Attachment Q - Requirements Response Matrix

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0001	Claims	Claims (General)	00		The system shall provide a capability to create a work item if the system determines that federal wages cannot be added to a claim.	2	Low	The uFACTS Solution Framework satisfies this requirement through an robust integrated workflow component , which contains the capability to create a new workflows if federal wages cannot be used. Stat can analyze the wage response and send the claimant a determination on the use of these wages. The uFACTS intricate workflow system includes intelligent routing, so staff with the right training receive these specific work items.
FR.0002	Claims	Claims (General)	00		The system shall provide a capability to store lag quarter wages associated with a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to retrieve lag quarter wages as necessary from SUNTAX or store lag quarter wages received by an employer wage response or claimant affadavit. These wages can be used for subsuequent claims or for an alternate base period if Florida decides to use that functionality in th future. The uFACTS Solution Framework allows Staff to enter wage updates manually as well as retrieves all wage updates made in the SUNTAX system.

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FR.0003	Claims	Claims (General)	00	UC.01.07	The system shall provide a capability to generate a notification to the claimant that their claim has been cancelled.	3		The uFACTS Solution Framework satisfies through a robust correspondence and document management component by providing the capability to generate a notification to the claimant that their claim has been cancelled or withdrawn. The uFACTS Solution Framework provides for correspondence to be triggered based on identified business rules without staff intervention or manually by staff if necessary. This criteria typically includes account status change transactions, such as when a claim is cancelled.
FR.0004	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for IB-6 discrepancies (outgoing) by discrepancy code.	2	Low	The uFACTS Solution Framework satisfies the requirement through the robust integrated workflow component which includes capability to create a work item for IB-6 discrepancies (outgoing) by discrepancy code. uFACTS creates discrepancy workflows for all ICON-related transactions in order for Staff to review the error and correct any necessary information before the transmission.
FR.0005	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for redeterminations with no employer name (entry errors).	2	Low	The uFACTS Solution Framework satisfies this requirement through the integrated workflow component by providing for the creation of a workflow when employer information is not able to automatical be associated with a redetermination. This workflow item will support the identification task that will take place to determine the appropriate employer information. Once the employer is identified, benefit charges can be adjusted if necessary and appropriat correspondence can be generated.

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0006	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item when high quarter wages are greater than $99,999.99 and the claim is ineligible.	1	Low	The uFACTS Solution Framework satisfies this requirement through the workflow componet which will allow for the creation of a new workflow when hig quarter wages are greater than $99,999.99 and the claim is ineligible. uFACTS contains a monetary workflow component which accounts for multiple types of discrepancies and/or alerts for Staff such as an IB4 discrepancy or the receipt of proof of DUA wages.
FR.0007	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for IB-4 transactions f which responses were not sent to the requesting state (by reason code for not sending).	3		The uFACTS Solution Framework satisfies this requirement through the workflow component by allowing for the creation of a work item for IB-4 transactions that were not transmitted to the requesting state. uFACTS creates discrepancy workflows for all ICON-related transactions in order for Staff to review the error and correct any necessar information before the transmission.
FR.0008	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for responses received from federal employers.	1	Low	The uFACTS Solution Framework satisfies this requirement through the workflow component by providing the capability to create workflows for all responses from federal employers if AWI deems necessary. However, uFACTS can automatically receive all wages from federal, military, and out of state employers and provided that the electronic record contains no errors, will automatically add these wages to the claimant's monetary without staff intervention.
FR.0009	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for initial determinatio where wages are rejected.	1	Low	The uFACTS Solution Framework will meet this requirement through the workflow component. uFACTS is configurable to include new workflows, the uFACTS Solution Framework will provide the capability to create a work item for initial determinations where wages are rejected.

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FR.0010	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for incoming wages not posted due to errors.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to create a work item when incoming wages are not posted due to errors. In our base solution, uFACTS creates discrepancy workflows for all ICON-related transactions in order for Staff to review the error and correct any necessary information before the transmission. These discrepancy workflows can also be created for any other sources of incoming wages that were not posted due to errors.
FR.0011	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for monetarily ineligible claims for which a UCB-13 has been filed.	1	Low	The uFACTS Solution Framework will meet this requirement through the integrated workflow component. Configurable to include new workflows, the uFACTS Solution Framework will provide the capability to create a work item for monetarily ineligible claims for which a UCB-13 has been filed.
FR.0012	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for SSNs with an IB-4 sent but no response received within an administrator configurable number of days.	3		The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting time frames for creating select work items. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ.
FR.0013	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for redeterminations where wages are rejected.	1	Low	The uFACTS Solution Framework will meet this requirement through the integrated workflow component. Configurable to include new workflows, the uFACTS Solution Framework will provide the capability to create a work item for redeterminations where wages are rejected.

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FR.0014	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for IB-6 discrepancies (incoming - by state and SSN) for each discrepancy code.	3		The uFACTS Solution Framework satisfies this requirement by providing for the creation of a workflow for all IB-6 (incoming) discrepancies. This workflow is part of the uFACTS base framework. Staff will review the discrepancy, correct as necessary, and apply charges appropriately.
FR.0015	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item for discrepancies between IB-4 wage information sent to another state and IB-5 information received from the other state.	1	Low	The uFACTS Solution Framework will meet this requirement. Configurable to include new workflows, the uFACTS Solution Framework will provide the capability to create a work item for discrepancies between IB-4 wage information sent to another state and IB-5 information received from the other state.
FR.0016	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to associate a CWC wage transcript with correspondence indicating that the claimant is eligible for a CWC claim in another state.	3		The uFACTS Solution Framework satisfies this requirement by providing for the association of CWC wages and separately eligible benefit amounts to the claim record for Staff view. In addition, uFACTS can generate a CWC Choice Letter to the Claimant which indicates that he/she is eligible in the other state and what the respective WBA and MBA amounts are in order for the Claimant to indicate the state in which he/she wants to claim benefits.
FR.0017	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to publish a CWC wage transcript with the associated correspondence indicating that the claimant is eligible for a CWC claim in another state.	3		The uFACTS Solution Framework satisfies this requirement by providing for the association of CWC wages and separately eligible benefit amounts to the claim record for Staff view. In addition, uFACTS can generate a CWC Choice Letter to the Claimant which indicates that he/she is eligible in the other state and what the respective WBA and MBA amounts are in order for the Claimant to indicate the state in which he/she wants to claim benefits.

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FR.0018	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to create a work item to authorize the payment of IB-6 billings to other states.	1	Low	The uFACTS Solution Framework will meet this requirement. Configurable to include new workflows, the uFACTS Solution Framework will provide the capability to create a work item to authorize the payment of IB-6 billings to other states.
FR.0019	Claims	Claims (General)	00	UC.01.10	The system shall provide a capability to pre-authorize the payment of IB-6 billings to other states without user intervention.	2	Low	The uFACTS Solution Framework will meet this requirement. Based upon predefined criteria, some payments of IB-6 billings may be pre-authorized without user intervention. This will reduce unnecessary staff time spent on review of non-critical billings and payments.
FR.0020	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to create and maintain administrator configurable eligibility questions for each claim program type (UI, UCX, UCFE, CWC, STC, TRA, ATAA, DUA).	2	Low	The uFACTS Solution Framework meets this requirement through our program maintenance components. Eligibility questions are stored in program-specific templates; these templates can be modified and deployed by an authorized business user in near real-time. uFACTS integrated document management components store claimant responses based on the set of questions asked of them; allowing UC workers to know exactly what questions were asked during the application
FR.0021	Claims	Claims (General)	00		The system shall provide a capability to identify unemployment compensation services as talliable or non-talliable based upon US Department of Labor guidelines. (e.g., completed Eligibility Review Process, processed initial claim, adjudicated claim, etc.)	2	Low	The uFACTS Solution Framework meets this requirement through or reporting modules. As a UC-designed framework solution, uFACTS contains the ability to tally/non-tally USDOL elements for appropriate tracking and reporting.
FR.0022	Claims	Claims (General)	00		The system shall provide a capability to determine the number of work search contacts a claimant is expected to make each week without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. As part of the basic set of functions within the uFACTS Solution Framework, our quotient modeler will cross-section applications against predetermined criterion, to determine the number of work search contacts a claimant is expected to make each week without user intervention.

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FR.0023	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to display benefit payment details for a claim (e.g., date, instrument, amount).	2	Trivial	The uFACTS Solution Framework will meet this requirement. As part of both user interface for both claimants and UI Staff Workers, the uFACTS Solution Framework contains a payment history screen that displays benefit payment details for a claim. This includes date, instrument, and amount.
FR.0024	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to display the details of how a payment was calculated (e.g., the deductions made from the WBA).	2	Low	The uFACTS Solution Framework will meet this requirement by providing the capability to display the details of how a payment was calculated; specifically it displays the connection between the starting point, which is the authorized payment amount (a.k.a. "gross"), and the net result. The steps leading from the authorized amount to the net result are displayed individually, and are drill-able by end-users through the graphical interface. Each of the deductions made from the weekly benefit amount (WBA) are separately displayed, and can be separately viewed via click-through, to the deduction details.
FR.0025	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to process multiple benefit payment transactions on a single business day to a claimant.	3		The uFACTS Solution Framework will meet this requirement. It can process multiple benefit payment transactions on a single business day to a claimant, and can also be configured to consolidate payments where required by our specific State UI clients.
FR.0026	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to provide benefit payments to claimants without user intervention.	2	Low	The uFACTS Solution Framework will meet this requirement. uFACTS Payment Module issues payments based on a pre-fined set of business rules without user intervention, and supports multiple payment methods. The uFACTS Solution Framework has been implemented in other states utilizing the following payment methods: debit card, direct deposi and checks.

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FR.0027	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to allow claimants to modify the preferred payment method.	2	Low	The uFACTS Solution Framework will meet this requirement. Designed for self-service, the uFACTS Solution Framework allows claimants to select their own choices for payment method upon both initial application, and continual account maintenance. Thi functionality allows claimants to update their information as their own situation changes.
FR.0028	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to provide claimants the option of having federal taxes withheld from their benefit payments.	3		The uFACTS Solution Framework will meet this requirement. Designed for self-service, the uFACTS Solution Framework allows claimants to select their own choice for having federal taxes withheld from their benefit payments. This ability is provided continuously, as long as the claimaint is able to access their account.
FR.0029	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to determine the schedule for Eligibility Review Process reviews for each claimant based on administrator configurable business rules.	1	Low	The uFACTS Solution Framework will meet this requirement. It will provide the ability to automatically determine the schedule for Eligibility Review Process reviews for each claimant based on administrator configurable business rules.
FR.0030	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to determine a claimant's continuing eligibility for benefits (Eligibility Review Process) for each program type and each funding source without user intervention.	1	Medium	The uFACTS Solution Framework will meet this requirement through the payment request process. The process links payment process to the cliamant providing the required eligibility information. The technique support timely submission of cliamant information and continous eligibility review for each program type and funding source without user intervention.

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FR.0031	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to identify a claimant as a priority Eligibility Review Process candidate without user intervention.	1	Medium	The uFACTS Solution Framework will meet this requirement. As part of the basic set of functions within the uFACTS Solution Framework, our quotient modeler will cross-section applications against predetermined criterion, to identify a claimant as a priority Eligibility Reivew Process candidate, without user intervention.
FR.0032	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to maintain an administrator configurable timeframe to include a claim in the Eligibility Review Process.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting time frames for creating select work items. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ.
FR.0033	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to exempt a claim from inclusion in the Eligibility Review Process.	1	Medium	The uFACTS Solution Framework will meet this requirement. If identified as a claim that should be exempted from inclusion in the Eligibility Reivew Process, the system will not prompt this function upon the triggering of a request for payment by the claimant.
FR.0034	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to maintain an administrator configurable timeframe to generate a reminder to the claimant for a claim lacking a response to the Eligibility Review Process form.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting time frames for creating select work items. This functionality will allow for the establishment of a correspondence trigger to generate a reminder notice to the claimant to completethe Elgibility Review Process form.

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FR.0035	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability for a user to indicate that the Eligibility Review Process is complete for a claim.	1	Low	The uFACTS Solution Framework will meet this requirement. To manage the cyclical eligibility reivew process, an end-point trigger must be defined by a user. This will provide a capability for a user to indicate that the Eligibility Review Process is complete for a claim.
FR.0036	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to remove the Eligibility Review Process pending indicator without user intervention.	1	Medium	The uFACTS Solution Framework will meet this requirement. It will provide a capability to remove the Eligibility Review Process pending indicator based on defined business rules, such as receipt of the completed Elgibility Review Process form without user intervention.
FR.0037	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to maintain an administrator configurable timeframe to prevent benefit payment without user intervention for a claim lacking response to the Eligibility Review Process form.	1	Low	The uFACTS Solution Framework will meet this requirement providing a pre-configured set of code tables;one of the over 400 includes setting time frames for creating select work items. In this particular case, an issue would be created using the uFACTS Adjudication module based on the configurable timeframe without user intervention. Th issue would be routed for resolution to appropriate staff.
FR.0038	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to identify a claim as scheduled for a Re-employment Eligibility Assessment (REA) without user intervention via system interface with WorkForce Services.	1	Medium	The uFACTS Solution Framework will meet this requirement. Native to the uFACTS Solution Framework, is the ability to identify a claim as scheduled for a Re-employment Eligibility Assessment (REA) without user intervention via system interface with WorkForce Services. This bi-directional interface allows for monitoring of external assessment requirements for maintaining unemployment insurance benefit eligibility.

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FR.0039	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability for a user to identify a claimant as dislocated.	2	Low	The uFACTS Solution Framework will meet this requirement. Within the context of a UI Staff Worker, the general information of a claimant is available for updates. This includes the ability for a user to identif a claimant as dislocated.
FR.0040	Claims	Claims (General)	00	UC.01.13	The system shall provide a capability to determine what Unemployment Compensation services are available to an external user.	3		The uFACTS Solution Framework will meet this requirement through role-based security which is used for all System users, whether they are third part administrators (TPA's), agents, employer designees, or auditors. For each role, a system administrator wil designate a specific set of functions that should be available for the user allowing for a great deal of specialized flexibility. These functions, in turn, will allow the user access to the specific areas that they are allowed to view or update.
FR.0041	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to associate a WorkForce office with a claimant.	2	Low	The uFACTS Solution Framework will meet this requirement. Based on geographic information entered during the application process, the uFACTS Solution Framework will link a claimant to their appropriate WorkForce office. Defined by a System Administrator, the WorkForce offices can be configured to be based upon criteria other than geographic location, as well.
FR.0042	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to display a list of potential WorkForce offices that a claimant may select from to be associated with the claimant.	2	Low	The uFACTS Solution Framework will meet this requirement. Based on information entered by the claimant, a choice of potential WorkForce offices can be displayed, to allow a claimant to select from, and t be associated with, throughout their account's lifecycle.

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FR.0043	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability for a system administrator to maintain WorkForce office details.	2	Low	The uFACTS Solution Framework will meet this requirement by providing code tables and sub-code tables. A system administrator will be able to enter and maintain WorkForce office details into the sub-code tables. The tables will then be utilized by the system to display a list of offices and to assoicate claimants to an office as well as for other system functions.
FR.0044	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to assign a claimant to an AWI cost center without user intervention.	2	Low	The uFACTS Solution Framework will meet this requirement. Once the dependent variables are defined, that will weight the AWI cost center assignment, the System will provide a capability to assign a claimant to an AWI cost center without user intervention.
FR.0045	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to associate claim information received via system interface from WorkForce Services to a claim without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement through a two way interface with WorkForce Services. Providing round-trip communication to WorkForce Services, the uFACTS Solution Framework supports communication to, and from, WorkForce Services as claimants provide relevant claim information. This information may pertain to claim information, or even required orientation and training sessions.
FR.0046	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to determine if claimant is required to regist for WorkForce Services without user intervention.	2	Low	The uFACTS Solution Framework will meet this requirement. As part of the basic set of functions within the uFACTS Solution Framework, our quotient modeler will cross-section applications against predetermined criterion, to determine if a claimant is required to register for WorkForce Services without user intervention.

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FR.0047	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to determine if claimant is eligible to receive Veteran Services without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. Based on a set of intial fact-finding questions, the system will determine if a claimant is eligible to receive Veteran Services without user intervention. The criteria to determine eligibility will be jointly identified during Joint Application Development (JAD) sessions.
FR.0048	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to create a work item when a claim is associated with a priority ERP that is not issued.	1	Low	The uFACTS Solution Framework will meet this requirement. Configurable to include new workflows, the uFACTS Solution Framework will provide the capability to create a work item when a claim is associated with a priority ERP that is not issued.
FR.0049	Claims	Claims (General)	00	UC.01.01	The system shall provide a capability to create a work item when a claim is associated with an ERP that is rejected as a duplicate, no matching claim or the claim is exempt.	1	Low	The uFACTS Solution Framework will meet this requirement. Configurable to include new workflows, the uFACTS Solution Framework will provide the capability to create a work item when a claim is associated with an ERP that is rejected as a duplcate no matching claim, or the claim is exempt.
FR.0050	Claims	Claims (General)	00	UC.01.13	The system shall provide a capability to determine what options are available to the external user. For example, file a claim, claim weeks, view correspondence, respond to correspondence, file an appeal or view claim status.	2	Low	The uFACTS Solution Framework will meet this requirement. Known within uFACTS as our "Determine Correct Path" functionality, this capability is central to the claimant's home page. This function determines, based upon the status of the account, which processing options are available to the external user including when the options for filing a claim, claiming weeks, viewing correspondence, responding to correspondence (fact-finding), filing an appeal, or viewing claim status, is available.

Respondent Name: Deloitte Consulting LLP

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FR.0051	Claims	Claims (General)	00	UC.01.07	The system shall provide a capability to re-determine benefits, without user intervention, upon completion of a monetary re-determination.	2	Low	The uFACTS Solution Framework will meet this requirement. When information that impacts benefit amounts are updated to an account, the system will r determine benefits, without user intervention, upon completion of a monetary re-determination.
FR.0052	Claims	Claims (General)	00	UC.01.07	The system shall provide a capability to re-determine benefits, without user intervention, when claim wage records are modified.	2	Low	The uFACTS Solution Framework will meet this requirement. As wage detail updates are made, and any other updates which might affect the wages used in a monetary calculation, our system will automatically determine the impact on benefit amounts. Calculation of the weekly benefit amount, maximum benefit amount, and account balance, are provided automatically.
FR.0053	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to create and maintain administrator configurable DUA eligibility questions.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to create and maintain administrator configurable DUA eligibility questions. The fact-finding that is maintained within the uFACTS Solution Framework can be altered via a System Administrator function, and then deployed with minimum programming effort. This capablity is available within all fact-finding, including DUA.
FR.0054	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to enter and store responses to claimant DUA eligibility questions.	2	Low	The uFACTS Solution Framework will meet this requirement through the Initial and Continued Claims Filing Process. This component collects, maintains, and manages claimant applications including gathering fact-finding data throughout the application process through intelligent questioning logic and creates issues as the process continues. As claimants enter the requested information, the responses are stored within the system, and then imaged and indexed to the claimant's account.

Respondent Name: Deloitte Consulting LLP

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FR.0055	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to determine the eligibility status of an STC claimant using administrator configurable STC eligibility criteria.	1	Low	The uFACTS Solution Framework will meet this requirement. Each program that is created within the uFACTS Solution Framework allows a system administrator to define key program variables that will drive automated eligibility determinations at the end of the application process, and during continual monitoring of eligibility through periodic processing of requests for payment, and reactivation of accounts.
FR.0056	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to capture and record information to indicate the adversely affected party or parties for each determination or redetermination.	3		The uFACTS Solution Framework will meet this requirement through the Case Management component. It provides a capability to capture and record information to indicate the adversely affected party or parties for each determination or redetermination. This is a standard feature within the uFACTS Solution Framework.
FR.0057	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to match an employer account number to an Unemployment Tax (UT) account number located in DOR's tax system.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing an interface between the DOR SUNTAX and new benefits system. Deloitte assisted Florida DOR design and build SUNTAX and we are intimately aware of how to efficiently access this data.
FR.0058	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to add federal wages to a claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to add federal wages to a claim without user intervention when federal wages are received via interface. The amount are updated to the monetary record underpinning the claimant's benefit account and a monetary determiantion is automatically-triggered communicating the updated benefit amount.

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FR.0059	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for an authorized user to add federal wages the system determines that wages could not be added to the claim.	3		The uFACTS Solution Framework will meet this requirement. A user has the option of indicating the wage amounts that should be updated to the monetary record underpinning the claimant's benefit account. After updating wages, along with an appropriate audit trail, the user has the ability to immediately issue the monetary determination, preparing the account to process requests for payment the same day.
FR.0060	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to add an issue indicator, without user intervention, if a non-monetary issue is identified on the response from the federal employer received through ICON.	1	Low	The uFACTS Solution Framework will meet this requirement. If a non-monetary issue is identified on the response from the federal employer received through ICON a trigger will be generate a workflow to be routed to the appropriate workflow queue; an adjudicator will then be able to access and review the issue.
FR.0061	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to notify the user in an administrator configurable number of days when no response has been received from a federal employer.	1	Low	The uFACTS Solution Framework will meet this requirement. With customization, it provides a capability to notify the user, in an administrator-configurable number of days, when no response has been received from a federal employer. This will prompt an authorized user to follow-up in a subsequent review of the claimant's account.
FR.0062	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to determine, without user intervention, if military wages can be added to claim.	3		The uFACTS Solution Framework will meet this requirement. uFACTS contains functionality that will request, recieve, and update accounts with military wages automatically. These wages will then prompt the activation of a new monetary record underpinning the claimant's account.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0063	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to create a work item if the system determines that military wages cannot be added to a claim.	1	Low	The uFACTS Solution Framework will meet this requirement. With customization, it provides a capability to create a work item if the system determines that military wages cannot be added to a claim. This work item will then be routed via workflow to the appropriate queue for manual review.
FR.0064	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for an authorized user to add military wages if the system determines that wages could not be added to the claim.	3		The uFACTS Solution Framework will meet this requirement. A user has the option of indicating the wage amounts that should be updated to the monetary record underpinning the claimant's benefit account. After updating wages, along with an appropriate audit trail, the user has the ability to immediately issue the monetary determination, preparing the account to process requests for payment the same day.
FR.0065	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to notify the user in an administrator configurable number of days when no response has been received from a military employer.	1	Low	The uFACTS Solution Framework will meet this requirement. With customization, it provides a capability to notify the user in an administrator configurable number of days when no response has been received from a military employer. This will prompt an authorized user to follow-up in a subsequent review of the claimant's account.
FR.0066	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to notify the user that an amended response has been received from the federal employer.	1	Low	The uFACTS Solution Framework will meet this requirement through the workflow component. The receipt of an amended response will trigger a work item which will be routed automatically to an authorized user.
FR.0067	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to notify the user that an amended response has been received from the military employer.	1	Low	The uFACTS Solution Framework will meet this requirement through the workflow component. The receipt of an amended response will trigger a work item which will be routed automatically to an authorized user.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0068	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to suspend a claim.	3		The uFACTS Solution Framework will meet this requirement. It provides the ability to suspend a clair is based on three different capabilities with the uFACTS Solution Framework: The ability to "lock" an account at a master level, which will prevent all updates and payments from the account; the ability to assign an insufficient wage monetary record, which will prevent payments; and the ability to deny payment for a specific or indefinite time period, based on eligibility failure(s).
FR.0069	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for a system administrator to maintain a master list of issues for claims.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a system administrator to maintain a master list of issues for claims. This master list of issues is stored within system code table, and allows an authorized System Administrator to update attributes of each issue type and subtype.
FR.0070	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for a system administrator to establish administrator configurable business rules that define the impact upon a claim, for each issue.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability for a system administrator to establish administrator configurable business rules that define the impact upon a claim, for each issue. This includes, among other functionality, support for auto-adjudication definition and for defnition of rationales that logically lead to predefined outcomes for issues, during the adjudication process.
FR.0071	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability for a system administrator to define business rules identifying the conditions required for the removal of an issue associated to a claim, for each issue.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability for a system administrator to define business rules identifying the conditions required for the removal of an issue associated to a claim, for each issue. This includes any conditions, including the passage of time, that have been defined to allow automatic removal of the issue type and subtype.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0072	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to provide a reminder to a Claims Taker prior to deleting an unsubmitted unemployment benefit application that was previously suspended by a Claims Taker.	1	Low	The uFACTS Solution Framework will meet this requirement through the workflow component. uFACTS will generate a work item that will automatically route the reminder to the specific staff person's inbox. This will trigger manual follow-up by the authorized Claims Taker.
FR.0073	Claims	Submit Claim	00	UC.01.01	The system shall provide a capability to override the systematic deletion of an unsubmitted unemployment benefit application marked for deletion.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to override the systematic deletion of an unsubmitted unemployment benefit application marked for deletion. A UI Staff Worker is able to access the unsubmitted unemployment application and process it for a claimant, when necessary.
FR.0074	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability for a user to enter the form of identification provided by a claimant.	1	Low	The uFACTS Solution Framework will meet this requirement by allowing the entering of identifiection during multiple proccess, including the application process. uFACTS will be customized to meet AWI specific needs.
FR.0075	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to verify an individual's drivers license number via system interface with the Florida Department of Highway Safety and Motor Vehicles, prior to the submission of a claim.	1	Low	The uFACTS Solution Framework will meet this requirement. One of the steps within the application process is for the claimant to enter the required identifier verification information. This information, will include an individual's drivers license number and the information will be verified via an interface to the Department of Safety and Motor Vehicles.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0076	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to verify a claimant's social security number via system interface with the Social Security Administration, prior to the submission of a claim.	3		The uFACTS Solution Framework will meet the requirement through the Initial and Continued Claims Filing process. The process collects, maintains, and manages claimant applications utilizing a process to gather fact-finding data throughout the application process through intelligent questioning logic. The process incorporates SSA authentication, through a real time interface to SSA to verify the identity of a claimant and set an authentication status.
FR.0077	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to verify a claimant's bank account number and routing number via system interface.	2	Low	The uFACTS Solution Framework will meet this requirement. Periodically, routing numbers are updated to the system; these routing numbers are then used to validate banking information entered by the claimant during the application process. This front-end data entry check provides data cleanliness of the banking information subsequent to the claimant's initial application.
FR.0078	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability for a user to associate multiple occupational codes to a claimant.	1	Low	The uFACTS Solution Framework will meet this requirement. The occupational codes assigned to a claimant are chosen during the application process and are then linked to the claimant and define the occupational category for the account. Over the course of time and through mutliple employers, a one-to-many association between claimants and occupational codes is supported.
FR.0079	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to create and maintain an employer record.	3		The uFACTS Solution Framework will meet this requirement. The system shall provide a capability to create and maintain an employer record; Collected and defined during the claimant's application, the employer record can then be maintained subsequently in downstream monetary processes.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0080	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to associate US Department of Labor O*NE occupation codes received via system interface to a claimant.	1	Low	The uFACTS Solution Framework will meet this requirement. The system shall provide a capability to associate US Department of Labor O*NET occupation codes received via system interface to a claimant. Once an account has been established, the claimant information will be updated with the appropriate US Department of Labor O*NET occupation code.
FR.0081	Claims	Submit Claim	00	UC.99.02	The system shall provide a capability to initiate an Online Primary Verification with the Immigration and Naturalization Service (INS) without user intervention.	3		The uFACTS Solution Framework will meet the requirement through the Initial and Continued Claims Filing process. The process collects, maintains, and manages claimant applications utilizing a process to gather fact-finding data throughout the application process through intelligent questioning logic. The process incorporates INS authentication, through a real time interface to the Department of Homland Security.
FR.0082	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to assign a unique identifier to each claim.	3		The uFACTS Solution Framework will meet this requirement by providing a unique identifier to each claim. The unique identifier is used to track the one-to-many relationship of a unqiue claimant with possibily multiple accounts over time.
FR.0083	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to associate claims with an external custom account.	1	Low	The uFACTS Solution Framework will meet this requirement through the assignment of a unique identifier to each claimant. This unique identifier will allow AWI to assoicate cliams with an external customer account and maintain that relationship over time.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0084	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability for an external user to certify that they are t claimant.	1	Low	The uFACTS Solution Framework will meet this requirement. The uFACTS Solution Framework contains an authentication functionality that exists both during the application process, for claimants, and also during subsequent account logins which matches the entered data against the SSA or the INS and also collects state-issued identity information; thi approach supports the timely identify verification of external users during two different processing paths throughtout the life cycle of a claimant's account. Th user is also required to certify they are the claimant.
FR.0085	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability for a claimant to file an initial claim for unemployment compensation benefits.	3		The uFACTS Solution Framework will meet the requirement through the Initial and Continued Claims Filing process. The process collects, maintains, and manages claimant applications utilizing a process to gather fact-finding data throughout the application process through intelligent questioning logic. The process incorporates SSA authentication, through a real time interface to SSA to verify the identity of a claimant and set an authentication status.
FR.0086	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to route a claim to the appropriate business unit based upon claimant responses to claim intake questions.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to route a claim to the appropriate business unit based upon claimant responses to claim intake questions. Each issue created during the intake process will be routed to the appropriate workflow queue, depending on the specific issue type and subtype identified; this process will allow timely adjudication and working of the issue, and improve timeliness of the downstream communication to the appropriate issue stakeholders.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0087	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to use data obtained from a claimant via the Interactive Voice Response system to complete an application for unemployment benefits without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. The uFACTS Solution Framework will allow the intake of applications through both the Internet, and through telephony; responses received through IVR will be used to trigger the web services that will be used to create the account. This process is seamless with the Internet-based functionality, and will collect all necessary information for account establishment.
FR.0088	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to determine the initial claim type (new, additional, reopen) for a claim based upon prior claim history without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. Known within uFACTS as our "Determine Correct Path" functionality, this capability is central to the claimant's home page. This function determines, based upon the status of the account, which processing options are available to the external user including when the options for filing a claim, claiming weeks, viewing correspondence, responding to correspondence (fact-finding), filing an appeal, or viewing claim status, is available.
FR.0089	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to determine the funding source(s) for a claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. Funding sources for unemployment insurance payments are linked to a program code within the uFACTS Solution Framework; this linking provides the ability for a system administrator to indicate the funding characteristics of all claims linked to a common program code. It also provides the flexibility to change these funding characteristics through creation of new - or updated - program codes.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0090	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to update a claim effective date when the claim involves Emergency Unemployment Compensation without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. The uFACTS Solution Framework links a monetary record to each claimant's account, and is also linked to the appropriate program - this can include Emergency Unemployment Compensation; the original claim effective date of the claimant account can be updated where necessary, and in addition, the creation of an additional monetary record with new effective dates is the way in which Emergency Unemployment Compensation processin is handled within the uFACTS Solution Framework.
FR.0091	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to update a claim effective date when the claim involves Extended Benefits without user intervention.	2	Low	The uFACTS Solution Framework will meet this requirement. The uFACTS Solution Framework links a monetary record to each claimant's account, and is also linked to the appropriate program - this can include a Extended Benefits; the original claim effective date of the claimant account can be updated where necessary, and in addition, the creation of an additional monetary record with new effective dates is the way in which Extended Benefits processing is handled within the uFACTS Solution Framework.
FR.0092	Claims	Submit Claim	01	UC.01.01	The system shall provide a capability to indicate a claimant's participation in approved training.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to indicate a claimant's participation in approved training. This indicator will then be used to customize the user experience during subseuqent weekly requests for payment.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0093	Claims	Submit Claim	02	UC.01.01	The system shall provide a capability to display claim intake requirements to a claimant.	2	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to display claim intake requirements to a claimant. These requirements, and associated assistive content, are provided during appropriate points in the claim intake process; this front-end approach allows claimants to gather and prepare all necessary information before proceeding.
FR.0094	Claims	Submit Claim	02	UC.01.01	The system shall provide a capability for a system administrator to define claim intake requirements.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability for a system administrator to define claim intake requirements; the intake requirements can be configured by a system administrator to either be collected during the intake process, or collected after intake is complete, through fact-finding that is automatically pushed to the claimant, either online or thorugh U.S. mail.
FR.0095	Claims	Submit Claim	03	UC.01.01	The system shall provide a capability to create and maintain administrator configurable questions for each claim program funding source (UI, EB, EUC, FAC).	1	Low	The uFACTS Solution Framework meets this requirement through our program maintenance components. Eligibility questions are stored in program-specific templates; these templates can be modified and deployed by an authorized business user in near real-time. uFACTS integrated document management components store claimant responses based on the set of questions asked of them; allowing UC workers to know exactly what questions were asked during the application

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0096	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a claim in Florida without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement through the Initial and Continued Claims Filing Process. This component collects, maintains, and manages claimant applications including gathering fact-finding data throughout the application process through intelligent questioning logic and creates issues as the process continues. As claimants enter the requested information, the responses are stored within the system, and used to determine eligibiilty requirements without use intervention when possible.
FR.0097	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability for a user to update the claim program type after the initial determination of claim program type by the system.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a user to update the claim program type after the initial determination of claim program type by the system; The uFACTS Solution Framework provides mutliple processing paths to flexibly assign claimants to an account with the appropriate linked program type. This includes options that exist with or without user intervention, at different stages of the account life cycle: account withdrawal and resubmission, monetary updates, and post-payment adjustments for program type reclassification, are all standard options
FR.0098	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the program type of the claim being filed without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to determine the program type of the claim being filed without user intervention. Based on the responses from the applicant, in combination with the information already on file, and administrator-defined program hierarchy, the system will automatically determine the appropriate program type of the claim being filed.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0099	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to assign multiple claim program types for a single claim without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to assign multiple claim program types for a single claim without user intervention; The uFACTS Solution Framework is abl to process benefits for a single claim that arise from multiple claim program types. It is able to do this concurrently, in cases of specific extension program requirements, and also through the progression of a claim to subsequent eligible programs when they are available, and defined by a system administrator.
FR.0100	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine and present valid claim filing options without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to determine and present valid claim filing options without user intervention. Based on repsonses from the claimant during intake, the uFACTS Solution Framework will customize the processing path for a claimant, leading to the appropriate claim type and program.
FR.0101	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine if a claimant meets the specific eligibility requirements to file a Military (UCX) program claim without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to determine if a claimant meets the specific eligibility requirements to file a Military (UCX) program claim without user intervention. Based on a combination of available information on file, claimant-supplied infromation during intake, and the ICON interface, the system wil automatically determine the account type.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0102	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Federal (UCFE) program claim without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to determine if a claimant meets the eligibility requirements to file a Federal (UCFE) program claim without user intervention. Based on a combination of available information on file, claimant-supplied infromation during intake, and the ICON interface, the system will automatically determine the account type.
FR.0103	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Combined Wage Claim (CWC) program without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to determine if a claimant meets the eligibility requirements to file a Combined Wage Claim (CWC) program without user intervention. Based on a combination of available information on file, claimant-supplied infromation during intake, and the ICON interface, the system will automatically determine the account type.
FR.0104	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine and present interstate filing options to a claimant based upon claimant provided claim data, employment records, information obtained via system interface with the ICON system HAND transaction and wage records.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to determine and present interstate filing options to a claimant based upon claimant provided claim data, employment records, information obtained via system interface with ICON and wage records. The uFACTS Solution Framework is able to accomplish during different stages of the account life cycle, including during intake, and also subsequently, after information is received from the appropriate external interface.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0105	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the base period of a claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to determine the base period of a claim without user intervention. This can include the standard and alternate base period time frames. Based on the latest separation date provided by the claimant, the system shall determine the base period automatically.
FR.0106	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the alternate base period of a claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. This can include the standard and alternate base period time frames. Based on the latest separation date provided by the claimant, the system shall determine the alternate base period automatically.
FR.0107	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to re-determine benefits, without user intervention, when the claim effective date is modified.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to re-determine benefits, without user intervention, when the claim effective date is modified. An authorized user may modify the effective date of the claim through the adjustment of the claimant's account, and can choose to either allow the system to automatically update the monetary amounts for a claimant (nightly batch process), or choose to issue a new monetary determination immediately.
FR.0108	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the claim effective date for each submitted claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to determine the claim effective date for each submitted claim without user intervention. This calculation is based upon a combination of claimant-entered separation date information during the intake process, and information on file for any previous claims.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0109	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to determine the latest date an application for unemployment benefits may be submitted to retain the claim effective date without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. The standard functionality within the uFACTS Solution Framework is to set this time frame at one-week intervals, allowing the submission of incomplete applications up to the close of business on Friday of each week. The number of weeks that a claimant is allowed to backdate their claim can be altered to fit the needs of AWI; the standard backdate options within the uFACTS Solution Framework include one week for new applications, and up to two weeks for re-opened claims.
FR.0110	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to present employment records and wages within the base period of a claim.	3		The uFACTS Solution Framework will meet this requirement. During intake, for authenticated claimants, employment information on file is presented to ease and accelerate data entry. In addition, this front-end presentation of employment information also serves to protect downstream data cleanliness during the establishment of the monetary amounts for a claimant.
FR.0111	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to present employment records and wages outside of the base period of a claim.	2	Low	The uFACTS Solution Framework will meet this requirement. During intake, for authenticated claimants, employment information on file is presented to ease and accelerate data entry. In addition, this front-end presentation of employment information also serves to protect downstream data cleanliness during the establishment of the monetary amounts for a claimant.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0112	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to enter wage records to be associated with claim.	3		The uFACTS Solution Framework will meet this requirement. Wage records can have various internal and external sources, including existing wage detail, interfaces with external systems, audit records, and other stakeholders. As wage records are entered and associated with a claim, an audit trail for the transaction is automatically created.
FR.0113	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to associate claim information received via system interface from the Interstate Connection system to a claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement through automated interfaces with ICON. These automated interfaces with ICON will support downstream processing and audtomated, multi-directional communication between Florida and other states.
FR.0114	Claims	Submit Claim	04	UC.01.01	The system shall provide a capability to complete an application for unemployment benefits when a claimant was determined monetarily ineligible in another state.	3		The uFACTS Solution Framework will meet this requirement. Other state benefits will not prevent the acceptance of an application within the uFACTS Solution Framework; the application will create an account that will then attempt to automatically determine monetary eligibility. If other state wages are necessary to determine eligibility, wage requests will be processed to ascertain the accurate amount of benefits for the account.
FR.0115	Claims	Submit Claim	05	UC.01.01	The system shall provide a capability to determine the questions required to assess benefit eligibility based upon administrator configurable business rules.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to determine the questions required to assess benefit eligibility based upon administrator configurable business rules. These business rules can be programmed to be available to an administrator via System Code Tables, where deemed necessary.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0116	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to apply the impact of an associated issue to a claim without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement through the use of standard uFACTS functionality. As information is collected during the application process, it is automatically used to create issues. Depending on the specific issue type and subtype of a specific issue, auto-adjudication can be utlized where preferred by AWI.
FR.0117	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to remove issues and the associated impact from a claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to remove issues and the associated impact from a claim without user intervention; this can be approached from mutliple perspectives as part of the uFACTS Solution Framework's standard functionality. One example is to create an effective-dated issue that will expire whe the effective end date is reached; this is one scenario where the uFACTS Solution Framework can remove issues and the associated impact from a claim.
FR.0118	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to associate issues with a claimant.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to associate issues with a claimant; as issues are identified and automatically created during the application, and other, multi-step processes within the uFACTS Solution Framework, they are linked to the claimant.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0119	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to assign issues associated with a claimant to a claim, without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to assign issues associated with a claimant to a claim, without user intervention; as issues are identified and automatical created during the application, and other, multi-step processes within the uFACTS Solution Framework, they are linked to the claimant. Each issue created can possess an effective end date, or it can be an indefinite issue which allows both the system, and individual UI Staff Workers the flexibility of determining the specific time frame for an issue.
FR.0120	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to identify a claimant as incarcerated without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to identify a claimant as incarcerated without user intervention; utlizing data received via the external system interfac with the Florida Department of Corrections, the System will be able to automatically identify an eligibility issue with the claimant. This issue can then be auto-adjudicated by the system to deny benefits.
FR.0121	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to match claimant records with incarceration information obtained via system interface with the Florida Department of Corrections, without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to match claimant records with incarceration information obtained via system interface with the Florida Department of Corrections, without user intervention. Utlizing data received via the external system interface with the Florida Department of Corrections, the System will be able to automatically identify an eligibility issue with the claimant.which can then be auto-adjudicated by the system to deny benefits.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0122	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability for a user to record and track activities associated with a fact finding.	3		The uFACTS Solution Framework will meet this requirement. Within the uFACTS Solution Framework, fact-finding can be either automatically or manually created with the great majority of fact-finding will be automatically created based on the associated issue type and subtype which supports consistent adjudication outcomes. The uFACTS Solution Framework also allows internal UI Staff users to view additional details via search screens, regarding the communication of the fact-finding correspondence, when it was received, and the imaged representation of all of the associated questions and answers.
FR.0123	Claims	Submit Claim	06	UC.01.01	The system shall provide a capability to enter claim fact finding relating to a Labor Dispute when a claim, claimant and/or wage record associated to an active Labor Dispute is involved in determining claim filing eligibility.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to enter claim fac finding relating to a Labor Dispute when a claim, claimant and/or wage record associated to an active Labor Dispute is involved in determining claim filing eligibility. When the claimant provides their separation reason, along with the specific employer, and the reason indicates a labor dispute, an issue is automatically created, and fact-finding is then pushed to the claimant for completion.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0124	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability for employers to facilitate the filing process for claimants affected by a mass layoff.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for employers to facilitate the filing process for claimants affected by a mass layoff; in addition to the ability for employers to specify adversely-affected individuals, the uFACTS Solution Framework supports mass issue creation to streamline adjudication processes, and also supports workforce reduction of individual employers. This standard functionality assists timely establishment of claimant accounts and brief cycle times for issue adjudication.
FR.0125	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to update a claim effective date when the claim is related to a Mass Layoff without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to update a claim effective date when the claim is related to a Mass Layoff. While some customization is required to enable a mass claim effective date change as a part of this process, the uFACTS Solution Framework supports individual claim effective date changes within each claimant's account.
FR.0126	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to associate employment records obtained via system interface with a claim, without user intervention.	3		The uFACTS Solution Framework will meet this requirement. Wages can be associated with a claim in many different ways within the uFACTS Solution Framework; the majority of the ways in which employment records are associated with a claim involve no user intervention. They can be retreived from existing wage detail on file, requested from the employer (lag period), requested from another state, requested from the Federal Government, requested from the Military, or be entered as part of an audit, or the wages can be entered manually if verified by a U Staff Worker.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0127	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to select from the results of an employer search one or more specific employer record(s) to associate with a claim.	3		The uFACTS Solution Framework will meet this requirement. For those claimants that can be authenticated, the uFACTS Solution Framework will retreive existing wage detail, and display the employer records during intake accelerating entry of the required information, and allows a high degree of data cleanliness during the establishment of the account. For those claimants that have additional employment, or whose employment is not otherwise listed, they may utilize an employer search to associat one or many additional employer records to the claim.
FR.0128	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to modify the start and end employment dates on an employment record.	3		The uFACTS Solution Framework will meet this requirement. The employment record start and end dates are entered by a claimant during intake and validated against the base period date range. Before the submittal of the application, the claimant has an opportunity to view what was entered, and may decid to change the employment dates; in addition, after account establishment, an authorized user may retreive a specific account and change the effective date, if necessary.
FR.0129	Claims	Submit Claim	07	UC.01.01	The system shall provide a capability to associate employer new hire information received via system interface from the Department of Revenue to a claim.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to associate employer new hire information received via system interface from the Department of Revenue to a claim. This association will take the form of an issue that will subsequently affect benefit processing past the hire date received from the Department of Revenue.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0130	Claims	Submit Claim	08	UC.01.01	The system shall provide a capability for a user to associate issues to a claim.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a user to associate issues to a claim. This is normally done automatically upon issue creation, however, the uFACTS Solution Framework also allows the manual creation of issues for a specific claimant.
FR.0131	Claims	Submit Claim	08	UC.01.01	The system shall provide a capability to associate issues for a claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. During the application process, if a claimant indicates a separation type other than "lack of work", or indicates any other situation that may potentially impact eligibility, an issue is automatically created upon establishment of the account. These issues are associated with a claim without any user intervention.
FR.0132	Claims	Submit Claim	08	UC.01.01	The system shall provide a capability to enter claim fact finding when a claimant indicates that they did not return to work as scheduled for any reason other than a lack of work.	3		The uFACTS Solution Framework will meet this requirement through the automated fact finding. After indicating a separation reason other than "lack of work", a claimant is required to enter further fact-finding regarding the situation. An issue is created upon the establishment of the account, and a decisio will need to be made regarding the effect on the claimant's eligibility

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0133	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to allow a claimant to select to receive either regular UI or TRA benefits.	1	Low	The uFACTS Solution Framework will meet this requirement by providing a capability to allow a claimant to select to receive either regular UI or TRA benefits. This capability applies to all new federally-mandated decision points as indicated by the Department of Labor: when a new base period is available, the system will determine key variables about the potential UI benefit, including monetary amounts, and time frame. In addition, other non-monetary differences between the two programs will also be communicated to the claimant allowing a claimant an informed choice between regular UI or TRA Benefits.
FR.0134	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file Reemployment Trade Adjustment Assistance (RTAA) progra claim without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to determine if a claimant meets the eligibility requirements to file a Reemployment Trade Adjustment Assistance (RTAA program claim without user intervention. Information collected during the intake process allows the system to automatically determine potential eligiblity for all potential programs, including RTAA.
FR.0135	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to receive Extended Benefits (EB) without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. Each program, including Extended Benefits, is defined along with eligibility criteria, by a system administrator. Based on the variables associated with an application, or claim, the system can automatically determine if a claimant meets the required eligiblity characteristics defined for Extended Benefits (EB).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0136	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Short Time Compensation (STC) program claim without us intervention.	2	Low	The uFACTS Solution Framework will meet this requirement. Each program, including Short Time Compensation (STC), is defined along with eligibility criteria, by a system administrator. Based on the variables associated with an application, or claim, the system can automatically determine if a claimant meets the required eligiblity characteristics defined fo the specific program.
FR.0137	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Disaster Unemployment Assistance (DUA) program claim without user intervention.	2	Low	The uFACTS Solution Framework will meet this requirement. Each program, including Disaster Unemployment Assistance (DUA), is defined along with eligibility criteria, by a system administrator. Based on the variables associated with an applicatio or claim, the system can automatically determine if a claimant meets the required eligiblity characteristics defined for Disaster Unemployment Assistance (DUA).
FR.0138	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Training Readjustment Act (TRA) program claim without user intervention.	2	Low	The uFACTS Solution Framework will meet this requirement. Each program, including Training Readjustment Act (TRA), is defined along with eligibility criteria, by a system administrator. For TRA, each employer petition is given its own program code within the system, and separately defined along with the employer information. Based on the variables associated with an application, or claim, the system can automatically determine if a claimant meets the required eligibility characteristics defined for Training Readjustment Act (TRA).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0139	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to update a claim effective date when the claim involves Disaster Unemployment Assistance related benefits without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to update a claim effective date when the claim involves Disaster Unemployment Assistance related benefits without user intervention. Based on the impact dates and other information entered during claim intake, the uFACTS Solution Framework will automatically determine the effective date of the DIsaster Unemployment Assistance account, without user intervention.
FR.0140	Claims	Submit Claim	09	UC.01.01	The system shall provide a capability to update a claim effective date when the claim involves Short Term Compensation benefits without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to update a claim effective date when the claim involves Short Term Compensation benefits without user intervention. Based on the information entered during claim intake, the uFACTS Solution Framework will automatically determine the effective date of the Short Term Compensation account, without user intervention.
FR.0141	Claims	Submit Claim	12	UC.01.01	The system shall provide a capability for a user to override the claim eligibility status for each program type of claim (UI, UCX, UCFE, CWC, STC, TRA, ATAA, DUA).	2	Low	The uFACTS Solution Framework will meet this requirement. The uFACTS Solution Framework contains functionality to allow an authorized user to update all necessary information about an account, after the submission of an application, if necessary. This includes information necessary for determining eligibility for each of the program types listed.
FR.0142	Claims	Submit Claim	12	UC.01.01	The system shall provide a capability for a user to remove issues and the associated impact from a claim.	3		The uFACTS Solution Framework will meet this requirement through the issue maintenance functions This can be approached by utilizing the ability, within the framework, of "voiding" an issue. Voiding an issue will completely remove the issue and it's associated impact from a claim.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0143	Claims	Submit Claim	12	UC.01.01	The system shall provide a capability to revise application responses prior to fina submission.	3		The uFACTS Solution Framework will meet this requirement. Before the submission of an application, the claimant is allowed to view all of the questions an answers that were given during the application process, and can navigate back to a specific section, if they desire to change their responses. If the claimant chooses to revise their responses prior to final submission, any dependent fact-finding is then re-prompted, if necessary.
FR.0144	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to file a Regular (UI) claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to determine if a claimant meets the eligibility requirements to file a Regular (UI) claim without user intervention. Based on multiple sources, including information already on file, and information supplied during intake by the claimant, the uFACTS Solution Framework is able to determine, without user intervention, the eligibility of a claimant for all applicable programs.
FR.0145	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine if a claimant meets the eligibility requirements to receive Federal Additional Compensation (FAC) benefits without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to determine if a claimant meets the eligibility requirements to receive Federal Additional Compensation (FAC) benefits without user intervention. Based on multiple sources, including information already on file, and information supplied during intake by the claimant, the uFACTS Solution Framework is able to determine, without user intervention, the eligibility of a claimant for all applicable programs.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0146	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine if a claimant meets the specific eligibility requirements to receive Emergency Unemployment Compensation (EU benefits without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to determine if a claimant meets the specific eligibility requirements to receive Emergency Unemployment Compensation (EUC) benefits without user intervention. Based on multiple sources, including information already on file, and information supplied during intake by the claimant, the uFACTS Solution Framework is able to determine, without user intervention, the eligibility of a claimant for all applicable programs.
FR.0147	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to enter and associate a comment with a monetary determination.	1	Low	The uFACTS Solution Framework will meet this requirement. Within the uFACTS Solution Framework, the "Event Log" feature allows an authorized user to specify a comment, link it with a predetermined process such as the monetary processes, and specify any notes that they would like to record. Downstream, other staff will be able to quickly ascertain all monetary comments associated with the claim; in addition, any time wages are added manually to a monetary determination, a reason code and user ID is recorded with the wage updates.
FR.0148	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine the charge percentage for each base period employer associated with a claim.	3		The uFACTS Solution Framework will meet this requirement with no user intervention. When an account is established with the uFACTS Solution Framework, the monetary record is not final until all wage detail records have been received. Once all wage detail records have been received, a "charge master record" is created, that defines the percentag of charges that are to go to each base period employer, and whether the amounts are considered "charge" or "non-charge".

