</li> <li>• During employment collection claimants verify addresses where they worked, job titles and reasons for separation.</li> </ul>



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				<ul style="list-style-type: none"> <li>• Based upon eligibility requirements, uFACTS will present the proper application for programs</li> <li>• Support real-time SSN validation with SSA</li> <li>• Employers and wages are only displayed if the SSN verification was completed successfully</li> <li>• Eligibility to file is checked before obtaining personal information</li> <li>• Table containing routing numbers and associated banks is updated monthly</li> <li>• Displays job matches for claimant</li> </ul>
<b>Integrated Voice Response</b>	<ul style="list-style-type: none"> <li>• Genesys Voice Portal (GVP) and Customer Interaction Management Platform (CIM)</li> <li>• Claimants may place claims through Interactive Voice Response (IVR) system either by speech or touch-tone</li> <li>• Claimant has the option to speak to the best available agent to resolve their queries</li> <li>• Insight into daily operation of the Contact Center</li> <li>• Provides a unified view of the claimant information on the Agent desktop</li> <li>• Quality monitoring of the services offered to claimant</li> <li>• Tool for optimized utilization, tracking and scheduling of the contact center workforce</li> <li>• Screen pop functionality will be developed</li> <li>• Proposed natural speech recognition</li> </ul>	<ul style="list-style-type: none"> <li>• Genesys IVR</li> <li>• Routing and virtual hold capability</li> <li>• Solution provides the capability to transfer the context of a call, including application screens along with a transferred call</li> <li>• The Genesys solution manages multiple call centers as one virtual call center The IVR provides the caller with the option to leave a voice mail which is captured as an audio file</li> <li>• Ability to forecast call volume and scheduling of call center agents</li> <li>• Proposed natural speech recognition</li> </ul>	<ul style="list-style-type: none"> <li>• The Genesys CIM platform provides the telephony platform that enables telephone-based access to myBIS</li> <li>• myBIS provides the capability to provide AWI staff with screen pops of information collected by the IVR</li> <li>• Automatic Call Distribution: Calls are distributed through defined ACD rules</li> <li>• Call Treatment: Genesys ACD handles the call based on set rules at the ACD level and routes calls to pre defined destinations</li> <li>• Prompting: ACD is capable of simple prompting and digit collecting</li> <li>• Did not propose natural speech recognition</li> </ul>	<ul style="list-style-type: none"> <li>• Utilizes Genesys call center architecture</li> <li>• IVR functionality (screen pops, messaging, etc.) is part of the uFACTS framework</li> <li>• Script Based Interface - Users will interact with pre-recorded prompts, known as “scripts”</li> <li>• Alternative Language - Alternative language IVR scripts will follow the same logical flow as the original script, but the content will be translated by a language specialist</li> <li>• IVR script will transfer the call to the appropriate call center staff by using skill-based routing logic</li> <li>• Did not propose natural speech recognition</li> </ul>
<b>Customer Relationship Management</b>	<ul style="list-style-type: none"> <li>• Genesys Voice Portal (GVP) and Customer Interaction Management Platform (CIM)</li> <li>• Ability to determine the appropriate service or best agent for an interaction</li> </ul>	<ul style="list-style-type: none"> <li>• Siebel provides users the ability to document all interactions with customers.</li> <li>• Siebel integrates with IVR software to record incoming call data into a call record</li> </ul>	<ul style="list-style-type: none"> <li>• CRM Software: Microsoft Dynamics CRM (not currently integrated)</li> <li>• Customizable user interface that connects to the underlying data objects without</li> </ul>	<ul style="list-style-type: none"> <li>• Genesys in conjunction with the uFACTS Solution Framework will support CRM</li> <li>• Screen pops will be provided to CSRs</li> </ul>





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Component	Tata	IBM	Accenture	Deloitte