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0149	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to determine that military or federal wage records received via system interface with the Federal Centralized Claims Center can be assigned to a claim.	3		The uFACTS Solution Framework will meet this requirement. It can be cusotmized to determine that military or federal wage records received via system interface with the Federal Centralized Claims Center can be assigned to a claim. If the wage record meet the criteria for inclusion in the monetary, the monetary record will be updated with the employer record, and all other information necessary for the monetary calculation.
FR.0150	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to associate military wage records received via system interface with the Federal Centralized Claims Center with a claim, without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It can be customized to associate military wage records received via system interface with the Federal Centralized Claims Center with a claim, without user intervention. If the wage record meets the criteria for inclusion in the monetary, the monetary record will be updated with the employer record, and all other information necessary for the monetary calculation without user intervention.
FR.0151	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to associate Florida wage records obtained via system interface with the Florida Department of Revenue with a claim, without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. A starndard part of the uFACTS Solution Framework is the ability to establish an account with wage detail on file, or received from external interfaces. This can be cusotmized to include wages from the Forida Department of Revenue, and can be done without user intervention.
FR.0152	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to send a request for Military wage and separation information via system interface with the FCCC without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. When indicated during claim intake, a request is automtically generated, for any military wages and separation information. This informatin is then subsequently used to both determine eligibility, and to determine the monetary amounts of the claim.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0153	Claims	Submit Claim	14	UC.01.07	The system shall provide a capability to send request for Military wage and separation information via system interface with the FCCC.	1	Low	The uFACTS Solution Framework will meet this requirement. When indicated during claim intake, a request is automatically generated, for any military wages and separation information, and this information is then subsequently used to both determine eligibility, and to determine the monetary amounts of the claim. In addition, if indicated subsequent to claim intake, a manually-initiated request may also be sent to request Military wage an separation information via system interface with the FCCC.
FR.0154	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to send a request, via system interface with the FCCC, to confirm that Federal wages are available to be assigned to Florida without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It can be customized to send a request, via system interface with the FCCC, to confirm that Federal wages are available to be assigned to Florida without user intervention. When indicated during claim intake, a request is automatically generated, for any federal wages, and the information is then subsequently used to both determine eligibility, and to determine the monetary amounts of the claim.
FR.0155	Claims	Submit Claim	14	UC.01.07	The system shall provide a capability for a user to send a request, via system interface with the FCCC, to confirm that Federal wages are available to be assigned to Florida.	1	Low	The uFACTS Solution Framework will meet this requirement. When indicated during claim intake, a request is automatically generated, for any federal wages and the subsequent information is used to both determine eligibility, and to determine the monetary amounts of the claim. In addition, if indicated subsequent to claim intake, a manually-initiated request may also be sent to request federal wage information via system interface with the FCCC

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0156	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system without user intervention.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system without user intervention. This transaction is created automatically, based upon the information entered by the claimant during the application process, and once the information is received, the monetary determination for the claimant can be finalized and updated requires no user intervention.
FR.0157	Claims	Submit Claim	14	UC.01.07	The system shall provide a capability to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. A Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system is created automatically, based upon the information entered by the claimant during the application process, and once the information is received, the monetary determination for the claimant can be finalized and updated with no user intervention. However, if necessary, the uFACTS Solution Framework also supports the manual creation, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0158	Claims	Submit Claim	14	UC.01.01	The system shall provide a capability to process a claim, without user intervention, based upon the satisfaction of administrator configurable business rules (i.e., 'no touch' claim).	1	Low	The uFACTS Solution Framework will meet this requirement. Within the uFACTS Solution Framework, each claimant is required to step through an application process that collects information regarding their specific situation and if a claimant has indicated "lack of work", and has no other potential eligibility issues, then the application prompts the establishment of an account automatically with no intervention by staff. In addition, the uFACTS Solution Framework can be customized to allow for administrator-defined configurable business rules to manage any required review percentage, if necessary.
FR.0159	Claims	Submit Claim	15	UC.01.01	The system shall provide a capability to allow a claimant to confirm that the claimant has reviewed and understands the Benefit Rights Information.	3		The uFACTS Solution Framework will meet this requirement. During multiple points in processing a claim, including the application process, warnings and agreements are displayed to communicate required information about Benefit Rights. After indicating that they understand and agree to the information, the claimant is allowed to proceed to subsequent areas of the application.
FR.0160	Claims	Review Filing Options	00	UC.99.02	The system shall provide a capability to generate, without user intervention, a notice to a claimant requesting identifying information based upon the application of administrator configurable business rules.	1	Low	The uFACTS Solution Framework will meet this requirement. The uFACTS Solution Framework can be customized to meet the specific requirements of AWI regarding configurable business rule for the request for identifying information. As part of the standard functionality, if a response is received from the Social Security Administration (SSA) that indicates a possible identity verification problem or mismatch, an identity verification issue is created, an a notice is sent to the claimant requesting additional information.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0161	Claims	Review Filing Options	00	UC.99.02	The system shall provide a capability to associate a claimant's work status obtained via system interface with the Immigration and Naturalization Service (IN without user intervention.	3		The uFACTS Solution Framework will meet this requirement. The uFACTS Solution Framework will attempt to match up information received from the Immigration and Naturalization Service (INS) with information collected during the application process and if successful will associate the information with the account.. If there is a mismatch, or other issue with the information received, an issue can be automatically generated, without user intervention.
FR.0162	Claims	Review Filing Options	00	UC.99.02	The system shall provide a capability to create an Online Secondary Verification response work item for a Specialized Claims Taker.	1	Low	The uFACTS Solution Framework will meet this requirement through the integrated workflow component. The Framework can be customized to include new workflows, as required by AWI, to support all necessary review activities by a Specialized Claims Taker. This includes the capability to complete an Online Secondary Verification response.
FR.0163	Claims	Review Filing Options	13	UC.01.01	The system shall provide a capability for a Claims Taker to update a submitted claim.	1	Low	The uFACTS Solution Framework will meet this requirement. Although not allowing the alteration of the actual application submitted by the applicant, a staff person may alter all available account information once a claim has been established providing a complete and comprehensive audit trail of all account alterations subsequent to claim intake. In addition, the uFACTS Solution Framework can be customized to support any specific needs of AWI to alter a submitted application.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0164	Claims	Review Filing Options	14	UC.01.01	The system shall provide a capability to route a work item to a Claims Taker for a claim that fails to meet administrator configurable business rules without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement through the intergrated workflow component. Workflows can be customized to the specific needs of AWI, including the automatic routing of a work item to a Claims Taker for any separation, eligibility, or monetary issues that need to be addressed before a claim can be fully established
FR.0165	Claims	Process Claim	05	UC.01.01	The system shall provide a capability to identify an employer associated with a claim as the separating employer.	3		The uFACTS Solution Framework will meet this requirement. Based on the business rules communicated by AWI, the uFACTS Solution Framework Initial and Continued Claims Filing Process can use a variety of variables, including separation date, and wage detail records on file, to automatically identify an employer associated with a claim as the separating employer.
FR.0166	Claims	Process Claim	05	UC.01.01	The system shall provide a capability to identify an employer associated with a claim as a base period employer.	3		The uFACTS Solution Framework will meet this requirement. Based on the business rules communicated by AWI, the uFACTS Solution Framework Initial and Continued Claims Filing Process will compare wage detail records, and the periods of employment entered by the claimant, with the base period, and alternate base period. After determining the results, the employers will be appropriately associated with the claim's monetary base period.
FR.0167	Claims	Process Claim	06	UC.01.01	The system shall provide a capability to identify wage records associated with a claim, by source.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to identify wage records associated with a claim, by source. Each employment listed within a monetary record contains an identified source, to provide a full audit trail of all monetary variables that impact the claim.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0168	Claims	Process Claim	09	UC.01.01	The system shall provide a capability for a user to modify the claim effective date for an unsubmitted application when a claimant was determined monetarily ineligible in another state.	1	Low	The uFACTS Solution Framework will meet this requirement through current functionality or can be further customized to allow modification to the claim effective date for unsubmitted applications as may be required to meet AWI business needs. Currently, the effective date, and the choice of whether to backdate an application, is determined automatically, based on business rules that analyze variables within the application, such as separation dates. In addition an authorized user can alter separation dates prior to submission of the application, which will directly impact the assignment of effective date of the claim, and subsequent to establishment of the claim, an authorized user is also able to adjust an individual claim's effective date.
FR.0169	Claims	Process Claim	09	UC.01.01	The system shall provide a capability to calculate the Weekly Benefit Amount (WBA) and determine if the claimant meets requalifying requirements for a claim.	1	Low	The uFACTS Solution Framework will meet this requirement with existing standard functionality which will automatically determine based on employer-submitted wage detail records, as well as monetary information from other sources, if the claimant meets requalifying requirements for a claim. In addition, the uFACTS Solution Framework contains standard functionality to check whether or not the wages of a new or updated base period exceeds a multiple of a prior account's weekly benefit amount. This check, common in many states, can be done as part of an automatic check upon establishment of a new claim along with the clearance of eligibility issues.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0170	Claims	Process Claim	09	UC.01.01	The system shall provide a capability to provide Job Service registration information to Workforce Services via the Employ Florida Marketplace (EFM) interface.	1	Low	The uFACTS Solution Framework will meet this requirement. It can be customized to provide a capability to provide Job Service registration information to Workforce Services via the Employ Florida Marketplace (EFM) interface.
FR.0171	Claims	Process Claim	09	UC.01.01	The system shall provide a capability to transmit, via system interface, a claimant's veteran and spouse information to Workforce Services via the Employ Florida Marketplace (EFM) interface.	1	Low	The uFACTS Solution Framework will meet this requirement. It can be customized to transmit, via system interface, a claimant's veteran and spouse information to Workforce Services via the Employ Florida Marketplace (EFM) interface.
FR.0172	Claims	Process UCB-13 Issue	03	UC.01.07	The system shall provide a capability to request additional wage information associated with a claim.	3		The uFACTS Solution Framework will meet this requirement. A standard piece of the uFACTS Solution Framework is the ability to request additional wage information associated with a claim, using interfaces to external systems. Included in this is the ICON interface, where wage information may be manually or automatically requested based on claim information submitted during the intake process, or based upon previous account information on file.
FR.0173	Claims	Process UCB-13 Issue	03	UC.01.07	The system shall provide a capability to create a work item when a request for additional information is made.	1	Low	The uFACTS Solution Framework will meet this requirement through the integrated workflow component. Standard functionality within the Framework allows for the ability for an authorized use to submit a manual request for wage information. The request is transmitted via interface to the appropriate stakeholders or if necessary may be sent to the employer directly.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0174	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to add wage records to a claim without user intervention.	3		The uFACTS Solution Framework will meet this requirement. The majority of the ways in which employment records are associated with a claim involve no user intervention. They can be retrieved from existing wage detail on file or via an interface to the SUNTAX system or the ICON system (requested from another state , requested from the Federal Government, requested from the Military), or requested from an employer request (lag quarter) an received through the self-service portal.
FR.0175	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to add wage records to a claim.	3		The uFACTS Solution Framework will meet this requirement. The majority of the ways in which employment records are associated with a claim involve no user intervention but can also be manually entered if necessay. They can be retrieved from existing wage detail on file or via an interface to the SUNTAX system or the ICON system (requested from another state , requested from the Federal Government, requested from the Military), or requested from an employer request (lag quarter) an received through the self-service portal.
FR.0176	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to identify wage records as "used" without user intervention.	3		The uFACTS Solution Framework will meet this requirement through standard functionality. As wages are identified as supporting a monetary for a specific claim, they are "marked" as such in the source wage detail records on file. This technique prevents usage of the wages for other benefits, and enforces the basic check of utilizing wages only once for a claim.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0177	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to prevent used wage records from being re-used on another claim.	3		The uFACTS Solution Framework will meet this requirement through standard functionality. As wages are identified as supporting a monetary for a specific claim, they are "marked" as such in the source wage detail records on file. This technique prevents usage of the wages for other benefits, and enforces the basic check of utilizing wages only once for a claim.
FR.0178	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to remove the "wages used" indicator for wage records without user intervention.	3		The uFACTS Solution Framework will meet this requirement through standard functionality. As wages are identified as supporting a monetary for a specific claim, they are "marked" as such in the source wage detail records on file. This technique prevents usage of the wages for other benefits, and enforces the basic check of utilizing wages only once for a claim, however if a claim is withdrawn or not established the “wages used” indicator is removed without user intervention.
FR.0179	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to allow a user time to delete a wage determination prior to publishing the wage determination.	3		The uFACTS Solution Framework will meet this requirement. Within the Framework, authorized user are allowed to update all aspects of a claimant's monetary record including the deletion of a wage record. In addition, all correspondence that is generated can be cancelled by a user prior to mailing allowing an authorized user full control of both the updating of a monetary record, and the communication of a monetary determination to external stakeholders.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0180	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to prevent changes to an original wage determination.	1	Low	The uFACTS Solution Framework will meet this requirement. The Framework currently allows an authorized user the ability to alter a monetary determination, and it's associated wage records, but will be customized to meet the requirement to prevent changes to an original wage determination. uFACTS also contain a full audit trail as wage detail informatio is updated to the monetary record.
FR.0181	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to prevent the deletion of an original wage determination.	1	Low	The uFACTS Solution Framework will meet this requirement. It will be customized to provide a capability to prevent deletion of an original wage determination
FR.0182	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to update an employer's percentage of charges for a claim.	1	Low	The uFACTS Solution Framework will meet this requirement. When a claim is established, the charge master record is automatically determined, based upon the monetary record of employment, along with the wage detail contained in the base period. When necessary, this charge master instruction set can be altered to allow for an updated employer percentage of charges for a specific claim.
FR.0183	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to issue a Wage Transcript to the claimant when wages associated with a claim are updated.	3		The uFACTS Solution Framework will meet this requirement. A standard part of the uFACTS Solutio Framework is the ability to automatically generate an updated monetary determination when wages associated with a claim are updated. This monetary determination will list the detailed wage detail records that underpin the claimant's monetary base period.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0184	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to issue a Disposal Letter to the claimant when no action can be taken on a Request for Reconsideration of wages on a claim.	2	Low	The uFACTS Solution Framework will meet this requirement. The result of a Request for Reconsideration is considered an automated templat that will be generated and sent to the claimant. This correspondence will contain all information required by AWI for the Disposal Letter.
FR.0185	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to allow a user to suppress the publishing of a wage determination.	3		The uFACTS Solution Framework will meet this requirement. All correspondence within the uFACTS Solution Framework is able to be suppressed by an authorized user after it is generated, but before it is mailed. This cancellation feature allows a user the ability to suppress the publishing of a wage determination.
FR.0186	Claims	Process UCB-13 Issue	04	UC.01.07	The system shall provide a capability to issue an updated employer notification when wages are removed from a claim.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability to issue an updated employer notification when wages are removed from a claim. When a monetary redetermination is processed as a result of removal of wages from a claim, a notification is generated and sent to the affected stakeholders, including the claimant and the employer.
FR.0187	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to notify users in an administrator configurable number of days of the need to re-request wages from other states/territories.	1	Low	The uFACTS Solution Framework will meet this requirement through standard functionality. After an application is submitted by a claimant, wage requests are sent out as necessary to other states. The time limit before a re-request of wages, or before an account is finalized, can be made an administrator configurable number of days, as determined by AWI business rules.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0188	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to notify the user of re-requests for wages from another state.	1	Low	The uFACTS Solution Framework will meet this requirement through either the standard event log or workflow functionality depending on AWI business needs. The event log can be configured, with minimal coding effort, to store an event to record transactions that future staff reviewers will need to see when they maintain the claimant account including the re-requests for wages from another state. In addition, the uFACTS Solution Framework can be further customized to provide a workflow that can be routed to the appropriate queue.
FR.0189	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, an Interstate Claim and Wage Inquiry (IBIQ) transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to create, via system interface, an Interstate Claim and Wage Inquiry (IBIQ) transaction for the Interstate Connection system without user intervention. This IBIQ transaction will retreive claim and wage information from other states that will then be used fo downstream processing of a claimant's account.
FR.0190	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to associate claim information received via system interface from the Interstate Connection system to a claim without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to associate claim information received via system interface from the Interstate Connection system to a claim without user intervention. This includes wage, employment, and separation information, as well as other types of information. The data received form ICON will be automatically updated to a claim without user intervention.
FR.0191	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a State Identification Inquiry (SIDI) transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to create, via system interface, a State Identification Inquiry (SIDI) transaction for the Interstate Connection system without user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0192	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, an Interstate Claim (IB-1) transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It will provide a capability to create, via system interface, an Interstate Claim (IB-1) transaction for the Interstate Connection system without user intervention. This information about Interstate Benefits Initial Accounts for Other States will then be retreived and updated to the uFACTS Solution Framework database.
FR.0193	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, an Automat Interstate Handbook (HAND) transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. The sending and receiving of ICON Automated Interstate Handbook (HAND) transactions takes place via an automated interface. This Handbook information for each state is then updated to the local transactional database, as well as shared with the ICON hub
FR.0194	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system without user intervention. Based on information entered by the claimant during the application process, a request is automatically generated, to retrieve UCFE wage information which requires no user intervention.
FR.0195	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Military Wage and Separation (UCX) data transaction for the Interstate Connection syste without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to create, via system interface, a Military Wage and Separation (UCX) data transaction for the Interstate Connection system without user intervention. Based on information entered by the claimant during the application process, a request is automatically generated, to retrieve UCX wage information which requires no user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0196	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to perform, via system interface, a Combined Wage Claim Request to Transfer Wages (IB-4) transaction with the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to perform, via system interface, a Combined Wage Claim Request to Transfer Wages (IB-4) transaction with the Interstate Connection system without user intervention. Based on information entered by the claimant during the application process, a request is automatically generated, to retrieve other state wages which requires no user intervention.
FR.0197	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to identify duplicate Combined Wage Claim Request to Transfer Wages (IB-4) transactions without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to identify duplicate Combined Wage Claim Request to Transfe Wages (IB-4) transactions without user intervention. The uFACTS Solution Framework contains front-end checks to validate both automated and manual requests for wages, and to determine if wage requests have already been communicated.
FR.0198	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Report of Use of Transferred Wages (IB-5) transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to create, via system interface, a Report of Use of Transferred Wages (IB-5) transaction for the Interstate Connection system without user intervention. The combined wage information will then be updated to the transactional database underlying the uFACTS Solution Framework (incoming transactions), or will be shared with the ICON hub (outgoing transactions).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0199	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Memorandum (IB-13) transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to create, via system interface, a Memorandum (IB-13) transaction for the Interstate Connection system without user intervention. The memorandum transaction is then communicated to the ICON hub, and periodically retreived from the ICON hub, to update the transactional database underlying the uFACTS Solution Framework.
FR.0200	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Withdrawn/Invalid Claim (WIC) transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It can be customized to provide a capability to create, via system interface, a Withdrawn/Invalid Claim (WIC) transaction for the Interstate Connection system without user intervention. Currently a user is able to retrieve withdrawn information regarding a specific SSN real-time, and the information is not saved, unless requested by the state in which the uFACTS Solution Framework is being implemented.
FR.0201	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability to create, via system interface, a Combined Wage Claim Charges (billings) on Transferred Wages (IB-6) transaction for the Interstate Connection system without user intervention.	1	Low	The uFACTS Solution Framework will meet this requirement. It provides a capability to create, via system interface, a Combined Wage Claim Charges (billings) on Transferred Wages (IB-6) transaction for the Interstate Connection system without user intervention. This bill is then communicated to the appropriate states after it is sent to the ICON hub.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0202	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, an Interstate Claim and Wage Inquiry (IBIQ) transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a user to create, via system interface, an Interstate Claim and Wage Inquiry (IBIQ) transaction for the Interstate Connection system. This SSN-specific inquiry, once answered, can be viewed by the user, regarding other state wages and claim information.
FR.0203	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a State Identification Inquiry (SIDI) transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a user to create, via system interface, a State Identification Inquiry (SIDI) transaction for the Interstate Connection system.
FR.0204	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, an Interstate Claim (IB-1) transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a user to create, via system interface, an Interstate Claim (IB-1 transaction for the Interstate Connection system. This information about Interstate Benefits Initial Accounts for Other States will then be retreived and updated to the uFACTS Solution Framework database.
FR.0205	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, an Automated Interstate Handbook (HAND) transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. The sending and receiving of ICON Automated Interstate Handbook (HAND) transactions takes place via an automated interface. This Handbook information for each state is then updated to the local transactional database, as well as shared with the ICON hub.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0206	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. Based on information entered by the claimant during the application process, a request is automatically generated, to retrieve UCFE wage information. However, the uFACTS Solution Framework also contains the ability for an authorized user to manually create a Federal Wage and Separation (UCFE) data transaction for the Interstate Connection system.
FR.0207	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Military Wage and Separation (UCX) data transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. Based on information entered by the claimant during the application process, a request is automatically generated, to retrieve UCX wage information. However, the uFACTS Solution Framework also contains the ability for an authorized user to manually create a Federal Wage and Separation (UCX) data transaction for the Interstate Connection system.
FR.0208	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to perform, via system interface, a Combined Wage Claim Request to Transfer Wages (IB4) transaction with the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. Based on information entered by the claimant during the application process, a request is automatically generated, to retrieve other state wage However, the uFACTS Solution Framework also contains the ability for an authorized user to manually create a request for other state wages transaction for the Interstate Connection system.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0209	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create a Report of Use of Transferred Wages (IB-5) transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. The combined wage information will then be updated to the transactional database underlying the uFACTS Solution Framework (incoming transactions), or will be shared with the ICON hub (outgoing transactions). The uFACTS Solution Framework contains the ability for an authorized user to manually create a Report of Use of Transferred Wages (IB-5) transaction for the Interstate Connection system.
FR.0210	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Memorandum (IB-13) transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a user to create, via system interface, a Memorandum (IB-13) transaction for the Interstate Connection system. The memorandum transaction is then communicated to the ICON hub, and periodically retreived from the ICON hub, to update the transactional database underlying the uFACTS Solution Framework.
FR.0211	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Withdrawn/Invalid Claim (WIC) transaction for the Interstate Connection system.	2	Low	The uFACTS Solution Framework will meet this requirement. A standard part of the uFACT Solution Framework, a user is able to retrieve withdrawn information regarding a specific SSN. The information is real-time, and is not saved, unless requested by the state in which the uFACTS Solution Framework is being implemented.
FR.0212	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, a Combined Wage Claim Charges (billings) on Transferred Wages (IB-6) transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a user to create, via system interface, a Combined Wage Claim Charges (billings) on Transferred Wages (IB-6) transaction for the Interstate Connection system. This bill is then communicated to the appropriate states after it is sent to the ICON hub.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0213	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall provide a capability for a user to create, via system interface, an IB-14 transaction for the Interstate Connection system.	3		The uFACTS Solution Framework will meet this requirement. It provides a capability for a user to create, via system interface, an IB-14 transaction for the Interstate Connection system. This is standard functionality within the uFACTS Solution Framework, and allows authorized users to create an IB-14 Request for Reconsideration of Wage Credits, for a specific SSN and State.
FR.0214	Claims	Process Quarterly Billing Out - Outgoing Bill For Incoming Wages	00	UC.01.10	The system shall perform a 'name-match' routine for each outgoing IB-4 transaction to support the return of the same claimant's wage records.	3		The uFACTS Solution Framework will meet this requirement. It performs matching logic for each outgoing IB-4 transaction to support the return of the same claimant's wage records. This matching routine is used for updating the claimant's wage information once it is received back from ICON.
FR.0215	Adjudication	Adjudication (General)	00		The system shall provide a capability to integrate electronic management of all claims data in an electronic case folder (ECF).	3		The uFACTS Solution Framework satisfies this requirement by providing for the capability to associate all information with a claim or employer account with the claimant's account or case file. Staf will have the ability to review and manage all claims data.
FR.0216	Adjudication	Adjudication (General)	00		The system shall provide a capability to allow for the input of a variable weeks penalty.	3		The uFACTS Solution Framework satisfies this requirement by providing Adjudicators the ability to associate penalty weeks to issues. The number of penalty weeks associated to an issue can be variable and set by the Adjudicator.
FR.0217	Adjudication	Adjudication (General)	00		The system shall provide a capability to check that the week's penalty has been satisfied.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff with the ability to view a claimant's payment history in order to ensure that the weekly penalty has been assessed. uFACTS will automatically associate the penalty week to a claimed week when it is otherwise eligible and meets AWI's business criteria.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0218	Adjudication	Adjudication (General)	00		The system shall provide a capability for supervisory adjudicators to review and modify the work of non-supervisory adjudicators.	3		The uFACTS Solution Framework satisfies this requirement by providing Adjudication Supervisors with the ability to review and modify adjudicator's wor by utilizing the non-monetary workflow reassign process. The reassign process will allow issues to be held in 'Pending' status until reviewed and submitted by Supervisors with the assigned security role.
FR.0219	Adjudication	Adjudication (General)	00		The system shall provide a capability for non-supervisory adjudicators to view the work of other adjudicators in read only mode.	3		The uFACTS Solution Framework satisfies this requirement by providing all Adjudicators with the capability to view the work of all other adjudicators. If a user wants to modify an already determined and mailed issue, they will have to Amend and redetermine the issue through non-monetary workflow.
FR.0220	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	00		The system shall provide a capability to manage issues including status, tracking, resolution, and pending documents from claimants and employers.	3		The uFACTS Solution Framework meets this requirement. After the System has identified and created an issue, a series of steps will be initiated in order to manage the issue. The system will send out questionaires to all interested parties, monitor timeliness, push the issue to adjudicators when ready to be worked and provide a standardized approach to issuing determinations.
FR.0221	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	00	UC.01.01	The system shall provide a capability to determine monetary eligibility for a claim without user intervention.	3		The uFACTS Solution Framework meets this requirement by providing the ability to analyze a claimant's claim and wage information to determine their monetary eligibility. The System will automatically make the determination and send out any necessary correspondence without user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0222	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.99.14	The system shall provide a capability to add issues to a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff the ability to manually create issues which will be associated with a claimant. In addition, uFACTS can be configured to automatically create issues when conditions occur that should trigger this event. Deloitte will work with AWI to identify these conditions during design sessions.
FR.0223	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.99.10	The system shall provide a capability to notify a user that one or more payments are pending for a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing dynamic messaging capability for the Claimant. When a Claimant logs into his/her account uFACTS will display important messages that may include items that the Claimant must take action upon. Included in these messages can be notifications to the claimant that payments are pending.
FR.0224	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.02.05	The system shall provide a capability to create a work item for each issue to be determined without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by either auto-adjudicting or placing in workflow every issue created, whether automatically or manually. Issues placed in workflow will remain in pending status until all necesarry information is received or a due date is reached. Once an issue is ready to be worked or the due date is reached, it will be pushed out to staff in order of priority to be reviewed and determined.
FR.0225	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.99.11	The system shall provide a capability to post future issues to a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff with the capaiblity to create a "flag". A flag is a future-dated potential issue. If the Claimant is still requesting payment or reopens his/her account after the start date of the "flag", uFACTS will create a non-monetary issue without additional intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0226	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	UC.99.11	The system shall provide a capability to associate an unresolved issue to a speci date range.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff with the capablity to set effective begin and end dates for pending issues. These effective dates can be altered without resolving the issue.
FR.0227	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	01	–	The system shall provide a capability to display assigned cases, regardless of case status, for the worker that is logged into the application.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff a non-monetary issue management screen. This screen displays all pending issues, pertinent information about the issue, and to which Adjudicator the issue is assigned. From this screen, Managers can manually reassign issues.
FR.0228	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.14	The system shall provide a capability to allow an employer associated with a claim to access documentation associated with the claim.	3		The uFACTS Solution Framework satisfies this requirement by providing an employer the ability to view all claims related information, including monetary and non-monetary determinations, fact finding, and wage requests by accessing their benefit account via self-service.
FR.0229	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.14	The system shall provide a capability to issue additional employer claim notices.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff the capability to issue additional claim notices to the employer when necessary. This can be done on-demand, upon user request, if necessary, or when subsequent events necessitate an additional employer claim notice.
FR.0230	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.11	The system shall provide a capability to present the issues associated with a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff the Issue Summary screen. This screen details all pending, completed, and voided issues associated with the claimant, and each issue can be selected in order to see additional detail. The Claimant and Employer also have non-monetary issue information available to them via self-service.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0231	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.10	The system shall provide a capability to identify one or more weeks for payment.	3		The uFACTS Solution Framework satisfies this requirement by providing a dynamic hyperlink to the Claimant to request payment for pending weeks. Once that week is claimed, if there are no eligible issues, uFACTS will identify that week, subtract any deductions or offsets, and pay the Claimant.
FR.0232	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	02	UC.99.10	The system shall provide a capability to identify the funding source and program type for weeks released for payment.	3		The uFACTS Solution Framework satisfies this requirement by providing detailed business logic for associating a paid week with a specific program type and funding source. At the time of the payment request, uFACTS will determine what program is covering that specified week by referring to the monetary determination for the claim. This program type will also be associated to a funding source.
FR.0233	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	03	UC.02.05	The system shall provide a capability to create a work item for each issue to be investigated without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by either auto-adjudicting or placing in workflow every issue created, whether automatically or manually. Issues placed in workflow will remain in pending status until all necesarry information is received or a due date is reached. Once an issue is ready to be worked or the due date is reached, it will be pushed out to staff in order of priority to be reviewed and determined.
FR.0234	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to present questions to an employer associated with a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to present questionaires to employers online or to mail questionnaires to an address on file. An employer wi be able to access their account and view and respon to all questionairres associated with their account. If the questionnaire is returned by mail, the system will identify and attach the document to the associated claim.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0235	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability for an employer to respond to questions associated with a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to present questionaires to employers online or to mail them to an address on file. An employer will be able to access their account and view and respond to all questionairres associated with their account. If the questionnaire is returned by mail, the system will identify and attach the document to the associated claim.
FR.0236	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to allow a claimant to access documentation associated with their claim.	3		The uFACTS Solution Framework satisfies this requirement by providing Claimants the ability to access all documentation associated with their claim online via self service. Claimants can view determinations or decisions, file an appeal, or complete fact finding using the self-service portal.
FR.0237	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to present questions to a claimant associate with a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to present questionaires to claimants online or to mail them to an address on file. A claimant will be able to access their account and view and respond to all questionairres associated with their account. If the questionnaire is returned by mail, uFACTS will identify and attach the documents to the associated claim.
FR.0238	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability for a claimant to respond to questions associated with a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to present questionaires to claimants online or to mail them to an address on file. A claimant will be able to access their account and view and respond to all questionairres associated with their account. If the questionnaire is returned by mail, the system will identify and attach the document to the associated claim.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0239	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to allow a third-party associated with a claim to access documentation associated with the claim.	1	High	The uFACTS Solution Framework satisfies this requirement by providing third-parties associated with the claim and/or non-monetary issues to access documentation associated with the claim.
FR.0240	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to present questions to a third-party associated with a claim.	1	High	The uFACTS Solution Framework satisfies this requirement by providing third-parties associated with non-monetary issues to view and respond to fact finding associated with the claim.
FR.0241	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability for a third-party to respond to questions associated with a claim.	1	High	The uFACTS Solution Framework satisfies this requirement by providing third-parties associated with non-monetary issues to respond to fact finding associated with the claim.
FR.0242	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to request additional information concerning an issue from claimants, employers and third parties.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing Staff with the ability to send additional fact finding to claimants, employers, or third parties. These questionnaires can be standard questionaires stored within the system or customized questionaires created by Staff.
FR.0243	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to modify requests for specific information.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing Staff with the ability to modify requests for specific information. This can be accomplished through custom fact finding. Staff can utilize standard templates and alter the questions in the custom mode to meet the specific requirements.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0244	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to modify requests for information to specific (relevant) questions.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing Staff with the ability to modify requests for specific information. This can be accomplished through custom fact finding. Staff can utilize standard templates and alter the questions in the custom mode to meet the specific requirements.
FR.0245	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to save information requests for review.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to save all information requests. Staff can view these specific requests on the Fact Finding Summary screen along with detailed information such as the date sent and date due.
FR.0246	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to support claimant and employer fact finding scheduling when separation issues are detected once weeks are claimed.	1	High	The uFACTS Solution Framework satisfies this requirement by providing a scheduling component that can be used for collecting fact finding. Tailored fact finding questionnaries that can be automatically generated for the claimant and employer can take the place of time-consuming fact finding collection over the phone.
FR.0247	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to support and automate fact-finding interviews and forms.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing complete automation of fact finding forms based upon the type of non-monetary issue created. uFACTS has a scheduling componen that can be customized for interviews if the business process deems this necessary.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0248	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	04	UC.99.14	The system shall provide a capability to support manual appointment scheduling for adjudicators to call back claimants or employers for fact-finding interviews.	1	High	The uFACTS Solution Framework satisfies this requirement by providing a scheduling component that can be used for collecting fact finding. Tailored fact finding questionnaries that can be automatically generated for the claimant and employer can take the place of time-consuming fact finding collection over the phone.
FR.0249	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	05	UC.99.14	The system shall provide a capability to present claim information for review.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to review all issues, fact finding, notes and activity log entries associated with an account. Each process can be made available to staff with the appropriate security roles so that the claim information can be reviewed.
FR.0250	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	05	UC.99.14	The system shall provide a capability to present all previously completed portions of a specific fact finding for review.	3		The uFACTS Solution Framework satisfies this requirement by attaching all fact finding to the issue which it is associated to. Staff will have the ability to access and review all fact finding when determining or researching an issue.
FR.0251	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	05	UC.99.14	The system shall provide a capability to notify a user when responses to requests for information are received.	3		The uFACTS Solution Framework satisfies this requirement by monitoring all outstanding information requests. Once all requests are received or a specifi time limit has ended, the System will push the issue to Staff for review.
FR.0252	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	05	UC.99.14	The system shall provide a capability to alert a user that the time limit for a response to a request for information from a claimant, an employer or employer representative, or from a third party has passed.	3		The uFACTS Solution Framework satisfies this requirement by monitoring all outstanding information requests. Once all requests are received or once a specific time limit has ended, the System will push the issue to Staff for review.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0253	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to remove issue indicators from a claim.	3		The uFACTS Solution Framework satisfies this requirement by allowing Staff to Void issues. Once an issue has been voided it will no longer have any effect on the claim; however Staff can view the voided issue on the claimant history.
FR.0254	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to release payments for a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for the system to automatically release payments for a claim. Payments are typically held when non-monetary issues are pending or if there is an issue with the claim's monetary eligibility. As soon as the non-monetary issue is cleared and the Claimant is otherwise eligible, the system will automatically release payment.
FR.0255	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to notify a user that payment will not be released.	3		The uFACTS Solution Framework satisfies this requirement by sending issue determination to claimants. Within these determinations it wll be clearly stated whether or not a claimant is eligible or ineligible to receive Unemployment Benefits. In addition the Payment Summary screen available to the claimant clearly documents each week claimed and reason if the payment was withheld.
FR.0256	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to notify a user that issues remain which prevent release of payment.	3		The uFACTS Solution Framework satisfies this requirement by notifying claimants on their homepage that they have pending issues which are preventing payment when they login to their account as well as listing all remaining pending issues on determinations. In addition the claimant's Payment Summary also lists each week and the reason if payment is being held.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0257	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability for an adjudicator to adjudicate a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for issues to be pushed to an adjudicator through workflow, reviewed and determined. uFACTS uses an inteligent determination structure which prepopulates determination text based on the type, subtype, and th reason for their decision. Once a determination has been made, the System will generate and mail the determination to all interested parties.
FR.0258	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to adjudicate a claim without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for specified issues to be auto-adjudicated upon creation without any user intervention. Deloitte will work with AWI to determine these issues and the specific criteria for auto-adjudication.
FR.0259	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to notify Benefit Payment Control when an overpayment is detected, without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for the System to qutomically detect and create an overpayment. Once an overpayment is established and stored with the claim, the Payments hierarchy will offset against this overpayment amount for any future payments. In addition, the Collections process is triggered without any staff intervention.
FR.0260	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability for a user to enter comments for a claim.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to add notes to each claim by accessing the event log and adding a note or comment. Staff will also have the ability to enter notes specific to claimant issues. These notes will only be viewable by staff who have security rights to view the issue type and sub-type.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0261	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to prevent an unauthorized user from making certain types of determinations based on administrator configurable rules.	3		The uFACTS Solution Framework satisfies this requirement by providing supervisors with the ability to set-up an Adjudictor's profile. This profile, which can be updated at any time, limits access to different issue types,. An adjudicator will only be able to view modify and determine issues which they have been given access to.
FR.0262	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to retain all associated information including the draft determination for later completion when a determination is in process and must be saved prior to completion.	3		The uFACTS Solution Framework satisfies this requirement by providing adjudicators with the ability to save their work and return and complete the determination at a later time.
FR.0263	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide the capability for issue codes to reflect the appropriate section of the law as defined in Florida statutes (sections of law shall be referenced as part of a determination).	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to select one of several reasons for claimaint eligibility or ineligibility when issuing a determination. Upon selection of a determination's outcome, the System will populate the determination with the appropriate Florida statute and law.
FR.0264	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to track in process determinations.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to track issues which are currently being worked on by adjudicators. Staff will have the ability to access workflow management screens and see all of the issues which are in workflow and ready to be worked as well as which adjudicators are currently determining which issues.
FR.0265	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to review the determination text prior to saving.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to revie the final determination text during the adjudication process, before completing and mailing the determination.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0266	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to edit the determination text prior to saving.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to edit determination text and/or add additional reasonings and findings during the adjudication process. These updates will be saved as part of the final determination.
FR.0267	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system does not have to audit changes to the determination text.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to edit determination text and/or add additional reasonings and findings during the adjudication process. These updates will be saved as part of the final determination and any changes made to the text before submission do not have to be stored for a future audit.
FR.0268	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to delete a determination prior to publishing the determination.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to modify or void an issue up until the time the determination is mailed. If the issue is voided, no determination will be generated to the claimant, and the issue will no longer have an effect on the claim. If the adjudicator simply wants to redo the determinatio text, he/she can change the type or sub-type of the issue or the rationale and new text will be populated.
FR.0269	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to remove all references to a deleted determination except what is recorded in the user activity log.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to void an issue. Once an issue is voided a message will be posted in the user activity log and the issue's status will be updated to Void.
FR.0270	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to prohibit the original determination text from being altered or deleted after the Issue Date (publishing) of the determination.	3		The uFACTS Solution Framework satisfies this requirement by preventing staff from modifying an issue which has been mailed. In order to modify the determination, staff must create a redetermination or correct level to the issue and send a revised determination.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0271	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability for an authorized user to search all determinations by: keyword, party, issue type.	3		The uFACTS Solution Framework satisfies this requirement by providing advanced search capabilities that can be used to search through past determinations by fields such as keyword, party or issue type.
FR.0272	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to update the claim history in accordance with the determination issued without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by automatically saving the determination and applying the effect to the claim without any staff intervention. In addition, this transaction is recorded in the claimant's even log and can be viewed by all Staff with appropriate security levels.
FR.0273	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to update the claim in accordance with the determination issued without user intervention.	1	Medium	The uFACTS Solution Framework satisfies this requirement by automatically taking any necessary action to update the claim once a determination has been issued. For example, if an issue is determined that limits benefits for a particular week, the System will notify the payment process and will limit the claimants benefit paymenf for the week in question. Any integration performed with the monetary, charges, payments, or overpayments processes is handled automatically by uFACTS.
FR.0274	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to allow a user to suppress the mailing of a determination.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to choose whether or not any or all associated parties should be mailed a determination. The System also have the capability to require a determination to be sent to certain parties.
FR.0275	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to retrieve and display all information associated with a determination.	3		The uFACTS Solution Framework satisfies this requirement by associating all fact finding and electronic data to an issue/determination. Staff will have the ability to retrieve and view all information, including issue notes, associated with a determination.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0276	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to display all required fields for a determination.	3		The uFACTS Solution Framework satisfies this requirement by displaying all required fields during th adjudication process. If a required field is not answered, uFACTS will display an error message an prevent any further progress. uFACTS also has the capability to require staff to enter particular information before they are able to issue a determination.
FR.0277	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to copy field values for required fields of a determination by retrieving information from the original determination.	3		The uFACTS Solution Framework satisfies this requirement by copying all field values from a lower level determination to the newly created issue level (e.g. redetermination level). Deloitte will work with AWI during the design process to determine which fields should automatically be carried over to another issue level.
FR.0278	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to prompt a user to enter the determination text.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability for determination text to be required. Staff will need to fil in all required field before a determination can be completed and mailed. Based upon the issue type, subtype, and the rationale selected, uFACTS can pre-populate canned determination text for the adjudicator.
FR.0279	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.02.05	The system shall provide a capability to associate the new determination to the original determination notification.	3		The uFACTS Solution Framework satisfies this requirement by creating issue/determination levels which are all associated with one another using a unique Issue Id. Once an initial determination has been made, all redetermined or appeal level determinations associated with the original issue will be assigned the same issue id with a new sequence number.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0280	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to notify Appeals when a pending appeal is impacted by a determination, without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by freezing an issue when it is at an appeal level. uFACTS will not allow any changes to an issue until the appeal has been determined.
FR.0281	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to re-process all weeks based upon the effects of a determination, without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for the system to first determine which weeks the determination affects. The System will then recalucate the authorized amount for all affected weeks based upon the determination and issue an overpayment or underpayment without staff intervention.
FR.0282	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to re-calculate benefits based upon a determination, without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for the system to limit or deny Claimant benefits. When a determination is made the System will recognize whether or not the claimant is eligible to receive benefits and notify the payment process accordingly. No staff intervention is required.
FR.0283	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to allow adjudicators to select from pre-drafted legal statements when stating the reason for a determination within system generated correspondence.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to select one of several reasons for claimaint eligibility or ineligibility when issuing a determination. Upon selection of a determination's outcome, the System will populate the determination with the appropriate legal statement.
FR.0284	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to override a prior determination with the last determination entered on the same date.	3		The uFACTS Solution Framework satisfies this requirement by allowing staff to easily update any determination which has already been submitted on the same day before the issue has been mailed. Once the determination is mailed, staff will need to create a redetermination level in order to change the determination's outcome.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0285	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.11	The system shall provide a capability to allow the last determination entered on an issue to overwrite the prior determination on the same day.	3		The uFACTS Solution Framework satisfies this requirement by allowing staff to easily update any determination which has already been submitted on the same day before the issue has been mailed. Once the determination is mailed, staff will need to create a redetermination level in order to change the determination's outcome.
FR.0286	Adjudication	Potential Issues Tracking (PIT) List - Separation Related Issues	06	UC.99.10	The system shall provide a capability to release weeks for payment without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for the System to automatically release weekly payments after a claimant has been deemed eligible. The adjudication process will release the payment hold, and the payment process will automatically disburse payment to the claimant on the same day.
FR.0287	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	06	UC.99.11	The system shall provide a capability to capture incarceration information provided by the Florida Department of Corrections.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to store personal information about a Claimant. Deloitte will work with AWI to determine which information is needed with regards to an incarceration and store thi with the claimant record.
FR.0288	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	06	UC.99.11	The system shall provide a capability to match incarceration information with existing claimants without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing a prisoner cross-match. This cross-match matches information received from the Department of Corrections and matches it against claimant records. uFACTS will create a report of all matches for Staff to work.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0289	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	06	UC.99.11	The system shall provide a capability to associate incarceration information to existing claims when reviewed and approved by an adjudicator.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to store personal information about a Claimant. Deloitte will work with AWI to determine which information is needed with regards to an incarceration and store thi with the claimant record. Staff will have the capability to enter and update this information.
FR.0290	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	06	UC.99.11	The system shall provide a capability to prevent payment of benefits when incarceration information is associated with a claim without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to create an incarceration non-monetary issue. This issue would hold the claimant ineligible for payment until the incarceration period ends.
FR.0291	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	09	UC.99.11	The system shall provide a capability to capture Reemployment Eligibility Assessment (REA) information.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to capture and store all necessary REA information with a claim. Deloitte with work with AWI in design sessions to determine the information that needs to be associated.
FR.0292	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	09	UC.99.11	The system shall provide a capability to associate Reemployment Eligibility Assessment information with a claim.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to associate REA assessment information with a claim. Deloitte with work with AWI in design sessions to determine the information that needs to be associated.
FR.0293	Adjudication	Potential Issues Tracking (PIT) List - Non-Separation Related Issues	09	UC.99.11	The system shall provide a capability to notify WorkForce to either reschedule or delete claimant to/from REA training.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing interface capabilities with workforce agencies. uFACTS can send notification to Workforce indicating that training should be rescheduled or deleted.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0294	Adjudication	Process Appeal Modifications	03	UC.99.11	The system shall provide a capability to reverse the determination for a claim when an appeal decision reverses the initial determination, without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for staff to create appeal levels to an existing issue. uFACTS will always identify the highest active issue sequence and apply the desired result to the claimant's account. If an appeal decision has reversed the determination for a claim, uFACTS will recognize the outcome of the appeal and automatically apply any changes.
FR.0295	Adjudication	Process Appeal Modifications	03	UC.99.11	The system shall provide a capability to modify the determination for a claim when an appeal decisionmodifies the initial determination, by an authorized Adjudicator.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for staff to create appeal level issues which are associated with the determination level. The System will always identify the highest active issue sequence and apply the desired result to the claimant's account. The System will recognize if an appeal decision changes a determination in any way and automatically apply all changes.
FR.0296	Adjudication	Process Appeal Modifications	03	UC.99.11	The system shall provide a capability to indicate that a determination for a claim has been modified.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for staff to view all levels of a determination in order to determine if a redetermined or appeal level has been created. uFACTS will also generate an event log message wit the claimant's account each time a determination is modfied or is issued.
FR.0297	Adjudication	Process Appeal Modifications	03	UC.99.11	The system shall provide a capability to indicate that a determination for a claim has been reversed.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for staff to view all levels of a determination in order to determine if a redetermined or appeal level has been created. uFACTS will also generate an event log message wit the claimant's account each time a determination is modfied or is issued.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0298	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to identify an original determination as having been modified including: changed, not changed, amended, deleted.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to easily identify all changes which have been made to a determination by using the issue detail screens and event log associated with the determination and clain uFACTS can be configured to utilize AWI terminology.
FR.0299	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to identify an original determination when a new determination is mailed (e.g., Adjudication Disposition Date).	3		The uFACTS Solution Framework satisfies this requirement by providng the ability to create a new determination level which is directly associated with the original determination. Staff will be able to make any necessary changes and mail a new determination to the associated claimant and/or employer. All original issue information is available for the Adjudicator and can be carried over to the new level.
FR.0300	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to select from a list of parties to send an updated determination notification.	3		The uFACTS Solution Framework satisfies this requirement by allowing staff to select which interested parties should receive a copy of the modified determination during the adjudication process. This gives staff the ability to customize the communication of an adjudication decision as necessary. This ability can be further customized to meet any specific needs of AWI.
FR.0301	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to deduct any overpayment balance from the Claimant Overpayment Balance and from the appropriate program Claim Balance.	3		The uFACTS Solution Framework satisfies this requirement by integrating the payments and overpayments processes. Any overpayments due can be collected by offsets during the payment process. Overpayments are associated to specific weeks, but uFACTS will store multiple claims for the Claimant, and therefore will only have one overall Claimant overpayment balance.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0302	Adjudication	Process Appeal Modifications	03	UC.02.05	The system shall provide a capability to notify Benefit Payment Control when an overpayment is impacted by a determination, without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for the System to detect and when a determination effects a previous overpayment determination. Once a determination has been made the System will determine if the applicant's overpayment determinations are effected and apply any necessary updates without staff intervention.
FR.0303	Adjudication	Process Employer Chargeability	00	UC.02.04	The system shall provide a capability to notify the 412 Unit upon completion of Adjudication's fact-finding.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to notify the 412 Unit upon completion of Adjudication's fact-finding. Routed through workflow, the issues are updated when all necessary fact-finding has been received, or when predetermined timeliness thresholds have been exceeded. This allows for determinations on outstanding issues to proceed, and for chargeability to be determined by the determination result.
FR.0304	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to allow employer protests of benefit charges to be submitted on line.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to allow employer protests of benefit charges to be submitted on line. Subject to the business rules defined by AWI, employers will be able to submit a protest of their charge statements. This functionality is available within the uFACTS Solution Framework online, through the employer's account user interface.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0305	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability for a user to enter employer protests of benefit charges for a claim not submitted on line.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability for a user to enter employer protests of benefit charges for a claim not submitted on line. Within the uFACTS Solution Framework, claims can be established via different channels. Despite the channel used to establish an account, an employer may protest any charges that are processed, that are linked to the underlying claim
FR.0306	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to upload attachments to benefit charge protests submitted on line.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to upload attachments to benefit charge protests submitted on line. Standard within the uFACTS Solution Framework, the ability for employrs to submit benefit charge protests on line provides an efficient means of reducing cycle time for determinations of chargeability. In addition, the uFACTS Solution Framework can be customized to allow upload of attachments to benefit charge protests submitted on line.
FR.0307	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability for an employer to respond to a Quarterly T Statement.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability for an employer to respond to a Quarterly Tax Statement. Subject to the business rules defined by AWI, employers will be able to submit a protest of their charge statements. This functionality is available within the uFACTS Solution Framework online, through the employer's account user interface.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0308	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to allow Forms UCB-412 to be submitted online.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to allow Forms UCB-412 to be submitted online. When an employer submits a response to a determination of benefits, or to employer charges, they may utilize the online functionality within the uFACTS Solution Framework. This includes UCB-412, and all forms regarding responses to benefits, charges, and other appeallable decisions.
FR.0309	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to upload attachments to the Form UCB-412 responses on the Internet.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to upload attachments to the Form UCB-412 responses on the Internet. When an employer submits a response to a determination of benefits, or to employer charges, they may utilize the online functionality within the uFACTS Solution Framework. In addition, the uFACTS Solution Framework can be customized to allow employers the capability to upload attachments in connection with these online responses, including UCB-412 responses.
FR.0310	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to prevent duplicate Forms UCB-412 from being submitted by employers.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to prevent duplicate Forms UCB-412 from being submitted by employers. If an employer has already responded online by submitting a form UCB-412 online, the uFACTS Solution Framework can be customized to prevent a duplicate form from being uploaded.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0311	Adjudication	Process Employer Chargeability	01	UC.02.04	The system shall provide a capability to track Forms UCB-412.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to track Forms UCB-412. Subject to the specific requirements of AWI, the uFACTS Solution Framework can be customized to allow the submission, and tracking of employer responses to deteterminations of benefits, and charges online. The ability to link reponsese to issues in the form of fact-finding, and then route the issue to a specific queue, is considered standard functionality within the uFACTS Solution Framework.
FR.0312	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to identify and present benefit charges that are protested by the employer associated with the charges.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to identify and present benefit charges that are protested by the employer associated with the charges. Subject to the specific requirements of AWI, the uFACTS Solution Framework has the ability to link an employer response to a determination of benefits or charges, with the specific claim that is linked to the charges or determination. This is standard functionality within the uFACTS Solution Framework, and supports subsequent fact-finding and decision-making by authorized Staff.
FR.0313	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to identify a Quarterly Tax Statement that is protested by the associated employer.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to identify a Quarterly Tax Statement that is protested by the associated employer. When an employer protests their charges, or other appeallable document as defined by AWI, the identification and linking to the source document is a standard part of the uFACTS Solution Framework.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0314	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to review an employer's response to a Quarterly Tax Statement.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to review an employer's response to a Quarterly Tax Statement. Within the uFACTS Solution Framework, all issues that integrate with workflows are able to be linked to all applicable fact-finding that is connected to the issue. This allows Staff the ability to reivew an employer's response to a Quarterly Tax Statement.
FR.0315	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to scan in the employer responses and identify, without user intervention the reason codes that do not affect the claiman eligibility for benefits.	1	High	The uFACTS Solution Framework satisfies this requirement by providing the capability to scan in the employer responses and identify, without user intervention the reason codes that do not affect the claimant's eligibility for benefits. The uFACTS Solution Framework can be customized to bypass the Staff review step, if required by AWI. The reason codes associated with this functionality will drive the functionality and support accelerated adjudication timeliness.
FR.0316	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to review Adjudication fact-finding on Labor Disputes.	3		The uFACTS Solution Framework satisfies this requirement by providing staff with the ability to revie all completed fact-finding associated with a Labor Dispute. Once fact-finding has been completed or submitted by mail, it will be ready for staff to review. Labor disputes can be adjudicated as part of a multi-claimant issue, and therefore all fact finding will be attached to one multi-claimant issue.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0317	Adjudication	Process Employer Chargeability	02	UC.02.04	The system shall provide a capability to notify a 412 Associate of a work item for chargeability determinations requiring user intervention.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to notify a 412 Associate of a work item for chargeability determinations requiring user intervention. When fac finding is received by the uFACTS Solution Framework, it is linked to an issue which is then routed to the appropriate work queue for a determination. This organizes the work items and can distribute the issues requiring user intervention acccording to specific routing logic required by AWI.
FR.0318	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to notify Adjudication when the wages associated with a claim do not equal 17 times the maximum weekly benefit amount, without user intervention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to notify Adjudication when the wages associated with a claim do not equal 17 times the maximum weekly benefit amount, without user intervention. A standard part of uFACTS is the ability to determine, automatically, whether a new claim contains base period wages in excess of the minimum specified by a specific state. While the multiple differs from state-to-state, the uFACTS Solution Framework can easily be customized to send these claims to a workflow queue as required by AWI.
FR.0319	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to notify Wage Determination when the wages associated with a claim are identified as not belonging to the claimant.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to notify Wage Determination when the wages associated with a claim are identified as not belonging to the claimant. The uFACTS Solution Framework can be customized to process notifications of wage issues, and then route the resulting work items to a predetermined work queue for further research, as required by AWI.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0320	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to allow chargeability determinations to be generated without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to allow chargeability determinations to be generated without user intervention. When a claim is established, a monetary determination is processed and correspondence to all stakeholders is generated automatically. Included in this list of correspondence is the chargeability determination, or claim notificatio
FR.0321	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to create a work item for chargeability determinations that require user intervention.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to create a work item for chargeability determinations that require user intervention. When fact-finding is received by the uFACTS Solution Framework, it is linked to an issue which is then routed to the appropriate work queue fo a determination. This organizes the work items and can distribute the chargeability determinations requiring user intervention, acccording to specific routing logic required by AWI.
FR.0322	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to calculate employer benefit charges.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to calculate employer benefit charges. Standard with the uFACTS Solution Framework, is the ability to automatically calculate employer benefit charges, based upon the base period wages, employer type, and any other custom logic as required by AWI. This process requires no user intervention in most cases, and serves to provide an automated instruction set for how charges should be processed as benefits are paid to claimants.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0323	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to assign a percentage of benefit charges for a claim to each employer account associated with the claim.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to assign a percentage of benefit charges for a claim to each employer account associated with the claim. Standard with the uFACTS Solution Framework, is the ability to automatically calculate employer benefit charges, based upon the base period wages, employer type, and any other custom logic as require by AWI. In addition, the uFACTS Solution Framework is able to base employer benefit charge percentages for each employer associated with the claim, based on any customized charge calculation logic required by AWI.
FR.0324	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to associate benefit charges for a claim to one or more employer accounts.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to associate benefit charges for a claim to one or more employer accounts. Standard with the uFACTS Solution Framework, is the ability to automatically calculate employer benefit charges, based upon the base period wages, employer type, and any other custom logic as required by AWI. In addition, the uFACTS Solution Framework is able to base employer benefit charge percentages for each employer associated with the claim, based on any customized charge calculation logic required by AWI.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0325	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to notify an employer of their liability for charges (UCB-30).	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to notify an employer of their liability for charges (UCB-30). Standard within the uFACTS Solution Framework is the ability to communicate to an employer regarding their chargeability for a newly-established claim. This process will happen automatically in most cases, when the monetary records are fully established for a claim after an application is submitted.
FR.0326	Adjudication	Process Employer Chargeability	03	UC.02.04	The system shall provide a capability to issue a response to an employer protest (UCB-32).	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to issue a response to an employer protest (UCB-32). After an employer protest is received, the fact-finding is linked to an issue that can then be subseuntly adjudicated by an authorized user. When a determination is made, a correspondence to the employer is automatically generated, informing them of the decision.
FR.0327	Adjudication	Process Labor Dispute	01	UC.02.01	The system shall provide a capability to define a potential Labor Dispute.	1	Medium	The uFACTS Solution Framework satisfies this requirement by allowing staff to create specific criteria pertaining to a labor dispute and employer(s) which will allow the system to automatically associate claimants to a multi-claimant issue during the registration process.
FR.0328	Adjudication	Process Labor Dispute	01	UC.02.01	The system shall provide a capability to notify the Employer Charge Unit upon the entry of a potential Labor Dispute.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to notify the Employer Charge Unit of a potential labor dispute. Standard within the uFACTS Solution Framework is the ability to notifications to Staff based upon specific triggering events.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0329	Adjudication	Process Labor Dispute	01	UC.02.01	The system shall provide a capability to notify Benefit Payment Control upon the entry of a potential Labor Dispute.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to notify the Benefit Payment Control Unit of a potential labor dispute. Standard within the uFACTS Solution Framework is the ability to notifications to Staff based upon specific triggering events.
FR.0330	Adjudication	Process Labor Dispute	03	UC.02.01	The system shall provide a capability to electronically complete forms related to a potential Labor Dispute.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing staff and interested parties with the capability to complete Labor Dispute Forms online. Once a claimant or employer has been identified as a party to a Labor dispute the system will notify them that they need to complete a questionnaire associated with the labor dispute. Staff will have the ability to review all submited information and take any necesarry action.
FR.0331	Adjudication	Process Labor Dispute	03	UC.02.01	The system shall provide a capability to associate Labor Dispute forms to a Labor Dispute without user intervention.	1	Medium	The uFACTS Solution Framework satisfies this requirement by associating all Labor Dispute forms with a particular labor dispute. Once a labor dispute and interested parties have been identified, the System will associate all Labor Dispute forms which are generated and received with the Labor Dispute on file without any Staff intervention.
FR.0332	Adjudication	Process Labor Dispute	04	UC.02.01	The system shall provide a capability to identify a Labor Dispute.	1	Medium	The uFACTS Solution Framework satisfies this requirement by allowing staff to create specific criteria pertaining to a labor dispute and employer(s), which will allow the system to automatically associate claimants to the labor dispute during the registration process.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0333	Adjudication	Process Labor Dispute	04	UC.02.01	The system shall provide a capability to associate a Labor Dispute to wage recor of potential claimants without user intervention.	1	High	The uFACTS Solution Framework satisfies this requirement by providing the capability for the System to identify potential claimants associated with a Labor Dispute according to specific criteria set by staff. Deloitte can work with AWI to define a query for wage records that would automatically associate potential claimants to an issue.
FR.0334	Adjudication	Process Labor Dispute	05	UC.02.01	The system shall provide a capability to associate a Labor Dispute to a claim without user intervention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability for the system to automatically associate claimants to the labor dispute during the registration process without user intervention. Staff will also have the ability to manual add claimant to a Labor dispute.
FR.0335	Adjudication	Process Labor Dispute	07	UC.02.06	The system shall provide a capability to disassociate a Labor Dispute with associated claims, without user intervention upon closure of an active Labor Dispute.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability for staff to close an active Labor Dispute. In doing so all claims will be disassociated from the Labor Dispute and will no longer be affected.
FR.0336	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to release payments without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by managing the release of payments based on internal business rules and logic; therefore, it allows the release of payments without user intervention. In the case where select business rules mandate staff/user review and release, the solution provides a robust workflow process to address these needs.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0337	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.10	The system shall provide a capability to manually release payments.	3		The uFACTS Solution Framework satisfies this requirement through system rules and business logic payments not automatically released can be managed in a workflow queue and manually released by staff users. uFACTS provides the flexibility to configure rules for manual and automatic management of payments.
FR.0338	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.11	The system shall provide a capability to generate an Overpayment Determination.	3		The uFACTS Solution Framework satisfies this requirement through the monetary and non-monetary processes that are directly tied to the calculation and generation of overpayment determinations. The overpayment determination is provided to the claimant along with monetary and non-monetary information; this is has proven to be a more efficient way of distributing the information and saves money on postage costs.
FR.0339	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.11	The system shall provide a capability to enter and store the source of an overpayment determination.	3		The uFACTS Solution Framework satisfies this requirement by tracking and storing a wide range of system transactions and history data; overpayment determination source is one element tracked and stored. uFACTS provides searchable and easily referenceable tracking of data; our approach allows staff and self-service claimants the information necessary to quickly answer questions or resolve issues.
FR.0340	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.11	The system shall provide a capability to notify Appeals of an Overpayment Determination without user intervention when an Appeal is outstanding on the Claim to which the determination applies.	1	Medium	The uFACTS Solution Framework satisfies this requirement by a closely integrated overpayment determinations, adjudication, and appeals functionality. Customization will be required based o Florida-specific rules; however, automatic triggers can be configured to route or notify Appeals of select overpayment determinations.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0341	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to close a work item without issuing a determination.	3		The uFACTS Solution Framework satisfies this requirement through a robust and integrated workflow processing that allows staff users to open, update, and close work items without issuing a determination. In addition, the uFACTS Solution Framework provides staff the option to mail new determinations, hold determinations, or remove them from the system if necessary.
FR.0342	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to manually enter a new Claimant for the purpose of establishing an overpayment.	1	Medium	The uFACTS Solution Framework will develop this functionality for AWI. Recently, a current client has requested an update to uFACTS related to this requirement; we are in the early stages of analysis and design. It is possible, this functionality will be included in core uFACTS by the time AWI moves into development.
FR.0343	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to transfer existing payments between Claimants.	1	Low	The uFACTS Solution Framework satisfies this requirement through a robust collections module that allows for the transfer of funds; however, customized business rules may need to be incorporated to meet Florida AWI specific rules. Our experience from multiple states provides the key functions to manage core collections functionality; therefore, reducing project risk when extending the solution to meet state-specific rules.
FR.0344	Benefit Payment Control	Benefit Payment Control (General)	00	UC.99.11	The system shall provide a capability to disqualify a claimant for fraud based on administrator configurable business rules.	3		The uFACTS Solution Framework meets this requirement. Our in-production solution allows states to configure business rules for granting or denying eligibility; this includes a fraud disqualification. Each state has unique and specific rules for automatic disqualifications, we will work closely with you to configure uFACTS to meet the specific needs of Florida AWI.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0345	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to mark a claimant as deceased.	3		The uFACTS Solution Framework meets this requirement. The solution allows select staff users the ability to mark a claimant's status; this includes 'deceased'.
FR.0346	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to mark a claimant as having filed for bankruptcy.	2	Low	The uFACTS Solution Framework meets this requirement. The solution allows select staff users the ability to track specific claimant information such as bankrupcy filings.
FR.0347	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to mark a claimant as having received a judgment in a bankruptcy hearing.	2	Medium	The uFACTs Solution Framework meets this requirement. Bankruptcy tracking varies from state-t state; however, the solution provides the ability to track bankrupcy judgments and manage their over-payment recovery according to the judgment's stipulations.
FR.0348	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to modify or cancel a bankruptcy decision.	2	Trivial	The uFACTs Solution Framework meets this requirement. The claimant account maintenance an collections functions allows select staff users to update bankruptcy information. The solution will require some configurations to meet the Florida-specific requirements.
FR.0349	Benefit Payment Control	Benefit Payment Control (General)	00		The system shall provide a capability to specify an administrator configurable time-frame for overpayment data retention.	2	High	The uFACTS Solution Framework meets this requirement. Through our data-retention and purge assessment, we will evaluate the necessity and timelines for each data element in the database. The timing can be managed through configurable timeframes based on specific data and rules.
FR.0350	Benefit Payment Control	Wage Audit	00		The system shall provide a capability to perform a quarterly wage credit post audit.	2	Medium	The uFACTS Solution Framework meets this requirement through our monetary determination module. Authorized staff can update and adjust wag credits – post audit that will result in the appropriate new certifications or the creation of overpayments. Deloitte will work with AWI to configure uFACTS based on Florida specific business rules.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0351	Benefit Payment Control	Wage Audit	00		The system shall provide a capability to use wage information obtained from the DOR SUNTAX system for the wage credit post audit.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing an interface between the DOR SUNTAX and new benefits system. Deloitte assisted Florida DOR design and build SUNTAX and we are intimately aware of how to efficiently access this data. Additionally, the uFACTS Solution Framework tracks and manages wages for use in standard, alternate, or secondary program (i.e., extensions) monetary determinations.
FR.0352	Benefit Payment Control	Wage Audit	00		The system shall provide a capability to use wage information obtained from the ICON system for the wage credit post audit.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing our 'in-production' interface with the ICON system. Deloitte's uFACTS was the first vendor to design, develop and implement a modern web service that communicates with the ICON system. Deloitte will configure this interface to match the specific needs of Florida and properly manage the post-audit wage credits.
FR.0353	Benefit Payment Control	Wage Audit	00		The system shall provide a capability to determine an audit match using an administrator configurable threshold.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing search functionality that displays results based on set configurable thresholds. Throughout uFACTS, the search/result thresholds can be modified either via the online screens or through the administrators sub-code tables - managed by business users.
FR.0354	Benefit Payment Control	Wage Audit	00	UC.99.07	The system shall provide a capability to generate a Request for Wage Breakdown for each match found in the quarterly wage credit post audit without user intervention.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the triggers to generate a Request for Wage Breakdown. Our in-production solution removes the need for user intervention when select thresholds or business rules are met. If necessary, uFACTS allows staff to initiate these requests manually.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0355	Benefit Payment Control	Wage Audit	01	UC.99.16	The system shall provide a capability to capture all fields required for the completion of the Request for Wage Breakdown.	2	Low	The uFACTS Solution Framework satisfies this requirement by configuring our Wage Request process to include Florida-specific data elements. Our solution provides the base functionality to manage the Wage Request process; data elements can be added or removed during the design/configuration of the modernized solution.
FR.0356	Benefit Payment Control	Wage Audit	04	UC.99.16	The system shall provide a capability to validate all information entered for a Wage Breakdown.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing data level validations based on specific business rules. Throughout the uFACTS Solution Framework, we incorporate data validations to both enhance and facilitate self-service or system managed processing. The Framework provides users a clearly identified set of validation/error messages and on-screen demarkation noting where the error was triggered; again, this facilitates better self-service and overall data collection.
FR.0357	Benefit Payment Control	Wage Audit	04		The system shall provide a capability to recommend a fraud determination based upon administrator configurable business rules.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the base fraud determinatio functionality. The uFACTS Solution Framework will need some customization to meet the specific needs and requirements of Florida; each state has different rules and criteria for making a formal fraud determination. The uFACTS Framework, however, provides the base structure and processes for identifying, tracking, and adjudicating fraud cases.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0358	Benefit Payment Control	Wage Audit	04	UC.99.16	The system shall provide a capability to make an initial conflict/no-conflict determination without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a comprehensive issue identification and adjudication module. The process identifies issues based on established business rules these can be auto-adjudicated or processed through workflow based on state-specific rules. Our in-production solution has proven extremely effective in managing a wide range of issues - including conflict/no-conflict - without user intervention.
FR.0359	Benefit Payment Control	Wage Audit	07	UC.99.14	The system shall provide a capability to record and track all activities associated with the audit (Wage Audit Activity Log).	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0360	Benefit Payment Control	Wage Audit	07	UC.99.14	The system shall provide a capability to record in the Wage Audit Activity Log activities the system performs related to an audit.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0361	Benefit Payment Control	Wage Audit	08		The system shall provide a capability to specify an administrator configurable time-frame for Claimant response to an Overpayment Predetermination or other request for information.	3		The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting claimant response timeframes. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges an do not require technical staff or a re-build of code to employ.
FR.0362	Benefit Payment Control	Wage Audit	08		The system shall provide a capability to specify an administrator configurable time-frame for Employer response to Affidavit of Earnings/Request for Wage Breakdown or other request for information.	3		The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting claimant response timeframes. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges an do not require technical staff or a re-build of code to employ.
FR.0363	Benefit Payment Control	Payment Intake	00		The system shall provide a capability to accept payment via cash, check, or credit card.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to collect payments multiple payment options. uFACTS' 'in-production' capability employs standard NACHA file processing between the agency and financial system and provides staff a set of cash and check deposit screens for manual entry. The uFACTS Solution Framework also processes ACH Debit payments through a set of easy to use self-service screens.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0364	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability to enter and store received payments.	3		The uFACTS Solution Framework satisfies this requirement by providing users the ability to enter and store received payments. uFACTS tracks all payments wheter made via electronic means or entered via staff. uFACTS self-service modules provides historical information for both claimants and staff to view submitted and processed payments throughout the life of a claim or collection activity.
FR.0365	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability to associate a payment with multiple claima overpayments (IRORA Payments).	3		The uFACTS Solution Framework satisfies this requirement by providing the functionality to apply payments based on a pre-determined payment hierarchy. If multiple overpayments exist, the solution will apply the correct dollars to each separate case per business rules without staff intervention.
FR.0366	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability to prevent payments from being applied to overpayments.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the functionality to apply or prevent payments based on a pre-determined payment hierarchy and business rules. Deloitte will work with AWI to assess the specific rules of preventing payments.
FR.0367	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability to apply payments to existing overpayments using administrator configurable business rules.	2	Low	The uFACTS Solution Framework satisfies this requirement by applying payments to overpayments based on the Florida-specific business rules.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0368	Benefit Payment Control	Payment Intake	02	UC.03.01	The system shall provide a capability for a user to override the administrator configured business rules for payment application.	3		The uFACTS Solution Framework satisfies this requirement by providing administrator or staff screens, thoughout the application, to manually override configured rules. The uFACTS Solution Framework focuses on providing UC staff the flexibility to manage unique business situations; this includes payment application. We work with our clients to validate areas where overriding the system is necessary and warranted; or, in areas where it is absolutely forbidden.
FR.0369	Benefit Payment Control	Payment Intake	03	UC.03.01	The system shall provide a capability to route potential refunds to a supervisor work queue for review.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing both manual and automatic work queue routing of refunds. The uFACTS Solution Framework allows staff to manually route refunds they identify needing further review; additionally, the Framework allows for threshold-based routing of items based on specific business rules or factors. We work with our clients to identify these thresholds, or desire for automatic routing; then, we configure the solution to route according to the specific business needs.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0370	Benefit Payment Control	Payment Intake	03	UC.03.01	The system shall provide a capability to request a refund warrant from Financial Management.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing staff screens and workflow queues designed to manage refund payments. Interfaces between the uFACTS functionality and the financial management systems will require some level of configuration; however, the core functionality is available to route and request these actions. In our 'in-production' solution, we have created a special work queue for Financial Management staff to review requests and ensure proper fund management based on refund levels; however, further analysis of AWI processes will be required.
FR.0371	Benefit Payment Control	Payment Intake	05	UC.03.01	The system shall provide a capability to mark a payment as invalid or returned.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a comprehensive payment tracking component. The module tracks, based on staff management or bank-file interfaces, payment status and validity. If payments are returned, the uFACTS Solution Framework has the capability to automatically update the claimant's account, and if necessary assign returned payment penalties, re-calculate interest, and generate new correspondence related to the action.
FR.0372	Benefit Payment Control	Payment Intake	05	UC.03.01	The system shall provide a capability to update overpayment records to remove invalid or returned payments.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a comprehensive payment tracking component. The module tracks, based on staff management or bank-file interfaces, payment status and validity. If payments are returned, the uFACTS Solution Framework has the capability to automatically update the claimant's account due, and if necessary assign returned payment penalties, re-calculate interest, and generate new correspondence related to the action.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0373	Benefit Payment Control	Payment Intake	05		The system shall provide a capability to specify an administrator configurable time-frame for payment of an invalid or returned payment.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing configurable code table, manageable by business staff, to establish thresholds and timeframes for a wide array of business actions. uFACTS will be configured to track and/or assign payment timelines for payment of invalid or returned payments. Payment triggers will include the re-calculation of amounts due, interest, penalties, correspondence generation, and referral to further collection activities.
FR.0374	Benefit Payment Control	Payment Intake	05		The system shall provide a capability to route an invalid or returned payment to an examiner when payment is not received within the specified time-frame without user intervention.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing workflow queues to manage returned payments. Staff queues are populated based on AWI-specific business rules; these queues can be populated by a specific examiner or as a general work queue for multiple staff access. uFACTS integrated workflow processing allows for a rich set of work queue and work item management features; returned payment activities will be integrated with these solution features.
FR.0375	Benefit Payment Control	Payment Intake	05		The system shall provide a capability to specify an administrator configurable fee schedule for invalid or returned payments.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an integrated penalty and fee assignment capability. Our 'in-production' solution has both manual assignment of fees and penalties and a system generated process. Fee levels are easily managed through uFACTS' expansive code table management component; this component allows business users to set thresholds, factors, and select business rules/levels for identified processes such as fee schedules without technical staff intervention or new system-code builds or releases.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0376	Benefit Payment Control	Payment Intake	05	UC.03.01	The system shall provide a capability to apply appropriate fees to an overpayment record.	2	Low	The uFACTS Solution Framework satisfies this requirement through the overpayment management module. The module is designed to calculate overpayments, recalculate maximum benefit amounts and remaining benefits across multiple programs, and assign appropriate fees, interest and penalties based on state-specific business rules. We will work with AWI to configure specific fees, fee schedules, and fee management based on the specific business needs; however, uFACTS has the functions available to manage these processes efficiently.
FR.0377	Benefit Payment Control	Payment Intake	05	UC.03.01	The system shall provide a capability to override invalid or returned payment fees.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing administrator or staff screens, thoughout the application, to manually over-ride configured rules. The uFACTS Solution Framework focuses on providing UC staff the flexibility to manage unique business situations; this includes invalid or returned payments. We work with our clients to validate areas where overriding the system is necessary and warranted; or, in areas where it is absolutely forbidden.
FR.0378	Benefit Payment Control	Payment Intake	06		The system shall provide a capability to record the warrant number for refund warrants.	3		The uFACTS Solution Framework satisfies this requirement by tracking warrant numbers for all generated payments; this includes refund warrents. The uFACTS payment tables track and manage all in-coming and out-going payments. If warrant numbers are not available, due to electronic payment processing, payment identifiers are generated and stored for all accounting transactions.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0379	Benefit Payment Control	Overpayment Stop	02	UC.99.14	The system shall provide a capability to record and track all activities associated with an overpayment stop review (Examiner Activity Log).	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0380	Benefit Payment Control	Overpayment Stop	02	UC.99.14	The system shall provide a capability to record in the Examiner Activity Log activities the system performs related to an overpayment stop.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity, such as an overpayment stop, is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0381	Benefit Payment Control	Overpayment Stop	03		The system shall provide a capability to remove an overpayment stop.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing staff screens to manage all overpayment activities; this includes removing an overpayment stop. uFACTS can be configured to automatically remove these stops base on AWI business rules; or, the functionality can be configured for staff management via administration screens. We will work with AWI to identify the specific rules, thresholds, and triggers to implement these rules - either through manual screen edits and/or automated processing.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0382	Benefit Payment Control	New Hire Audit	00		The system shall provide a capability to perform a new hire audit.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an intergrated set of cross-matchs based on the needs of UC organizations. Our 'in-production' solution cross-matches active claimants with new hire records and generates a workflow item for staff assessment and management. The process contains the necessary interface 'hooks' to assess information from multiple disparate data sources.
FR.0383	Benefit Payment Control	New Hire Audit	00		The system shall provide a capability to use new hire information obtained from t DOR SUNTAX and US HHS systems.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the new hire management functionality in the base solution. The interface 'hooks' are available as web-services that can access and utilize disparate data sources. There will be some levels of analysis and configuration necessary to create the specific data calls to the SUNTAX and US HHS systems; however, Deloitte's familiarity with SUNTAX and our current US HHS system interfaces in-production reduce the AWI risk in this area.
FR.0384	Benefit Payment Control	New Hire Audit	00	UC.99.07	The system shall provide a capability to generate a New Hire Information Request (Claimant) for each match found in the new hire audit without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the correspondence module. A correspondence generation trigger will be created for each match found. Correspondence will then be automatically generated and sent to to the claimant.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0385	Benefit Payment Control	New Hire Audit	00	UC.99.07	The system shall provide a capability to generate a New Hire Information Request (Employer) for each match found in the new hire audit without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the correspondence module. A correspondence generation trigger will be created for each match found. Correspondence will then be automatically generated and sent to to the employer.
FR.0386	Benefit Payment Control	New Hire Audit	00	UC.99.16	The system shall provide a capability to capture all fields required for the completion of the New Hire Information Request (Claimant).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an intergrated set of cross-matchs based on the needs of UC organizations. Our 'in-production' solution cross-matches active claimants with new hire records and generates a workflow item for staff assessment and management. The process captures the required fields necessary (claimant) for completing a New Hire information request; we will work with AWI to assess unique data element requirements.
FR.0387	Benefit Payment Control	New Hire Audit	00	UC.99.16	The system shall provide a capability to capture all fields required for the completion of the New Hire Information Request (Employer).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an intergrated set of cross-matchs based on the needs of UC organizations. Our 'in-production' solution cross-matches active claimants with new hire records and generates a workflow item for staff assessment and management. The process captures the required fields necessary (employer) for completing a New Hire information request; we will work with AWI to assess unique data element requirements.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0388	Benefit Payment Control	New Hire Audit	00	UC.99.16	The system shall provide a capability to make an initial conflict/no-conflict determination without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a comprehensive issue identification and adjudication module. The process identifies issues based on established business rules these can be auto-adjudicated or processed through workflow based on state-specific rules. Our in-production solution has proven extremely effective in managing a wide range of issues - including conflict/no-conflict - without user intervention.
FR.0389	Benefit Payment Control	New Hire Audit	00		The system shall provide a capability to specify an administrator configurable time-frame for response to the New Hire Information Request.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; New Hire Information Request process can be included in this management module. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ.
FR.0390	Benefit Payment Control	New Hire Audit	03	UC.99.14	The system shall provide a capability to record in the New Hire Audit Activity Log activities the system performs related to an audit.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0391	Benefit Payment Control	New Hire Audit	03	UC.99.14	The system shall provide a capability to record any activities it takes in the New Hire Audit Activity Log.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0392	Benefit Payment Control	Multi-Address/Phone Audit	00		The system shall provide a capability to perform a match for claimants with matching addresses and/or phone numbers.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an intergrated set of cross-matchs based on the needs of UC organizations. Our 'in-production' solution cross-matches for claimants based on a wide range of factors; this includes addresses and/or phone numbers. The process contains the necessary interface 'hooks' to assess information from multiple disparate data sources.
FR.0393	Benefit Payment Control	Multi-Address/Phone Audit	00		The system shall provide a capability to mark addresses as exempt from audit.	1	Low	The uFACTS Solution Framework will satisfy this requirement by adding an element to our address maintenance screens. uFACTS is easily configurable for unique requirements such as this based on state-specific needs.
FR.0394	Benefit Payment Control	Multi-Address/Phone Audit	00		The system shall provide a capability to remove addresses from the exempt list.	1	Low	The uFACTS Solution Framework will satisfy this requirement by adding an element to our address maintenance screens. uFACTS is easily configurable for unique requirements such as this based on state-specific needs.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0395	Benefit Payment Control	Multi-Address/Phone Audit	03		The system shall provide a capability to specify an administrator configurable time-frame for response to the contact request.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ
FR.0396	Benefit Payment Control	Multi-Address/Phone Audit	03	UC.99.14	The system shall provide a capability to record and track all activities associated with the audit (Multi-Address/Phone Audit Activity Log).	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0397	Benefit Payment Control	Multi-Address/Phone Audit	03	UC.99.14	The system shall provide a capability to record in the Multi-Address/Phone Audit Activity Log activities the system performs related to an audit.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0398	Benefit Payment Control	Multi-Address/Phone Audit	04	UC.03.02	The system shall provide a capability to identify a specific claimant/address or claimant/phone combination as exempt from future audit.	1	Low	The uFACTS Solution Framework will satisfy this requirement by adding an element to our address maintenance screens. The identifier will be made available for users to easily view and/or update. uFACTS is easily configurable for unique requirements such as this based on state-specific needs.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0399	Benefit Payment Control	Waiver	03	UC.03.03	The system shall provide a capability to remove (back out) offsets.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing users the ability to reduce and/or remove the amount of offsets set on a specific claim. uFACTS provides users the flexibility to appropriately manage a claimant's account based on information they gather throughout their standard business processes.
FR.0400	Benefit Payment Control	Waiver	04	UC.03.03	The system shall provide a capability to capture waiver information.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing users the ability to assign and track waiver informtion for claimants. uFACTS provides staff a wide array of claim management functions - including manual over-rides where necessary - to manage specific claimant situations. We will work with AWI to identify specific claim management areas beyond those already provided within the core solution.
FR.0401	Benefit Payment Control	Interstate Overpayments (IRORA)	00		The system shall provide a capability to perform a match of Florida overpayment records with records of active claims from other states.	3		The uFACTS Solution Framework satisfies this requirement by our 'in-production' interface with ICON. The uFACTS Solution Framework was the first solution interface using web-services between a state benefits application and the ICON system. The process compares records of active claims from othe states.
FR.0402	Benefit Payment Control	Interstate Overpayments (IRORA)	00		The system shall provide a capability to use claimant/claim information obtained from the ICON system to conduct an IRORA match.	3		The uFACTS Solution Framework satisfies this requirement by our 'in-production' interface with ICON. The uFACTS Solution Framework was the first solution interface using web-services between a state benefits application and the ICON system. The process is available with the core uFACTS solution.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0403	Benefit Payment Control	Interstate Overpayments (IRORA)	00	UC.03.04	The system shall provide a capability to modify or cancel IRORA overpayments.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing user screens to update or cancel IRORA overpayments. Our 'in-production' solution provides UC agencies the flexibility to manage claimant accounts, including overpayment maintenance, based on state-specific business rules.
FR.0404	Benefit Payment Control	Interstate Overpayments (IRORA)	00		The system shall provide a capability to perform a match of Florida overpayment records with transfers of wages to other States.	3		The uFACTS Solution Framework satisfies this requirement by our 'in-production' interface with ICON. The uFACTS Solution Framework was the first solution interface using web-services between a state benefits application and the ICON system. The process is available with the core uFACTS solution.
FR.0405	Benefit Payment Control	Interstate Overpayments (IRORA)	00		The system shall provide a capability to notify BPC staff without user intervention when a CWC Claim is cancelled creating an overpayment.	2	Low	The uFACTS Solution Framework satisfies this requirement by our 'in-production' interface with ICON. Cancellations of CWC Claims can trigger overpayments without staff intervention. uFACTS work queues can be configured to meet the AWI business process needs.
FR.0406	Benefit Payment Control	Interstate Overpayments (IRORA)	03	UC.03.04	The system shall provide a capability to establish an IRORA overpayment on a current claim for a requesting IRORA state.	2	Low	The uFACTS Solution Framework meets this requirement through the core payments and overpayments modules. uFACTS sets up these transactions for management of out of state overpayments. Once set-up, uFACTS is designed to help manage and maintain this information.
FR.0407	Benefit Payment Control	Interstate Overpayments (IRORA)	03		The system shall provide a capability to establish a CWC overpayment on a current claim based on a request from a State with a cancelled claim.	2	Low	The uFACTS Solution Framework meets this requirement through our standard CWC interfaces. uFACTS, designed specifically for UC agencies, has the interface 'hooks' necessary to transmit CWC data and send/set-up appropriate transactions. Our in-production solution has demonstrated that these interfaces work effectively – even with high volumes of the recent recession.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0408	Benefit Payment Control	Interstate Overpayments (IRORA)	03		The system shall provide a capability to establish a CWC overpayment on a current claim based on a request from a combined wage State with an active overpayment.	2	Low	The uFACTS Solution Framework meets this requirement through our standard CWC interfaces. uFACTS, designed specifically for UC agencies, has the interface 'hooks' necessary to transmit CWC data and send/set-up appropriate transactions. Our in-production solution has demonstrated that these interfaces work effectively – even with high volumes of the recent recession.
FR.0409	Benefit Payment Control	Overpayment Write-Off	00		The system shall provide a capability to identify overpayment records which exceed the Statute of Limitations for collection as pending write-off.	1	Medium	The uFACTS Solution Framework will develop this functionality for AWI. uFACTS captures the creation and transaction dates for these activities; it is not complex to track the statute of limitations. We will need to work with AWI to further refine the business needs of this area.
FR.0410	Benefit Payment Control	Overpayment Write-Off	03		The system shall provide a capability to export overpayment records which are pending write-off in an approved file format.	1	Low	The uFACTS Solution Framework has similar functions within the base solution; however, based on the noted requirement, some customization will be required. uFACTS currently creates processes a batch that processes the overpayment write-offs; the process can be easily modified to meet this requirement.
FR.0411	Benefit Payment Control	Overpayment Write-Off	04		The system shall provide a capability to mark all pending write-offs as approved.	1	Low	The uFACTS Solution Framework has similar functions within the base solution; however, based on the noted requirement, some customization will be required. Deloitte will work closely with AWI to furthe refine the business rules associated with this requirement and implement them into the new solution.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0412	Benefit Payment Control	Death Audit	00		The system shall provide a capability to perform a match for claimants who are deceased and who have claimed weeks after the date of death.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an intergrated set of cross-matchs based on the needs of UC organizations. Our 'in-production' solution cross-matches active claimants with death records and generates a workflow item for staff assessment and management. The process contains the necessary interface 'hooks' to assess information from multiple disparate data sources.
FR.0413	Benefit Payment Control	Death Audit	00		The system shall provide a capability to use deceased persons information obtained from the DOH Vital Statistics system.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an intergrated set of cross-matchs based on the needs of UC organizations. Our 'in-production' solution cross-matches active claimants with death records and generates a workflow item for staff assessment and management. The process contains the necessary interface 'hooks' to assess information from multiple disparate data sources.
FR.0414	Benefit Payment Control	Death Audit	03		The system shall provide a capability to specify an administrator configurable time-frame for response to the contact request.	3		The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting contact response timeframes. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0415	Benefit Payment Control	Death Audit	03	UC.99.14	The system shall provide a capability to record and track all activities associated with the audit (Death Audit Activity Log).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0416	Benefit Payment Control	Death Audit	03	UC.99.14	The system shall provide a capability to record in the Death Audit Activity Log activities the system performs related to an audit.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly
FR.0417	Benefit Payment Control	Death Audit	04		The system shall provide a capability to close a death audit case.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing staff the ability to review and adjudicate a 'death issue'. The uFACTS process provides staff the ability to review, research, and update a claimants file based on a death audit; this includes closing the case.
FR.0418	Benefit Payment Control	Investigations	05	UC.03.05	The system shall provide a capability to record and track all activities associated with the investigation (Investigation Activity Log).	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0419	Benefit Payment Control	Investigations	05	UC.03.05	The system shall provide a capability to record in the Investigation Activity Log activities the system performs related to an investigation.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0420	Benefit Payment Control	Investigations	05	UC.03.05	The system shall provide a capability to attach evidence to an investigation case.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a comprehensive fact-finding management module. The integrated imaging and workflow components of uFACTS either automatically (in the case of bar-coded or online fact-finding submissions) or manually via a user, allows for attaching evidence to issues, investigation cases, and appeals. The items are attached to the claimant account, and potentially the specific issue or investigation case; in Minnesota, this process significantly reduced issue adjudication and improved investigations.
FR.0421	Benefit Payment Control	Investigations	06	UC.03.05	The system shall provide a capability to enter a recommendation.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an integrated workflow management system. The integrated features of uFACTS allow staff to make recommendations on select work items; this includes adding notes to specific claimant activities. Recommendations can be included in the event logging, or remain separate based on the type of case and AWI-specific business needs.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
FR.0422	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to specify an administrator configurable time-frame for creating a fail-to-pay work item.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting time frames for creating select work items. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ.
FR.0423	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to specify a user configurable time-frame for review of any outstanding overpayment.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting time frames for creating select work items. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ.
FR.0424	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to specify administrator configurable business rules for making an initial recommendation on fail-to-pay work items without user intervention.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting time frames for creating select work items. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0425	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to use the specified business rules to make an initial disposition recommendation.	1	Medium	The uFACTS Solution Framework will be customized to meet this requirement. Deloitte will work with AWI to further refine this requirement and implement the associated business rules.
FR.0426	Benefit Payment Control	Fail To Pay/Disposition	00	UC.03.06	The system shall provide a capability to indicate the disposition of an overpayment.	2	Medium	The uFACTS Solution Framework satisfies this requirement by capturing and tracking the disposition of all overpayment activies. uFACTS is easily configurable to assign disposition types based on AWI-specific rules. The core uFACTS contains the functionality to manage overpayments from creation t close.
FR.0427	Benefit Payment Control	Fail To Pay/Disposition	00	UC.03.06	The system shall provide a capability to change the disposition status of an overpayment.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a comprehensive overpayment management module. The UC overpayment module within uFACTS allows users, or system generated business triggers, to update the disposition of overpayments. The 'in-production' solution also manages overpayments for a single claimant across multiple programs concurrently; therefore, providing management of the most comple overpayment cases.
FR.0428	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to record and track all activities associated with the disposition (Disposition Activity Log).	3		The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0429	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to record in the Disposition Activity Log activities the system performs related to an overpayment disposition.	3		The uFACTS Solution Framework satisfies this requirement by providing our comprehensive event logging module. Within uFACTS, each important activity (identified during design) is tracked and logged. The solution allows users to search on a variety of direct and cross-element searches and provide users the ability to resolve and research issues quickly.
FR.0430	Benefit Payment Control	Fail To Pay/Disposition	00		The system shall provide a capability to recall an overpayment case from a Collections Agency.	1	High	The uFACTS Solution Framework will satisfies this requirement by extending uFACTS base collections functions to refer and recall overpayment cases from a private collections agency. The core uFACTS functionaly allows UC staff to manage collections activities internally; the data and processes would simply require interface file management to external sources. Deloitte has created external collections referrals using uFACTS in the past; however, each agency has different interface rules and specifications.
FR.0431	Benefit Payment Control	Fail To Pay/Disposition	03		The system shall provide a capability to enter a date for review of an overpayment.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the integrated workflow components that help manage specific work items. Deloitte will incorporate review dates into work-item management.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0432	Benefit Payment Control	Fail To Pay/Disposition	06	UC.03.06	The system shall provide a capability to refer an overpayment case to a Collectio Agency.	1	High	The uFACTS Solution Framework will satisfies this requirement by extending uFACTS base collections functions to refer and recall overpayment cases from a private collections agency. The core uFACTS functionaly allows UC staff to manage collections activities internally; the data and processes would simply require interface file management to external sources. Deloitte has created external collections referrals using uFACTS in the past; however, each agency has different interface rules and specifications.
FR.0433	Benefit Payment Control	Fail To Pay/Disposition	07	UC.03.06	The system shall provide a capability to attach evidence to a disposition item.	2	Low	The uFACTS Solution Framework satisfies this requirement through the integrated workflow and document management elements. Evidence, fact-finding, or important paper/electronic documents can be attached to claimant accounts and/or specific disposition cases. The 'in-production' uFACTS implementations have found the integrated nature of our workflow and document management components to contribute to increased efficiency and accuracy.
FR.0434	Benefit Payment Control	Fail To Pay/Disposition	08	UC.03.06	The system shall provide a capability to assemble and print a case file for submission to a State Attorney.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing a 'case management' or referral print package as part of the overpayment management process. The process will use the core uFACTS modules, data structure, and imaging/workflow elements to identify printable 'reports' for submission to external agencies. The specific reports and a management screen will require analysis and development specific to AWI.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0435	Benefit Payment Control	Fail To Pay/Disposition	12	UC.03.06	The system shall provide a capability to assemble and print a case file for submission to Civil Court.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing a 'case management' or referral print package as part of the overpayment management process. The process will use the core uFACTS modules, data structure, and imaging/workflow elements to identify printable 'reports' for submission to external agencies. The specific reports and a management screen will require analysis and development specific to AWI.
FR.0436	Benefit Payment Control	Fail To Pay/Disposition	15	UC.03.06	The system shall provide a capability to assemble and print a Civil Court dismissal package.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing a 'case management' or referral print package as part of the overpayment management process. The process will use the core uFACTS modules, data structure, and imaging/workflow elements to identify printable 'reports' for submission to external agencies. The specific reports and a management screen will require analysis and development specific to AWI.
FR.0437	Benefit Payment Control	Fail To Pay/Disposition	17	UC.03.06	The system shall provide a capability to capture Conditional and Final Judgment information.	2	Medium	The uFACTS Solution Framework satisfies this requirement through the overpayment management module. uFACTS will be configured, based on AWI rules, to capture the Conditional and Final Judgement information. This may include the storage of official documents to the claimant's file via the use of uFACTS integrated workflow and document management features.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0438	Benefit Payment Control	Fail To Pay/Disposition	17	UC.03.06	The system shall provide a capability to upload and attach official copies of Conditional and Final Judgment documentation.	2	Medium	The uFACTS Solution Framework satisfies this requirement through the integrated workflow and document management components. Official documents can be uploaded and attached to claimant cases. The 'in-production' uFACTS solution manages a wide array of documents and ties them directly to a claimant account or specific case (i.e., fact-finding, judgments, or other documentation).
FR.0439	Special Programs (STC)	Special Programs (STC) (General)	00		The system shall provide a capability to notify STC employers their plan will end in an administrator configurable period of time.	2	Low	The uFACTS Solution Framework satisfies this requirement through our integrated correspondence and workflow elements. Documents and/or workflow notifications (i.e., emails) can be automatically generated as a result of various transactions that take place on the System, or based on scheduled triggers. Trigger notifications are stored in our broad range of code tables that can be updated by business users a necessary.
FR.0440	Special Programs (STC)	Special Programs (STC) (General)	00		The system shall provide a capability to reapply for the STC program using the employer's information from their previous plan.	2	Low	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement.. The uFACTS framework can be designed to recall Employer Information from a previous plan when Employer re-applies for the STC program.
FR.0441	Special Programs (STC)	Special Programs (STC) (General)	00		The system shall provide a capability to transfer an employer's STC claimants from one STC plan to another STC plan.	2	Low	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement.. The uFACTS framework can be designed to enable claimants to be copied from a previous STC Program.
FR.0442	Special Programs (STC)	Special Programs (STC) (General)	00		The system shall provide a capability to determine without user intervention when an employee has worked a required number of weeks in the previous 52 week period.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework can determine when an employee's hours worked have met a predefined threshhold.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0443	Special Programs (STC)	Special Programs (STC) (General)	00	UC.99.07	The system shall provide a capability to send STC related correspondence generated for the identified employer to both an employer and a leasing company associated with an STC plan without user intervention.	2	Medium	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement. The uFACTS framework allows correspondence to be mailed to multiple addresses, such as an associated leasing company.
FR.0444	Special Programs (STC)	Special Programs (STC) (General)	06	UC.04.01	The system shall provide a capability to modify an STC plan effective date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows STC plan parameters to be modified after the plan has been established.
FR.0445	Special Programs (STC)	Enter STC Plan Application	00		The system shall provide a capability to create and maintain administrator configurable employer eligibility criteria for STC.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to change employer eligibility criteria through the use of sub-codes tables. Criteria managed within these tables can be updated by a business user. Effective dates for the changes are required so that uFACTS can correctly apply changes at the appropriate time.
FR.0446	Special Programs (STC)	Enter STC Plan Application	00		The system shall provide a capability to notify DOR via system interface an employer is in an authorized STC plan.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to interfaces with external agencies; Deloitte's experience with DOR and SUNTAX will prove to be valuable when building these unique interfaces. Interface specifications can be easily modified to include this information.
FR.0447	Special Programs (STC)	Enter STC Plan Application	01	UC.04.01	The system shall provide a capability to enter STC Plan applications.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows STC plans and applications to be entered online. Applications are then routed to Staff via workflow to review.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0448	Special Programs (STC)	Enter STC Plan Application	01	UC.04.01	The system shall provide a capability for an employer to specify one or more physical locations.	2	Low	The uFACTS Soultion Framework satisfies this requirement by providing a address management module designed for UI organizations; this includes managing multiple physical or worksite locations. Along with the core solution's base STC plan, uFACTS can be configured to meet the specific needs of AWI.
FR.0449	Special Programs (STC)	Enter STC Plan Application	01	UC.04.01	The system shall provide a capability to modify employer/leasing company information.	2	Low	The uFACTS Soultion Framework satisfies this requirement by providing a employer and employer-leasing company information designed for UI organizations. Employer Leasing companies can regularly change; therefore uFACTS has incorporated the ability to modify and update this information. Along with the core solution's base STC plan, uFACTS can be configured to meet the specific needs of AWI; this includes the unique needs of leasing companies within Florida.
FR.0450	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to verify an STC plan applicant is the employer via system interface with DOR SUNTAX.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to interfaces with external agencies; Deloitte's experience with DOR and SUNTAX will prove to be valuable when building these unique interfaces. Interface specifications can be easily modified to include this information.
FR.0451	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to notify an STC plan applicant that a leasing company has been identified as the employer of record without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability for leasing company information to be stored for Employers. uFACTS can automatically send a notification to the applicant without any user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0452	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to notify a leasing company that an STC plan application has been submitted without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to notify leasing companies if an STC application has been submitted. This notification can take place electronically or through paper correspondence. Use intervention is not necessary as the appropriate notices will be submitted based on system configured triggers.
FR.0453	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to maintain STC employer information.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for maintenance of Employer information related to STC programs. Employer information can be maintained via self service or by Staff.
FR.0454	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to associate an employer with an STC plan application.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to associate a STC plans with an employer. This association can b modified by Staff.
FR.0455	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to enter collective bargaining agent information.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to associate a collective bargaining agent or union with an application. Staff or the Employer can modify this information as necessary.
FR.0456	Special Programs (STC)	Enter STC Plan Application	02	UC.04.02	The system shall provide a capability to identify an employer (leasing company) or work site business as the primary STC plan point of contact.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to identify an employer or work site business as the primary STC plan point of contact. This information can be gathering during the time of the application and modified by the Employer or Staff at a later point in time. Validation rules can be added to require that only certain types of employers be listed as the main POC.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0457	Special Programs (STC)	Enter STC Plan Application	02	UC.04.02	The system shall provide a capability to identify an employee as participating in a collective bargaining agreement.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to identify specific employees as participating in a collective bargaining unit as part of the application. This information can be modified at a later point in time by an Employer or Staff.
FR.0458	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to identify when a collective bargaining agent must authorize STC participation for specific employees of a company.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to identify when a collective bargaining agent must authorize STC participation for a specific employee. This information will be associated with the plan and can be updated by an Employer or Staff.
FR.0459	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to associate STC claimant authorization information (leasing company/collective bargaining agent) with a specific STC Plan.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to associate STC claimant authorization information with a specific STC plan. Employers or Staff can update this information at any point in time.
FR.0460	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to authorize a collective bargaining agent as a third party representative of an employee.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to authorize a collective bargaining agent as a third party representative of an employee. This information can be modified by Staff at a later point in time.
FR.0461	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability for an authorized employer representative to authorize their company to participate in the STC program	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for an authorized employer representative to authorize their company to participate in the STC program. This representative information will be stored with the Employer profile and can be modified via self-service. The representative will be given the appropriate security role for the STC authorization.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0462	Special Programs (STC)	Enter STC Plan Application	02	UC.04.01	The system shall provide a capability to maintain business work site information.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the maintenance of worksite information, in addition to Legal and Mailing addresses of Employers.
FR.0463	Special Programs (STC)	Enter STC Plan Application	03	UC.04.01	The system shall provide the capability for a user to approve or deny an employe STC plan Application submission.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff the capability to review and then approve/deny a workshare plan. This plan routed to staff via workflow. Dependent upon the outcome of the review, uFACTS will take specific actions to either establish the plan in the system or send the appropriate denial notifications.
FR.0464	Special Programs (STC)	Enter STC Plan Application	03	UC.04.01	The system shall provide a capability to send a reminder notification to an employer of record and collective bargaining agents that have not provided authorization for an STC plan application in an administrator defined time period.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing notification functionality for employers or collective bargaining agents. uFACTS will track the defined time period or will send a notification either electronically or via correspondence.
FR.0465	Special Programs (STC)	Enter STC Plan Application	03	UC.04.01	The system shall provide a capability to define an administrator configurable time period to deny STC participation when employer, leasing company, and/or collective bargaining agent authorization has not been entered.	2	Low	The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for automatic denial of applications based on predefined criteria and the elapse of time.
FR.0466	Special Programs (STC)	Enter STC Plan Application	04	UC.04.01	The system shall provide a capability to prevent duplicate active STC plans.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework can match data submitted at the end of the application against current plans. Any duplications detected can be sent to Staff for review via workflow.
FR.0467	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to enable an employer to electronically sign an STC Plan application, authorizing their company's participation in the STC program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for electronic signatures on all applications.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0468	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to associate a collective bargaining agent authorization with the employee and STC plan.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to associate agent authorization with an employee and STC plan. All employees within the plan can have an association that can be modified at any time by Staff.
FR.0469	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to route a submitted STC plan application without user intervention.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for automatic routing of applications based on pre-defined criteria. Staff will review the plan within workflow and make a determination.
FR.0470	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to accept a certified statement regarding STC program participation prior to submitting STC plan application.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to accept a certified statement regarding STC participation. This statement will be imaged and eventually associated with the STC plan.
FR.0471	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to generate reminder notifications when a submitted STC plan application has not been processed in an administrator defined time period.	3		The uFACTS framework satisfies this requirement by providing the capability to generate notifications, either electronically or via correspondence when an STC application has not been processed within the specified time frame.
FR.0472	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to indicate an employer's eligibility for the STC program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports storing an indicator for STC plan approval. This indicator is displayed for Staff view.
FR.0473	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to determine an STC plan effective date without user intervention.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework can establish effective dates based on predefined criteria without user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0474	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to determine an STC plan end date using administrator configurable settings.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to determine an STC plan end date using predefined settings. Validation rules would prevent an Employer or Staff from entering a date that did not meet administrator defined settings.
FR.0475	Special Programs (STC)	Enter STC Plan Application	05	UC.04.01	The system shall provide a capability to associate a unique STC plan identifier w each STC plan.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports unique identification for special programs.
FR.0476	Special Programs (STC)	Enter STC Plan Application	06	UC.04.01	The system shall provide a capability to modify STC plan application information.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for maintenance of existing STC applications via Employer self-service or through the Staff portal.
FR.0477	Special Programs (STC)	Enter STC Plan Application	06	UC.04.01	The system shall provide a capability to modify an STC plan application end date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for maintenance of existing STC applications, including their end date, via Employer self-service or through the Staff portal.
FR.0478	Special Programs (STC)	Enter STC Plan Application	07	UC.04.01	The system shall provide a capability for a user to approve or deny an STC plan application.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the routing of applications to workflow for staff approval. Upon approval/denial, uFACTS will either store the plan information and trigger subsequent processes or send denial notifications.
FR.0479	Special Programs (STC)	Maintain Employees	00	UC.04.02	The system shall provide a capability to prevent an STC claimant from being required to provide job search information.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for claimants to be conditionally exempt from required functions based on predefined criteria. uFACTS will display different weekly certification questions to a claimant, depending upon the program they are associated with.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0480	Special Programs (STC)	Maintain Employees	00	UC.04.03	The system shall provide a capability to modify an STC claimant's effective date.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for Staff to modify any claimant's effective date, including those on STC. This functionality will trigger appropriate monetary and potentially overpayment adjustments.
FR.0481	Special Programs (STC)	Maintain Employees	01	UC.04.03	The system shall provide a capability to associate two or more STC claimant's wi an individual STC plan.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for multiple claimants to be associated with a single employer STC plan. The minimum and maximum number of Claimants can be stored in sub-codes tables for easy adjustment by a business user
FR.0482	Special Programs (STC)	Maintain Employees	01	UC.04.03	The system shall provide a capability to search for employees associated with an STC employer.	2	Low	The uFACTS Solution framework satisfies this requirement by providing the ability to query employees associated with existing STC employers. Staff can select a specific plan or STC employer and search for specific employees.
FR.0483	Special Programs (STC)	Maintain Employees	01	UC.04.03	The system shall provide a capability to search for employees associated with an STC plan.	2	Low	The uFACTS Solution framework satisfies this requirement by providing the ability to query employees associated with existing STC plans. Staff can select a specific plan or STC employer and search for specific employees.
FR.0484	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability to maintain STC information for each STC claimant.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for existing claimant's STC information to be modified once the program has been established. Information can be updated via self-service or throug Staff screens.
FR.0485	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability to remove an STC claimant from an STC plan.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for an existing STC claimant to be removed from an existing STC plan via Employer self-service or by Staff.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0486	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability for a user to end an STC claimant's participation in the STC program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for an existing STC claimant's eligibility to be ended from an existing STC plan via Employer self-service or by Staff.
FR.0487	Special Programs (STC)	Maintain Employees	02	UC.04.01	The system shall provide a capability to associate a collective bargaining agent with an STC claimant	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to associate any STC with a collective bargaining agent. This association can be modified at a later point in time.
FR.0488	Special Programs (STC)	Maintain Employees	02	UC.01.01	The system shall provide a capability to associate an STC claim with an STC plan.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to associate a claimant (and claim) after a claimant has filed for unemployment or before a claimant has filed. Their association with the plan can be modified at any time during the life of the plan.
FR.0489	Special Programs (STC)	Maintain Employees	02	UC.04.02	The system shall provide a capability to determine an STC claimant's end date based on the STC plan effective date, without user intervention.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the automated termination of an STC plan based on entered program parameters.
FR.0490	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability to modify a system-determined STC eligibil determination.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability for Staff to modify an eligibility determination for any STC program that was system-determined. If the decision is modified on the same day, the System will change the eligibility and only send the modified determination, otherwise uFACTS will send a redetermination of eligibility to interested parties.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0491	Special Programs (STC)	Maintain Employees	02	UC.04.03	The system shall provide a capability to allow a user to enter an employers employees to an STC plan application.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the entry of STC employees for an STC employer. Employees can be removed or added at a later point in time via Employer self-service or Staff screens.
FR.0492	Special Programs (STC)	Maintain Employees	04	UC.04.03	The system shall provide a capability to prevent the addition of an active STC claimant to a different STC plan.	3		The uFACTS Solution Framework satisfies this requirement by providing validation rules that would prevent any active STC claimant to be added to a different STC plan. These validation rules would be triggered when employer is intially setting up a plan or if an employer is adding employees at a later date.
FR.0493	Special Programs (STC)	Maintain Employees	04	UC.04.03	The system shall provide a capability to end an STC claimant's eligibility for receiving STC benefits without user intervention.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for a Claimant's STC eligibility to be automatically ceased based upon predefined criteria. This can be accomplished through the auto-adjudication of a non-monetary issue.
FR.0494	Special Programs (STC)	Maintain Employees	04	UC.99.07	The system shall provide a capability to notify STC claimants, representatives, and employers when STC benefits are stopped without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing for the automated notification of STC claimants, employers, and representatives when termination of an STC program is approaching or has ceased. These notifications can be sent electronically or via paper correspondence.
FR.0495	Special Programs (STC)	Maintain Employees	04	UC.04.02	The system shall provide a capability to determine the initial eligibility status of an STC claimant using administrator configurable STC eligibility criteria.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to determine the eligibility status of a claimant based on pre-defined criteria. This auto-adjudication process can trigger necessary system adjustments and generate notifications to interested parties.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0496	Special Programs (STC)	Maintain Employees	04	UC.00.00	The system shall provide a capability to verify an STC claimant is employed by the STC plan employer via system interface with DOR SUNTAX.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to interface with DOR to verify an STC plan applicant. uFACTS has built-in capabilities for multiple interfaces with DOR. Interface specifications can be easily modified to include this information.
FR.0497	Special Programs (STC)	Process Employee Hours	00	UC.99.15	The system shall provide a capability to send a reminder notification to an employer to enter or approve an STC claimant's weekly work information.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing the capability to send an employer a reminder to approve a claimant's weekly work information. This notification can be triggered automatically based upon established criteria or manually generated by staff. Notifications can be sent electronically or via paper correspondence.
FR.0498	Special Programs (STC)	Process Employee Hours	00	UC.00.00	The system shall provide a capability to create and maintain administrator configurable continuing eligibility criteria for STC claims.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to modify basic eligibility criteria through sub-codes tables. These sub-codes can be updated by business users and will drive eligibility requirements based upon the effective dates entered.
FR.0499	Special Programs (STC)	Process Employee Hours	01	UC.04.02	The system shall provide a capability for an employer to enter STC weekly work information for one or more eligible STC claimants.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for STC Employers to enter weekly work information for one or all associated employees at any given time. uFACTS will save the information entered until submission.
FR.0500	Special Programs (STC)	Process Employee Hours	02	UC.04.02	The system shall provide a capability to enter STC weekly work information for an STC Plan claimant.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for STC Employers to enter weekly work information for one or all associated employees at any given time. uFACTS will save the information entered until submission.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0501	Special Programs (STC)	Process Employee Hours	02	UC.04.02	The system shall provide a capability to modify an STC claimant's weekly work information.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing Staff and the Employer the capability to modify previously entered weekly work information. The modified weekly work information will trigger other system processes such as potential over or under payments.
FR.0502	Special Programs (STC)	Process Employee Hours	03	UC.04.02	The system shall provide a capability for an employer to approve or deny STC weekly work information submitted by an STC claimant.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing STC Employers with a workflow item for each claimant on an active STC plan every week they enter weekly work information. Employers will work each item and approve or deny the weekly work information.
FR.0503	Special Programs (STC)	Process Employee Hours	03	UC.04.02	The system shall provide a capability to route a claimant's STC weekly work information without user intervention.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing STC Employers with a workflow item for each claimant on an active STC plan every week they enter weekly work information. Employers will work each item and approve or deny the weekly work information. Workflow creation and routing to the Employer occurs without user intervention.
FR.0504	Special Programs (STC)	Process Employee Hours	03	UC.99.07	The system shall provide a capability to send a notification to an STC claimant that their weekly work information was denied.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to notify STC claimants of a denial of weekly work information. Thi notification can be triggered as soon as the Employer completes the workflow and can be sent electronically or via paper correspondence.
FR.0505	Special Programs (STC)	Process Employee Hours	05	UC.04.02	The system shall provide a capability to route denied weekly work information without user intervention.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the ability to route denied weekly work information to the appropriate user without intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0506	Special Programs (STC)	Process Employee Hours	06	UC.99.15	The system shall provide a capability to determine the continuing STC benefit amount for an STC claimant using administrator configurable STC calculations.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports the automated calculation of ongoing benefits using administrator configurable STC calculations
FR.0507	Special Programs (STC)	Process Employee Hours	06	UC.99.15	The system shall provide a capability to pay regular UC benefits to a STC claimant without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing for the capability to auto-pay full UC benefits when he/she meets established eligibility requriements. uFACTS will automatically change the program type and begin to pay benefits from Regular UC.
FR.0508	Special Programs (STC)	Process Employee Hours	06	UC.99.15	The system shall provide a capability to pay EUC STC benefits without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing for the capability to auto-pa EUC STC benefits when he/she meets established eligibility requriements. uFACTS will automatically change the program type and begin to pay benefits from Regular UC.
FR.0509	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.05.01	The system shall provide a capability to upload TRA petitions received by the U.S. DOL.	3		The uFACTS Solution Framework satisfies this requirement by providing for the capability to upload or enter TRA petition information received by DOL. All TRA participants will be tied to a specific petition
FR.0510	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to create and maintain administrator configurable TRA eligibility questions.	2	Medium	The uFACTS Solution Framework satisfies this requirement through our template driven questionnaires. As eligibility questions change, business users can update new questions for inclusion in online display.
FR.0511	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to manually transmit a claimant's TRA or RTAA eligibility status to the IRS for HCTC.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing for the capability to interface with the IRS to provide eligibility status for TRA or RTAA participants on HCTC. This interface occurs without any staff intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0512	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to transmit a claimant's TRA or RTAA eligibility status to the IRS for HCTC when a claimant's TRA or RTAA payment is issued without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing for the capability to interface with the IRS to provide eligibility status for TRA or RTAA participants on HCTC when a payment is made. This interface occurs without any staff intervention.
FR.0513	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.05.02	The system shall provide a capability to enter both training attendance verification and training waivers for a single TRA claim.	3		The uFACTS Solution Framework satisfies this requirement by providing for the capability for Staff to enter training attendance or training waiver information for a single TRA claim on the TAA Certification screen. uFACTS will reference this information each week that a TRA participant is claiming benefits to determine which weekly certification questions should be asked. uFACTS can dynamically change questions depending on if the claimant is in training or searching for work.
FR.0514	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.99.06	The system shall provide a capability to prevent the submission of a training certification prior to the administrator configurable time period.	3		The uFACTS Solution Framework satisfies this requirement by providing validation rules that would prevent the submission of traing certification information prior to the pre-defined time period. These rules would be tied to the TAA Certification Information screen and would provide staff instruction on when this information can be entered to meet system requirements.
FR.0515	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.99.06	The system shall provide a capability to prevent the submission of a training waiv prior to an administrator configurable time period.	3		The uFACTS Solution Framework satisfies this requirement by providing validation rules that would prevent the submission of traing waiver information prior to the pre-defined time period. These rules would be tied to the TAA Certification Information screen and would provide staff instruction on when this information can be entered to meet system requirements.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0516	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to modify work search criteria.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability for work search information to be modified. Changes made to work search information would affect all applicable claimants and be tied to an effective begin date in uFACTS.
FR.0517	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.99.07	The system shall provide a capability to post a TRA petition approval to an AWI website.	1	Medium	The uFACTS Solution Framework would require customization to meet this requirement. The level of effort will be directly related to the interface complexity, and variety of postings. Deloitte will work with AWI to further review this requirement for custom development.
FR.0518	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to transfer from each TRA program type without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for claimants to move from one TRA program to another if they still meet necessary eligibility requirements without any staff intervention. Upon exhaustion of Basic TRA, uFACTS will determine if the claimant is in training and if Additional TRA requirements are met, and if these requirements are met uFACTS will automatically run an Additional TRA monetary. The same process applies for Remedial TRA when the claimant exhausts Additional TRA.
FR.0519	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to end TRA benefits without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to end TRA benefits without user intervention if the claimant no longer meets eligibility requirements. Depending on the reason for ending benefits, uFACTS can either end the TRA monetary or create a TRA non-monetar issue that would extend through the benefit year to prevent any additional TRA payments.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0520	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to establish administrator defined TRA program types (e.g., basic, extended, remedial).	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to establish specific TRA program types such as Basic, Additional (Extended), and Remedial. The rules for the establishment and ongoing eligibility requirements are built into uFACTS. TRA applications will display automatically to claimants who are receiving TAA payments, and uFACTS will automatically place a claimant on a TRA program if he/she meets the specified eligibility requirements.
FR.0521	Special Programs (TRA)	Special Programs (TRA) (General)	00	UC.05.03	The system shall provide a capability to assign claimants to the appropriate TRA program type without user intervention based on administrator defined criteria.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to establish specific rules on the establishment of each specific TRA program (Basic, Additional (Extended), and Remedial). Staff will enter claimant training information on the TAA Certification Information screen which will be referenced by uFACTS when a claimant exhausts Basic or Additional TRA. If the claimants meets the specified eligibility requirements uFACTS will automatically assign them to the correct program without user intervention.
FR.0522	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to calculate a claimant's available TRA credits, by program.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to calculate a claimant's available TRA credits by program. uFACTS will track and stored this information.
FR.0523	Special Programs (TRA)	Special Programs (TRA) (General)	00		The system shall provide a capability to transmit TRA/RTAA claimant information to the EFT system interface for the purpose of federal reporting.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to transmit TRA and RTAA information to the EFT system interface. Deloitte will work with AWI to validate the information to be sent to the interface on a routine basis. This information will be sent without staff intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0524	Special Programs (TRA)	Enter Petition	00	UC.05.01	The system shall provide a capability to extract TRA petition information from a standard formatted MS Word document.	1	High	The uFACTS Solution Framework will require customization to meet this requirement. Extracting data can be completed in multiple manners (i.e., OCR or Macro-Embedded Templates); therefore, depending on AWI's specific needs, Deloitte will work to develop a solution that meets this requirement.
FR.0525	Special Programs (TRA)	Enter Petition	00	UC.01.12	The system shall provide a capability to set an administrator configurable moneta threshold a press release can cost without requiring approval before being published.	0		The uFACTS Solution Framework will not include this in the scope of the AWI proposal. System generated cost-benefit analysis is possible; however, the (apparent) wide variables associated with this requirement fall outside the expected project scope.
FR.0526	Special Programs (TRA)	Enter Petition	00	UC.01.12	The system shall provide a capability to enter and maintain the cost of publishing media releases.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to store and maintain the cost of publishing media releases. This information can be updated by Staff via business screens whenever necessary.
FR.0527	Special Programs (TRA)	Enter Petition	00	UC.01.12	The system shall provide a capability to set an administrator configurable budget publish press releases.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to store a configurable budget for publishing press releases. Each time a release is published, the cost of the released would be deducted from the stored budget.
FR.0528	Special Programs (TRA)	Enter Petition	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period for the press release budget.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to store a configurable time period for the press release budget Deductions for press releases are made from the appropriate budget dependent upon the effective dates.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0529	Special Programs (TRA)	Enter Petition	00	UC.01.12	The system shall provide a capability to send a draft press release to a media outlet prior to publication.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).
FR.0530	Special Programs (TRA)	Enter Petition	00	UC.05.01	The system shall provide a capability to prevent editing of an original TRA petition.	3		The uFACTS Solution Framework satisfies this requirement by providing validation rules that would prevent any editing of an original TRA petition. TAA and TRA eligibility is tied back to the original TRA petition and therefore the original cannot be modified.
FR.0531	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to match an employer identified on a TRA petition with the employer data from the DOR SUNTAX interface.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing cross-match capabilities with DOR SUNTAX. uFACTS can match an employer listed on the TRA petition to the SUNTAX databased using an FEIN or other criteria as defined by AWI.
FR.0532	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to store employer and leasing company information obtained from the DOR SUNTAX interface without user intervention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to interface with DOR SUNTAX. This specific interface will obtain leasing company information that will then be stored in AWI's UI system.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0533	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to determine if the employer listed on the TRA petition received from the U.S. DOL is using a leasing company.	1	Low	The uFACTS Solution Framework satisfies this requirement by using information obtained from a DOR SUNTAX information to determine if the employer listed on the TRA petition is a leasing company. If the company listed is a leasing company and indicator will be placed on this petition to notify staff.
FR.0534	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to identify UC claimants previously employed by a TRA employer.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to query UC claimants and determine if any were employed by a TRA employer. This query can be run each time a new employer received a petition or on a routine basis, depending upon AWI business rules.
FR.0535	Special Programs (TRA)	Enter Petition	02	UC.05.01	The system shall provide a capability to associate a TRA petition with one or more employers.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to associate one petition to one or more employers. This association is made when staff complete the TRA Petition Information screen.
FR.0536	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability to enter TRA petition information provided by the U.S. Department of Labor (US DOL).	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to enter all TRA petition information provided by DOL on the TRA Petition Information screen. All TRA claimants will be associated to a TRA petition.
FR.0537	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability to enter and maintain information associated with a TRA petition.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to enter and maintain all TRA petition information provided by DO on the TRA Petition Information screen. All TRA claimants will be associated to a TRA petition.
FR.0538	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability to modify TRA employer information.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to modify TRA employer information. Deloitte will work with AWI to determine which information can be modified by staff.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0539	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability for an employer to have one or more TRA petitions.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for an employer to have multiple TRA petitions. Because each petition is for a specific set of employees and circumstances, uFACTS does not put a limitation on how many petitions each employer can have.
FR.0540	Special Programs (TRA)	Enter Petition	04	UC.05.01	The system shall provide a capability to determine the TRA petition eligibility peri without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to determine the TRA petition eligibility period based upon business rules established by AWI. After a petition is entered into the system, uFACTS can automatically determine the eligibility period based upon the petition and impact dates.
FR.0541	Special Programs (TRA)	Enter Petition	05	UC.05.01	The system shall provide a capability to notify the state TAA Coordinator (Workforce) when a TRA petition requires an amendment through the EFM interface without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing built-in interfaces for TAA between UC and workforce agencies. These interfaces can be configued to include the capability to notify the TAA Coordinator when a TRA petition requires an amendment.
FR.0542	Special Programs (TRA)	Enter Petition	07	UC.01.12	The system shall provide a capability to pre-populate a news release template with TRA petition information.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to pre-popula a news release template. uFACTS can extract TRA petition information entered on the TRA Petition Information screen and place this into a news release template where staff can add additional details before submitting the release.
FR.0543	Special Programs (TRA)	Enter Petition	07	UC.01.12	The system shall provide a capability to associate a press release with a TRA petition.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to associate a press release with a TRA petition.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
FR.0544	Special Programs (TRA)	Enter Petition	07	UC.01.12	The system shall provide a capability to identify a media outlet to send a press release without user intervention.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).
FR.0545	Special Programs (TRA)	Enter Petition	07	UC.01.12	The system shall provide a capability to select a media outlet to publish a press release.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0546	Special Programs (TRA)	Enter Petition	07	UC.05.01	The system shall provide a capability to accept amended TRA petitions.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to accept amended TRA petitions either electronically through the Workforce Center or manually by Staff who have the appropriate security roles. Amendments will be stored and additional downstream impacts such as enlarging the pool of claimants eligible for TAA will be handled automatically by uFACTS.
FR.0547	Special Programs (TRA)	Enter Petition	08	UC.01.12	The system shall provide a capability to enter media outlet information.	1	Low	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement. The uFACTS framework can be modified to allow for the entry of media outlet information.
FR.0548	Special Programs (TRA)	Enter Petition	08	UC.01.12	The system shall provide a capability to modify media outlet information.	1	Low	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement. The uFACTS framework can be modified to allow for the entry and maintenance of media outlet information.
FR.0549	Special Programs (TRA)	Enter Petition	09	UC.01.12	The system shall provide a capability for a user to modify news release information.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to modify new release information regarding a TRA petition.
FR.0550	Special Programs (TRA)	Enter Petition	10	UC.01.12	The system shall provide a capability to alert specified users without user intervention when the budget for publishing press releases has exceeded the administrator defined budget.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to send an email to a specified user when the budget for press releases has exceeded the stored budget amount.
FR.0551	Special Programs (TRA)	Enter Petition	10	UC.01.12	The system shall provide a capability to determine whether a press release exceeds an administrator configurable monetary threshold required to authorize the publication of a press release.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to determine if a press release exceeds the monetary threshold required for authorization. Threshold amounts can be stored in sub-codes tables and modified by business users.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0552	Special Programs (TRA)	Enter Petition	10	UC.01.12	The system shall provide a capability for a user to authorize a press release prior to the press release being published.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to authorize a press release prior to it being published. uFACTS has the capability of setting "forward" dates, so that it can be authorized and set to release to the media on a future date.
FR.0553	Special Programs (TRA)	Enter Petition	11	UC.01.12	The system shall provide a capability to route a press release without user intervention for approval when the cost of the press release exceeds the administrator defined monetary threshold.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to route a press release that needs approval (because of exceeding a monetary threshold) to a workflow inbox. This inbox can be worked by Staff with the appropriate security role to approve or deny the press release.
FR.0554	Special Programs (TRA)	Enter Petition	12	UC.01.12	The system shall provide a capability to distribute a press release to multiple med outlets.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0555	Special Programs (TRA)	Enter Petition	12	UC.01.12	The system shall provide a capability to associate a media outlet press release confirmation with a TRA petition.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).
FR.0556	Special Programs (TRA)	Enter Petition	12	UC.99.06	The system shall provide a capability to notify a media outlet AWI has not received a press release confirmation in an administrator determined time period without user intervention.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0557	Special Programs (TRA)	Enter Petition	12	UC.01.12	The system shall provide a capability to send a press release for publication to a media outlet without user intervention.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).
FR.0558	Special Programs (TRA)	Identify Claimants	00	UC.05.03	The system shall provide a capability to associate a TRA claimant with a TRA petition.	3		The uFACTS Solution Framework satisfies this requirement by providing a direct association between a TRA claimant and a petition. Any changes to a petition could impact elgibility timeframes or requirements for linked claimants.
FR.0559	Special Programs (TRA)	Identify Claimants	00	UC.05.03	The system shall provide a capability to prevent the addition of a claimant who is already on a TRA petition.	3		The uFACTS Solution Framework satisfies this requirement by providing validation rules that would prevent a claimant from being added to a TRA petition if he/she is already linked to a different petition. uFACTS would display an error message to the user at the time of entry.
FR.0560	Special Programs (TRA)	Identify Claimants	00		The system shall provide a capability to upload files from employers containing potential TRA participants.	1	Medium	The uFACTS framework allows for file-uploads from employers for other purposes within the System. This functionality can be modified to allow for uploads of TRA participant files as well.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0561	Special Programs (TRA)	Identify Claimants	00		The system shall provide a capability to associate uploaded TRA files to a specific TRA petition and employer.	1	Medium	The uFACTS framework allows for file-uploads from employers for other purposes within the System. Thi functionality can be modified to allow for uploads of TRA participant files as well. The Employer will select the correct petition and upon selecting "upload", uFACTS would retrieve data and associate the claimants with the employer and petition.
FR.0562	Special Programs (TRA)	Identify Claimants	02	UC.05.01	The system shall provide a capability to send a request to the TRA employer for information related to their employees impacted under the TRA petition without user intervention.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for automated fact-finding generation to Employers eletronically or via paper correspondence
FR.0563	Special Programs (TRA)	Identify Claimants	02	UC.05.03	The system shall provide a capability to identify UC claimants that are potentially eligible for TRA without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for potential TRA claimants to be automatically identified. All claimants who are receiving TAA will be presented with the TRA application via IVR or online. When the application is submitted, the left navigation hyperlink will disappear.
FR.0564	Special Programs (TRA)	Identify Claimants	02	UC.99.07	The system shall provide a capability for a user to generate and send correspondence requesting information related to employees potentially eligible for TRA benefits.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for automated fact-finding generation to Employers eletronically or via paper correspondence
FR.0565	Special Programs (TRA)	Identify Claimants	04		The system shall provide a capability for a user to disassociate from a TRA petition any claimants or employees the system determined as potentially eligible for TRA benefits.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the manual capability for staff to disassociate claimants or employees from a petition. Staff can select the TRA Petition screen and view all claimants/employees associated with it. Staff can select to delete a claimant from this list.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0566	Special Programs (TRA)	Identify Claimants	05	UC.05.03	The system shall provide a capability to determine an eligible TRA or RTAA claimant is potentially eligible to receive HCTC without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to determine if a TRA or RTAA claimant is potentially eligible for HCTC. Deloitte with work with AWI to determine the criteria to make this automatic determination.
FR.0567	Special Programs (TRA)	Identify Claimants	05	UC.05.03	The system shall provide a capability to notify a claimant they may be eligible to receive TRA benefits without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing notifications in various formats to the Claimant. In addition to sending a correspondence for claimants who do not want electronic correspodence, If a claimant is potentially eligible to receive TRA benefits the "Apply for TRA" link will display on the left navigation, and a message will display for the Claimant on their homepage. In addition, if the Claimant uses the IVR, a message ca be stated when the Claimants uses the functionality for maintenance for filing a weekly certification.
FR.0568	Special Programs (TRA)	Identify Claimants	05	UC.05.03	The system shall provide a capability to associate potentially eligible TRA claimants to a TRA petition.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability for Employers or Staff to associate claimants to a TRA petition. Claimants can be manually entered or a file can be uploaded and attached to the petition.
FR.0569	Special Programs (TRA)	Identify Claimants	06	UC.05.03	The system shall provide a capability to route TRA applications without user intervention based on the answers provided to TRA questions.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for automated routing of TRA applications via workflow based on predefined business logic.
FR.0570	Special Programs (TRA)	Identify Claimants	06	UC.05.03	The system shall provide a capability to associate potentially eligible TRA claimants to a TRA application.	3		The uFACTS Solution Framework satisfies this requirement by automatically determining which claimants are eligible to complete a TRA application. The System stores all TAA eligible claimants and provides the TRA application link to them for submission.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0571	Special Programs (TRA)	Process Application	00	UC.05.03	The system shall provide a capability to modify the eligibility status of a TRA or RTAA claimant.	3		The uFACTS Solution Framework satisfies this requirement by providing multiple ways to modify eligibility status for a TRA or RTAA claimant. In most cases it will be a non-monetary issue that controls eligibility. Staff can work pending eligibility issues, and redetermine old ones if the eligibility determinations were incorrect.
FR.0572	Special Programs (TRA)	Process Application	01	UC.05.03	The system shall provide a capability to enter a TRA application.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the filing of TRA application via online self-service. Staff can also complete this application on behalf of a claimant.
FR.0573	Special Programs (TRA)	Process Application	01	UC.05.03	The system shall provide a capability to enter a RTAA application.	1	High	The uFACTS Solution Framework satisfies this requirement by providing a framework in which am RTAA application can be built and maintained. This application would display automatically to claimants when they login too the system. This application will also be available via the IVR.
FR.0574	Special Programs (TRA)	Process Application	03	UC.99.06	The system shall provide a capability to set an administrator configurable time period to send reminder notifications to claimants who have not provided training waivers.	2	Medium	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement. The uFACTS framework allows for the automated generation of notifications based on predefined conditions and can be modified to notify claimants who have not provided training waivers.
FR.0575	Special Programs (TRA)	Process Application	04	UC.99.05	The system shall provide a capability to calculate a claimant's RTAA benefits.	1	Low	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement. uFACTS performs an automatic calcuation for all other program types and processes Deloitte would modify the existing frame work to accomodate for this.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0576	Special Programs (TRA)	Process Application	05	UC.99.07	The system shall provide a capability for a user to send correspondence requesting additional information from a claimant.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework provides automated fact-finding without staff intervention for applications that require additional information based on predefined parameters.
FR.0577	Special Programs (TRA)	Process Application	07	UC.05.03	The system shall provide a capability to determine TRA eligibility for a claimant.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for the System to automatically determine a claimant's TRA eligibility based on pre-defined criteria. When a claimant exhausts, uFACTS will evaluate the claimant's TRA eligibility requirements and if all of these are met, uFACTS will run a Basic TRA monetary and place the claimant on this program.
FR.0578	Special Programs (TRA)	Process Application	07	UC.05.03	The system shall provide a capability to determine RTAA eligibility for a claimant.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability for the System to automatically determine a claimant's RTAA eligibility based on pre-defined criteria.
FR.0579	Special Programs (TRA)	Process Application	07	UC.05.03	The system shall provide a capability to validate via the New Hire List an RTAA claimant's employer.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability for the uFACTS to interface with the New Hire Registry to validate an RTAA claimant's employer. uFACTS can build upon the current interface with the New Hire Registry to include capabilities for RTAA.
FR.0580	Special Programs (TRA)	Process Application	07	UC.05.03	The system shall provide a capability to determine a claimant's TRA eligibility period, by program without user intervention based on administrator defined criteria.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports TRA eligibility period determinations based on predefined business logic stored within the TRA Petition informatin and TAA Eligibility information.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0581	Special Programs (TRA)	Process Application	07		The system shall provide a capability to determine when a claimant's TRA/RTAA benefits will be paid.	3		The uFACTS Solution Framework satisfies this requirement providing the capability to determine when a claimant's TRA or RTAA benefits will be paid. If the Claimant has an available week to request, uFACTS will present the TRA or RTAA link to request payment based upon predefined business logic. If the claimant is eligible for payment uFACTS will process this payment without intervention.
FR.0582	Special Programs (TRA)	Submit Initial Training Verification	00	UC.05.02	The system shall provide a capability to disable a claimant's worksearch criteria without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to disable specific requirements, such work search criteria. Deloitte will work with AWI to determine the predefined conditions that would trigger this to be disabled.
FR.0583	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period a claimant is required to provide their training certification.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to set configurable time periods for a claimant to complete training. These time periods will be set in sub-codes tables where a business user can easily modify the information at a later point in time.
FR.0584	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period a claimant is required to provide a training waiver.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to set configurable time periods for a claimant to provide a training waiver. These time periods will be set in sub-codes tables where a business user can easily modif the information at a later point in time.
FR.0585	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability to prevent TRA benefits to a claimant when a TRA Training waiver is not provided in the administrator defined time period.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to prevent a claimant from collecting benefits if the waiver is not provided within the predefined time period. uFACTS will create a non-monetary issue that will hold payment and be routed to an Adjudicator for review.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0586	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability for a user to modify a system determined decision to prevent benefit from being paid when a claimant has not provided a training certification within the administrator defined time period.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to prevent a claimant from collecting benefits if the training certification is not provided within the predefined time period. uFACTS will create a non-monetary issue that will hold payment and be routed to an Adjudicator for review.
FR.0587	Special Programs (TRA)	Submit Initial Training Verification	00	UC.99.06	The system shall provide a capability for a user to modify a system determined decision to prevent benefit from being paid when a claimant has not provided a training waiver within the administrator defined time period.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to prevent a claimant from collecting benefits if the training waiver is not provided within the predefined time period. uFACTS will create a non-monetary issue that will hold payment and be routed to an Adjudicator for review. Time periods can be altered by a business user using the sub-code maintenance screens.
FR.0588	Special Programs (TRA)	Submit Initial Training Verification	00	UC.05.02	The system shall provide a capability to receive TRA training waivers from the EFM interface without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to receive training waivers electronically from the EFM interface Training information can be populated without user intervention to the TAA Certification Information screen.
FR.0589	Special Programs (TRA)	Submit Initial Training Verification	00	UC.00.00	The system shall provide a capability to enter and maintain training institution information.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the maintenance of training institution information after it has been entered. This information can also be received electronically through the EFM interface.
FR.0590	Special Programs (TRA)	Submit Initial Training Verification	01	UC.05.02	The system shall provide a capability to receive approved TRA training information from the EFM interface without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to receive approved traning information electronically from the EFM interface. Training information can be populate without user intervention to the TAA Certification Information screen.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0591	Special Programs (TRA)	Submit Initial Training Verification	01	UC.05.02	The system shall provide a capability to receive approved TRA waiver information from the EFM interface without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to receive approved TRA waiver information electronically from the EFM interface. Training information can be populated without user intervention to the TAA Certification Information screen.
FR.0592	Special Programs (TRA)	Submit Initial Training Verification	01	UC.05.02	The system shall provide a capability to enter a claimant's TRA training waiver information.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows the entry of TRA waiver information by staff. This can also be received electronically. Claimants will report weekly on their work search via self service on their weekly certification.
FR.0593	Special Programs (TRA)	Submit Initial Training Verification	02	UC.05.02	The system shall provide a capability to enter a claimant's approved TRA training information.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows the entry of TRA training information by staff. This can also be received electronically. Claimants will report weekly on their training status via self service on their weekly certification.
FR.0594	Special Programs (TRA)	Submit Initial Training Verification	02		The system shall provide a capability to provide a claimant's training information to Workforce via the EFM interface without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to transmit a claimant's training information to Workforce via the EFM interface. This data transmission would not require any staff intervention.
FR.0595	Special Programs (TRA)	Submit Initial Training Verification	05	UC.05.02	The system shall provide a capability to enter a claimant's training waiver.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows the entry of training waivers via the TAA Certification Information screen. This information can also be received electronically through the EFM interface.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0596	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.05.02	The system shall provide a capability to enter a TRA eligibility determination for a claimant collecting regular UC benefits.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for a TRA determination to be processed while a Claimant is still collecting regular UC benefits. As soon as a claimant is approved for TAA, the TRA Application link is available to them. The initial eligibility determination can be made before a claimant exhauts, so that the TRA monetary determination can be made immediately at that time (provided the claimant still meets eligibility requirements).
FR.0597	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.05.02	The system shall provide a capability to deny a training certification provided by a TRA claimant.	3		The uFACTS Solution Framework satisfies this requirement by utilizing the non-monetary issue creation and workflow process. If a training certification is not acceptable, Staff can create a non-monetary issue and generate a determination. A denial of the training certification would prevent benefit payment.
FR.0598	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.05.02	The system shall provide a capability to revoke training waivers for a TRA claimant.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to revoke the training waiver on the TAA Certification Information screen or create a non-monetary issue that would revoke the waiver. In either case, the System would need to determine as part of this process if any overpayments should be created.
FR.0599	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.99.06	The system shall provide a capability to generate reminder correspondence to a claimant for training waivers that have not been received by the administrator defined time period.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to automatically generate notifications based on predefined criteria and can be modified to do so if training waivers have not been received in a predetermined amount of time. These can be generated electronically or via paper correspondence.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0600	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period to send reminder notifications to claimants who have not provided training certifications.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to automatically generate notifications based on predefined criteria and can be modified to do so if training certifications have not been received in a predetermined amount of time. These can be generated electronically or via paper correspondence. Time periods are stored in sub-codes tables and can be easily updated by a busines user.
FR.0601	Special Programs (TRA)	Submit Continuing Training Verification	00	UC.99.06	The system shall provide a capability to generate reminder correspondence to a claimant for training certifications that have not been received by the administrator defined time period.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to automatically generate notifications based on predefined criteria and can be modified to do so if training certifications have not been received in a predetermined amount of time. These can be generated electronically or via paper correspondence.
FR.0602	Special Programs (TRA)	Submit Continuing Training Verification	01	UC.05.02	The system shall provide a capability to associate one or more training waivers with a TRA claim.	3		The uFACTS framework satisfies this requirement by providing the capability to associate one or more training waivers with a TRA claim. Waiver information can be modified manually by staff or through information received through the Workforce interface.
FR.0603	Special Programs (TRA)	Submit Continuing Training Verification	01	UC.05.02	The system shall provide a capability to modify training waiver information.	3		The uFACTS framework satisfies this requirement by providing the capability to modify waiver informatio manually by staff or through information received through the Workforce interface.
FR.0604	Special Programs (TRA)	Submit Continuing Training Verification	02	UC.05.02	The system shall provide a capability to enter and associate one or more training certifications with a TRA claim.	3		The uFACTS framework satisfies this requirement by providing the capability to associate one or more training certification with a TRA claim. Certification information can be modified manually by staff or through information received through the Workforce interface.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0605	Special Programs (TRA)	Submit Continuing Training Verification	03	UC.05.03	The system shall provide a capability to approve or deny a training waiver.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to create a workflow for training waivers. This workflow will be routed to appropriate staff to review and make a decision.
FR.0606	Special Programs (TRA)	Submit Continuing Training Verification	06	UC.05.02	The system shall provide a capability to approve or deny a training certification.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to create a workflow for training certifications. This workflow will be routed to appropriate staff to review and make a decision.
FR.0607	Special Programs (TRA)	Process RTAA Submit Paystub	00	UC.99.06	The system shall provide a capability to set an administrator configurable time period to send reminder notifications to claimants who have not provided their paystubs.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to automatically generate notifications based on predefined criteria and can be modified to do so if paystubs have not been received in a predetermined amount of time. These can be generated electronically or via paper correspondence.
FR.0608	Special Programs (TRA)	Process RTAA Submit Paystub	00	UC.05.03	The system shall provide a capability to generate reminder correspondence to a claimant for one or more outstanding paystubs.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to automatically generate notifications based on predefined criteria and can be modified to do so if paystubs have not been received in a predetermined amount of time. These can be generated electronically or via paper correspondence.
FR.0609	Special Programs (TRA)	Process RTAA Submit Paystub	00	UC.05.02	The system shall provide a capability to require a TRA claimant to provide a paystub.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to require a TRA claimant to provide a paystub before receiving payment. If the paystub is delinquent, a non-monetary workflow can be created and either auto-adjudicated or worked by Staff.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0610	Special Programs (TRA)	Process RTAA Submit Paystub	03	UC.05.02	The system shall provide a capability to enter a claimant's paystub information.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to enter Claimant wage information. This information can be entered on the monetary update date or the TAA Certification Information screen.
FR.0611	Special Programs (DUA)	Special Programs (DUA) (General)	00	UC.01.05	The system shall provide a capability to modify an established disaster assistance program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for staff to modify DUA program parameters after a DUA program has been created.
FR.0612	Special Programs (DUA)	Special Programs (DUA) (General)	00	UC.01.01	The system shall provide a capability to prevent duplicate DUA claims.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework prevenets duplicate DUA claims for a single claimant by conditionally displaying link to the application via the Determine Correct Path Process. Once the application has been completed the claimant will no longer have access to the DUA application link.
FR.0613	Special Programs (DUA)	Special Programs (DUA) (General)	00	UC.01.01	The system shall provide a capability to associate a DUA claim with the appropriate DUA benefit program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework associates DUA claims in the database with appropriate DUA benefits programs. This program information is used to determine eligibility.
FR.0614	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.05	The system shall provide a capability to approve or deny a disaster assistance program information prior to establishing a DUA program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows DUA programs to undergo initial approval prior to their establishment.
FR.0615	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.01	The system shall provide a capability to prevent the establishment of multiple DUA benefit programs for the same declaration (declared disaster).	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework associates a FEMA number with each individual DUA program and prevents the creation of multiple DUA programs with a single FEMA number.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0616	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to publish a DUA fact sheet to an AWI website.	0		This requirement will not be included in the scope of AWI. Publishing fact sheets to external websites is not an element included in the uFACTS Solution Framework, and is one that will not be developed.
FR.0617	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to upload and associate DUA benefit documents with a specific DUA program.	2	Low	The uFACTS framework satisfies this requirement by allowing for file-uploading and attachment within various System processes. The framework can be configured to support file-upload within the DUA program process.
FR.0618	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to maintain media outlet information for disaster unemployment programs.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0619	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to associate a benefit document with one or more media outlets.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).
FR.0620	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.12	The system shall provide a capability to generate multiple press releases for a DUA program.	2	Low	The uFACTS framework allows for the association of press releases with DUA programs. Staff can modify press releases or created different versions for generation.
FR.0621	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.05	The system shall provide a capability to deactivate a DUA program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for deactivation of DUA programs by staff intervention, or automatically by the expiration of DUA program effective dates.
FR.0622	Special Programs (DUA)	Process DUA Mobilization	00	UC.01.05	The system shall provide a capability to re-activate a deactivated DUA program.	2	Low	The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework can be modified to allow for the reactivation of a deactivated DUA program using the Program Set-Up and Modification process.
FR.0623	Special Programs (DUA)	Process DUA Mobilization	01	UC.01.05	The system shall provide a capability to enter disaster declaration information to establish a disaster assistance program (DUA).	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for entry of disaster declaration dates at the time of DUA program creation.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0624	Special Programs (DUA)	Process DUA Mobilization	02	UC.99.07	The system shall provide a capability to route a DUA press release without user intervention for approval or denial prior to publishing.	2	Low	The uFACTS Solution Framework satisfies this requirement by utiltizing the uFACTS workflow component. Workflow can be created each time a press release is generated and sent to appropriate staff for approval or denial.
FR.0625	Special Programs (DUA)	Process DUA Mobilization	02	UC.01.12	The system shall provide a capability to associate a press release with a DUA program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the association of press releases with DUA programs, including maintenance of the release dates.
FR.0626	Special Programs (DUA)	Process DUA Mobilization	02	UC.01.12	The system shall provide a capability to identify a media outlet to send a press release based on a disaster location(s) without user intervention.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0627	Special Programs (DUA)	Process DUA Mobilization	03	UC.01.05	The system shall provide a capability to modify a DUA press release prior to publishing.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).
FR.0628	Special Programs (DUA)	Process DUA Mobilization	03	UC.01.12	The system shall provide a capability to select a media outlet to publish a DUA press release.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).
FR.0629	Special Programs (DUA)	Process DUA Mobilization	04	UC.01.12	The system shall provide a capability to capture and store the cost of publishing DUA press releases.	1	Low	The uFACTS Solution Framework has the capability to capture and store the cost of publishing DUA press releases. This information can be available for view on a designated screen.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0630	Special Programs (DUA)	Process DUA Mobilization	04	UC.01.12	The system shall provide a capability to send a DUA press release for publication to a media outlet without user intervention.	1	Medium	The uFACTS Solution Framework will customize the solution to meet this requirement through the Special Program and Correspondence modules. uFACTS will add a set of press release templates to the correspondence module; these correspondence/press releases will be triggered upon the creation or editing of a new/existing program. Additionally, uFACTS will add a 'Special Program Instructions' to the Special Program set-up screens to allow staff to provide pertinent information not included in the base press release template (the template will include the basics related to the new program).
FR.0631	Special Programs (DUA)	Process DUA Mobilization	05	UC.99.07	The system shall provide a capability to route a DUA fact sheet without user intervention for approval or denial prior to publishing.	1	Low	The uFACTS Solution Framework satisfies this requirement by utiltizing the uFACTS workflow component. Workflow can be created for a DUA fact sheet and sent to appropriate staff for approval or denial.
FR.0632	Special Programs (DUA)	Process DUA Mobilization	06	UC.99.07	The system shall provide a capability to route a DUA Interstate Coordinator's Announcement without user intervention for approval or denial prior to publishing.	1	Low	The uFACTS Solution Framework satisfies this requirement by utiltizing the uFACTS workflow component. Workflow can be created for an Interstate Coordinator's Announcement and sent to appropriate staff for approval or denial.
FR.0633	Special Programs (DUA)	Process DUA Mobilization	07	UC.99.07	The system shall provide a capability to route DUA interim procedural instructions without user intervention prior to publishing.	1	Low	The uFACTS Solution Framework satisfies this requirement by utiltizing the uFACTS workflow component. Workflow can be created for interim procedural instructions and sent to appropriate staff for approval or denial.
FR.0634	Special Programs (DUA)	Process DUA Mobilization	09	UC.01.05	The system shall provide a capability to determine the information provided to establish a DUA program meets the DUA program eligibility criteria.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework provides validation and business logic allowing the System to determine if a potential DUA program meets DUA program eligibility.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0635	Special Programs (DUA)	Process DUA Mobilization	11	UC.01.05	The system shall provide a capability to route entered disaster declaration information without user intervention for approval or denial prior to establishing the DUA program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows user to indicate whether approval is needed when creating a DUA program, and program can be routed to another user for approval prior to activation
FR.0636	Special Programs (DUA)	Process DUA Mobilization	11		The system shall provide a capability to determine a DUA program effective date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports the system-determination of DUA claim dates according to predefined business logic.
FR.0637	Special Programs (DUA)	Process DUA Mobilization	11		The system shall provide a capability to determine a DUA program end date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports the system-determination of DUA claim dates according to predefined business logic.
FR.0638	Special Programs (DUA)	Process DUA Mobilization	11		The system shall provide a capability to modify a DUA program effective date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports the maintenance of DUA program parameters via Special Programs Maintenance screens.
FR.0639	Special Programs (DUA)	Process DUA Mobilization	11	UC.01.05	The system shall provide a capability to activate a DUA program to permit the filling of a DUA claim associated with an established DUA program.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows Staff users to create and activate new DUA programs, determine claimant eligibility, and allow eligible claimants to apply for established DUA programs.
FR.0640	Special Programs (DUA)	Process DUA Mobilization	12	UC.01.05	The system shall provide a capability to create DUA benefit rights information without user intervention.	3		The uFACTS Solution Framework satisfies this requirement as worded by providing the capability to create benefits rights information to applicable claimants without user intervention. This information can be disseminated electronically or via paper correspondence.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0641	Special Programs (DUA)	Process DUA Mobilization	13	UC.99.07	The system shall provide a capability to approve or deny disaster assistance program correspondence prior to publication.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to create workflow in order to review disaster assistance program correspondence before publication. Staff will select the workflow item and make a decision either releasing the correspondence or returning it for modification.
FR.0642	Special Programs (DUA)	Process DUA Mobilization	13	UC.01.05	The system shall provide a capability to modify DUA documentation generated for a declared disaster.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to modify DUA documentation. uFACTS can generate canned text which can be modified by Staff before publication.
FR.0643	Special Programs (DUA)	Process DUA Mobilization	14	UC.01.05	The system shall provide a capability to route approved procedural instructions without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to send approved procedural instructions without user intervention.
FR.0644	Special Programs (DUA)	Process DUA Mobilization	15	UC.01.05	The system shall provide a capability to determine a DUA claim has been filed late without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework can determine whether a DUA claim has been filed on-time or late based on defined program application dates.
FR.0645	Special Programs (DUA)	Process DUA Mobilization	15	UC.01.05	The system shall provide a capability to route DUA claim issues that require fact finding without user intervention.	3		The uFACTS framework satisfies the requirement by providing for the capability to create DUA issues, trigger corresponding fact finding, and route the workflow/issues based on predefined business logic.
FR.0646	Special Programs (DUA)	Process DUA Mobilization	15	UC.01.05	The system shall provide a capability to maintain an administrator configurable time period for filing DUA claims.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the enforcement of adminstator-configured application periods for DUA programs.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0647	Special Programs (DUA)	Process DUA Eligibility Determination	00		The system shall provide a capability to re-screen DUA claimants for eligibility on an administrator configurable time basis (quarterly).	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework provides a DUA eligibility batch that can be schedule to run at predetermined intervals. This batch identifies all eligible DUA claimants.
FR.0648	Special Programs (DUA)	Process DUA Eligibility Determination	00		The system shall provide a capability to identify an administrator configurable period of time claimant's are required to provide their DUA eligibility information.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework enforces an administrator-configurable time period for submission of additional information related to DUA claims.
FR.0649	Special Programs (DUA)	Process DUA Eligibility Determination	00		The system shall provide a capability to route a DUA claim without user intervention when a claimant has not provided the required DUA eligibility information.	3		The uFACTS Solution framework satisfies this requirement by providing the capability to create a workflow for DUA claims that do not have all the required information. This workflow will be automatically routed to appropriate Staff.
FR.0650	Special Programs (DUA)	Process DUA Eligibility Determination	01	UC.01.01	The system shall provide a capability to enter a DUA claim.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows claimants to apply for DUA programs via onlin self-service. Staff can also apply for DUA on behalf of a claimant.
FR.0651	Special Programs (DUA)	Process DUA Eligibility Determination	01	UC.01.01	The system shall provide a capability to associate eligible DUA claims with the appropriate DUA program.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to associate a DUA claims with the appropriate DUA program. All claims must be linked to a program in the database in order to determine if the correct eligibility requirements are met.
FR.0652	Special Programs (DUA)	Process DUA Eligibility Determination	01	UC.01.01	The system shall provide a capability to route claimant applications for DUA eligibility without user intervention based on responses to DUA eligibility questions.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports workflow routing for DUA applications based on predefined business logic.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0653	Special Programs (DUA)	Process DUA Eligibility Determination	02		The system shall provide a capability to determine when a claimant has not provided required information for establishing a DUA claim.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports required-field validation, as well as auto-denial of an application based on insufficient information related to the claim.
FR.0654	Special Programs (DUA)	Process DUA Eligibility Determination	02		The system shall provide a capability to approve or deny a claimant's justification for filing a late DUA claim.	2	Low	The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows claimants to provide justification for late DUA claims, and allows staff to overturn the DUA denial.
FR.0655	Special Programs (DUA)	Process DUA Eligibility Determination	03		The system shall provide a capability to approve or deny a claimant's justification for employment loss.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for automatic fact-finding to be generated for separation issues, and supports auto-adjudication based on predefined business logic.
FR.0656	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to determine a DUA claim effective date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports the system-determination of DUA claim dates according to predefined business logic.
FR.0657	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to determine a DUA claim end date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework supports the system-determination of DUA claim dates according to predefined business logic.
FR.0658	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to modify a DUA program end date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows users to maintain DUA claim information after DUA application has been submitted for a claimant.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0659	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to modify a DUA claim effective date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows users to maintain DUA claim information after DUA application has been submitted for a claimant. If the claim effective date is changed, the monetary will change accordingly and recalculate the authorize payments.
FR.0660	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to modify a DUA claim end date.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows users to maintain DUA claim information after DUA application has been submitted for a claimant.
FR.0661	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to send a reminder notice when a claimant has not provided required DUA eligibility information within the administrator defined time period.	2	Low	The uFACTS framework satisfies this requirement by providing the capability to issue a notification to DUA claimants who have not provided required DUA eligibility information within the time frame. These notifications can be sent electronically or via paper correspondence.
FR.0662	Special Programs (DUA)	Process DUA Eligibility Determination	05		The system shall provide a capability to issue a DUA claim eligibility determination pending proof of wages.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the generation of DUA claim determination pending proof of wages. The receipt of proof of employment is sufficient to generate a DUA determination with the minimum DUA WBA
FR.0663	Special Programs (DUA)	Process DUA Eligibility Determination	06	UC.01.01	The system shall provide a capability to enter self-employment wages for a DUA claim.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for self-employment wages to be entered by claimants during the DUA application process via online self-service.
FR.0664	Special Programs (DUA)	Process DUA Eligibility Determination	07	UC.01.01	The system shall provide a capability to determine the eligibility of a DUA claim.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for automatic eligibility determinations based upon the receipt of proof of employment and/or proof of wages.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0665	Special Programs (DUA)	Process DUA Eligibility Determination	08	UC.01.01	The system shall provide a capability to modify the eligibility determination of a DUA claim.	3		The uFACTS Solution Framework satisfies this requirement by providing Staff with the capability to redetermine a DUA eligibility determination. Staff can modify or add wages generate a redetermination for the Claimant.
FR.0666	Special Programs (DUA)	Process DUA Eligibility Determination	08		The system shall provide a capability to issue a DUA claim redetermination witho user intervention.	3		The uFACTS Solution Framework satisfies this requirement as worded. The uFACTS framework allows for the automatic redetermination of DUA claims based on predefined business rules.
FR.0667	Special Payments	Special Payments (General)	00		The system shall provide a capability to calculate supplemental payments without user intervention.	2	Trivial	The uFACTS Solution Framework satisfies this requirement through our in-production supplemental payments module - designed specifically in response to the new UC legislation. This challenging process is layered on the existing uFACTS Solution Framework, and is flexible enough to provide the means for processing these additional amounts - beyond simply the current $25 per claimant. The implementation of supplemental payments within the uFACTS Solution Framework for a previous client required no active support from Deloitte Consulting, proving that the framework is flexible enought to support these additional types of payment processing