	<ul style="list-style-type: none"> <li>Integrates and manages voice, email and chat media</li> <li>Funnels all incoming interactions from various media channels into a single universal queue</li> <li>All correspondence is available thru the CRM module</li> </ul>	<ul style="list-style-type: none"> <li>Siebel OOTB provides the ability for call takers to transfer calls</li> <li>SmartScripts or Task Based UI allow users to define standard scripts which can be followed call takers when calls are received.</li> </ul>	<ul style="list-style-type: none"> <li>programmatic extensions</li> <li>Screen pops claimant info to agent from IVR</li> <li>Email and Chat functionality was demonstrated</li> <li>Email integration with CRM tool</li> <li>CRM tool handles all information from IVR</li> <li>System will display caller statistics</li> <li>System identifies if the calling number is the number on the claim</li> </ul>	<ul style="list-style-type: none"> <li>uFACTS has been integrated with other IVR/CRM solutions</li> <li>Genesys is currently being implemented in California with uFACTS</li> <li>uFACTS framework provides many of the CRM requirements</li> </ul>
<b>Employer Portal</b>	<ul style="list-style-type: none"> <li>Existing functions: Tax reports, wage reports, wage details, account information, tax payments, correspondence, employer charges, employer registration, tax reporting, wage submittal, claim submittal, claim status access, appeal submittal, reference material submittal, demographic data updates and UI reporting</li> <li>During the requirements phase, a need analysis is done for the business processes that need to be exposed as self-service</li> <li>Employer account not required for employers to respond to a request for information</li> </ul>	<ul style="list-style-type: none"> <li>Functions to be developed: create an account, view their history, respond to Agency requests, manage account, view and respond to separation notices, view and protest wage charges, file appeals, monitor claim activity and submit STC plans.</li> <li>During the design phase of the project, the IBM team will collaborate with members of AWI's project team to configure the Employer's Home Page to allow the self service functions that AWI chooses to enable employer community to perform.</li> <li>Streamlines the activities related to identifying and capturing missing employers and incorrect wages during the Claims process</li> <li>To start the STC process, employers will be able to submit an application to participate in an STC program through the employer self service portal</li> <li>Employers will have multiple communication options in which to receive</li> </ul>	<ul style="list-style-type: none"> <li>Deployed by June 30, 2011</li> <li>Functions to be developed: access frequently requested documents, browse FAQs, and view and enter appeals information for cases to which they are a party, submit a request for information and documentation</li> <li>JSPs and JSP TagLibs for the Presentation Layer, which results in Internet screens used by Employers</li> </ul>	<ul style="list-style-type: none"> <li>Existing functions: file appeals, manage correspondence notifications to and from employers and employer agents</li> <li>Generates appropriate real-time fact-finding to the employer based on claimant responses</li> <li>Each portal is managed with the same basic look-and-feel, same business flows, and an intuitive design</li> <li>The re-use of a common graphical user interface reduces system maintenance, improves staff to constituent assistance and training, and provides for a consistent set of business processes</li> <li>Designed in a manner that allows users to generally access a business process with no more than three "clicks"</li> <li>Employers will have inboxes</li> <li>Can interface with SUNTAX system</li> <li>Currently record business owner/operator information and cross-match that information with claims</li> </ul>



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Component	Tata	IBM	Accenture	Deloitte
		agency communications		<ul style="list-style-type: none"> <li>filed to detect issues</li> <li>Portal for employer agents. Deloitte has had success in two states getting TALX to used employer portal and fact-finding forms to respond to employer notices of claim filed and they believe that they can help FL accomplish same</li> <li>Suggest FL pull employer files from DOR to have account previously established for employer/agents</li> <li>MN has had 873 employers sign up for STC since Deloitte did their modernization and they only had 1 employer prior; 50,000 STC applicants</li> </ul>