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0668	Special Payments	Special Payments (General)	00		The system shall provide a capability for a user to enter supplemental payments.	2	Trivial	The uFACTS Solution Framework satisfies this requirement through our in-production supplemental payments module - designed specifically in response to the new UC legislation. This challenging process is layered on the existing uFACTS Solution Framework, and is flexible enough to provide the means for processing these additional amounts - beyond simply the current $25 per claimant. The implementation of supplemental payments within the uFACTS Solution Framework for a previous client required no active support from Deloitte Consulting, proving that the framework is flexible enought to support these additional types of payment processing
FR.0669	Special Payments	Special Payments (General)	00		The system shall provide a capability for a user to adjust a system determined supplemental payment.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing a a flexible business-user managed process for adjusting supplemental payments. The uFACTS Solution Framework's flexible design approach provide authorized staff users the ability, throughout the application, to override or update system generated items. er the ability to adjust a system determined supplemental payment amount.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0670	Special Payments	Special Payments (General)	00		The system shall provide a capability to debit and credit specific claim program funds without user intervention.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to debit and credit specific claim program funds without user intervention. While not an accounting framework, uFACTS is able to store and record all of the granular transactional data that can be used to reconstruct journal entries and summarize account impacts, if necessary. In addition, the uFACTS Solution Framework can be customized to integrate with any required accounting software outside the system.
FR.0671	Special Payments	Special Payments (General)	00		The system shall provide a capability for a user to debit and credit claim program funds.	2	Medium	The uFACTS Solution Framework satisfies this requirement by mapping each program type code to a specific instruction set associated with the program. Included in this isntruction set are chargeability rules, and other indicators, necessary for processing benefits and tracking program impacts.
FR.0672	Special Payments	Special Payments (General)	00		The system shall provide a capability to modify the federal hourly minimum wage using administrator configurable parameters.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing configurable system code tables - easily updated by business users. Set within System Code, variables such as the federal hourly minimum wage are considered configurable parameters within the uFACTS Solution Framework. Accessible through a user interface, System Code enables updates by a system administrator or other authorized user.
FR.0673	Special Payments	Special Payments (General)	00		The system shall provide a capability to perform multiple benefit payment transactions on a single business day.	3		The uFACTS Solution Framework satisfies this requirement through the payment processing modules. Since actual payment processing occurs during a nightly batch process, this schedule allows multiple updates to occur prior to the payments batch process being run; therefore, allowing multiple benefit payments in a single business day.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0674	Special Payments	Special Payments (General)	00	UC.01.05	The system shall provide a capability to disable state or federal programs.	3		The uFACTS Solution Framework satisfies this requirement through the Administrative Services module. Available to an authorized user, the ability to update all of the key variables for a program exists within the uFACTS Solution Framework, through the user interface. This includes the capabilty to disable specific programs.
FR.0675	Special Payments	Special Payments (General)	00		The system shall provide a capability to credit the specified claim program (e.g., UI, EB, EUC) fund when a benefit payment is canceled.	3		The uFACTS Solution Framework satisfies this requirement through the payments management module. The way in which the uFACTS Solution framework processes payments allows the effect of a cancelled benefit payment to be completely nullified, and includes the capability to nullify any effect on the related claim program.
FR.0676	Special Payments	Special Payments (General)	00		The system shall provide a capability to issue multiple payments to a claimant on the same date.	3		The uFACTS Solution Framework satisfies this requirement through the payment processing modules. Since actual payment processing occurs during a nightly batch process, this schedule allows multiple updates to occur prior to the payments batch process being run; therefore, allowing multiple benefit payments in a single business day.
FR.0677	Special Payments	Special Payments (General)	00		The system shall provide a capability to assign a unique identifier to each new warrant generated.	3		The uFACTS Solution Framework satisfies this requirement through the payment management module. Within the uFACTS Solution Framework, a unique identifier is assigned when the payments batch process runs after the close of business. This unique identifier (payment ID), allows a unique, identifying piece of information to be communicated when necessary, to other stakeholders.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0678	Special Payments	Special Payments (General)	00		The system shall provide a capability to assign a unique identifier to each debit card payment.	3		The uFACTS Solution Framework satisfies this requirement through the payment management module. Within the uFACTS Solution Framework, a unique identifier is assigned when the payments batch process runs after the close of business. This unique identifier (payment ID), allows a unique, identifying piece of information to be communicated when necessary, to other stakeholders.
FR.0679	Special Payments	Special Payments (General)	00		The system shall provide a capability to initiate a supplemental payment without user intervention.	3		The uFACTS Solution Framework satisfies this requirement through the payment processing module When a supplemental payment is initiated for a group or type of individuals, the payments will be made without user intervention. uFACTS does allow payment of supplemental or special payments on an individual basis as well.
FR.0680	Special Payments	Special Payments (General)	00		The system shall provide a capability to initiate an overpayment without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to initiate an overpayment without user intervention. When an issue is adjudicated adversely, and the claimant is found to not be eligible for one or more weeks, or there has been unreported earnings found on an account, the system is able to automatically initiate an overpayment without user intervention.
FR.0681	Special Payments	Issue Payment (Certify Weeks)	00	UC.99.15	The system shall provide a capability to calculate the balance of a claimant's available credits without user intervention.	3		The uFACTS Solution Framework satisfies this requirement by accurately and automatically calculating claim credits. Inherent functionality within the uFACTS Solution Framework, a balance can be calculated based on a claimant's available credits.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0682	Special Payments	Issue Payment (Certify Weeks)	00	UC.99.16	The system shall provide a capability for a user to prevent future certifications fro being issued.	2	Medium	The uFACTS Solution Framework satisfies this requirement through our claimant management modules. Authorized staff are able to prevent payment requests, correspondence, and certifications; this process could also be customized to eliminate user intervention if so desired.
FR.0683	Special Payments	Issue Payment (Certify Weeks)	00	UC.99.15	The system shall provide a capability to determine a claimant's certification status.	2	Medium	The uFACTS Solution Framework satisfies this requirement through our integrated benefits determination, payments, and overpayments module uFACTS, once configured to meet AWI-specific business rules, will determine and set a claimant's certification status. The uFACTS Solution Framework uses this status to process appropriate correspondence, pay/not-pay claims, refer claimants to workflow for status reviews, or generate/adjudicate select issues.
FR.0684	Special Payments	Issue Payment (Certify Weeks)	00		The system shall provide a capability for a user to associate an issue with a bene payment.	3		The uFACTS Solution Framework satisfies this requirement through our benefits determination and adjudication modules. uFACTS has a robust, in-production, process for creating issues and assigning them to claimants, claims, and specific payments. Our process has proved to increase accuracy and efficiency in previous deployments.
FR.0685	Special Payments	Issue Payment (Certify Weeks)	00		The system shall provide a capability to modify a claimant's reported earnings.	3		The uFACTS Solution Framework satisfies this requirement through our monetary adjustment module. uFACTS provides authorized users the ability to update a claimant's earnings based on affidavits, pay-stubs, or other information; multiple updates can be made on a claim. The updated earnings can, based on configured business rules, trigger an updated monetary determination and over/underpayments for funds already distributed.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0686	Special Payments	Issue Payment (Certify Weeks)	00	UC.99.15	The system shall provide a capability to reduce a claimant's basic TRA balance when a TRA claim is paid from another fund source without user intervention.	2	Medium	The uFACTS Solution Framework satisfies this requirement through the payments management modules. Because uFACTS is designed specifically for UCprograms, and Federal requirements specify that a claimant's basic TRA balance should be reduced by Federal extension payments on the same account, uFACTS includes this functionality within the base solution. The uFACTS Solution Framework handles this, and adjusts the balance of the basic TRA accordingly.
FR.0687	Special Payments	Issue Payment (Certify Weeks)	01	UC.99.15	The system shall provide a capability to enter weekly certifications for claimant's to receive benefits.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a capability to enter weekly certifications for claimant's to receive benefits. A standard part of the uFACTS Solution Framework, claimants are able to enter weekly certifications for benefits. At it's lowest level of granularity, a certification is for a specific week, within the uFACTS Solution Framework.
FR.0688	Special Payments	Issue Payment (Certify Weeks)	01	UC.99.15	The system shall provide a capability for a user to certify single or multiple weeks of benefits.	3		The uFACTS Solution Framework satisfies this requirement through the payments and determine correct path modules. Customizable to the specific needs of AWI, the standard functionality within the uFACTS Solution Framework is to present claimants with an option to complete a certification for a specific week. If a claimant has multiple "requestable" weeks to process, each weekly certification avaialble is listed in date order, from the oldest to the most recent.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0689	Special Payments	Issue Payment (Certify Weeks)	01	UC.99.15	The system shall provide a capability for a user to select the number of weeks to certify.	2	Low	The uFACTS Solution Framework satisfies this requirement through the payments and determine correct path modules. Customizable to the specific needs of AWI, the standard functionality within the uFACTS Solution Framework is to present claimants with an option to complete a certification for a specific week. If a claimant has multiple "requestable" weeks to process, each weekly certification avaialble is listed in date order, from the oldest to the most recent.
FR.0690	Special Payments	Issue Payment (Certify Weeks)	02	UC.99.15	The system shall provide a capability to maintain administrator defined certification questions based on the program type.	2	Low	The uFACTS Solution Framework satisfies this requirement through our integrated questionnaire templates and document management components. uFACTS provides questionnaire templates that can be time-dated and are easily updatable by an authenticated user. The questionnaire templates associated with program types, or other areas within uFACTS, can also be re-generated to assist in adjudicating based on the questions actually asked to the claimant - even if the questions have subsequently changed.
FR.0691	Special Payments	Issue Payment (Certify Weeks)	02	UC.99.15	The system shall provide a capability to enter and store responses to certification questions.	3		The uFACTS Solution Framework satisfies this requirement through our integrated questionnaire templates and document management components. A standard part of the uFACTS Solution Framework, the responses to each of the certification questions is stored as an image of the final, submitted weekly certification. The resulting effects on payments and eligibility are separately stored in specific supporting tables.