<b>UC Program Workspace – Claims</b>	<ul style="list-style-type: none"> <li>Existing functions: Filing of regular claims, Filing of STC Program, Filing of worker compensation claims, Filing of combined wages claims, Filing of TRA and RTAA, Filing of DUA claims, Filing of interstate agent and liable claims, Filing of claims with option to use Alternate Base Period, Detection of issues during filing of claims, Automatic sequence building, Regular claims, Regular Claim (NBY), FEB/SEB claims, Continued Claims (Weekly certifications, late certifications, re-certifications, additional/re-open claims), wage determination, issue payment, cancel payment, re- issue payment after verification, customer information requests, audit, federal reporting and workforce</li> <li>Ability to provide a list of pre-defined set of questions to the claimants and capture their responses</li> </ul>	<ul style="list-style-type: none"> <li>Functions to be developed: Create accounts for external and internal users, File initial or continuing claims on the behalf of a claimant, Process and research claims for eligibility, Process payment for eligible claims, Perform adjudication activities, File an appeal on behalf of a claimant or employer, Process appeals, Access to standard and custom reports (including Federal reports), Request information from claimants and employers, Review requested information, Respond to requests for information, Schedule events and notify parties, System Administration for Administering users, Workflow configuration, business rules and correspondence, View claim status and history</li> <li>All claims, regardless of the channel, will go through the same OPA business rules and</li> </ul>	<ul style="list-style-type: none"> <li>Navigate via a cascade menu that provides navigation options at the business process-level.</li> <li>Claims are established when filed. IB-4s and correspondence to be mailed are processed at night. Does not prevent claims from being filed.</li> <li>Currently automatically delete (cancel) claim if IB-4 response indicates claimant has claim in another state</li> <li>Screens contain a drilldown layout.</li> <li>Consolidation of data from multiple screens into one screen</li> <li>Data validation is built into the system.</li> <li>Error messaging built into the application enforces correct and complete data entry.</li> <li>Confirmation messaging throughout the system</li> <li>Data validation rules confirm that initial</li> </ul>	<ul style="list-style-type: none"> <li>Integration w/ employer wage information</li> <li>Real time claimant fact finding</li> <li>Claim services components focus on efficient and accurate claimant registration, wage determinations, claimant self-service, and the establishment and maintenance of alternative programs</li> <li>These services can be integrated with the tax processing functionality in SUNTAX</li> <li>This module provides a secure login; an audited real-time interface with the SSA and DHS; integration with employer wage information; real-time fact-finding to claimants.</li> <li>The uFACTS Solution Framework accommodates creating, processing,</li> </ul>



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Component	Tata	IBM	Accenture	Deloitte
	<ul style="list-style-type: none"> <li>Based on Claimant information, Transfer System determines the claim type, the program type and the claim tier during claims intake process</li> <li>If the system detects any issues, the relevant questionnaires are displayed to the user.</li> <li>Ability to create a case for agency staff to investigate the issues which can be auto adjudicated</li> <li>Ability to file and process mass layoffs.</li> <li>Intelligence to build the logic for capturing additional data about specific scenarios</li> <li>Transfer system includes a dashboard to provide very quick insight into various strategic parameters to assess the health and status of strategic objectives</li> <li>STC and ATAA not currently implemented in MS implementation</li> </ul>	<p>processes</p>	<ul style="list-style-type: none"> <li>data entry is correct and vital information is not missing</li> <li>Task and assignment screens allow both UC staff and supervisors to view tasks and assignments</li> <li>Supervisor level staff has the ability to reassign tasks and assignments</li> <li>Includes a batch process that updates prioritization of tasks based on business