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REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0692	Special Payments	Issue Payment (Certify Weeks)	02	UC.99.15	The system shall provide a capability to identify certification issues that require fa finding.	3		The uFACTS Solution Framework satisfies this requirement through the integrated determination and adjudication modules. In uFACTS, fact finding is integrated through self-service questionnaires; therefore allowing the claimants to complete fact finding as they proceed through a process (i.e., application, request for payments/certifications, alternate programs, etc.). The uFACTS issue management approach has been proven, in production, to increase staff efficiency by over 100% in some areas.
FR.0693	Special Payments	Issue Payment (Certify Weeks)	02	UC.99.15	The system shall provide a capability to route certification issues that require fact finding without user intervention.	2	Trivial	The uFACTS Solution Framework satisfies this requirement through the integrated determination and adjudication modules. In uFACTS, fact finding is integrated through self-service questionnaires; therefore allowing the claimants to complete fact finding as they proceed through a process (i.e., application, request for payments/certifications, alternate programs, etc.). The uFACTS issue management approach has been proven, in production, to increase staff efficiency by over 100% in some areas; a major reason for these improvements is due to the removal of user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0694	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.05	The system shall provide a capability to calculate DUA benefits based on part-time work.	2	Medium	The uFACTS Solution Framework satisfies this requirement through the application and determinatio components of the solution. Available as part of the application process for DUA, the collecting of employer information that supports the calculation of DUA benefits based on part-time work is part of the claim establishment. The uFACTS Solution Framework can be further customized to provide additional monetary record business rules, based on the specific requirements of AWI.
FR.0695	Special Payments	Issue Payment (Certify Weeks)	04	UC.04.02	The system shall provide a capability for an STC claimant to authorize STC week work information submitted by an employer.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability for an STC claimant to authorize STC weekly work information submitted by an employer. It provides the ability for an STC claimant to provide hours worked in comparison to the employer-submitted hours reduction amount, for comparison purposes. The uFACTS Solution Framework can be further customized to allow, instead, an authorization step on a weekly certification, based on work information submitted by an employer.
FR.0696	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.15	The system shall provide a capability for a user to approve or deny the weekly wo information provided by the employer.	2	Low	The uFACTS Solution Framework meets this requirement through our special programs management and maintenance components. Claimants tied to an STC claim will be provided the necessary information to validate employer information.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0697	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.15	The system shall provide a capability to notify an employer an STC claimant denied weekly work information without user intervention.	1	Low	The uFACTS Solution Framework will satisfy this requirement through the special programs management modules. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be altered to allow automatic notifications or correspondence to an employer when an STC claimant has denied the weekly work information.
FR.0698	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.15	The system shall provide a capability to route certification issues preventing payment based on the issue type without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the integrated issue adjudication and payments modules. When an issue is identified as part of a weekly certification, it will be routed to the appropriate queue. Once in the queue, the certification isssue that is preventing payment, will be adjudicated when all necessary fact-finding has been received.
FR.0699	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.05	The system shall provide a capability for a user to enter a STC claimant's hours worked.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability for a user to enter a STC claimant's hours worked. Standard within the uFACTS Solution Framework, a user has the ability to enter an STC claimant's hours worked during the weekly certification process. This information is then used to compute the amount of STC benefit available for a specific week.
FR.0700	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.06	The system shall provide a capability for a user to approve or deny the claimant's hours worked provided by the employer.	2	Low	The uFACTS Solution Framework satisfies this requirement through the special programs modules. Authorized users can review, based on select business rules, hours worked; or, the system can process the hours without user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0701	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.07	The system shall provide a capability to confirm an STC claimant and employer agree with the STC claimants hours worked without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the special programs module. uFACTS validates the hours worked, and if necessary, routes unmatched items to staff users.
FR.0702	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.09	The system shall provide a capability to notify an employer a claimant has denied the hours worked provided by the employer without user intervention.	2	Medium	The uFACTS Solution Framework satisfies this requirement through the special programs modules. Notifications will be triggered based on system configured rules.
FR.0703	Special Payments	Issue Payment (Certify Weeks)	04	UC.99.10	The system shall provide a capability to notify an employer an STC claimant has provided the hours worked for the weeks being certified.	2	Medium	The uFACTS Solution Framework satisfies this requirement through the special programs modules. Notifications will be triggered based on system configured rules.
FR.0704	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.16	The system shall provide a capability for a user to issue additional weeks to certify.	2	Low	The uFACTS Solution Framework satisfies this requirement through the claimant maintenance and payment modules. Authorized users can identify and authorize additional weeks for certification. Once the weeks are authorized, the determine correct path (virtual UC agent within uFACTS) will display the weeks for claimant certification and subsequent payment.
FR.0705	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.15	The system shall provide a capability to determine if an additional claim is required without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the claim determination logic of the solution. When a claimant has indicated that they have worked for an additional employer, and have another separation, the System is able to automatically identify this situation, and determine if an additional claim is required. This process is integrated with both the weekly certification process, and the account reactivation process.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0706	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.15	The system shall provide a capability to offset overpayments without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the collections and payment management components. The ability to offset payments is available as starndard functionality as part of the Collections component within the uFACTS Solution Framework. As weeks are certified by the claimant, the offsets take place automatically, and attribute a portion of the benefit to existing debts for the claimant.
FR.0707	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.15	The system shall provide a capability to establish a transitional claim without user intervention.	3		The uFACTS Solution Framework satisfies this requirement through the benefit determination logic within the solution. uFACTS, as a framework designed specifically for UC agencies, is designed to manage transitional claims without user intervention. In previous deployments, the uFACTS processes have proven to increase efficiency and accuracy in processing these claim - even during heavy recessionary times.
FR.0708	Special Payments	Issue Payment (Certify Weeks)	05	UC.99.15	The system shall provide a capability to identify issues that prevent a benefit payment from being issued without user intervention.	3		The uFACTS Solution Framework satisfies this requirement through the benefits determination and adjudiction modules. In uFACTS, issues are identified and appropriate fact finding is collected; issues are then routed to the appropriate adjudication queues. Issues preventing payment, are routed for adjudication faster than those not meeting this criteria based on the uFACTS push workflow model.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0709	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to enforce a waiting period before benefits can be paid based on the program type without user intervention.	3		The uFACTS Solution Framework satisfies this requirement through the claimant registration process. The in-production uFACTS Solution Framework provides a pre-set waiting period (i.e., One Week) for issuing payments. The waiting period can be configured to an AWI-specific time period, but the process is incorporated into the base solution of uFACTS.
FR.0710	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to issue payment from multiple program funds for the same week without user intervention.	3		The uFACTS Solution Framework satisfies this requirement through our payments and overpayments management module. The uFACTS Solution Framework was designed and built to accommodate UC-specific scenarios; multiple program payments is part of the core solution. The in-production uFACTS has been tested by the multiple program extensions and special programs triggered by the recent US recession and has proven to be highly effective.
FR.0711	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to distribute benefit payments in accordance with a claimant's preferred method of payment without user intervention.	3		The uFACTS Solution Framework satisfies this requirement through the payments management and maintenance features. Claimants, during registration or through regular maintenance, can select a method of payment. Payments are distributed based on the claimant's preference without user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0712	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to make available a claimant's applicable certification weeks without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the payments and determine correct path modules of the solution. uFACTS is designed to aide claimants easily navigate through requesting payments and validating their data (i.e., certifications). The 'determine correct path' concept within uFACTS displays available certification weeks without user intervention and directs the claimant to appropriate actions.
FR.0713	Special Payments	Issue Payment (Certify Weeks)	06		The system shall provide a capability to maintain administrator defined issues that prevent a claimant's benefit payment from being issued.	2	Low	The uFACTS Solution Framework satisfies this requirement through the integrated benefit deterimination and issue adjudication module. uFACTS' approach to managing issues, especially those preventing payment, has proven to be efficient during high-volume times. The framwork has nearly 300 issues established within the core framework; each can be configured to meet AWI-specific needs.
FR.0714	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to issue payment for a claimant's benefits.	3		The uFACTS Solution Framework satisfies this requirement through the payments processing modules. uFACTS has been tested, in production, during the major recession of 2007-2010 and has performed extremely well under tremendous stress. Muliple programs, varied extensions, supplemental payments, rolling of overpayments across multiple programs, and large volumes have been accomodated by the uFACTS Solution Framework.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0715	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to calculate the WBA benefit amount due to a claimant for each claim program type.	3		The uFACTS Solution Framework satisfies this requirement through the benefit determination components. As a framework for UC tax and claims processing, uFACTS automatically and accurately calculates a claimants WBA based on a wide range of rules and parameters; WBA is one of these parameters. uFACTS also allows authorized users to easily change WBA amounts by program type via the integrated sub code tables; therefore allowing muliple WBAs (based on time/date) for any given program.
FR.0716	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability to debit the specified claim program (e.g., U EB, EUC) fund when a benefit payment is issued.	2	Low	The uFACTS Solution Framework satisfies this requirement through the payment management and financial management components of the solution. When payments are issued within the uFACTS Solution Framework, they are linked to a specific program and monetary subtype. This linkage provides the necessary information to debit the specified claim program.
FR.0717	Special Payments	Issue Payment (Certify Weeks)	06	UC.99.15	The system shall provide a capability for a user to issue payment from multiple program funds (e.g., EUC, EB) for the same week.	2	Low	The uFACTS Solution Framework satisfies this requirement through our payments and overpayments management module. The uFACTS Solution Framework was designed and built to accommodate UC-specific scenarios; multiple program payments is part of the core solution. The in-production uFACTS has been tested by the multiple program extensions and special programs triggered by the recent US recession and has proven to be highly effective.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0718	Special Payments	Process Returned Warrants	00	UC.07.04	The system shall provide a capability to issue a new payment without user intervention to replace a canceled warrant.	2	Low	The uFACTS Solution Framework satisfies this requirement through our payments management modules. uFACTS produces payments based on set system triggers and business rules. The in-production uFACTS Solution Framework accommodates the automatic or non-user interventio generation of payments; specific rules and triggers will need to be configured to meet AWI business needs.
FR.0719	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to determine when a claimant's mailing address has been updated in the system since a specific warrant was issued.	1	Medium	The uFACTS Solution Framework will be modified to track changes in address since warrant issuance. Updates can trigger user review via workflow, or automatic re-issuance depending on AWI requirements. Using a history table approach, the uFACTS Solution Framework is able to determine the timing of an address update; therefore, implementing select business triggers off this data will not be overly complex.
FR.0720	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to maintain an administrator defined list of reason(s) a warrant was returned as undeliverable.	2	Low	The uFACTS Solution Framework satisfies this requirement through our code table maintenance modules. The uFACTS code tables allow administrators to update and manage regularly changed codes (i.e., reason codes). The flexible process eliminates the need for technology staff intervention or new software builds; therefore providing a near real-time update capability.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0721	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to enter, store, and associate the reason(s) a warrant was returned as undeliverable.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to enter, store, and associate the reason(s) a warrant was returned as undeliverable. Standard within the uFACTS Solution Framework, the designation of a reason associated with a returned warrant supports staff analysis, if necessary, and automated system processing of a replacement payment.
FR.0722	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to route returned warrant information based on the reason(s) a warrant was returned as undeliverable.	2	Low	The uFACTS Solution Framework satisfies this requirement through the integrated payments, workflow, and document management modules. Based on the reason the warrant was returned as undeliverable, the uFACTS Solution Framework can be configured to trigger a workflow that is then routed to an appropriate queue to be researched.
FR.0723	Special Payments	Process Returned Warrants	02	UC.07.04	The system shall provide a capability to make available a claimant's warrant status on the claimant's account.	2	Low	The uFACTS Solution Framework satisfies this requirement through the payments management and maintenance modules. uFACTS provides detailed historical and status information throughout the solution; this includes warrant status. Through the uFACTS self-service and staff modules, users can view payments made, payments status, and issues/deductions/witholdings for each specific element.
FR.0724	Special Payments	Process Returned Warrants	03	UC.07.04	The system shall provide a capability for a user to override a canceled warrant request within an administrator configurable time limit.	2	Low	The uFACTS Solution Framework satisfies this requirement through our payment management and maintenance modules. Based on the specific business rules set by AWI, uFACTS has core functionality to cancel a warrant after predetermined criteria have been met; such as user overrides within a time limit. An example of this criteria in other states has been an absolute time limit for the cashing of checks.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0725	Special Payments	Process Returned Warrants	03	UC.07.04	The system shall provide a capability to cancel a warrant without user intervention.	3		The uFACTS Solution Framework satisfies this requirement through our payment management and maintenance modules. Based on the specific business rules set by AWI, uFACTS has core functionality to cancel a warrant after predetermined criteria have been met. An example of this criteria in other states has been an absolute time limit for the cashing of checks.
FR.0726	Special Payments	Process Returned Warrants	03	UC.07.04	The system shall provide a capability for a user to cancel warrant.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability for a user to cancel warrant. A user is able to manually cancel a warrant with the uFACTS Solution Framework, in various scenarios that support flexible claimant support. This includes scenarios where the payment is reported stolen, misplaced, or otherwise not received.
FR.0727	Special Payments	Process Returned Warrants	03	UC.07.04	The system shall provide a capability to specify an administrator configurable time-frame to cancel a warrant without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting setting warrant cancellation. The code tables allow business users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ
FR.0728	Special Payments	Process Returned Warrants	06	UC.07.04	The system shall provide a capability for a user to identify returned warrants to re-mail.	2	Low	The uFACTS Solution Framework satisfies this requirement through our payments and correspondence management modules. Based on configured business rules, uFACTS can automatically re-generate warrants; or, populate a queue for staff to trigger a re-mailing. Our in-production solution has proven to be efficient and accurate.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0729	Special Payments	Process Returned Warrants	07	UC.07.04	The system shall provide a capability to indicate a specific warrant has been mailed or re-mailed without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the payments management module. uFACTS manages the status of all payments made to claimants without user intervention. A core principle in uFACTS is to track key actions, and the status of those actions as they proceed to completion; it is the same with mailed/re-mailed warrants.
FR.0730	Special Payments	Process Returned Warrants	07	UC.07.04	The system shall provide a capability to generate mailing labels for re-mailed warrants.	2	Low	The uFACTS Solution Framework satisfies this requirement through the solution's robust correspondence management components. Generating mailing lables not just for warrants, but also for other types of correspondence; it is a starndard capability of the uFACTS Solution Framework. As correspondence is generated, including pieces that are being re-mailed, mailing labels are created based on the established mailing/address hierarchy for each correspondence.
FR.0731	Special Payments	Electronic Funds Transfer (EFT)	00		The system shall provide a capability to assign a unique EFT trace number to ea EFT payment attempted.	3		The uFACTS Solution Framework satisfies this requirement by creating unique tracking for all payments generated; this includes EFT. Within the uFACTS Solution Framework, each payment, whether via direct deposit, debit card, or check, is assigned a unique payment identifier. This identifier is used to link the payment with various other tables, but also is used as a unique identifier.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0732	Special Payments	Electronic Funds Transfer (EFT)	01	UC.99.03	The system shall provide a capability to enter the required information to provide claimant benefits via their preferred method (EFT, Warrant, or Debit).	3		The uFACTS Solution Framework satisfies this requirement through the payment management screens - both during initial registration and as a set of maintenance and update screens in both staff and self-service. The uFACTS Solution Framework, as a standard, requires a claimant to define their payment method during the initial application; this includes all information necessary to process a direct deposit payment (EFT), debit card, or check (Warrant). Our in-production processes have signficantly reduced paper warrants and increased EFT and debit transactions.
FR.0733	Special Payments	Electronic Funds Transfer (EFT)	03	UC.99.03	The system shall provide a capability to validate claimant EFT information with the banking institutions.	2	Low	The uFACTS Solution Framework satisfies this requirement by our proven electronic funds transfer processes. uFACTS performs validity checks on the banking information entered by a claimant during the initial entry of the information. Validations includes such items as routing number and account number entry, however, an automated prenotification step can also be built into the uFACTS Solution framework, if necessary.
FR.0734	Special Payments	Electronic Funds Transfer (EFT)	04	UC.99.03	The system shall provide a capability to determine an EFT transaction has failed (rejected) via the EFT interface.	3		The uFACTS Solution Framework satisfies this requirement by tracking all payments - successful or failed. Standard functionality within the uFACTS Solution Framework, the System is able to determine if an EFT transaciton has failed with respect to the EFT interface, because of the return files generated and communicated by the server bank. Based on the failure code, the System is able to determine the next course of action, and whether any information needs to be reviewed by staff perior to further processing.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0735	Special Payments	Electronic Funds Transfer (EFT)	04	UC.99.03	The system shall provide a capability to send a payment to replace a failed EFT transaction without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement through the core business logic. Based on a combination of failure reason code and other information, the uFACTS Solution Framework can be configured to send a payment to replace a failed EFT transaction, without user intervention. The in-production versions of uFACTS are configured to submit either an EBT card or paper check based on a failed EFT transaction.
FR.0736	Special Payments	Electronic Funds Transfer (EFT)	04		The system shall provide a capability to issue EFT debit transactions via the EFT interface.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to issue EFT debit and credit transactions via the EFT interface. Both outgoing and incoming payments, to and from the server bank, can be processed through the the core uFACTS solution as part of the standard functionality.
FR.0737	Special Payments	Electronic Funds Transfer (EFT)	04		The system shall provide a capability to issue EFT credit transactions via the EFT interface.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to issue EFT debit and credit transactions via the EFT interface. Both outgoing and incoming payments, to and from the server bank, can be processed through the the core uFACTS solution as part of the standard functionality.
FR.0738	Special Payments	Duplicate Affidavit	01	UC.07.01	The system shall provide a capability to allow a claimant to request a duplicate warrant.	2	Low	The uFACTS Solution Framework satisfies this requirement the the claimant payment maintenance self-service module. If a claimant has lost a payment, or otherwise not received it, they may request a duplicate warrant after an AWI-designated period of time through self-service or via staff request. uFACTS integrated components will track the request, cancel the previous warrant, re-issue the new warrant, and track all the associated transactions in the claimant's event log/history.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0739	Special Payments	Duplicate Affidavit	03	UC.07.01	The system shall provide a capability to route duplicate warrant request without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to route duplicate warrant request without user intervention. Once a duplicate warrant request has been received, the request may be routed through workflow to the appropriate queue for consideration by an authorized UC Staff worker. The process of routing the request to the appropriate queue requires no user intervention.
FR.0740	Special Payments	Duplicate Affidavit	05	UC.07.01	The system shall provide a capability to generate a duplicate (replacement) warrant.	2	Low	The uFACTS Solution Framework satisfies this requirement through the payment management and administration module. Once a duplicate warrant request has been approved for processing, the system will generate the duplicate warrant to the claimant.
FR.0741	Special Payments	Duplicate Affidavit	05	UC.07.01	The system shall provide a capability to retrieve an image copy of cashed warrants via AWIs banking institution interface.	1	Medium	The uFACTS Solution Framework will satisfy this requirement through our integrated document management functionality. Subject to the capabilities of the server bank, and the contract in place with the bank, a file will be provided, that will contain all of the applicable images of the cashed warrants. This ability to view the cashed warrants will allow a manual check on the status of a specific payment, if included with the file.
FR.0742	Special Payments	Duplicate Affidavit	13	UC.07.01	The system shall provide a capability to select from an administrator defined list the reason(s) a duplicate affidavit form provided by a claimant is being returned to a claimant.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing easily managed system code tables; these tables allow administrators to manage a variety of lists or factors within the system. If an affidavit form for a replacement check or duplicate warrant is denied, then an administrator ma select an appropriate reason for the denial from a drop-down list of predefined reasons. The list of predefined reasons can be customized according to the specific needs of AWI.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0743	Special Payments	Duplicate Affidavit	14		The system shall provide a capability to indicate when a warrant was cashed via system interface with the Department of Financial Services.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing an interface with the Department of Financial Services. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be modified to indicate when a warrant was actually cashed, based on information received through an interface, such as to the Department of Financial Services.
FR.0744	Special Payments	Duplicate Affidavit	15		The system shall provide a capability to request a stop payment on warrants via system interface with the Department of Financial Services.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to request a sto payment on warrants via system interface with the Department of Financial Services. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be modified to support the capability to request a stop payment via system interface. This request would first be transmitted to the Department of Financial Services, and then later, received back i the form of a confirmation.
FR.0745	Special Payments	Duplicate Affidavit	15		The system shall provide a capability to identify if a stop payment request was granted via system interface with the Department of Financial Services.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a a custom interface with the Department of Financial Services. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be modified to support the capability to request a stop payment via system interface. This request would first be transmitted to the Department of Financial Services, and then later, received back i the form of a confirmation.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0746	Special Payments	Duplicate Affidavit	18	UC.07.01	The system shall provide a capability to associate and store information pertaining to a duplicate (replacement) warrant with the claimant's account.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to associate and store information pertaining to a duplicate warrant; this information can include all data fields determined and stored during the initial processing of the payment, the request for replacement, and the subsequent UC Staff review of the request.
FR.0747	Special Payments	Issue Forgery Packets	00	UC.07.05	The system shall provide a capability for a user to approve or deny a claimant's request for a forgery investigation.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability for external 'ti referrals and investigations. The referral work-item can link directly to the issue adjudication modules an trigger the appropriate system action (i.e., payment block).
FR.0748	Special Payments	Issue Forgery Packets	02	UC.07.05	The system shall provide a capability to enter a request for a forgery investigation.	2	Medium	The uFACTS Solution Framework satisfies this requirement through the issue adjudication management modules. The uFACTS Solution Framework allows staff to create a fraud/forgery investigation/issue. The integrated investigation can stop and/or monitor continued payments to a claimant.
FR.0749	Special Payments	Issue Forgery Packets	06	UC.07.05	The system shall provide a capability to enter, store, and associate forgery determinations with a claimant's account.	2	Trivial	The uFACTS Solution Framework satisfies this requirement through the issue adjudication management modules. The uFACTS Solution Framework associates all Benefits issues with a claimant record. This standard linking of an issue with a claimant record supports the processing of eligibility based on the determination results of each issue, including that of forgery determinations.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0750	Special Payments	Issue Forgery Packets	06	UC.07.05	The system shall provide a capability to reissue payment for a cashed warrant.	3		The uFACTS Solution Framework satisfies this requirement through our payments management module. uFACTS allows staff to re-generate a warrant in the rare scenarios a payment is intercepted and cashed by someone other than that listed on the warrant. The in-production capabilities of uFACTS account for this rare scenario.
FR.0751	Special Payments	Issue Forgery Packets	07	UC.07.05	The system shall provide a capability to request a replacement warrant for a warrant that has been determined forged.	3		The uFACTS Solution Framework satisfies this requirement through our payments management module. uFACTS allows staff to re-generate a warrant in the rare scenarios a payment is intercepted and cashed by someone other than that listed on the warrant. The in-production capabilities of uFACTS account for this rare scenario.
FR.0752	Special Payments	Beneficiary Affidavit	00		The system shall provide a capability to identify a user as deceased via the Department of Health Vital Statistics system interface.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a core cross-match that identifies claimants who have deceased and have certified weeks after the date of death. Customized t the specific needs of AWI, the uFACTS Solution Framework can identify a user as deceased via a system interface with an external system, such as the Department of Heath Vital Statistics. This is the first step in a process to match claimants who have decased, and also have certified weeks after the date of death.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0753	Special Payments	Beneficiary Affidavit	00		The system shall provide a capability to match claimants who have deceased and have certified weeks after the date of death.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a core cross-match that identifies claimants who have deceased and have certified weeks after the date of death. Customized t the specific needs of AWI, the uFACTS Solution Framework can identify a user as deceased via a system interface with an external system, such as the Department of Heath Vital Statistics. This is the first step in a process to match claimants who have decased, and also have certified weeks after the date of death.
FR.0754	Special Payments	Beneficiary Affidavit	00		The system shall provide a capability to route claimant information when a compensable week is paid after the date of death without user intervention.	2	Medium	The uFACTS Solution Framework satisfies this requirement through our overpayments management module and associated adjudication logic. The uFACTS Solution Framework can be customized to provide a workflow that will automatically route a work item to be investigated by authorized UC Staff. This work item can detail the available information regarding the scenario, including the date of death, and any compensable weeks paid after the date of death.
FR.0755	Special Payments	Beneficiary Affidavit	00		The system shall provide a capability for a user to enter a deceased claimant investigation decision.	2	Low	The uFACTS Solution Framework satisfies this requirement through our adjudication and issue management modules. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be modified to allow a user to enter relevent decision information regarding the status of a deceased claimant investigation.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0756	Special Payments	Beneficiary Affidavit	01	UC.07.02	The system shall provide a capability to enter beneficiary information.	3		The uFACTS Solution Framework satisfies this requirement through our payment management and maintenance modules. Standard within the uFACTS Solution Framework, the ability to enter beneficiary information when there is a deceased claimant is given to authorized users. This includes all necessary beneficiary information for processing any downstream payments yet to be processed.
FR.0757	Special Payments	Beneficiary Affidavit	02	UC.07.02	The system shall provide a capability to prevent future mailings and payments.	2	Low	The uFACTS Solution Framework satisfies this requirement through both our correspondence and payment management modules. Each module allows staff to identify whether select mailings and/or payments should be distributed to the claimant. Users can select individual correspondence/payments, or groups (future) items.
FR.0758	Special Payments	Beneficiary Affidavit	03	UC.07.02	The system shall provide a capability to enter a beneficiary affidavit.	3		The uFACTS Solution Framework satisfies this requirement through our payments management and maintenance modules. The integrated workflow and document management capabilities within the uFACTS Solution Framework allow for documents to be directly stored and tied to a claimant's account.
FR.0759	Special Payments	Beneficiary Affidavit	06	UC.07.02	The system shall provide a capability to associate a claimant’s beneficiary's notarized affidavit with the deceased claimants account.	3		The uFACTS Solution Framework satisfies this requirement through our payments management and maintenance modules. The integrated workflow and document management capabilities within the uFACTS Solution Framework allow for documents to be directly stored and tied to a claimant's account.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0760	Special Payments	Beneficiary Affidavit	06	UC.07.02	The system shall provide a capability to associate a beneficiary with a claimant.	2	Low	The uFACTS Solution Framework satisfies this requirement through our payments management and maintenance modules. Customizable to the specific needs of AWI, the uFACTS Solution Framework allows authorized users the ability to enter beneficiary information for purposes of processing any pending payments. This allows for flexibility during the final distribution of a deceased claimant's account.
FR.0761	Special Payments	Beneficiary Affidavit	07	UC.07.02	The system shall provide a capability to prevent future claimant certifications upon notification a claimant is deceased.	2	Low	The uFACTS Solution Framework satisfies this requirement through our payments management and maintenance modules. uFACTS is designed to manage UC-specific scenarios; managing deseased claimant's payments are included within the solution. We expect some customization to meet the specific AWI business rules.
FR.0762	Special Payments	Beneficiary Affidavit	08	UC.07.02	The system shall provide a capability for a user to approve or deny a claimant's beneficiaries request to receive a deceased claimant's benefits.	2	Low	The uFACTS Solution Framework satisfies this requirement through our payments management and maintenance modules. uFACTS is designed to manage UC-specific scenarios; managing deseased claimant's payments are included within the solution. We expect some customization to meet the specific AWI business rules.
FR.0763	Special Payments	Beneficiary Affidavit	09	UC.07.02	The system shall provide a capability to reissue a deceased claimant's benefit payments to a claimant's beneficiary.	2	Low	The uFACTS Solution Framework satisfies this requirement through our payments management and maintenance modules. uFACTS is designed to manage UC-specific scenarios; managing deseased claimant's payments are included within the solution. We expect some customization to meet the specific AWI business rules.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0764	Special Payments	Generate Duplicate 1099/49T	00	UC.07.03	The system shall provide a capability to generate a 1099 for each claimant who received benefits during a specified period of time.	3		The uFACTS Solution Framework satisfies this requirement through our in-production 1099 management proecess which generates 1099s to claimants based on set time parameters. Standard within the uFACTS Solution Framework is the ability to generate a 1099 for each claimant during the calendar year in which they received payments. This supports the processing of the mandatory IRS files.
FR.0765	Special Payments	Generate Duplicate 1099/49T	00	UC.07.03	The system shall provide a capability to specify an administrator configurable time-frame for 1099 and 49T data retention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a pre-configured set of code tables; one of the over 400 includes setting data retention timeframes. The code tables allow busines users to quickly access regularly changed elements and/or factors and change them based on new rules, legislation or business needs. The configurable factors can be assigned date ranges and do not require technical staff or a re-build of code to employ
FR.0766	Special Payments	Generate Duplicate 1099/49T	00	UC.07.03	The system shall provide a capability to make available a 49T for each claimant who has made a repayment.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to manage and view tax forms and other transactions. The uFACTS Solution Framework can be customized to push any generated tax records to the claimant, as part of their claimant account information. This includes the 49T, if applicable.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0767	Special Payments	Generate Duplicate 1099/49T	04	UC.07.03	The system shall provide a capability to correct (amend) a 1099.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the necessary tax forms and maintenance within our base solution. If payment information or subsequent processing invalidates a previously-communicated 1099 record, the Sysem wi make the updates to the claimant's account, and include a new 1099 in the amended IRS file.
FR.0768	Special Payments	Generate Duplicate 1099/49T	04	UC.07.03	The system shall provide a capability to correct (amend) a 49T.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the necessary tax forms and maintenance within our base solution. uFACTS would need some modifications to meet the specific 49T elements; however, the base process is available. Any updates to tax forms, 49T, will be capture via our integrated event logging.
FR.0769	Special Payments	Returned Wage Determinations	03		The system shall provide a capability to prevent future payments to a claimant without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing configurable triggers or rules that can prevent or release future payments to a claimant. Specifically, if information has been received that has automatically affected the underlying monetary of the claimant, the uFACTS Solution Framework can be customized to route a work item to the appropriate queue for further research.
FR.0770	Special Payments	Returned Wage Determinations	03		The system shall provide a capability for a user to prevent future payments to a claimant.	3		The uFACTS Solution Framework satisfies this requirement by providing claim maintenance screens that allow staff to prevent or release future payments to a claimant. Specifically, if information has been received that has automatically affected the underlying monetary of the claimant, the uFACTS Solution Framework can be customized to route a work item to the appropriate queue for further research.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0771	Special Payments	Returned Wage Determinations	03		The system shall provide a mechanism for a user to override a stop on future payments.	3		The uFACTS Solution Framework satisfies this requirement by providing a standard component for a user to remove a "lock" on an account. This is done by an authorized user updating the claimant information within the claimant account maintenance module.
FR.0772	Special Payments	Returned Wage Determinations	04		The system shall provide a capability to reissue wage determinations without user intervention.	2	Medium	The uFACTS Solution Framework satisfies this requirement by triggering new wage determinations based on system configured parameters. If additiona wage information has been received by the System and updated to the claimant's account, a new wage determination can be reissued. uFACTS tightly integrated payments and determinations modules provide the necessary triggers to automatically manage updated information.
FR.0773	Special Payments	Child Support	00		The system shall provide a capability to calculate the amount of child support deducted from UC benefits.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an automated calculation of child support deducted from UC benefits. Initially collected during the application process, child suppor information is also received through any applicable state interfaces to the appropriate child support collection agency. This information, whether received from another state, or through an automated intra-state interface, is used to automatically calcuate child support deduction amounts.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0774	Special Payments	Child Support	01		The system shall provide a capability to enter child support deduction information.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to update child support deduction information via intra-agency interface; or, via manual staff updates. uFACTS' base functionality collects the necessary data to manage child support deductions during the payment process. The process is designed to allow simple entry of child support data supplied by state and/or county agencies.
FR.0775	Special Payments	Child Support	03		The system shall provide a capability to modify the amount of child support deducted from claimants' benefit amounts.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to modify the amount of child support deducted from claimants' benefit amounts. Standard within the uFACTS Solution Framework, an authorized user is able to modify the amount of child support deducted as part of the weekly certification process. They may do this by navigating to the child support record within a specific claimant's account, and altering the amount to be deducted as part of the weekly certification process.
FR.0776	Appeals	Appeals (General)	00	UC.08.06	The system shall provide a capability for an appeal to be routed to the Unemployment Appeals Commission (UAC).	3		The uFACTS Solution Framework has the capability to route an appeal and workflow tasks to appropriate queues and staff using the workflow engine. During the design phase, we will work with the state's subject matter-experts to change labels from the generic appeal level names to State of Florida specific appeal level designations.
FR.0777	Appeals	Appeals (General)	00	UC.08.02	The system shall provide a capability to route Remand cases to referees based upon the content of the UAC Remand Orders.	3		The uFACTS Solution Framework has the capability to capture remand orders and route them lower level appeals unit for processing. A standard part of the uFACTS Solution Framework, this ability provides predetermined workflow routing that supports the processing of UAC Remand Orders.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0778	Appeals	Appeals (General)	00	UC.08.01	The system shall provide a capability to associate appeals source documents with an appeal when filed.	3		The uFACTS Solution Framework meets the requirement as worded. The uFACTS Solution Framework meets this requirement through integration with the document management system and automatically compiling appeal case documents based on the business rules. In addition, our framework also provides feature to upload electronic documents and associate to an appeal case.
FR.0779	Appeals	Appeals (General)	00	UC.99.08	The system shall provide a capability to attach evidence to an appeal.	3		The uFACTS Solution Framework meets the requirement as worded. The uFACTS Solution Framework meets this requirement through attaching electronic documents to the appeal document (electronic case folder) to an appeal either by uploading an electronic file or associating an incoming electronic document.
FR.0780	Appeals	Appeals (General)	00	UC.99.08	The system shall provide a capability to uniquely identify each document associated with an appeal.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework meets this requirement by automatically assigning an exhibit number to the appeal document. This exhibit number is unique for the appeal.
FR.0781	Appeals	Appeals (General)	00		The system shall provide a capability to log activities performed on an appeals case.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to log events and transactions to an event log as configured. The configuration of which events to be logged is defined during the design phase of the project. This event lo is viewable with filter / sort features.
FR.0782	Appeals	Appeals (General)	00		The system shall provide a capability to allow for the capture, storage, and retrieval of waiver documents.	2	Low	The uFACTS Solution Framework has the capability to receive and process incoming electronic documents. During the design phase, we will work with the state's subject-matter-experts to configure waiver document as one of the document type to be processed.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0783	Appeals	Appeals (General)	00		The system shall provide a capability to allow each appeal case type to have its own administrator configurable aging criteria (e.g., time from docketing to hearing, time from hearing to decision).	2	Trivial	The uFACTS Solution Framework provides capability have its own adminstrator configurable aging criteria such as appeal due date, and appeal timeliness due dates. During the design phase, we will work with state's subject-matter-experts to identify additional ageing criteria such as time from docketing to hearing, time from hearing to decision.
FR.0784	Appeals	Appeals (General)	00		The system shall provide a capability to archive appeal cases based on administrator configurable criteria such as date or status.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework meets this requirement by managing the archiving parameter such as the status of the appeal and age of the appeal as a configurable parameter. The uFACTS Solution Framework solution determines if an appeal meets the archiving criteria b validating against the configurable parameter in addition to other rules defined in the system.
FR.0785	Appeals	Appeals (General)	00		The system shall provide a capability to delete appeal cases based on administrator configurable criteria such as date or status.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework meets this requirement by managing the archiving and purge parameter such as the status of the appeal and age of the appeal as a configurable parameter. The uFACTS Solution Framework determines if an appeal meets the archiving and purge criteria by validating against the configurable parameter in addition to other rules defined in the system.
FR.0786	Appeals	Appeals (General)	00		The system shall provide a capability for a supervisor/manager to display a list of hearings assigned to resources reporting to the supervisor/manager.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides supervisor/manager capabilities to view tasks assigned to resources reporting to the supervisor/manager.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0787	Appeals	Appeals (General)	00		The system shall provide a capability to establish and maintain status information for each appeals case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework manages various statuses of the appeal case and automatically determines and assigns status based on the business rules.
FR.0788	Appeals	Appeals (General)	00		The system shall provide a capability to prepare and transmit appeal case information to the District Court of Appeals (DCA) as required by the DCA.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework meets this requirement by automatically printing and mailing the appeal documents (including exhibits and decisions) when a higher court appeal is recorded in the system.
FR.0789	Appeals	Appeals (General)	00		The system shall provide a capability to prepare and transmit appeal case information to the US Department of Labor (DOL) as required by the DOL.	1	Medium	The uFACTS Solution Framework satisfies the requirement by providing the capability to electronically gather all appeal information as needed by DOL. Deloitte will work with AWI to define the specific necessary information so that the system can collect this information without staff intervention.
FR.0790	Appeals	Appeals (General)	00		The system shall provide a capability to record that an appeal has been filed with the District Court of Appeal (DCA) to which the Agency is a party.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability to record that an appeal has been filed with the higher courts and has the ability to add agency as an interested party to the appeal. During the design phase, we will work state's subject-matter-experts to identify different levels of higher court and update the labels to represent State of Florida's laws, statutes, and regulations.
FR.0791	Appeals	Appeals (General)	00		The system shall provide a capability to re-schedule appeals cases for which continuances are granted.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability to reschedule hearings for which continuances or postponements are granted.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0792	Appeals	Appeals (General)	00		The system shall provide a capability to mass reassign an individual referee's scheduled hearings to another referee for a configurable period of time.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an administer the capability to mass reassign all appeal cases to another referee This reassignment would be accomplished through an appeal workflow management screen.
FR.0793	Appeals	Appeals (General)	00		The system shall provide a capability to define specific criteria or qualifications to prevent or enable referees from being assigned specific case types. For example, referee A is not qualified to hear Special Deputy cases; referee B is qualified to b	1	High	The uFACTS Solution Framework satisfies this requirement by providing the capability to inteligently route workflow based upon skill set. In our base product, the uFACTS Solution Framework assigns non-monetary issues based upon skill set. This functionality can be utilized at the appeal level as well.
FR.0794	Appeals	Appeals (General)	00		The system shall provide a capability to approve or deny a request for a continuance.	3		The uFACTS Solution Framework provides capability to capture request for postponement of hearing or request to change the hearing type and provides capability for the staff to approve or deny the request This request can be initiaed by a Claimant or Employer through self-service.
FR.0795	Appeals	Appeals (General)	00		The system shall provide a capability to maintain contact information for all parties to an appeal.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability to maintain contact information for all parties to an appeal.
FR.0796	Appeals	Appeals (General)	00		The system shall provide a capability to maintain appeal issue codes and descriptions.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability to maintain appeal issue codes (types and sub-types) and descriptions.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0797	Appeals	Appeals (General)	00		The system shall provide a capability to generate administrator configurable online surveys, capture the results, and report the results.	1	Medium	The uFACTS Solution Framework meets this requirement by providing the capability to generate administrator configurable online surveys, capture the results, and report the results. Customizable to the specific needs of AWI, the uFACTS Solution Framework has been implemented to provide the ability for a system administrator to word questionnaires and publish them as components of various online processes, such as the weekly certification and claimant registration.
FR.0798	Appeals	Appeals (General)	00		The system shall provide a capability to prepare and transmit appeal case information to the Unemployment Appeals Commission (UAC) as required by the UAC.	3		The uFACTS Solution Framework provides capability to prepare and assign appeal cases to workflow queues defined for each appeal level such as UAC. The UAC staff will log into the system to review the workflow queues and appeal cases assigned to UAC. During the design phase, we will work with the state's subject-matter-experts to update appeal level name designation to match State of Florida's law, regulation and statute.
FR.0799	Appeals	Appeals (General)	00		The system shall provide a capability to include the explanation of the law or rules and regulations on appeal documents.	2	Trivial	The uFACTS Solution Framework provides capability to include the explanation of the law or rules and regulations on appeal decisions. The uFACTS Solution Framework retrieves explanation of the law or rules and regulations based on the appeal issue type and sub-type and populates appropriate sections of the appeal decision. During the design phase, we will work with the state's subject-matter-experts to map the issues to explanation of the law or rules and regulations text to be printed in the appeal decision.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0800	Appeals	Appeals (General)	00		The system shall provide a capability to edit notice text prior to distribution.	1	Low	The uFACTS Solution Framework provides capability to edit notice text prior to generation of the correspondence. The uFACTS Solution Framework allows user modifiable information (e.g. reason to deny hearing postponment, deny appeal, and certain appeal decision sections). Once the changes are submitted for processing, the uFACTS Solution Framework requires the user to correct the appeal decision.
FR.0801	Appeals	Appeals (General)	00		The system shall provide a capability to capture and record contacts/notes/comments by staff to document contacts with parties.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework includes the capability for staff to record notes, comments, and contact notes to document contacts with parties in the appeal notes part of the framework.
FR.0802	Appeals	Appeals (General)	00		The system shall provide a capability to allow time extensions to be established for appeals.	3		The uFACTS Solution Framework provides capability to allow time extensions to be established for appeals The uFACTS Solution Framework recognizes information (appeals or other responses) received from the parties as timely or untimely based on due dates defined in the business rules. Subsequently, the uFACTS Solution Framework routes the untimely responses to the appropriate workflow queue for staff review and decide whether to accept or reject the information.
FR.0803	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to allow users to file appeals.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework includes capability for the users of the system (claimants, employers, third party representatives, and the agency staff) to file appeal in the system.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0804	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to allow an appeal to a combined determination and shall consider the appeal to be for all issues associated with the determination(s).	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability for multiple issues to be heard at the same appeal hearing. In addition, a referee can send one decision to a Claimant which references all relevant issues.
FR.0805	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to determine or enter the date an appeal is filed.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework automatically captures the appeal filed date when filed online, and captures through data entry when the appeal is received through mail. In addition, staff has the override capability to change the appeal filed date in the system.
FR.0806	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to display a list of all determinations for a given appellant.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework includes screens that display all the issues, determinations, and appeals for the claimant or the employer.
FR.0807	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to permit appeals of only adverse determinations.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework includes business rules to determine the adversely affected parties of the determination and include the "Rights to Appeal" portion of the determination only for the adversely affected parties. In addition, the uFACTS Solution Framework employ the similar business rule to prevent the non-adversely affected parties from filing an appeal online on the determination.
FR.0808	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to prevent the filing of duplicate appeals.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework includes rule based validation to prevent the filing of duplicate appeal.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0809	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to appeal an adverse redetermination.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework includes business rules to determine the adversely affected parties of the redetermination and include the "Rights to Appeal" portion of the redetermination only for the adversely affected parties. In addition, the uFACTS Solution Framework employs the similar business rule to prevent the non-adversely affected parties from filing an appeal online on the redetermination.
FR.0810	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to intake appeals information and apply the same rules, edits, and validations regardless of whether the intake is performed over the internet or by a desktop user.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework employs the business/application logic layer that applies the validation / business rules regardless of the input / access channel whether it is self-service internet, or staff view intranet, or while processing paper appeal sent via mail.
FR.0811	Appeals	Benefit Appeals Intake	01	UC.08.01	The system shall provide a capability to allow authorized third-party representativ to file appeals.	3		The uFACTS Solution Framework meets this requirement by providing the capability to allow authorized third-party representatives to file appeals on behalf of employers. TPAs can file appeals on behalf of an employer using online self-service application. In addition, uFACTS allows attorneys or representatives of the parties to file appeal using agency staff assisted methods.
FR.0812	Appeals	Benefit Appeals Intake	01	UC.08.02	The system shall provide a capability to store information from the Department of Revenue for Child Support cases.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to store information received from the Department of Revenue for Child Support cases and have this information available for appeal hearings.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0813	Appeals	Benefit Appeals Intake	01		The system shall provide a capability to prevent the Agency from filing an appeal a determination issued by the Agency (unless the Agency is the employer).	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework does not allow filing of an appeal if the appellant is not a party and not representing a party to a determination or an appeal decision. However, if the agency is identified as a party to a determination or appeal decision, the uFACTS Solution Framework allows the agency to appeal the determination or decision.
FR.0814	Appeals	Benefit Appeals Intake	02	UC.08.01	The system shall provide a capability to calculate timeframes for appeal filings.	2	Trivial	The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework calculates the appeal filing due dates configurable for each level based upon AWI business requirements.
FR.0815	Appeals	Benefit Appeals Intake	02	UC.08.01	The system shall provide a capability to, without user intervention, docket an appeal that passes appeal validation rules.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability to, without user intervention, set up an appeal case (docket) for an appeal request that passes the appeal validation rules.
FR.0816	Appeals	Benefit Appeals Intake	02	UC.08.01	The system shall provide a capability to indicate when an appeal filing date exceeds administrator configurable time limits.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability to indicate when an appeal filing date exceeds administrator configurable time limits. If the appeal is determined to be a late appeal, then it collects reason for late filing and enables appropriate staff to review and decide whether to grant or deny the appeal request.
FR.0817	Appeals	Benefit Appeals Intake	02	UC.08.02	The system shall provide a capability to display appeal submissions and make updates to correct information or to add missing information.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability to display appeal submissions and make updates to correct information or to add missing information through "Maintain Appeal" feature.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0818	Appeals	Benefit Appeals Intake	02	UC.08.02	The system shall provide a capability to enter additional information from parties to an appeal.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability to enter additional information from the paties to an appeal as part of appeal intake.
FR.0819	Appeals	Benefit Appeals Intake	03	UC.08.02	The system shall provide a capability for a user to confirm appeal information prior to submission.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework provides capability for the user to review and confirm the appeal request prior to submission.
FR.0820	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to assign a unique number for each appeal filed without user intervention.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework automatically assigns a unique number for each appeal filed without user intervention.
FR.0821	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to create a timestamp to indicate when an appeal is filed.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework records the timestamp of when an appeal is filed.
FR.0822	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to create and maintain a case file for each appeal.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework creates a appeal case folder and provides ability to manage the appeal case folder for each appeal.
FR.0823	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to indicate a determination has been appealed.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework tracks the incoming appeal, associates the appeal to the appropriate determination, and indicates an appeal has been filed on the determination.
FR.0824	Appeals	Benefit Appeals Intake	04	UC.08.01	The system shall provide a capability to accept an appeal filed after the administrator configurable time frame allowed for timely appeals.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework accepts appeal request filed after the administrator configurable time frame allowed for timely appeals.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0825	Appeals	Benefit Appeals Intake	06	UC.08.02	The system shall provide a capability to send a notice when a Remand Order includes a procedural error, as indicated by the UAC.	2	Trivial	The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the ability to remand appeal to the lower level with an associate remand order. The information about the procedural errors and additional information are recorded in the remand order and is routed to the lower level appeal for further processing.
FR.0826	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to assign appeal cases to Field Offices.	2	Trivial	The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to assign appeal cases to the field offices claimant's residential zip code to field office location mapping.
FR.0827	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability for an administrator to control how cases are distributed based upon configurable parameters.	1	High	The uFACTS Solution Framework satisfies this requirement as worded by providing the capability for intelligent workflow routing. In the adjudication workflow model, administrators can adjust the basic parameters for each adjudicator. This functionality can be transferred to the appeals level.
FR.0828	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to assign docket numbers according to administrator configurable parameters.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability for administrators to manipulate how docket numbers are assigned.
FR.0829	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to associate cases with other cases.	1	High	The uFACTS Solution Framework satisfies this requirement by providing the ability the link issues to one another. uFACTS can utilize this functionality to manually associate appeals cases to one another.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0830	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to convert adjudication issues to appeal issues.	3		The uFACTS Solution Framework has the capability to carry over the adjudication issue to the appeal level to be processed as an appeal by the appeals staff. Standard within the uFACTS Solution framework, the ability to promote an issue through the various appeal levels is a basic structural capability.
FR.0831	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to calculate and assign disposition dates to each case when docketed.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework captures the date of the disposition, calculates appeal filing due dates, appeal timeliness due dates, and response due dates at the appropriate scenarios.
FR.0832	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to associate multiple appeals in a labor dispute case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to associate multiple appeals in a labor disput case.
FR.0833	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to assign additional docket numbers on an hoc basis.	2	Low	The uFACTS Solution Framework satisfies this requirement as worded by provided staff the capabilit to assign additional docket numbers on an ad-hoc basis. These additional docket numbers would be stored with the issue's appeal information.
FR.0834	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to assign program suffix codes to each case.	3		The uFACTS Solution Framework recognizes the program code for each appeal filed and displays the program code as part of the appeal header in all the staff appeal screens.
FR.0835	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to identify and associate appeals filed by a single claimant.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to identify appeals filed by a single claimant. This indicator can be placed on the appeal workflow and available for staff view.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0836	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to associate new cases with previous cases (Recision Decisions/Re-open requests).	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework creates a version (a sequence) for each time an appeal is filed, withdrawn, or disposed. These versions are associated with each other in a order of occurrence and the version is kept from the adjudication to the highest level of appeal.
FR.0837	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to create and assign a unique docket numb for each appeal case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework automatically assigns an unique appeal identification number (equivalent to docket number) to each appeal case.
FR.0838	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to consolidate cases (i.e., merge two cases into a single case).	1	High	The uFACTS Solution Framework satisfies this requirement by providing the capability to link issues to one another. This functionality can be extended to appeals in order to consolidate more than one case into a single file.
FR.0839	Appeals	Benefit Appeals Intake	06	UC.08.03	The system shall provide a capability to prioritize cases.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to mark a case as a priority case.
FR.0840	Appeals	Benefit Appeals Intake	06		The system shall provide a capability to docket a new case when re-opened and associate the original case with the new docket number.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to set up a new appeal sequence with a new appeal identification number for further processing and disposal when a case is re-opened.
FR.0841	Appeals	Benefit Appeals Intake	06		The system shall provide a capability to associate remand cases with the original appeal case being remanded.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework associates remand cases with the original appeal case being remanded.
FR.0842	Appeals	Scheduling	00		The system shall provide a capability to maintain a dedicated referee pool for each case type.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing administrators with the capability to assign referees specific case types. This assignment can be adjusted real-time.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0843	Appeals	Scheduling	00		The system shall provide a capability to create hearing pools.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing administrators with the capability to create hearing pools. This assignment can be adjusted real-time.
FR.0844	Appeals	Scheduling	00		The system shall provide a capability to capture and store witness information.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to capture and store witness information for each appeal case.
FR.0845	Appeals	Scheduling	00		The system shall provide a capability to update contact information for parties to a hearing.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to update contact information for parties of a hearing.
FR.0846	Appeals	Scheduling	00		The system shall provide a capability to record phone numbers for members of the public so they may be conferenced into a telephone hearing.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability record phone numbers of the parties to a hearing so they may be conferenced into a telephone hearing.
FR.0847	Appeals	Scheduling	00	UC.99.06	The system shall provide a capability for an authorized user to override all system generated parameters when scheduling a hearing.	3		The uFACTS Solution Framework meets the requirement as worded. The uFACTS Solution Framework has the capability for an authorized user to override all the system generated parameters when scheduling a hearing.
FR.0848	Appeals	Scheduling	00		The system shall provide a capability to allow a user to schedule hearings for multiple days, specify the hearing duration, and provide a replication feature to schedule the hearing for multiple non-consecutive days.	3		The uFACTS Solution Framework can be customized to allow a user to schedule hearings for multiple days, specify the hearing duration, and provide replication feature to schedule the hearing for multiple non-consecutive days.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0849	Appeals	Scheduling	00		The system shall provide a capability to schedule mass hearings (i.e., multiple appeals to be heard at the same time).	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to schedule mass hearing - that is multiple appeals to be heard at the same time by one hearing officer by providing capability to schedule overlapping hearing for the same hearing examiner and for the same time slot.
FR.0850	Appeals	Scheduling	00		The system shall provide a capability to schedule hearing assignments without user intervention taking into account the referee pool, case type, and referee case type assignment.	1	High	The uFACTS Solution Framework satisfies this requirement by integrating our automated hearing scheduling with our capability to assign workflows based upon specified criteria. Deloitte will work with AWI to customize these processes to meet your business needs.
FR.0851	Appeals	Scheduling	02	UC.99.06	The system shall provide a capability to join the Agency as a party to a case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to add agency as a part to a case.
FR.0852	Appeals	Scheduling	02	UC.99.06	The system shall provide a capability for all separation issues for the same claimant with the same effective date to be assigned to the same referee.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to bundle separation issues for the same Claimant to be routed to the same referee. This functionality can be added to our existing inteligent workflow capability.
FR.0853	Appeals	Scheduling	02	UC.99.06	The system shall provide a capability to search for appeals with similar circumstances for multiple appellants/parties (e.g., a fight between employees working for the same employer).	3		The uFACTS Solution Framework can be customized to provide capability to search for appeals with similar circumstances for multiple appellants/parties (e.g. a fight between employees working for the same employer).
FR.0854	Appeals	Scheduling	02		The system shall provide a capability to allow a referee to recuse himself/herself from a case.	3		The uFACTS Solution Framework has the capability to have the referee recuse himself/herself by reassigning the appeal case to a different referee.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0855	Appeals	Scheduling	02		The system shall provide a capability to disqualify a referee from a case.	1	Low	The uFACTS Solution Framework can be customized to have the capability to disqualify a referee from a case. Customizable to the specific needs of AWI, the uFACTS Solution Framework can provide this functionality as per the specific needs for disqualification of a referee.
FR.0856	Appeals	Scheduling	03		The system shall provide a capability to uniquely identify exhibits and documents prior to distribution to facilitate identification by the respective parties to a case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to uniquely identify exhibits and documents prior to distribution to facilitate identification by the respective parties to a case.
FR.0857	Appeals	Scheduling	03		The system shall provide a capability to annotate imaged exhibits without making modifications to the originals.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework leverages the Adobe Acrobat Reader annotation capability to capture annotation and store the annotation in the system. For the annotation capability to be available, the imaged exhibits must be stored in the system as PDF files.
FR.0858	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability to generate appropriate notices of hearings within the timeframes codified in prevailing statute, rule, or policy.	3		The uFACTS Solution Framework has the capability to generate appropriate notices of hearings within timeframes based on the framework design. During the design phase, we will work with state's subject-matter-experts to determine the statute, rule or policy with respect generating notices of hearings and customize the framework to generate the notices.
FR.0859	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability to disseminate correspondence to parties and locations in addition to those associated with the parties' addresses of record (e.g., to job sites and representatives).	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to disseminate correspondence to parties and locations in addition to those associated with the parties' addresses of record (e.g. job sites and representatives).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0860	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability for a scheduler to distribute documents to all parties to a hearing according to the parties' preferred method of communication.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to distribute documents to all parties to a hearing accordign to the parties preferred method of communication.
FR.0861	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability to identify specific documents which were distributed to parties to a case including authorized representatives.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to identify specific documents which were distributed to parties to a case including authorized representatives.
FR.0862	Appeals	Scheduling	04	UC.99.06	The system shall provide a capability to generate notices, subpoenas, and correspondence associated with the hearing process.	1	Medium	The uFACTS Solution Framework has the capability to generate notices, subpoenas, and correspondences associated with the hearing process. During the design phase, we will work with the state's subject-matter-experts to review the framework's available correspondences and customize the correspondences to meet state's law, regulation, statute, and policy guidelines.
FR.0863	Appeals	Scheduling	04		The system shall provide a capability to create and disseminate Show Cause Orders.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to create and disseminate Show Cause Orders.
FR.0864	Appeals	Scheduling	04		The system shall provide a capability to allow users to add parties to a case ("Joinder of Parties").	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework allows staff to add parties to a case ("Joinder of Parties") to an appeal case. In addition, the appeallant (claimant, employer or third-party administrators representing employers) may add parties to a case at the time of filing an appeal using self-service application.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0865	Appeals	Scheduling	04		The system shall provide a capability to redact selected information from documents when notices are sent to multiple parties (e.g., redaction of social security numbers for multiple parties associated with a labor dispute).	1	Low	The uFACTS Solution Framework is designed with information sharing constraint considerations. The correspondences are designed to have only the relevant information that is absolutely necessary for the receiving party of the correspondence. During th design phase, we will work with the state's subject-matter-experts to review the correspondence and customize correspondence templates if necessary to hide selected information when notices are sent to multiple parties.
FR.0866	Appeals	Hearing	00		The system shall provide a capability to implement all provisions for discovery.	1	Low	The uFACTS Solution Framework meets the requirements for discovery by providing the capability of uploading all pertinent documents related to an appeal. This includes the ability to upload multiple fil types, images, and other types of documents that giv stakeholders insight into the evidence submitted.
FR.0867	Appeals	Hearing	02	UC.08.05	The system shall provide a capability to initiate a new recording within a digital audio recording system.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to integrate with third party vendors who specialize in digital recording.
FR.0868	Appeals	Hearing	03		The system shall provide a capability to capture and store audio files from external recording sources (e.g., handheld digital audio recorders).	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to integrate with third party vendors who specialize in digital recording, capture, and storage.
FR.0869	Appeals	Hearing	06		The system shall provide a capability to record that an oath has been administered to each party to a hearing (including interpreters).	1	Trivial	The uFACTS Solution Framework can be customized to provide capability to record that an oath has been administered to each party to a hearing (including interpreters).
FR.0870	Appeals	Hearing	07	UC.08.05	The system shall provide a capability to capture notes/comments by hearing officers during the conduct of a hearing.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework appeal notes feature is used to capture the notes/comments by hearing officers during the contduct of a hearing.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0871	Appeals	Hearing	07		The system shall provide a capability to allow hearing officers to modify case information (e.g., issues that may arise during a hearing).	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to allow authorized users to modify case information including issues tha may arise during a hearing.
FR.0872	Appeals	Hearing	07		The system shall provide a capability to record the description(s) of exhibit(s).	1	Trivial	The uFACTS Solution Framework can be customized to have the capability to record description(s) of exhibit(s). This feature is helpful for creating data for downstream processing needs, such as online searches. The way in which the uFACTS Solution Framework records the description(s) of exhibit(s) can be fully customized to meet the specific needs of AWI.
FR.0873	Appeals	Hearing	07		The system shall provide a capability to record that a waiver has been granted or denied during the hearing process.	1	Low	The uFACTS Solution Framework can be customized to record that a waiver has been granted or denied during the hearing process.
FR.0874	Appeals	Hearing	07		The system shall provide a capability to request, on an ad-hoc basis during a hearing, the services of an interpreter or to replace a previously scheduled interpreter.	1	Low	The uFACTS Solution Framework can be customized to provide capability to request, on an ad-hoc basis during a hearing, the services of an interpreter or to replace a previously scheduled interpreter.
FR.0875	Appeals	Hearing	07		The system shall provide a capability to capture and store information about participants, on an ad-hoc basis, during the hearing process.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to capture and store information about the hearing participants including their attendance and updates to their contact information.
FR.0876	Appeals	Hearing	07		The system shall provide a capability to display case summary information during the hearing process.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has screen(s) that display case summary information.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0877	Appeals	Hearing	09	UC.99.06	The system shall provide a capability to upload and store digital recording files and associate them with a case.	1	Low	The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to upload and store digital recording files and associate them with an appeal case.
FR.0878	Appeals	Hearing	09		The system shall provide a capability to retain audio hearing records in accordan with statutory requirements.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to retain appeal documents/records including audio hearing records i accordance with statutory requirements.
FR.0879	Appeals	Disposition	00	UC.08.06	The system shall provide a capability to provide notification(s) to administrator configurable users for all appeal Decisions.	1	Medium	The uFACTS Solution Framework has the capability to generate email or create alerts. During design phase we will work with state's subject-matter-experts and provide capabality to provide notification(s) to administrator configurable users for all appeal decisions.
FR.0880	Appeals	Disposition	00	UC.08.06	The system shall provide a capability to store briefs filed by parties to an appeal.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to store briefs filed by parties to an appeal in electronic scanned image format as part of the appeal case folder.
FR.0881	Appeals	Disposition	00		The system shall provide a capability to allow a referee to initiate (request) an investigation, payroll audit, inquiry, or other examination.	1	Medium	The uFACTS Solution Framework has the capability to initiate workflow tasks for staff to perform certain tasks. During the design phase, we will work with state's subject-matter-experts and customize our framework to have the capability to allow a referee to initiate (request) an investigation, payroll audit, inquiry, or other examination.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0882	Appeals	Disposition	00		The system shall provide a capability to make all Decisions available and searchable.	1	Low	The uFACTS Solution Framework has all the decisions readily available as part of the appeal case. In addition, our framework has the capability to perform searches on various information. The uFACTS Solution Framework can be customized to have the capability to make all decisions available and searchable.
FR.0883	Appeals	Disposition	00		The system shall provide a capability to specifically identify information/documents that were used by a referee when rendering a Decision.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to specifically identify information/documents that were used by a referee when rendering a decision.
FR.0884	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to create a Decision.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to create a decision.
FR.0885	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to allow a Decision to be saved at any time throughout the writing/editing process and allow the author/authorized user to come back at a later time.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to allow a decision to be saved at any time throughout the writing/editing process and allow the author/authorized user to come back at a later time to perform additional edits for final submission.
FR.0886	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to include the appropriate sections of law (citations) as part of the Decision.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to include appropriate sections of law (citations) as part of the Decision.
FR.0887	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to select and insert standard text blocks into Decision documents.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to select and insert standard text blocks into Decision documents.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0888	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to create and implement cross-checks between appeal issues and Decision citations based on administrator configurable rules .	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing cross-check functionality between appeal issues and citations.
FR.0889	Appeals	Disposition	02	UC.08.06	The system shall provide a capability for an authorized administrator to add, update, and delete Decision templates and standard text blocks.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability for an authorized administrator to add, update, and delete standard text blocks. The uFACTS Solution Framework employs dynamic template to generate decision and therefore the template is internal to uFACTS and are not maintained by the user.
FR.0890	Appeals	Disposition	02	UC.08.06	The system shall provide a capability to ensure that issue codes and reasons reflect the appropriate section of law.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to ensure that issue codes, resolution codes, and reasons reflect the appropriate section of law in the decision.
FR.0891	Appeals	Disposition	02		The system shall provide a capability to authorize fees and mileage allowances for witnesses.	1	Low	The uFACTS Solution Framework can be customized to have the capability to authorize fees and mileage allowances for witnesses.
FR.0892	Appeals	Disposition	02		The system shall provide a capability to authorize fees for representatives of parties to an appeal.	1	Low	The uFACTS Solution Framework can be customized to have the capability to authorize fees for representatives of parties to an appeal.
FR.0893	Appeals	Disposition	05	UC.08.06	The system shall provide a capability to record a Decision type.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to record a decision type.
FR.0894	Appeals	Disposition	05	UC.08.06	The system shall provide a capability to electronically transmit Decisions to administrator configurable units of AWI.	2	Medium	The uFACTS Solution Framework uses the workflow feature and email communication feature to notify and provide access to the decision for the AWI staff.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0895	Appeals	Disposition	05	UC.08.06	The system shall provide a capability to distribute a Decision in accordance with recipient communication preferences.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to distribute a Decision in accordance with recipient communication preferences.
FR.0896	Appeals	Disposition	05	UC.08.06	The system shall provide a capability to edit Decision text prior to dissemination.	1	Low	The uFACTS Solution Framework provides capability to edit notice text prior to generation of the correspondence. The uFACTS Solution Framework allows user modifiable information (e.g. reason to deny hearing postponment, deny appeal, and certain appeal decision sections). Once the changes are submitted for processing uFACTS requires the user to correct the appeal decision.
FR.0897	Appeals	Disposition	05		The system shall provide a capability to allow the issuance of a single Decision for multiple cases/docket numbers.	1	High	The uFACTS Solution Framework satisfies this requirement by providing the capability to link issues. This functionality can be expanded to incorporate the issuance of a single decision for multiple issues.
FR.0898	Appeals	Disposition	05		The system shall provide a capability to prohibit the original Decision text from being altered or deleted after the Decision is final unless modifications are made through the correction process.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework prohibits the original decision text from beling altered or deleted after the decision is final unless modifications are made through the correction process.
FR.0899	Appeals	Recision Decision	00	UC.08.08	The system shall provide a capability to make available to the UAC all relevant case information whenever a UAC appeal results from an action by AWI/UC.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework uses the security framework to make available to the UAC staff all relevant case informatio whenever a UAC appeal results from an action by AWI/UC.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0900	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to allow users to re-open previously closed cases.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to allow users to re-open previously closed cases by reestablishing the original appeal, through request for reconsideration process or through correction process.
FR.0901	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to create an appeal to the UAC whenever a re-open request is denied by a user.	1	Low	The uFACTS Solution Framework can be customized to have the capability to create an appeal to the UAC whenever a re-open request is denied by a user.
FR.0902	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to reset the status of a determination to its prior state when a case is re-opened.	1	Low	The uFACTS Solution Framework can be customized to reset the status of a determination to its prior state when a case is reopened.
FR.0903	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to generate notices to all parties regarding the outcome of a re-open Decision.	1	Low	The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to generate notices to all parties regarding the outcome of a decision including re-open decision.
FR.0904	Appeals	Recision Decision	03	UC.08.08	The system shall provide a capability to provide notifications to AWI/UC staff whenever a case is re-opened.	1	Low	The uFACTS Solution Framework uses email communication or workflow features to notify of important events of the system to the staff. This feature can be customized to provide notification AWI/UC staff whenever a case is reopened.
FR.0905	Appeals	Remand	00		The system shall provide a capability to transfer a case from the Unemployment Appeals Commission (UAC) upon remand to the AWI/UC Appeals Unit.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to transfer a case from a higher level unit to create remand order to remand the case to the lower level. This remand process is used for the cases remanded by Unemployment Appeals Commission (UAC) to the AWI/UC Appeals Unit.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0906	Appeals	Remand	02	UC.08.07	The system shall provide a capability to indicate procedural errors for cases remanded to AWI/UC from the UAC.	2	Trivial	The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the ability to remand appeal to the lower level with an associate remand order. The information about the procedural errors and additional information are recorded in the remand order and is routed to the lower level appeal for further processing.
FR.0907	Appeals	Remand	03		The system shall provide a capability to identify de novo cases for cased remanded to AWI/UC from the UAC.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to identify de novo cases for cases remanded from a higher level such as UAC to a lower level appeals unit such as AWI/UC appeals unit.
FR.0908	Appeals	Withdrawal	00	UC.08.09	The system shall provide a capability to allow users to withdraw an appeal.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to allow users to withdraw an appeal.
FR.0909	Appeals	Withdrawal	00	UC.08.09	The system shall provide a capability to reinstate a previously withdrawn appeal.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to allow authorized staff users to reinstae a previous withdrawn appeal by reestablishing the appeal.
FR.0910	Appeals	Withdrawal	00	UC.08.09	The system shall provide a capability to display pending appeals.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to display pending appeals.
FR.0911	Appeals	Withdrawal	00		The system shall provide a capability to allow an appeal to be withdrawn prior to or as part of a hearing.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to allow an appeal to be withdrawn prior to or as part of a hearing.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0912	Appeals	Withdrawal	00		The system shall provide a capability to positively identify the party requesting a withdrawal including the capture of an electronic signature.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to positively identify the party requesting a withdrawal including the capture of an electronic signature. The framework captures the electronic signature only when the party is requesting withdrawal using online self-service.
FR.0913	Appeals	Withdrawal	02	UC.08.09	The system shall provide a capability to generate and disseminate a Withdrawal Decision to all parties to the case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to generate and disseminate a withdrawl decision to all parties to the case.
FR.0914	Appeals	Withdrawal	02	UC.08.09	The system shall provide a capability for a user to enter a Withdrawal Decision.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability for a user to enter a withdrawal decision.
FR.0915	Appeals	Corrected Decision (Request)	03	UC.08.04	The system shall provide a capability to generate and disseminate notices to all parties to a case when a correction request/petition is denied.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to generate notices to all parties to a case when a correction request or petition is denied. uFACTS will store all parties associated to an appeal and produce appropriate correspondence whenever a specified change is made.
FR.0916	Appeals	Corrected Decision (Request)	04	UC.08.04	The system shall provide a capability to record supporting material to document the reason(s) for corrected Decision requests/petitions.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to record any supporting material to document the reason for corrected decision requests. This material can be recorded as notes or attached documention to the case.
FR.0917	Appeals	Corrected Decision (Request)	04	UC.08.04	The system shall provide a capability to disseminate corrected Decisions to all parties to a case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to disseminate corrected Decisions to all parties to a case.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0918	Appeals	Corrected Decision (Petition)	04	UC.08.04	The system shall provide a capability to record objections to a proposed corrected Decision by parties to a case.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to record objections to a proposed correct decision. Objections can be recorded in the notes or through attached documentation.
FR.0919	Appeals	Corrected Decision (Petition)	04	UC.08.04	The system shall provide a capability to create and disseminate a proposed Corrected Decision to all parties to a case in response to a Corrected Decision Petition.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to disseminate corrected Decisions to all parties to a case.
FR.0920	Appeals	Corrected Decision (Petition)	05	UC.08.04	The system shall provide a capability to notify affected parties (internal and external) when a corrected Decision is issued.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to notify affected partie (internal and external) when a corrected Decision is issued.
FR.0921	Appeals	Special Deputy	00		The system shall provide a capability to allow an Order to be saved at any time throughout the writing/editing process and allow the author to come back at a later time.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to allow a decision/orde to be saved at any time throughout the writing/editing process and allow the author/authorized user to come back at a later time to perform additional edits for final submission.
FR.0922	Appeals	Special Deputy	00		The system shall provide a capability to make all Orders available and searchable by users.	1	Low	The uFACTS Solution Framework has all the decisions/orders readily available as part of the appe case. In addition, our framework has the capability to perform searches on various information. The uFACTS Solution Framework can be customized to have the capability to make all decisions/orders available and searchable.
FR.0923	Appeals	Special Deputy	00		The system shall provide a capability to create and implement cross-checks between appeal issues and Order citations based on administrator configurable rules .	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to create and implement cross-checks between appeal issues and order citations.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0924	Appeals	Special Deputy	00		The system shall provide a capability to rescind a prior Order.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to rescind a prior order through vacate process.
FR.0925	Appeals	Special Deputy	00		The system shall provide a capability for an authorized administrator to add, update, and delete Order templates and standard text blocks.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability for an authorized administrator to add, update, and delete standard text blocks. The uFACTS Solution Framework employs dynamic template to generate decision and therefore the template is internal to uFACTS and are not maintained by the user.
FR.0926	Appeals	Special Deputy	00		The system shall provide a capability to issue subpoenas.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to issue supoena.
FR.0927	Appeals	Special Deputy	00		The system shall provide a capability to prohibit Order text from being altered after an Order is final.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework prohibits the original order text from belin altered or deleted after the decision is final unless modifications are made through the correction process.
FR.0928	Appeals	Special Deputy	00		The system shall provide a capability to specifically identify information/documents that were used by a Special Deputy when rendering an Order.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to specifically identify information/documents that were used by a referee when rendering a decision/order.
FR.0929	Appeals	Special Deputy	00		The system shall provide a capability to retain audio hearing records for Special Deputy hearings in accordance with statutory requirements.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to retain appeal documents/records including audio hearing records i accordance with statutory requirements.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0930	Appeals	Special Deputy	00		The system shall provide a capability to create and disseminate Orders.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to create and disseminate Orders.
FR.0931	Appeals	Special Deputy	00		The system shall provide a capability to dismiss a case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to dismiss a case.
FR.0932	Appeals	Special Deputy	01	UC.08.01	The system shall provide a capability to permit users to file Special Deputy appeals.	1	Medium	The uFACTS Solution Framework has the capability to permit users to file two levels of appeal. The uFACTS Solution Framework can be customized to allow additional levels such as special deputy and make all the appeal process features available for the new level.
FR.0933	Appeals	Special Deputy	02	UC.08.10	The system shall provide a capability to record Special Deputy appeal information received from parties.	2	Low	The uFACTS Solution Framework has the capability to record appeal information received from parties. This feature can be extended to special deputy.
FR.0934	Appeals	Special Deputy	03	UC.08.10	The system shall provide a capability to join the Department of Revenue as a party to all Special Deputy proceedings.	3		The uFACTS Solution Framework provides capability to join external parties as party to appeals. This applies to all appeal levels including appeal level such as Special Deputy proceedings.
FR.0935	Appeals	Special Deputy	06		The system shall provide a capability to record additional filings and documents according to administrator configurable time periods.	2	Medium	The uFACTS Solution Framework provides the capability to record additional filings and documents. Additional filings are recorded by uFACTS through creating additional sequences to the issue. All documents that are received after an appeal has bee created will be automatically associated with the issue, regardless of the status of the appeal.
FR.0936	Appeals	Special Deputy	08	UC.08.11	The system shall provide a capability to include the appropriate sections of law (citations) as part of an Order.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to include appropriate sections of law (citations) as part of the Decision.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0937	Appeals	Special Deputy	08	UC.08.11	The system shall provide a capability to select and insert standard text blocks into Order templates.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to select and insert standard text blocks into Decision documents.
FR.0938	Appeals	Special Deputy	08	UC.08.11	The system shall provide a capability to issue a Recommended Order.	1	Medium	The uFACTS Solution Framework can be customized to issue a recommended order. Providing the foundation on which to build additional components, the building blocks within the uFACTS Solution Framework Appeals functionality allow this feature to be added with relative ease.
FR.0939	Appeals	Special Deputy	08		The system shall provide a capability to issue a Final Order.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to issue a Final decisio (order).
FR.0940	Appeals	Special Deputy	09	UC.08.10	The system shall provide a capability to record Exceptions filed by parties.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to record any information received filed by the parties as part of the appeal case folder as scanned image documents.
FR.0941	Appeals	Special Deputy	10	UC.08.10	The system shall provide a capability to record Counter-Exceptions filed by parties.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to record any information received filed by the parties as part of the appeal case folder as scanned image documents.
FR.0942	Appeals	Special Deputy	11	UC.08.10	The system shall provide a capability to record Briefs in Opposition filed by parties.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to store briefs filed by parties to an appeal in electronic scanned image format as part of the appeal case folder.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0943	Appeals	Special Deputy	12	UC.08.11	The system shall provide a capability to ensure that resolution codes and reasons reflect the appropriate section of the law.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to ensure that issue codes, resolution codes and reasons reflect the appropriate section of law in the decision/order.
FR.0944	Appeals	Special Deputy	13	UC.08.11	The system shall provide a capability to edit an Order prior to dissemination.	1	Low	The uFACTS Solution Framework provides capability to edit notice text prior to generation of the correspondence. The uFACTS Solution Framework allows user modifiable information (e.g. reason to deny hearing postponment, deny appeal, and certain appeal decision sections). Once the changes are submitted for processing uFACTS requires the user to correct the appeal decision/order.
FR.0945	Appeals	Special Deputy	14	UC.08.10	The system shall provide a capability to create and store a case summary.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the case summary screen readily available for staff.
FR.0946	Appeals	Special Deputy	16	UC.08.11	The system shall provide a capability to identify an authorized official as a designee, acting on behalf of the Agency Director, for Special Deputy cases.	1	Low	The uFACTS Soultion Framework satisfies this requirement by providing the capability for Staff to identify officials as designees. This designation process can be added to the Maintain Appeal Record screen.
FR.0947	Appeals	Special Deputy	17	UC.08.11	The system shall provide a capability to provide notification(s) to administrator configurable users for Special Deputy Orders.	1	Medium	The uFACTS Solution Framework has the capability to generate email or create alerts. During design phase we will work with state's subject-matter-experts and provide capabality to provide notification(s) to administrator configurable users for all appeal decisions / Special Deputy Orders.
FR.0948	Appeals	Special Deputy	17	UC.08.11	The system shall provide a capability to electronically transmit Special Deputy Orders to AWI units as authorized by the AWI.	1	Medium	The uFACTS Solution Framework uses the workflow feature and email communication feature to notify and provide access to the decision/Special Deputy Order for the AWI staff.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0949	Appeals	Special Deputy	17	UC.08.11	The system shall provide a capability to print an Order and to distribute in accordance with recipient communication preferences.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to distribute a Decision/Special Deputy Order in accordance with recipient communication preferences.
FR.0950	Appeals	Special Deputy	18	UC.08.11	The system shall provide a capability to categorize a case based on administrator configurable categories.	1	Low	The uFACTS Solution Framework categorizes appeal by level and issue type. During the design phase, we will work with state's subject-matter-experts to determine the additional administrator configurable categories. uFACTS can be customized to include additional administrator configurable categories.
FR.0951	Appeals	Special Deputy	18	UC.08.11	The system shall provide a capability to publish Special Deputy case summaries on the AWI internet site.	1	Low	The uFACTS Solution Framework can be customized to provide capability to publish Special Deputy case summaries on the AWI internet site.
FR.0952	Appeals	Federal Quality Reporting	00		The system shall provide a capability to permit the audit function to be executed at any time to meet internal needs (e.g., performance reporting for referees).	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to permit the audit function to be executed at any time to meet internal needs (e.g. performance reporting for referees).
FR.0953	Appeals	Federal Quality Reporting	00		The system shall provide a capability to audit the appeals process in accordance with federal and state laws.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to audit the appeals process in accordance with federal and state laws.
FR.0954	Appeals	Federal Quality Reporting	00		The system shall provide a capability to retain all information and documentation associated with an investigation for a period of three years from the completion of the investigation.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to retain all information and documentation associated with an investigation for a user defined period of time (e.g. three years) from the completion of the investigation.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0955	Appeals	Federal Quality Reporting	01	UC.08.12	The system shall provide a capability to allow for the assignment of a reviewer to each case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to allow for the assignment of a reviewer to each case.
FR.0956	Appeals	Federal Quality Reporting	02	UC.08.12	The system shall provide a capability to generate, based upon administrator configurable parameters, random case files for audit.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to generate, based upon administrator configurable parameters, random case files for audit.
FR.0957	Appeals	Federal Quality Reporting	02	UC.08.12	The system shall provide a capability to store and retrieve appeal-related audit information.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to store and retrieve appeal-related audit information.
FR.0958	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability for an auditor to record and track all activities associated with an audit.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability for an auditor to record and track all activities associated with an audit.
FR.0959	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to create a work item for the Adjudication u upon determination that the case was determined incorrectly.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to create a work item fo the Adjudication unit upon determination that the cas was determined incorrectly.
FR.0960	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to record comments on a case.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to record comments on a case.
FR.0961	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to record all data required for the completion of the US DOL Code Sheet as specified in the ETA Handbook No. 395.	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to record all data required for the completion of the US DOL Code Sheet as specified in the ETA Handbook No. 395.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0962	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to implement all audit requirements contain in US DOL ETA Handbook No. 382, 2nd Edition (June 1996).	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to implement all audit requirements contained in US DOL ETA Handbook No. 382, 2nd Edition (June 1996).
FR.0963	Appeals	Federal Quality Reporting	03	UC.08.12	The system shall provide a capability to record the scores of case audits	3		The uFACTS Solution Framework meets this requirement as worded. The uFACTS Solution Framework has the capability to record the scores of case audits.
FR.0964	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	00		The system shall provide a capability to specify an administrator configurable time-frame for BAM Investigation data retention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to specify an administrator configurable time-frame for BAM Investigation data retention. Standard within the uFACTS Solution Framework, parameters and variables that are to be maintained by a system administrator are contained within the System Code. This allows an administrator to specify a configurable time-frame for BAM Investigation data retention.
FR.0965	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03		The system shall provide a capability to generate a reminder to a Claimant who has not returned the Claimant Questionnaire based on an administrator configurable time-frame.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to generate a reminder to a Claimant who has not returned the Claimant Questionnaire based on an administrator configurable time-frame. The uFACTS Solution Framework contains the ability to push messages to the claimant on their home page. This functionality can be used to also publish a message to remind the claimant to complete the Claimant Questionnaire.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0966	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03		The system shall provide a capability to specify an administrator configurable time-frame allowed for a Claimant response to the Claimant Questionnaire.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a capability to specify an administrator configurable time-frame allowed for a Claimant response to the Claimant Questionnaire. Standard within the uFACTS Solution Framework, parameters and variables that are to be maintained by a system administrator are contained within the System Code. This directly supports the specificatio of an administrator configurable time-frame for a claimant response to the Claimant Questionnaire.
FR.0967	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03	UC.99.14	The system shall provide a capability to alert the assigned Investigator that a Claimant has not returned the Claimant Questionnaire within the specified time-frame.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a capability to alert the assigned Investigator that a Claimant has not returned the Claimant Questionnaire within the specified time-frame. Standard with the uFACTS Solution Framework, a workflow item is able to be generated and routed to the appropriate workflow, informing an assigned investigator that a Claimant has not returned the Claimant Questionnaire within the specified time-frame.
FR.0968	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03	UC.11.01	The system shall provide a capability to suspend payments to the Claimant .	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to suspend payments to the Claimant. Standard functionality within the uFACTS Solution Framework is the ability to lock an account, or to generate an issue that affects eligibility for future payments. This gives authorized users the flexibility to manage situations where payments to a Claimant should be immediately suspended.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0969	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03	UC.11.01	The system shall provide a capability to resume payments to the Claimant.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to resume payments to the Claimant. Converse to the ability to suspend payments to the Claimant, the uFACTS Solution Framework also has the aibility to resume payments by allowing an authorized user to lift an account lock, or to end-date an issue. These two techniques allow payments to resume to a Claimant.
FR.0970	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	03	UC.11.01	The system shall provide a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made without user intervention.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made, without user intervention. Any information gathered from claimant or employer that are barcoded will be automatically attached to the issue. Such data will b stored as it existed at the time of determination.
FR.0971	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	04	UC.99.14	The system shall provide a capability to generate a reminder to an Employer who has not returned the Wage Verification Form based on an administrator configurable time-frame.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a capability to generate a reminder to an Employer who has not returned the Wage Verification Form based on an administrator configurable time-frame. Standard with the uFACTS Solution Framework, a workflow item is able to be generated and routed to the appropriate workflow, informing an employer that a wage verification form has not been returned within the specified time-frame

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0972	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	05	UC.99.14	The system shall provide a capability to record and track activities associated with an investigation in an Investigation Activity Log.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to record and track activities associated with an investigation in an Investigation Activity Log. Customizable to the specific requirements of AWI, the uFACTS Solution Framework is able to track activities attributable to specific categories of events (Event Log), and also from a case perspective (Audits). In addition, with regards to BAM, the uFACTS Solution Framework can be customized to provide organization to specific investigation activities necessary for confirming quality.
FR.0973	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	05	UC.99.14	The system shall provide a capability to record in the Investigation Activity Log activities the system performs related to an Investigation.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to record in the Investigation Activity Log activities the system performs related to an Investigation. Customizable t the specific requirements of AWI, the uFACTS Solution Framework is able to track activities attributable to specific categories of events (Event Log), and also from a case perspective (Audits). In addition, with regards to BAM, the uFACTS Solution Framework can be customized to provide organizatio to specific investigation activities necessary for confirming quality.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0974	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	05	UC.11.01	The system shall provide a capability to capture all fields required for the completion of the US DOL Code Sheet as specified in the ETA Handbook No. 395, as revised.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to capture all fields required for the completion of the US DOL Code Sheet as specified in the ETA Handbook No. 395, as revised. Customizable to the specific requirements of AWI, the uFACTS Solution is able to provide workflow-based routing of code sheets, for completion by authorized quality personnel. This approach will validate that all fields required for the completion of the US DOL Code Sheet as specified i the ETA Handbook No. 395, as revised, are collectec
FR.0975	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	06	UC.99.19	The system shall provide a capability to review and approve the Code Sheet.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to review and approve the Code Sheet. Customizable to the specific requirements of AWI, the uFACTS Solution is able to provide workflow-based routing of code sheets, for completion by authorized quality personnel. This approach will validate that all fields required for the completion of the US DOL Code Sheet as specified in the ETA Handbook No. 395, as revised, are collected.
FR.0976	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	06	UC.99.19	The system shall provide a capability to record comments on a Code Sheet.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to record comments on a Code Sheet. Customizable to the specific requirements of AWI, the uFACTS Solution is able to provide workflow-based routing of code sheets, for completion by authorized quality personnel. One of the features of this approach will be that authorized personnel will have the ability to record omments on a Code Sheet.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0977	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	06	UC.99.19	The system shall provide a capability to correct the Code Sheet.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to correct the Code Sheet. Customizable to the specific requirements of AWI, the uFACTS Solution is able to provide workflow-based routing of code sheets, for completion by authorized quality personnel. One of the features of this approach will be that authorized personnel will have the ability to correct the contents of the Code Sheet.
FR.0978	Audit	Benefit Accuracy Measurement (BAM) Weekly Reviews	07		The system shall provide a capability to track the date a supervisor marks the case closed.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to track the date a supervisor marks the case closed. Customizable to the specific needs of AWI, the uFACTS Solution Framework can track the specific date that is indicated by a supervisor as the case closure date.
FR.0979	Audit	BTQ - Quarterly Reports	00		The system shall provide a capability to specify an administrator configurable algorithm to be used for the random selection of Quarterly Review cases.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to specify an administrator configurable algorithm to be used for the random selection of Quarterly Review cases. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be modified to allow an administrator to update parameters and variables that integrate with an algorithm for choosing samples.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0980	Audit	BTQ - Quarterly Reports	00		The system shall provide a capability to specify an administrator configurable time-frame for Quarterly Review data retention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to specify an administrator configurable time-frame for Quarterly Review data retention. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be modified to allow an administrator to update parameters and variables, such as the time-frame for Quarterly Review data retention. This configurable data retention time-frame will integrate with other data management processes to validate that the supporting detail is available for the indicated duration.
FR.0981	Audit	BTQ - Quarterly Reports	01		The system shall provide a capability to exchange assigned Quarterly Reports cases with a second reviewer.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to exchange assigned Quarterly Reports cases with a second reviewer. The uFACTS Solution Framework can be customized to support the transfer of case work items from one queue to another. This process will allow the management of the workflow queues to support the investigation of specific cases in a timely manner
FR.0982	Audit	BTQ - Quarterly Reports	03	UC.11.02	The system shall provide a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made without user intervention.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made, without user intervention. Any information gathered from claimant or employer that are barcoded will be automatically attached to the issue. Such data will b stored as it existed at the time of determination.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0983	Audit	BTQ - Quarterly Reports	03	UC.11.02	The system shall provide a capability to capture fields required for the completion of the US DOL ETA 9056 Data Collection Instrument as specified in the ETA Handbook No. 301 (Quarterly Reports), as revised for all reviewers.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to capture fields required for the completion of the US DOL ETA 9056 Data Collection Instrument as specified in the ETA Handbook No. 301 (Quarterly Reports), as revised for all reviewers.
FR.0984	Audit	BTQ - Quarterly Reports	04	UC.11.02	The system shall provide a capability to route a case to a supervisor for rescoring without user intervention.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to route a case to a supervisor for rescoring without user intervention. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be modified to support the automated routing of a case to a supervisor. This will prompt the supervisor to re-evaluate the case and either re-confirm the result, or alter it.
FR.0985	Audit	BTQ - Non-Monetary Reviews	00		The system shall provide a capability to specify an administrator configurable time-frame for Non-Monetary Review summary scoring retention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to specify an administrator configurable time-frame for Non-Monetary Review summary scoring retention. Standard within the uFACTS Solution Framework, parameters and variables that are to be maintained by a system administrator are contained within the System Code. This allows an administrator to specify a configurable time-frame for Non-Monetary Review summary scoring retention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0986	Audit	BTQ - Non-Monetary Reviews	01		The system shall provide a capability to specify an administrator configurable algorithm used for the random selection of Non-Monetary Review cases.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to specify an administrator configurable algorithm used for the random selection of Non-Monetary Review cases. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be modified to allow an administrator to update parameters and variables that integrate with an algorithm for choosing random samples of Non-Monetary cases.
FR.0987	Audit	BTQ - Non-Monetary Reviews	04	UC.11.02	The system shall provide a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made without user intervention.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing a capability to gather and attach to the case file the necessary information as it existed at the time the determination was made, without user intervention. Any information gathered from claimant or employer that are barcoded will be automatically attached to the issue. Such data will b stored as it existed at the time of determination.
FR.0988	Audit	BTQ - Non-Monetary Reviews	04	UC.11.02	The system shall provide a capability to capture all fields required for the completion of the AWI Data Collection Instrument (Non-Monetary Reviews).	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to capture all fields required for the completion of the AWI Data Collection Instrument (Non-Monetary Reviews). Customizable to the specific requirements of AWI, the uFACTS Solution is able to provide workflow-based routing of AWI Data Collection Instrument (Non-Monetary Reviews), for completion by authorized personnel. This approach will validate that all information required for the completion of the AWI Data Collection Instrument (Non-Monetary Reviews) has been collected.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0989	Audit	BTQ - Data Validation	00		The system shall provide a capability to specify an administrator configurable time-frame for Validation data retention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to specify an administrator configurable time-frame for Validation data retention. Standard within the uFACTS Solution Framework, parameters and variables that are to be maintained by a system administrator are contained within the System Code. This allows an administrator to specify a configurable time-frame for Validation data retention.
FR.0990	Audit	BTQ - Data Validation	01	UC.11.03	The system shall provide a capability to download population data from the US DOL.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to download population data from the US DOL. Customizable to the specific needs of AWI, the uFACTS Solution Framework can be customized to support a one-step download of population data from the US DOL. This will serve to reduce cycle time, and make the data immediately available for downstream quality activities.
FR.0991	Audit	BTQ - Data Validation	02	UC.11.04	The system shall provide a capability to track the date each population file was downloaded from the US DOL, the validator assigned, and the date of the assignment.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to track the date each population file was downloaded from the US DOL, the validator assigned, and the date of the assignment. Customizable to the specific needs of AWI, the uFACTS Solution Framework can retreive and store all of the required data automatically. This will support subsequent review of the status of the population files, when necessary.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0992	Audit	BTQ - Data Validation	03	UC.11.04	The system shall provide a capability to record and track all activities associated with an validation in a Validation Activity Log.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to record and track all activities associated with a validation in a Validation Activity Log. Customizable to the specific requirements of AWI, the uFACTS Solution Framework is able to track activities attributable to specific categories of events (Event Log), and also from a case perspective (Audits). In addition, with regards to validation, the uFACTS Solution Framework can be customized to provide organizatio to specific validation activities necessary for confirming quality.
FR.0993	Audit	BTQ - Data Validation	03	UC.11.04	The system shall provide a capability to record in the Validation Activity Log activities the system performs related to a population validation.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to record in the Validation Activity Log activities the system performs related to a population validation. Customizable to th specific requirements of AWI, the uFACTS Solution Framework is able to track activities attributable to specific categories of events (Event Log), and also from a case perspective (Audits). In addition, with regards to validation, the uFACTS Solution Framework can be customized to provide organizatio to specific validation activities necessary for confirming quality.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0994	Audit	BTQ - Data Validation	03	UC.11.04	The system shall provide a capability to capture all fields required for the completion of a validation as specified in the ETA Handbook No. 361, as revised.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to capture all fields required for the completion of a validation as specified in the ETA Handbook No. 361, as revised. Customizable to the specific requirements of AWI, the uFACTS Solution is able to provide workflow-based routing of validations, for completion by authorized personnel. This approach will validate that all fields required for the completion of a validation, as specified in the ETA Handbook No. 361, as revised, are collected.
FR.0995	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to distribute information to authorized partie	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress integrates with IBM FileNet P8 Content Manager to gather and distribute the case folder requested by authorized parties using their preferred method of communication.
FR.0996	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to define administrator configurable record request types.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides adminstrators the capability to define unlimited record request types and requestor types based on the business requirements via a simple and intutive web based GUI interface.
FR.0997	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to maintain administrator defined record sensitivity, by record type.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides authorized users the capability to configure the system by creating appropriate record sensititivity by record type via a simple and intutive web based GUI interface.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.0998	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to associate a request for records to the requested records results, claimant account, and employer account.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress which provides the capability to define custom fields to capture information. Claimant account and Employer account can be created as custom fileds to capture data to associate with a request for record. This information can be captured at the time a request for record is made.
FR.0999	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to configure the time limit that records are available, by record type.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides users the capability to define time limits that records are available by record type.
FR.1000	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to assign a unique identifier to a request for information.	3		The uFACTS Solution Framework meets this requirement. The proposed solution uses FOIAXpress which tracks each request by its own unique identifier. The solution has the capability to define custom fields that can be used to create any other unique identifiers that are required by the business.
FR.1001	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability to record a requestor's contact information.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress which captures requestor's contact information as part of capturing a record request from a customer using a simple and intutive web based GUI interface. In addition to contact information additional information such as request type delivery mode, priority etc. are also captured.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1002	Customer Information Requests	Customer Assistance (General)	00	UC.12.01	The system shall provide a capability for a user to send selected information to an external email address.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress which provides the capability to capture contact information including email address.FOIAXpress integrates with Microsoft Outlook using SMTP to provide users the capability to send selected information to an external email address. Users can send or receive email at any stage of the FOIA processing cycle.
FR.1003	Customer Information Requests	Customer Assistance (General)	00		The system shall provide a capability for a user to access a minimum of five years of data associated with a customer information request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress which provides the capability to define time limits for data access requirements associated with a customer information request.
FR.1004	Customer Information Requests	Customer Assistance Requests	01	UC.12.01	The system shall provide a capability to enter a request for information.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress which provides the funtionality to capture a request for information. Captured information includes: request type (e.g., FOIA request, Appeal request), document information, fee information, delivery mode, priority (e.g. high, normal, low), payment mode (e.g. credit card, check, cash, etc), willingness to pay, fee, waivers, and case category (e.g. simple, complex, expedite).
FR.1005	Customer Information Requests	Customer Assistance Requests	01	UC.12.01	The system shall provide a capability to enter and associate an identifier to a records request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress automatically creates a unique indentifier for each request. Additional identifiers can be created to capture information by using the custom fields funtionality of FOIAXpress.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1006	Customer Information Requests	Customer Assistance Requests	03	UC.12.01	The system shall provide a capability to route request for information without user intervention based on record request type.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress workflow capability allows for a request for information to be routed based on the request type to predefined users without user intervention.
FR.1007	Customer Information Requests	Customer Assistance Requests	04	UC.12.01	The system shall provide a capability to limit record requests to defined record types.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress security module can be configured to limit record requests by record types.
FR.1008	Customer Information Requests	Customer Assistance Requests	06	UC.12.01	The system shall provide a capability to request records for a specified date range.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides customers the capability to request records for a specified date range by entering the date information as free form text or by using custom defined fields to capture the from and to dates.
FR.1009	Customer Information Requests	Confidential Records Requests	00	UC.12.01	The system shall provide a capability to maintain administrator defined record types to certify.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress can be configured to define record types that need to be certified.
FR.1010	Customer Information Requests	Confidential Records Requests	00	UC.12.01	The system shall provide a capability to store an administrator configurable cost per page.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides the capability to define configurable cost per page that can be used to automatically calculate fees associated with FOIA requests. Some other cretria that can also be used to calculate fees include requester type, the grade level of the individual processing the request, and whether a fee waiver rule applies