rules</li> <li>Assignment lists are sorted by priority and due date in order to better manage the queue, and monitoring the dashboard alerts the user of past due items</li> <li>Completed Assignments page offers a history of task throughput and completion rates for management staff's review</li> <li>System Dashboard features office-level statistics that allow management to chart overall task and assignment volumes as well as geographic workload trends</li> <li>Pseudo monetary determination screen for claims staff and wages can be 'added' or 'deleted' to see affect on claim</li> </ul>	<ul style="list-style-type: none"> <li>and establishing alternative programs (STC, DUA, TRA)</li> <li>In Minnesota, 85 percent of claimants now use the Web application to process their claims, which is a drastic increase from 31 percent pre-implementation.</li> <li>87 percent of these claimants process 100 percent of their business online with no staff intervention</li> <li>The uFACTS Solution Framework's Determine Correct Path functionality only displays the "Request for Benefits" link to claimants when there is an available week to claim.</li> <li>Work is completed via work flows and not a work list</li> <li>Real time validation for SSN and addresses</li> <li>Overnight batch for wages.</li> <li>Correspondence runs in batch or individually.</li> <li>All screens configurable to Florida specifications</li> <li>Accessible via internet for staff working from home</li> <li>Only call center data is stored in Genesys</li> <li>Forces notes when a user makes changes</li> <li>Bundles and prints documents with coversheet and places exhibit numbers prior to printing</li> </ul>
<b>UC Program</b>	<ul style="list-style-type: none"> <li>The system detects and determines non-</li> </ul>	<ul style="list-style-type: none"> <li>By May 31, 2013, the full range</li> </ul>	<ul style="list-style-type: none"> <li>Solution is similar to AWI FAAS system.</li> </ul>	<ul style="list-style-type: none"> <li>The uFACTS Solution Framework</li> </ul>



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Component	Tata	IBM	Accenture	Deloitte
<b>Workspace – Adjudication</b>	<ul style="list-style-type: none"> <li>monetary issues manually or automatically.</li> <li>Transfer System incorporates a Questionnaire Engine to assist UI Staff in Adjudication of Claims</li> <li>Can detect various issues and creates case for investigation</li> <li>The Investigator is presented with the questions based upon the type of issue</li> <li>Built-in mechanism for auto adjudicating the investigation based upon business rules specified by the agency</li> <li>If an investigation is performed by one person and if the adjudication is being done by another person, the adjudicator can send back the case to the investigator in order to provide more information about the case.</li> <li>Employer chargeability is automatically determined for any decision which impacts the employer chargeability</li> <li>The adjudication process has configurable features which makes system easy to maintain and customize</li> </ul>	<ul style="list-style-type: none"> <li>Adjudication functionality will be integrated</li> <li>Managing adjudication issues as Siebel cases enables key functions and workflow around an adjudication case to be performed using configurable and adaptable workflow rules</li> <li>The adjudication process begins with issue identification through the OPA Business Rules engine.</li> <li>Rules will be configured to identify issues such as separation issues, employer issues and issues related to income. Once an issue has been identified by OPA rules, the OPA to Siebel connector will create a new case in Siebel Public Sector.</li> <li>The case will be assigned to an adjudicator based on assignment rules in Siebel’s Assignment Manager</li> <li>Once assigned, adjudicators will use the tools of Siebel Public Sector case management to determine an outcome and determination for the issue. To aide in this process, Activity Plans and iHelp processes will be available to adjudicators</li> <li>Activity Plans are created and maintained by system administrators to provide a checklist of items to perform on a particular item.</li> <li>Adjudicators will also have the ability to see all of the fact finding information directly on the adjudication case</li> <li>With OPA’s Decision Report functionality, adjudicators have access to a detailed description explaining exactly why the</li> </ul>	<ul style="list-style-type: none"> <li>No current auto adjudication</li> <li>ERPO employers can be automatically non-charged</li> <li>When the issue is logged, automatically schedules most Adjudications in real time.