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1011	Customer Information Requests	Confidential Records Requests	03	UC.12.01	The system shall provide a capability to restrict the dissemination of confidential records to authorized entities.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress secuity module can be configured so that confidentia records are only distributed to authorized entities that have the appropriate security level.
FR.1012	Customer Information Requests	Confidential Records Requests	05	UC.12.01	The system shall provide a capability for a user to redact information provided in a records request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. Redactions are performed using FOIAXpress redaction component. Redaction can be done on the following document types: images, plain text, MS Word, WordPerfect, and combined Word-text/image documents.
FR.1013	Customer Information Requests	Confidential Records Requests	05	UC.12.01	The system shall provide a capability to modify system determined redacted information.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides the funtionality to modify system determined redacted information using its Redaction component.
FR.1014	Customer Information Requests	Confidential Records Requests	06	UC.12.01	The system shall provide a capability to certify records were generated by the system without user intervention.	1	Low	The uFACTS Solution Framework satisfies this requirement. The proposed FOIAXpress product can be easily modified to provide the funtionality to certify records that were generated by the system without user intervention.
FR.1015	Customer Information Requests	Confidential Records Requests	06	UC.12.01	The system shall provide a capability for a user to certify records prior to distribution.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides users the capability to certify a record prior to the distribution of that record.
FR.1016	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to determine the number of pages in a reco request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpres will track and report the number of pages in a document, its page numbers within a document folder, and any pages added to a document folder. This information can be usd to calcualte cost for processing the record request.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1017	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to calculate the time a user takes to process a records request.	1	Low	The uFACTS Solution Framework satisfies this requirement. The proposed solution uses FOIAXpress which currently requires a user to capture this information. Future releases of this product will automate the process for calculating the time required to process a records request.
FR.1018	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to store an administrator configurable cost per page for preparing a records request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress that provides the capability to capture cost per page information that can be used to generate costing information for processing a record request.
FR.1019	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to store an administrator configurable cost per hour for preparing a records request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides the capability to capture cost per hour for generating a record request that can be used to generate billing information for processing a record request. The solution provides users the capabililty to define custom cost factors that can be used to calculate the total cost for satifying a record request.
FR.1020	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to generate a unique records request invoice number.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress, once configured, can automatically generate invoices . Each invoice although associated with a record request is tracked by its own unique invoice number.
FR.1021	Customer Information Requests	Confidential Records Requests	07	UC.12.01	The system shall provide a capability to modify the system determined cost for a records request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress calculates the cost for generating a record request but this cost information can be overridden and modified by authorized users.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1022	Customer Information Requests	Confidential Records Requests	08	UC.12.01	The system shall provide a capability to identify the minimal amount required to request payment for records request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides the capability to generate the minimal amount required to request payment for records request.
FR.1023	Customer Information Requests	Confidential Records Requests	08	UC.12.01	The system shall provide a capability to send an invoice to a requestor via the requestor's preferred method of communication.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress correspondence generation module provides invoicin funtionality. The invoice will be sent to a requestor vi the requestor's preferred method of communication which is captured at the time when the requestor makes a record request.
FR.1024	Customer Information Requests	Confidential Records Requests	08	UC.12.01	The system shall provide a capability for a user to enter the requestors preferred method of communication to receive requested records.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress using a web based GUI interface to capture requestor's preferred method of communication at the time a request is made. Some of the other information also captured for the requester/inquirer includes: name, middle initial, last name, address, requester type (e.g., commercial, news media, private individual), name of the organization, title, phone, number, fax number, and e-mail address.
FR.1025	Customer Information Requests	Confidential Records Requests	10	UC.12.01	The system shall provide a capability to calculate the cost for a records request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress automatically calculates fees associated with FOIA requests using data such as cost per page, cost per hour and other cost factors defined in the system.
FR.1026	Customer Information Requests	Confidential Records Requests	10	UC.12.01	The system shall provide a capability to store an administrator configurable cost per certified copy.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress can be configured with multiple cost factors including cos per certified copy which can be used to generate invoices for a records request.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1027	Customer Information Requests	Confidential Records Requests	10	UC.12.01	The system shall provide a capability to associate a payment with a records request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. FOIAXpress provides users the capability to capture appropriate payment information so that payment information can be tagged to a record request.
FR.1028	Customer Information Requests	Confidential Records Requests	11	UC.12.01	The system shall provide a capability to send a record request results via the requestor's preferred method of communication for the specified record request.	3		The uFACTS Solution Framework satisfies this requirement by using FOIAXpress. The results of a record request will be sent to a requestor via the requestor's preferred method of communication captured at the time when the request was made.
FR.1029	Common	Common	00		The system shall provide a capability for an administrator to configure the number of digits for wages.	1	Medium	The uFACTS Solution Framework satisfies this requirement by allowing the customization of the number of digits for wages, but is limited to be shorter than the numeric capacity designed in the database. A validation error will occur upon entering larger number of digits for wages. The customized number of digits can be paramaterized using a System Code driven parameter which is updateable by an authorized end user.
FR.1030	Common	Common	00	UC.01.04	The system shall provide a capability to modify the system determined eligibility status for each program type (i.e., DUA).	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to modify the system determined eligibility status for each program type (i.e., DUA). Both at a claimant level, and at a program level, the uFACTS Solution Framework allows an authorized user to modify the system determined eligibility status for each program type. In the case of an entire program, an authorized user may alter the program-specific information within the program hierarchy.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1031	Common	Common	00		The system shall provide a capability to allow claimants to choose the method to receive their benefit payments.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to allow claimants to choose the method to receive their benefit payments. Standard functionality within the uFACTS Solution Framework, a claimant can choose the method to receive their benefit payments, including direct deposit or debit card. In addition, if approved by UC Staff, a claimant can also receive payment via a check (warrant).
FR.1032	Common	Common	00	UC.01.05	The system shall provide a capability to add additional state or federal programs (e.g., DUA, EUC, EB).	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to add additional state or federal programs (e.g., DUA, EUC, EB). Standard within the uFACTS Solution Framework, an authorized user is able to add additional state or federal programs. An authorized user will access the Special Programs set-up user interface, and proceed through a multi-step process that will define a new program type.
FR.1033	Common	Common	00		The system shall provide a capability to send DOR a claimant's child support deducted from a benefit payment via the DOR system interface.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to send DOR a claimant's child support deducted from a benefit payment via the DOR system interface. The uFACTS Solution Framework can be customized to support the communication of the data regarding the automatic child support deductions processed agains benefit payments. This communication supports efficient updating of these external systems, including DOR.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1034	Common	Common	00		The system shall provide a capability to deduct child support from a claimant's benefit payment via the DOR system interface.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to deduct child support from a claimant's benefit payment via the DOR system interface. For those claimants with child support orders within the state, the interface with DOR is available to populate amounts and data in support of the automated deductions against benefits. This process supports the goal of accurate and timely child support deductions.
FR.1035	Common	Common	00		The system shall provide a capability to route an overpayment situation without user intervention.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a capability to route an overpayment situation without user intervention. Customizable to the specific needs of AWI, the uFACTS Solution Framework contains the capability to route issues to the overpayment workflow queues, depending on the predefined criteria. These queues will, in turn, be "worked" by authorized UC Staff, and analyzed for any complex interactions that cannot be fully automated.
FR.1036	Common	Common	00		The system shall provide a capability to remove an overpayment situation associated with a claimant.	1	Low	The uFACTS Solution Framework satisfies this requirement. An authorized user has the ability to adjust an overpayment directly, or by amending the issue that gave rise to the overpayment. This allows the reduction or removal of the entire overpayment situation associated with a claimant.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1037	Common	Common	00	UC.04.01	The system shall provide a capability to maintain employer information associated with an STC plan.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to maintain employer information associated with an STC plan. Standard functionality within the uFACTS Solution Framework, an authorized user has the ability to navigate to a specific employer that is associated with an STC plan. Once within the employer account, the user has the ability to update any necessary employer inofrmation associated with the STC plan.
FR.1038	Common	Common	00		The system shall provide a capability to specify an administrator configurable time-frame for a claimant's benefit payment history data retention.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to specify an administrator configurable time-frame for a claimant's benefit payment history data retention. Standard within the uFACTS Solution Framework, parameters and variables that are to be maintained by a system administrator are contained within the System Code. This allows an administrator to specify a configurable time-frame for a claimant's benefit payment history retention.
FR.1039	Common	Common	04	UC.01.07	The system shall provide a capability to notify the employer of the percentage of charges applicable to them for a claim when wages associated with a claim are updated.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to notify the employer of the percentage of charges applicable to them for a claim when wages associated with a claim are updated. Standard functionality within the uFACTS Solution Framework, when wages are updated within a monetary record on an account, and a new, updated monetary is generated, all necessary stakeholders can be informed, if the user designates. An authorized user is also able to suppress this correspondence if necessary.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
FR.1040	Common	Common			The claimant interface will provide a single point of entry for an integrated data capture and exchange of information to both the UC and Workforce systems.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a single point of entry for an integrated data capture and exchange of information to both the UC and Workforce systems. Customizable to the specific needs of AWI, the uFACTS Solution Framework can act as the single point of entry for all required information for both systems. Interfaces or other access by external Workforce systems will need to be defined as part of the project scope and design.
NF.0001	Account Management	N/A	N/A	N/A	The system shall provide the ability for an external customer to create a unique account.	3		The uFACTS Solution Framework satisfies this requirement by providing an intuitive application process that can be accessed through the IVR or online. External customers can complete this process without any staff intervention, using our intelligent, tree-based template structure that only requires Users to answer questions that are pertinent to their unique situation. uFACTS creates a unique account identification number upon the submission of an application through either incremental or random-assigment of ID numbers.
NF.0002	Account Management	N/A	N/A	N/A	The system shall provide the ability to define functionality accessible for categories of external customers (i.e., claimants, employers, third-party administrators).	3		The uFACTS Solution Framework satisfies this requirement by providing role-based security functionality that is defined by user type (e.g. Employer, Staff, Third Party Administrator, Claimant). Deloitte will work with AWI during the design process to customize these roles to meet AWI's unique business needs. Roles can be maintained in the future by business users.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0003	Account Management	N/A	N/A	N/A	The system shall provide the ability to associate external customer accounts with specific permission granted by the "parent customer" account (e.g., an employer granting a third-party administrator access to their records).	3		The uFACTS Solution Framework satisfies this requirement by providing a role-based security subsystem that allows for the assignmenet of "parent customer accounts". For example, uFACTS has included in its framework the capability for third party administrators to respond to wage requests or fact finding, appeal decisions, or protest charges on behalf of Employers. External customers have the capability to manage and maintain their parent relationships without staff intervention.
NF.0004	Account Management	N/A	N/A	N/A	The system shall provide the ability to maintain an administrator defined list of required fields the customer must complete to create an account (e.g., name, address).	3		The uFACTS Solution Framework satisfies this requirement by providing for required-field, conditional, and business-logic defined validations for all entry fields on the application as well as other processes such as continued claims. uFACTS is designed in a manner that an administrator can maintain and manage required fields.
NF.0005	Account Management	N/A	N/A	N/A	The system shall provide the ability to capture customer specific information (e.g. demographics, contact) to be associated to an external customer account.	3		The uFACTS Solution Framework satisfies this requirement by providing AWI an application structure that supports the collection, storage, and maintenance of customer specific information. This information, such as demographic or contact information, is collected initial during the application, and verified at multiple points during a benefit year. It can also be maintained by the customer through our self-service portal.
NF.0006	Account Management	N/A	N/A	N/A	The system shall provide the ability for an external customer to maintain information pertaining to their own account.	3		The uFACTS Solution Framework satisfies this requirement by providing users the capability to maintain their account information via online self-service. This information includes maintaining contact information, banking information, and payment method among other items.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0007	Account Management	N/A	N/A	N/A	The system shall provide the ability to define the preferred method of communication for all correspondence associated with the external customer's account.	3		The uFACTS Solution Framework satisfies this requirement by providing users the capability to select their preferred communication method - electronic or US Mail.
NF.0008	Account Management	N/A	N/A	N/A	The system shall provide the ability to display an End User Agreement.	3		The uFACTS Solution Framework satisfies this requirement by providing end-user agreements for which signature is required prior to entry of the System. A few examples of this are the initial application, a reopened claim, and a continued claim
NF.0009	Account Management	N/A	N/A	N/A	The system shall provide the ability to require new, registering external customers to agree to an End User Agreement.	3		The uFACTS Solution Framework satisfies this requirement by providing end-user agreements for which signature is required prior to entry of the System. These end-user agreements can also be for new, registering external customers.
NF.0010	Account Management	N/A	N/A	N/A	The system shall provide the ability for an external customer to reset the password associated with their account.	3		The uFACTS Solution Framework satisfies this requirement by providing users the capability to reset their passwords via online self-service. If a Claimant is unable to reset his/her password online, Staff can automatically generate one to be mailed to the Claimant.
NF.0011	Account Management	N/A	N/A	N/A	The system shall provide the ability for an external customer to specify a preferred language (English, Spanish, Creole).	3		The uFACTS Solution Framework satisfies this requirement by providing users the capability to select preferred language during the initial application. This language preference can be updated via self-service by the Claimant or by Staff at any point in time.
NF.0012	Account Management	N/A	N/A	N/A	The system shall provide the ability to respond to AWI-generated correspondence without the need for external user account creation.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability for the automated generation of correspondence to guest users. uFACTS can also generate correspondence to customers without accounts whose names and addresses were entered in by Staff.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0013	Correspondence	N/A	N/A	N/A	The system shall have the ability to create and update correspondence templates.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to create and modify correspondence templates by both technical staff and functional users.
NF.0014	Correspondence	N/A	N/A	N/A	The system shall utilize approved correspondence templates for use in the development of correspondence.	3		The uFACTS Solution Framework satisfies this requirement. Deloitte will work with AWI to develop approved correspondence templates for use during development.
NF.0015	Correspondence	N/A	N/A	N/A	The system shall pre-populate correspondence variables based upon template definition (e.g., Claimant Name, Address, Claim Number, etc.).	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to prepopulate designated fields on a correspondence template. Any elements that can be pulled from the database can be prepopulated on a correspondence template.
NF.0016	Correspondence	N/A	N/A	N/A	The system shall prevent the User from selecting mutually exclusive variable text within a correspondence template based upon pre-defined business rules (e.g, selecting text for a denial in a document with a determination of eligibility).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing validation rules that prevent the system or staff from selecting mutally exclusive variable text to appear on a correspondence.
NF.0017	Correspondence	N/A	N/A	N/A	The system shall provide the capability to perform spelling and grammatical checks on correspondence.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing integration with the third party product Jspell. This third party product has the capability to perform spelling and grammatical checks.
NF.0018	Correspondence	N/A	N/A	N/A	The system shall retrieve and replace variable text for unpublished correspondence when the correspondence is reopened for additional editing and when the user makes a request to refresh variable data.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to reopen a correspondence which has not been printed in batch. Staff can open up the submitted document and make any necessary changes. These updates will be reflected in the final document.
NF.0019	Correspondence	N/A	N/A	N/A	The system shall provide the ability to enter free-form text into correspondence.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to enter free form text into a correspondence. Deloitte will work with AWI to determine which correspondences to "lock-down" with pre-defined text and which can be edited by staff.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0020	Correspondence	N/A	N/A	N/A	The systems shall provide 'What You See Is What You Get' (WYSIWYG) editing of the correspondence.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to render a correspondence in various forms HTML, PDF, XML. All of these format supports WYSIWYG editing. Entered text and pre-defined text can be edited to render the desirable look and feel.
NF.0021	Correspondence	N/A	N/A	N/A	The system shall increment draft version and update summary data when correspondence is saved.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to increment a draft version and update edited fields when the correspondence is saved. The version with the highest sequence will be generated.
NF.0022	Correspondence	N/A	N/A	N/A	The system shall provide a mechanism for draft correspondence to be routed for review and approval before publishing.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the ability to route all draft correspondence to workflow. Within workflow Staff can approve correspondence or make updates to them before final submission.
NF.0023	Correspondence	N/A	N/A	N/A	The system shall provide the ability to capture comments by a reviewer for correspondence that are not displayed within the correspondence.	3		The uFACTS Solution Framework satisfies this requirement through our workflow component. Draft correspondence will be sent to Reviewers via workflow. Reviewers can add comments to the workflow item and return the correspondence without making any updates or annotations to the actual correspondence.
NF.0024	Correspondence	N/A	N/A	N/A	The system shall include a unique identifier on all correspondence that is published.	3		The uFACTS Solution Framework satisfies this requirement by assigning a unique identifier to earch piece of correspondence.
NF.0025	Correspondence	N/A	N/A	N/A	The system shall store published correspondence in non-editable format (e.g., .pdf).	3		The uFACTS Solution Framework satisfies this requirement by storing all published correspondence as a PDF into workflow. Stored correspondences ca be viewed by Staff using the correspondence search