</li> <li>System schedules hearings and adjudications based on criteria defined by the Adjudication and Appeals Divisions, including claimant’s assigned local office, availability, issue type, language skills, employer stacking, referee training or special expertise</li> <li>Scheduler tries to add the new issue to the same adjudicator so they can group the interviews and complete them on the same day</li> <li>Navigate via a cascade menu that provides navigation options at the business process-level</li> <li>Screens contain a drilldown layout.</li> <li>Consolidation of data from multiple screens into one screen</li> <li>Data validation is built into the system.</li> <li>Confirmation messaging throughout the system allows the user to confirm key functions before data is submitted and processed</li> <li>Data validation rules confirm that initial data entry is correct and vital information is not missing</li> <li>Task and assignment screens allow both UC staff and supervisors to view tasks and assignments for the queue they are assigned</li> </ul>	<ul style="list-style-type: none"> <li>Adjudication module allows individual UC organizations to create, track, and adjudicate issues</li> <li>After an issue has been created, the Adjudication module will send out any necessary fact-finding documents and route issues to the appropriate adjudicator for processing</li> <li>uFACTS integrates fact finding into process, making the experience seamless for the user</li> <li>Ability to auto adjudicate based on business decision (currently 57% with no earnings auto adjudicated in MN)</li> <li>In addition to fact-finding beginning with the party that created the issue, the system will generate fact-finding for other interested parties if necessary</li> <li>Fact-finding request can be sent either electronically or through a paper notice</li> <li>Once the fact-finding has been received or the due date for fact-finding has passed, based on AWI-specific rules, uFACTS marks the issue as “ready-to-be-worked” and assigns the issue to an adjudicator</li> <li>In some cases the answers provided through fact-finding , or the fact that fact-finding was not returned, allows uFACTS to auto-adjudicate an issue and create a determination without staff interaction</li> <li>The Multi-Claimant/Mass Layoff process provides staff with an efficient method for processing multi-claimant</li> </ul>



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Component	Tata	IBM	Accenture	Deloitte
		<p>issue was identified in addition to a recommended determination</p>	<ul style="list-style-type: none"> <li>Supervisor level staff has the ability to reassign tasks and assignments.</li> <li>Includes a batch process that updates prioritization of tasks based on business rules</li> <li>Completed Assignments page offers a history of task throughput and completion rates for management staff's review</li> </ul>	<p>issues</p> <ul style="list-style-type: none"> <li>Each adjudicator's skill level is set for a queue and issues are distributed to users based on their skill set</li> <li>280 base adjudication code and sub code types</li> </ul>
<p><b>UC Program Workspace – Appeals</b></p>	<ul style="list-style-type: none"> <li>Appeals is integrated with Benefits, Payment and Overpayment subsystems</li> <li>Transfer System implements UC Referee Appeals and UAC Appeals</li> <li>Three stages to UC Referee Appeals: File an appeal, Review and Schedule Appeal, Issue Decision</li> <li>The System allows filing of an Appeal by Customer service representative, Claimant or an Employer</li> <li>Automated Appeal scheduling</li> <li>Schedule integrated with Outlook</li> <li>In case, an appellant/opponent are not satisfied with Higher Level Appeal decision, TCS UI Transfer System allows Appeals to be filed to District Court</li> <li>The system engages UC Referee, UAC, CSR, Appellant and Opponent for any Appeal in order to efficiently carry out the tasks for Appeal processing</li> <li>System will automatically detect the type of claim being appealed</li> <li>Ability to attach documents at the time an appeal is being filed will be developed</li> <li>Claimants and employers can attach</li> </ul>	<ul style="list-style-type: none"> <li>Once an appeal is submitted, Siebel Assignment Manager will route the appeal case to the best available resource or referee</li> <li>Assignment Manager rules take into account a number of different items including skills, availability, geography, and workload</li> <li>Ability attach documents to an appeal</li> <li>Recordings can be linked to a case</li> <li>Appeals functionality was mocked up for demonstration purposes</li> </ul>	<ul style="list-style-type: none"> <li>myBIS appeals functions can facilitate and balance referee workload via work item automation</li> <li>Automated Appeals scheduling</li> <li>Integrated with MS Outlook</li> <li>The system tracks each appeals case with a single docket number</li> <li>Hearings are auto scheduled and the system sends notices to all parties involved</li> <li>Referees can access previously made determinations and case information in one place</li> <li>An extension to the myBIS solution will allow for digital recording of the appeals hearings</li> <li>Will configure automated chargeability</li> <li>Can schedule by priority</li> <li>Ability to add an issue for adjudication</li> <li>Appeals module is currently in production in Illinois.</li> </ul>	<ul style="list-style-type: none"> <li>The uFACTS Appeals module enables employers and claimants to appeal determinations and initiate due process hearings</li> <li>Enables the creation of appeal dockets</li> <li>Manages the scheduling and rescheduling of appeal hearings</li> <li>Will integrate scheduling with MS Outlook</li> <li>Appeals are accessible through claimant and employer self-service and through IVR</li> <li>When filing an appeal the system automatically presents up to three scheduling options</li> <li>Scheduling options include: Automatic, Manual, and Combined</li> <li>Employers and claimants can manage their own appeals</li> <li>Appeals module is currently in production in 2 states and being implemented in 2 states</li> </ul>





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Component	Tata	IBM	Accenture	Deloitte
	<ul style="list-style-type: none"> <li>documents to an existing appeal</li> <li>System will be modified to accept appeal filings from 3<sup>rd</sup> parties</li> <li>System creates docket number when the appeal is filed</li> <li>Will need to develop the ability to create a suffix</li> </ul>			
<b>UC Program Workspace – Special Payments</b>	<ul style="list-style-type: none"> <li>Transfer System provides payment related functionalities which include issue payment, cancel payment, re- issue payment after verification</li> <li>System provides override capabilities to cancel and re-issue payment</li> <li>Claimants can opt for different modes of payment such as check, debit card, direct deposit to the account</li> <li>Special Payments functions include the ability to: Correct social security numbers, correct effective dates on claims, cancelling claims, cancel and reissue benefit warrants and EFT issues</li> <li>Demonstrated Special Payments reports that meet AWI requirements</li> <li>Demonstrated strong fund transfer capabilities</li> <li>Automated processes for supplemental payments</li> </ul>	<ul style="list-style-type: none"> <li>Benefits payment amounts will be automatically assigned to claims using the OPA rules engine</li> <li>Payment processing can be completed as requests occur or can in nightly batches</li> <li>As part of the overall payments management process, the exception process is managed as Cases in the Siebel Public Sector Application</li> <li>Can configure system to pay multiple weeks at once</li> <li>Can configure system to do automated fund adjustments</li> </ul>	<ul style="list-style-type: none"> <li>Ability to view payment deductions, payment details and accounts for individual payments in daily, monthly, quarterly and yearly financial statements</li> <li>System automatically processes payment adjustments, supplemental payments, and overpayments</li> <li>System currently has the ability to make payment via EFT, debit card, and warrant.</li> <li>Re-issue functionality will be developed for AWIs requirements</li> <li>Demonstrated strong fund transfer capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Ability to generate payments for all special programs as well as additional compensation</li> <li>Each payment is tied to the specific wage determination and program type so that all accounting and fiscal reporting are accurate</li> <li>Staff has the ability to process exception-based payment transactions</li> <li>Functionality includes the ability to make past weeks requestable once again for the claimant</li> <li>Demonstrated that payment information is easily accessible via the claimants home page</li> <li>Demonstrated strong fund transfer capabilities</li> <li>Automated processes for supplemental payments</li> </ul>
<b>UC Program Workspace – BPC</b>	<ul style="list-style-type: none"> <li>Transfer System provides following functionality:                             <ul style="list-style-type: none"> <li>Detect Overpayment</li> <li>Investigate and Adjudicate Overpayment</li> <li>Establish and Maintain Overpayment</li> <li>Collect Overpayment</li> </ul> </li> <li>Transfer system can implement fraud</li> </ul>	<ul style="list-style-type: none"> <li>Automatic overpayment detection</li> <li>Business rules will be established to ensure that each payment is associated with the correct program funding source</li> <li>Solution will utilize its Rules Engine to identify the overpayment recoupment rules associated with multiple funded programs</li> </ul>	<ul style="list-style-type: none"> <li>BPC functionality is integrated with Adjudication, Appeals and Continued Claims activities</li> <li>Solution creates a single overpayment record for the Weekly Benefit Amount (WBA) and Penalty Weeks</li> <li>Will customize solution to include cross</li> </ul>	<ul style="list-style-type: none"> <li>Benefit Payment Control module includes functionality that processes benefit payments for all UC programs</li> <li>Functionality incorporates cross-matches and inquiries to detect fraudulent activity</li> <li>Summary shows the current</li> </ul>



## UC Modernization 10-ITN-001-SS – Comparative Analysis

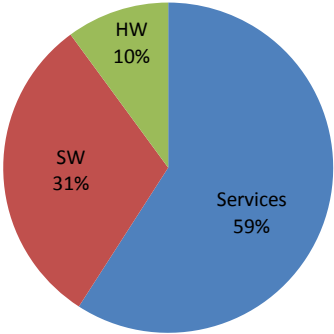
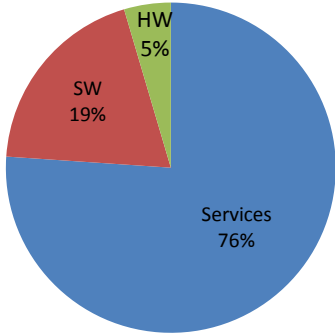
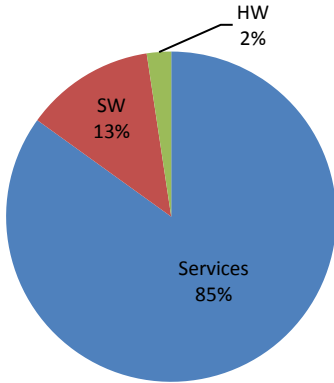
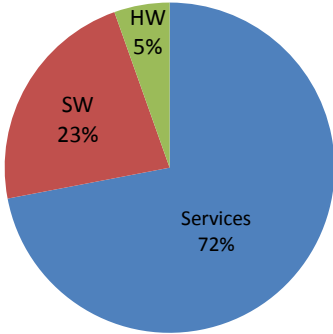


Component	Tata	IBM	Accenture	Deloitte
	<p>detection</p> <ul style="list-style-type: none"> <li>• Transfer System supports different methods to detect overpayments.</li> <li>• The TCS UI Transfer System allows AWI to perform investigations regarding overpayments</li> <li>• At the conclusion of the investigation, a finalization of report is prepared by the system to establish an overpayment and close the investigation in fraud/non-fraud/non-violent case.</li> <li>• The TCS UI Transfer System establishes an overpayment process for the claimant based on the input from the successful completion of adjudication of overpayment</li> <li>• The TCS UI Transfer System allows the collection of the overpayment amount from the claimant by different methods</li> <li>• The TCS UI Transfer System implements the process by which collection notices are generated and dispatched to the claimant</li> </ul>	<ul style="list-style-type: none"> <li>• System can implement fraud detection.</li> <li>• Current and prior claim offset handled by rules engine</li> <li>• Investigation workflow was not demonstrated</li> </ul>	<p>matches and wage audits (currently performed on legacy system)</p> <ul style="list-style-type: none"> <li>• Functionality to setup an overpayment on non-claimants</li> <li>• The system automatically applies collections and recoveries to overpayments</li> <li>• Ability to reverse a repayment</li> <li>• Demonstrated complete set of BPC functionality</li> </ul>	<p>Overpayment Balance and previous repayment transactions (Payments and Offsets)</p> <ul style="list-style-type: none"> <li>• Claimant can setup a re-payment plan</li> <li>• Ability to add other state overpayment information</li> <li>• Demonstrated complete set of BPC functionality</li> </ul>



## UC Modernization 10-ITN-001-SS - Comparative Analysis



Component	Tata	IBM	Accenture	Deloitte
<b>Cost</b>	<div style="display: flex; justify-content: space-around; align-items: center;">     </div>			
DDI Services	\$28,782,895	\$43,743,045	\$39,436,235	\$27,918,800
DDI Software	\$18,325,508	\$8,016,924	\$6,117,648	\$8,753,251
DDI Hardware	\$5,989,721	\$2,949,294	\$1,148,115	\$2,128,999
DDI Base O&M H/W & S/W Licenses	\$6,351,904	\$10,606,030	\$1,529,644	\$402,676
<b>DDI Total</b>	<b>\$59,450,028</b>	<b>\$65,315,293</b>	<b>\$48,231,642</b>	<b>\$39,203,726</b>
Base O&M	\$6,749,948	\$4,452,590	\$3,721,426	\$2,454,400
<b>Total to Implement</b>	<b>\$66,199,976</b>	<b>\$69,767,883</b>	<b>\$51,953,068</b>	<b>\$41,658,126</b>