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0026	Correspondence	N/A	N/A	N/A	The system shall associate all published correspondence with the appropriate line-of-business record(s) and make it available on-line.	3		The uFACTS Solution Framework satisfies this requirement by storing all published correspondence as a PDF. Stored correspondences can be associated with lines of business and viewed by Staff using the correspondence search. Filter criteria can be utlized to only display a corrrespondence from a specific line of business.
NF.0027	Correspondence	N/A	N/A	N/A	The system shall provide the capability to send correspondence without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by utlizing predefined business rules that trigger correspondence generation. Deloitte will work wiith AWI to determine which correspondences should be generated without user intervention and what the business conditions are that initiate the generation.
NF.0028	Correspondence	N/A	N/A	N/A	The system shall date-time stamp all published correspondence.	3		The uFACTS Solution Framework satisfies this requirement by providing a date-time stamp on all published correspondences automatically by the uFACTS framework.
NF.0029	Correspondence	N/A	N/A	N/A	The system shall provide the capability to override the system generated date-time stamp.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to enter a modified date-time stamp that can be stored with the correspondence. uFACTS will keep a history of the original date-time stamp.
NF.0030	Correspondence	N/A	N/A	N/A	The system shall provide the ability to electronically sign correspondence.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to electronically sign all correspondence.
NF.0031	Correspondence	N/A	N/A	N/A	The system shall provide the capability to attach existing images/correspondence to new correspondence.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to attach existing images or correspondence to a newly generated piece of correspondence. Deloitte will wor with AWI to determine which pieces of correspondence should have this functionality and th types of correspondences/images that should be attached.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0032	Correspondence	N/A	N/A	N/A	The system shall maintain historical summary level information about the correspondence (e.g., status, routing, creation/update, version)	2	Medium	The uFACTS Solution Framework satisfies this requirement by storing a historical summary about each piece of correspondence generated. This information includes date-time stamp, updates made author of updates and version numbers.
NF.0033	Correspondence	N/A	N/A	N/A	The system shall provide the capability to distribute correspondence via a customer/user's preferred method of communication.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to send correspondence via the customer's preferred method Claimants can choose electronic or paper, and the System will reference that indicator at the time the correspondence is generated. The correspondence preference can be updated by the customer via self service at any time.
NF.0034	Correspondence	N/A	N/A	N/A	The system shall provide the capability to notify an external customer based on the external customer's preferred method of communication, when new correspondence is distributed.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to send correspondence via the external customer's preferred method. Employers and claimants can choose electronic or paper, and the System will reference tha indicator at the time the correspondence is generated The correspondence preference can be updated by the customer via self service at any time.
NF.0035	Correspondence	N/A	N/A	N/A	The system shall log the outcome of the correspondence distribution attempt, if possible. (e.g. was the email, fax sent?)	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to track the outcome of the notification. uFACTS will store any failed delivery attempts in a format that staff can review and attempt to contact the customer.
NF.0036	Correspondence	N/A	N/A	N/A	The system shall log the viewing of online correspondence by external customers including date/time viewed.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to log the event of an external customer viewing a piece of correspondence. The log information contains date timestamp and user information of the customer viewing the correspondence.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0037	Correspondence	N/A	N/A	N/A	The system shall maintain timers and monitor date sensitive information based upon the time of distribution of the correspondence (e.g., time to appeal, time to pay overpayment).	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to track all time periods which are important for driving business processes. For example, uFACTS will track the appeal period from the date the correspondence was mailed. After this period has passed (based upon AWI business rules) different outcomes can occur by attempting to file an appeal such as an auto-dismissal.
NF.0038	Correspondence	N/A	N/A	N/A	The system shall provide a capability to develop and publish correspondence to multiple recipients within a defined business process (e.g., not developed one recipient at a time)	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to develop and publish correspondence that will be distributed to multiple recipients. For example, whenever Staff are adjudicating a multi-claimant issue, a determination only needs to be submitted one time; however every claimant associated with the issue will receive a determination.
NF.0039	Correspondence	N/A	N/A	N/A	The system shall prevent the update of published correspondence.	3		The uFACTS Solution Framework satisfies this requirement by storing published correspondences as a PDF. PDF documents cannot be updated.
NF.0040	Correspondence	N/A	N/A	N/A	The system shall have the ability to produce and send corrected correspondence based on previously published correspondence.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to modify existing correspondence and to create a new version for recipients. The original form will continued to be stored as a separate version.
NF.0041	Correspondence	N/A	N/A	N/A	The system shall support the re-printing of published correspondence.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to reprint published correspondence. Staff will have the capability to print a PDF for internal use or regenerate a copy of the original correspondence for customers. Critical dates such as original appeal date do not change with the regeneration of the document.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0042	Correspondence	N/A	N/A	N/A	The system shall provide the ability to manually and automatically resend correspondence if a system failure occurs before or during distribution (e.g., smtp failure, internet connection failure)	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to manually or automatically resend correspondence if the print batch fails. The uFACTS system will record this failure, and the print batch can be restarted, which would resend correspondence.
NF.0043	Correspondence	N/A	N/A	N/A	The system shall support portrait and landscape page orientation for correspondence.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to orient either landscape or portrain all correspondence. Deloitte w work with AWI to determine the design specifications for each piece of correspondence.
NF.0044	Correspondence	N/A	N/A	N/A	The system shall provide the ability to print correspondence on multiple pages using both automated and user defined page breaks.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to define page breaks in our template design. In addition uFACTS will automatically print on multiple pages and insert page breaks as necessary.
NF.0045	Correspondence	N/A	N/A	N/A	The system shall provide the ability to suppress the distribution of published correspondence (i.e., publish correspondence without notification to the external customer).	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to suppress the distribution of published correspondence based upon AWI defined business rules.
NF.0046	Correspondence	N/A	N/A	N/A	The system shall provide the ability to print one or more pieces of correspondence without viewing the documents.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to print correspondence without viewing it. uFACTS can automatically generate correspondence without user intervention based upon business rules.
NF.0047	Correspondence	N/A	N/A	N/A	The system shall generate American Disabilities Act (ADA) compliant correspondence viewable from within the system.	3		The uFACTS Solution Framework meets this requirement. Correspondence templates within uFACTS are made ADA compliant. Correspondence search and view capabilities within uFACTS are also ADA compliant.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0048	Correspondence	N/A	N/A	N/A	The system shall support the printing of correspondence to local or workgroup printer.	3		The uFACTS Solution Framework satisfies this requirement by allowng Staff to print correspondence to a local printer. Dependent upon AWI business rules, correspondences can be designed to print in batch to a central printer or local printer.
NF.0049	Correspondence	N/A	N/A	N/A	The system shall support the printing of correspondence in batch at a central location.	3		The uFACTS Solution Framework satisfies this requirement by allowng Staff to print correspondence to a local printer. Dependent upon AWI business rules, correspondence can be designed to print in batch with a central printer, or it can be designed to print to a local printer.
NF.0050	Correspondence	N/A	N/A	N/A	The system shall support the cleansing of address data to meet current U.S. Postal regulations and standards.	3		The uFACTS Solution Framework satisfies this requirement by supporting the data cleansing proces including the cleansing of address data at intake. Deloitte will work with AWI to cleanse address data to meet current USPS standards during the data conversion phase
NF.0051	Correspondence	N/A	N/A	N/A	The system shall support the generation of correspondence outside of a workflow (adhoc correspondence).	2	Low	The uFACTS Solution Framework satisfies this requirement by supporting the creation of ad hoc correspondence. This capability provides AWI with a way to generate correspondence that is saved and tracked in the System while having the flexibility to write customized text.
NF.0052	Correspondence	N/A	N/A	N/A	The system shall provide the ability to specify archive rules according to retention policies.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to customize archive rules according to AWI retention policies. These time frames can be stored in sub-codes tables so that business users can update as necessary.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0053	Correspondence	N/A	N/A	N/A	The system shall provide the ability to perform a keyword search on the content of correspondence.	3		The uFACTS Solution Framework satisfies this requirement. Correspondences will be rendered in a HTML and PDF format. Both of these format supports keyword searches using standard browser and PDF readers search capabilites.
NF.0054	Correspondence	N/A	N/A	N/A	The system shall provide the ability to encrypt correspondence with a minimum of 256-bit encryption.	3		The uFACTS Solution Framework satisfies this requirement by storing published correspondences a PDF documents within the uFACTS solution FileNet content manager. Access to the uFACTS application and its stored artifacts including correspondences is via secure HTTP and FTP which uses industry standard SSL and TLS encryption respectively.
NF.0055	Correspondence	N/A	N/A	N/A	The system shall provide the ability to search for correspondence based upon defined search criteria.	3		The uFACTS Solution Framework satisfies this requirement by providing a global correspondence search. This search gives the user the ability to enter specific criteria such as Claimant Date, Generation Date, or type of correspondence to narrow down the results.
NF.0056	Correspondence	N/A	N/A	N/A	The system shall provide the ability to sort and filter on search results for correspondence and correspondence templates.	3		The uFACTS Solution Framework satisfies this requirement by providing a global correspondence search. This search gives the user the ability to enter specific criteria such as Claimant Date, Generation Date, or type of correspondence to narrow down the results. In addition all returned results can be sorted by the predefined column headers.
NF.0057	Correspondence	N/A	N/A	N/A	The system shall support the printing of a catalog of all correspondence templates contained within the system.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability for Staff to print a catalog of all correspondence templates within uFACTS.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0058	Correspondence	N/A	N/A	N/A	The system shall provide the ability to generate correspondence in an external customer's preferred language (English, Spanish, Creole).	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to print correspondence based on the customer's preferred language. The preferred language is stored with the Claimant profile. uFACTS will stored correspondenc verbiage for each language that is required by AWI.
NF.0059	Database Architecture	N/A	N/A	N/A	The system shall employ a relational database.	3		The uFACTS Solution Framework satisfies this requirement. uFACTS solution uses Oracle database which is a relational database. uFACTS solution database enforces referential integrity and use primary and foreign key constraints in all related tables to enforce data integrity in the system.
NF.0060	Database Architecture	N/A	N/A	N/A	The system shall employ a data model which enforces referential integrity.	3		The uFACTS Solution Framework satisfies this requirement as it enforces referential integrity of data.The database design extensively uses primary and foreign key constraints in all related tables to enforce data integrity throughout the system.The uFACTS Solution Framework uses an ER diagram to show all referential integrity information (Primary key foreign key, unique index constraints, etc).
NF.0061	Database Architecture	N/A	N/A	N/A	The system shall employ one defined set of data standards (e.g., consistent data schema, data element, data class, field lengths, data tables, view naming conventions).	3		The uFACTS Solution Framework satisfies this requirement. uFACTS database follow database standards document for consistency. Database standards document documents the naming standards, filed lengths etc for database objects like tables, view, columns etc.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0062	Database Architecture	N/A	N/A	N/A	The system shall provide consistency and validity checks on data elements at the database level.	3		The uFACTS Solution Framework satisfies this requirement by providing consistency and validity checks on data elements at the database level. The uFACTS Solution Framework checks the validity of the data entered in the online screens before the data is stored in the database, if the data is not valid an error message is displayed. Also for consistency common constants are defined and used by development team in both online and batch process rather than hard coding the constants.
NF.0063	Database Architecture	N/A	N/A	N/A	The system shall provide the ability to modify existing record attributes while maintaining referential integrity.	3		The uFACTS Solution Framework satisfies this requirement. uFACTS Solution Framework provide the ability to modify the existing records while maintaining referential integrity. uFACTS Solution Framework online and batch processes modify existing records and insert new records as per the business rules while maintaining referential integrity of the data.
NF.0064	Database Architecture	N/A	N/A	N/A	The system shall provide the ability to associate supporting documentation (e.g., scanned documents) with a system record.	3		The uFACTS Solution Framework satisfies this requirement as it uses Filenet for document management functionality. Documents can be scanned into the system and are associated to a single or multiple records in the database. When a document is scanned a unique identifier GUID (globally unique identifier) is generated to identify the document, this GUID is stored in the database along with the other business related information.
NF.0065	Database Architecture	N/A	N/A	N/A	The system shall provide a warning when allocated record storage volume approaches an administrator defined limit.	3		The uFACTS Solution Framework satisfies this requirement. uFACTS Solution Framework database will be set up in such way that the system will provide a warning message when allocated record storage volume approaches an administrator defined limit.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0066	Database Architecture	N/A	N/A	N/A	The system shall provide a data history in accordance with state and federal law well the AWI Electronic Records Retention Policy (7 years is the general requirement except where otherwise indicated).	3		The uFACTS Solution Framework satisfies this requirement. uFACTS Solution Framework will save the data in the database as per the AWI's Electronic Records Retention Policy and in accordance with state and federal law after which data will be archived based on the business needs.
NF.0067	Database Architecture	N/A	N/A	N/A	The system shall provide the ability to archive records (i.e., remove from active system) based on administrator defined criteria.	3		The uFACTS Solution Framework satisfies this requirement. uFACTS Solution Framework has the functionality to archive historical data based on the business needs. Data archival will be done based on AWI's Electronic Records Retention requirements.
NF.0068	Database Architecture	N/A	N/A	N/A	The system shall provide the ability to return archived records to the active system based on user request and/or administrator defined criteria.	3		The uFACTS Solution Framework satisfies this requirement. uFACTS Solution Framework has the ability to return the archived records to the active system based on the user request or administrator defined criteria.
NF.0069	Development And Support Services	N/A	N/A	N/A	The system shall allow for maintenance and support activities to be carried out while the application and supporting systems are on line (e.g., "Hot" backup procedures).	3		The uFACTS Solution Framework meets this requirement by allowing for maintenance and support activities to be carried out while the application and the supporting systems are online. The solution has built-in features so that maintenance activities such as backups, batch process execution could be done while the system is online. Certain maintenance functionality such as application deployment, operating system upgrade, etc would still require system outage.
NF.0070	Development And Support Services	N/A	N/A	N/A	The system shall include tools for automated scheduling of system support events (e.g., data backup, external interface processing, batch processing).	3		The uFACTS Solution Framework meets this requirement by extending the features of UC4's AppWorx scheduling software component to configure and manage automated scheduling of system events such as batch processing, interface processing etc.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0071	Development And Support Services	N/A	N/A	N/A	The system shall include tools for comparing monitoring results against historical measures.	3		The uFACTS Solution Framework satisfies this requirement by gathering and storing application performance metrics for both the online and batch application components using the proposed performance testing software and providing standard queries to gather application functional performance metrics from the database. Metrics such as payments requested online, initial claims processed online etc. can be retrieved from the application database using standardized queries and reports provided by the solution. For example, while processing payments requested online for a given day, the solution's batch framework generates a report with the number of payments processed, total payment amount etc and these metrics can be compared against historical measurements.
NF.0072	Development And Support Services	N/A	N/A	N/A	The system shall include tools for customizing the system (e.g., adding functionality, modifying existing functionality, modifying configuration settings).	3		The uFACTS Solution Framework satisfies this requirement by providing graphical page flow editor for application component transition management, LLBLGen for ORM mapping generation and management and a set of uFACTS controls to support screen development. The uFACTS Solution Framework also provides application components to manage sub code data. The system sub code data provides for changing values to data elements and in some cases business rules such as state names to state code mappings, interfaces endpoint URL's, values used for calculations etc. without having to modify the application code.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0073	Development And Support Services	N/A	N/A	N/A	The system shall include tools for monitoring and reporting capacity and performance for all system components.	3		The uFACTS Solution Framework satisfies this requirement by relying on the application software components it uses such as database management system, IIS server, Filenet etc. to monitor and report capacity and performance of these components. IBM's Tivoli Monitoring is used to monitor the components of the uFACTS Solution Framework such as databases, servers etc. Tivoli provides a flexible browser interface and customizable workspaces to facilitate system component monitoring and reporting.
NF.0074	Development And Support Services	N/A	N/A	N/A	The system shall include tools to allow remote system administration.	2	Low	The uFACTS Solution Framework meets this requirement. System administration functionality such as user creation and maintenance, sub code data maintenance, role maintenance is a part of the uFACTS Solution Framework which is a web based solution the can be accessed anywhere with internet access provided the user has appropriate roles assigned. The uFACTS Solution Framework protects System administration functionality such as database administration, IIS Server administration etc. by firewall and other network security and configuration changes can be made to provide remote access to this functionality.
NF.0075	Development And Support Services	N/A	N/A	N/A	The system shall include tools to create and maintain online help content specific to the functionality accessed (e.g., data field information, business rules related to the functionality, general operation).	3		The uFACTS Solution Framework meets this requirement. All static help content is designed as static html pages and stored and managed in the source code repository. RoboHelp is used to maintain online help content.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0076	Development And Support Services	N/A	N/A	N/A	The system shall provide a mechanism for recording and viewing system errors and warnings.	3		The uFACTS Solution Framework satisfies this requirement by storing some exceptions in the database tables and by relying on the application server to store and manage application log files and assigning all exceptions in the system a severity level such as information, warning, error etc. The uFACTS Solution Framework captures exceptions such as exceptions occurred during batch processing or interface processing and stores them in the database tables and batch error reports are created to identify all the exceptions encountered during batch and interface processing on a given day. System exceptions occurred during the online processes are captured and handled based on the defined business rules such as validation errors and warnings which are displayed on the screen; more severe errors are written to system error logs and handled based on the defined business rules.
NF.0077	Development And Support Services	N/A	N/A	N/A	The system shall provide a warning when definable performance and storage thresholds are being approached.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by extending the features of the application software components it uses such as database management system, IIS server, Filenet etc in addition to IBM Tivoli Manager to monitor and notify users when definable performance and storage thresholds are being approached. IBM Tivoli manager is used to monitor the uFACTS Framework Solution's system components such as database, Filenet etc and can be configured to report a warning when a defined performance or storage threshold is being approached. Tivoli provides a flexible browser interface and customizable workspaces to facilitate system component monitoring and reporting.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0078	Development And Support Services	N/A	N/A	N/A	The system shall provide a mechanism to notify the system administrator when definable performance and storage thresholds are exceeded.	2	Trivial	The uFACTS Solution Framework satisfies this requirement by extending the features of the application software components it uses such as database management system, IIS server, Filenet etc in addition to IBM Tivoli Manager to monitor and notify users when definable performance and storage thresholds are exceeded. IBM Tivoli manager is used to monitor the uFACTS Framework Solution's system components such as database, Filenet etc and can be configured to report a warning when a defined performance or storage threshold is being approached. Tivoli provides a flexible browser interface and customizable workspaces to facilitate system component monitoring and reporting.
NF.0079	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to alert appropriate users to system events (e.g., system status, maintenance outages, shutdown advisories).	2	Low	The uFACTS Solution Framework meets this requirement by storing all users that access the solution in secure LDAP server including information such as user email address and using this information to notify appropriate users about the system events. The uFACTS Solution Framework also provides a mechanism to display system events on the login page to the alert the users about these events. This helps present messages to all users trying to access the system. To alert individual users based on their status in the system, the solution can be configured to redirect the users upon successful login to perform mandatory actions such as password reset instead of presenting with the regular home page.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0080	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to assign a severity level to a system exception.	3		The uFACTS Solution Framework satisfies this requirement by storing some exceptions in the database tables and by relying on the application server to store and manage application log files and assigning all exceptions in the system a severity level such as information, warning, error etc. The uFACTS Solution Framework captures exceptions such as exceptions occurred during batch processing or interface processing and stores them in the database tables along with the severity level. System exception occurred during the online processes are captured and handled based on the defined business rules such as validation errors and warnings which are displayed on the screen; more severe errors are written to system error logs along with the severity level and handled based on the defined business rules.
NF.0081	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to capture and report system exceptions.	3		The uFACTS Solution Framework meets this requirement by capturing and storing all system exceptions in the uFACTS Solution in log files on the application server and database tables. The level of detail, storage location and duration of the log files can be configured. The uFACTS Solution Framework captures exceptions such as exceptions occurred within the system during batch processing or interface processing and stores them in the database tables, system exceptions occurred during the online processes are captured and handled based on the defined business rules.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0082	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to maintain and display metrics of system activity (e.g., numbers of, types of users, search statistics, response times, system recovery time).	3		The uFACTS Solution Framework meets this requirement by relying on the system components it uses and its own data model depending on the actual metrics needed. For example, batch processing times can be gathered from the batch scheduler as well as the batch system tables in the database and number of users logged in and user types can be gathered from the application server active sessions and session details. Important system events such as completion of payment request by claimant are captured by the uFACTS Solution Framework and stored in the database and this event log data can be easily retrieved from the database to get the counts or details of these events.
NF.0083	Development And Support Services	N/A	N/A	N/A	The system shall provide the ability to track the reason for system failures.	3		The uFACTS Solution Framework meets this requirement. The uFACTS Solution Framework relies on the application server to store and manage log file which include system failures and the application server properties can be changed to configure the level of detail of log files and the duration of storage of these log files. Reason for failures of the third party components integrated with the uFACTS Solution Framework such as Filenet, Oracle database etc. are tracked using the logging and tracking mechanisms provided by the corresponding components.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0084	Development And Support Services	N/A	N/A	N/A	The system shall support the centralized storage of business and technical metadata.	3		The uFACTS Solution Framework satisfies this requirement by using Team Foundation Server, Filenet, EngageOne and Rational RequisitePro. Technical metadata such as code base, SQL scripts, solution's data model created using Erwin Data modeler etc and business metadata such as use cases, interface specification documents, report specification documents created using Rational RequisitePro are stored and version controlled in Team Foundation Server. Filenet maps and stores used to manage the content and workflow processes are created, stored and managed in Filenet and correspondence templates used to generate correspondence are created and stored using EngageOne.
NF.0085	Disaster Recovery	N/A	N/A	N/A	The system shall provide full and incremental data backup and recovery capabilities .	3		The uFACTS Solution Framework satisfies this requirement by providing incremental and full data backups and recovery capabilities. The proposed toolset will provide for comprehensive backup and recovery software.
NF.0086	Disaster Recovery	N/A	N/A	N/A	The system shall include recovery procedures for all backups taken.	3		The uFACTS Solution Framework satisfies this requirement by providing recovery procedures for all backups taken. The proposed toolset provides for data recovery capabilities from backups.
NF.0087	Disaster Recovery	N/A	N/A	N/A	The system shall support, when recovery from the backup is being performed, restoration of data and services on a priority basis, such that priority data are accessible while the recovery is completed.	2	Low	The uFACTS Solution Framework satisfies this requirement by supporting restoration of data and services on a priority basis. Using the proposed toolsets, Deloitte will work with AWI to determine the priority of data and services to be recovered.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0088	Disaster Recovery	N/A	N/A	N/A	The system shall ensure that no data (zero data loss) is lost through the service in any event.	2	Low	The uFACTS Solution Framework satisfies this requirement provides zero data loss with respect to committed data such as within FileNet or the database. Uncommitted data such as data entered on a screen but not yet committed will be lost.
NF.0089	Disaster Recovery	N/A	N/A	N/A	The system shall include tools for system backups and restores (e.g., data backup, system configuration backup).	3		The uFACTS Solution Framework satisfies this requirement as worded. The proposed toolsets will provide for system backup and restores of data and system configuration. These recovery points will be on a periodic basis such as daily, weekly, monthly etc and include both incremental and full backups.
NF.0090	Disaster Recovery	N/A	N/A	N/A	The system shall in the event of loss of service have a Recovery Time Objective (RTO) no greater than 72 hours	2	Medium	The uFACTS Solution Framework satisfies provides a RTO of 72 hours. Using the proposed toolsets, Deloitte will work with AWI to meet the RTO objective.
NF.0091	Disaster Recovery	N/A	N/A	N/A	The system shall in the event of loss of service have a Recovery Point Objective (RPO) no greater than 24 hours.	2	Medium	The uFACTS Solution Framework satisfies this requirement provides a RTO of 24 hours. Using the proposed toolsets, Deloitte will work with AWI to meet the RPO objective.
NF.0092	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to schedule events (e.g., reminders, notification generation, business process execution).	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to schedule events using uFACTS Scheduling subsystem. In addition to scheduling, uFACTS can generate necessary notices and reminders to applicable parties.
NF.0093	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to schedule an appointment. (e.g., date, time, location, participants)	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to schedule an appointment using uFACTS Scheduling subsystem. Currently this functionality is utilized within uFACTS for appeal hearings, but this capability can be expanded to incorporate other events.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0094	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to associate comments with scheduled events.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to add notes o comments to specific events. Comments can be viewable by selecting the event on the calendar.
NF.0095	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to associate the scheduled event with a syste record (e.g., case record to an appointment).	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to associate a clalm, Claimant or Employer to a scheduled event. Deloitte will work with AWI to determine event pairings with system records.
NF.0096	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to attach documentation to the scheduled appointment.	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to associate documentation to appeals, issues etc. This funtionality can be extended to allow users to attach documentation to a scheduled appointment.
NF.0097	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to notify a user of a scheduled event based on user-defined criteria (e.g., reminder time, delivery mechanism).	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing the capability to send users notifications. Deloitte will work with AWI to determine how and when users should be notified.
NF.0098	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to modify existing scheduled events (e.g., begin date, end date, frequency, business process specific information).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to modify schedule events. Users can select an event within the calendar functionality to view or change event information.
NF.0099	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to suspend a scheduled event.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to suspend scheduled events. Users can select an event and modify the time. This suspension can trigger notifications to attendees if deemed necessary by AWI.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0100	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to cancel a scheduled event.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to cancel scheduled events. Users can select an event within the calendar functionality and opt to cancel it. This action will trigger corresponding notifications to all party's involved.
NF.0101	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to maintain historical information related to scheduled events.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to maintain historical information related to scheduled events. Anytime an event is changed, this information is stored in uFACTS transaction history.
NF.0102	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to maintain user-defined calendars and dates specific to business functionality (e.g., time off, work hours, review dates).	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the ability to allow users to maintain their calendars. Within uFACTS, users can change the type of schedule they are currently on (e.g. how many appointments are scheduled to them per day) and indicate any time off in the future. This functionality can be enhanced to meet AWI's additional business rules.
NF.0103	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to execute system events based on a user-configurable schedule.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the ability to trigger system events based upon the time scheduled. Deloitte will work with AWI to determine the business rules for the various system events as well as how the schedule can be configured for each user.
NF.0104	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to generate appointment confirmation notifications.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to generate confirmation notifications once an event is scheduled. Depending on the type of event, the notification may be an email or if it is an appeal hearing, formal notification will be generated via correspondence to a interested parties.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0105	Events And Scheduling	N/A	N/A	N/A	The system shall provide the ability to maintain user-defined calendar information specific to business processes.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to maintain user defined calendar information specific to business processes. This funtionality is driven by using uFACTS code sub code data module which enables users to store user defined information related to a business processes.
NF.0106	Imaging	N/A	N/A	N/A	The system shall provide the ability to interface with imaging/scanning software.	3		The uFACTS Solution Framework satisfies this requirement by using IBM FileNet P8 for imaging/scanning. The uFACTS framework has an abstraction layer built on top of the robust API set provided by the IBM FileNet P8 which facilitates the integration and drives the ingested content and business processes which are initiated via fax, scanning etc.
NF.0107	Imaging	N/A	N/A	N/A	The system shall provide the ability to accept direct fax-to-image.	3		The uFACTS Solution Framework satisfies this requirement by using OpenText RightFax and IBM FileNet P8. The documents received via fax are automatically converted to images and sent for indexing and storing in the IBM FileNEt P8 Content Manager using the connector provided by OpenText for IBM FileNet P8.
NF.0108	Imaging	N/A	N/A	N/A	The system shall provide the ability to accept direct email-to-image.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a providing a Outlook ToolBar button which enables users to send the emails to IBM FileNet P8 Content Manager our proposed Content/Imaging Solution for Indexing and Storage.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0109	Imaging	N/A	N/A	N/A	The system shall provide the ability for an administrator to create and maintain a list of document types.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing administrators the ability to manage the list of document types. This funtionality is enabled by using the code/subcode subsytem of the uFACTS framework and its integration with IBM FIleNet P8 Content Manager which allows users to create and maintain the list of document types used t index documents that will be stored in the IBM FileNe P8 Content Manager.
NF.0110	Imaging	N/A	N/A	N/A	The system shall provide the ability for an administrator to create and maintain relationships between document types and work queues/work items.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing adminitrators the ability to create and maintain relationships between document types and work queues/work items. This funtionality i enabled by using the code/subcode subsytem of the uFACTS framework and its integration with IBM FIleNet P8 Business Process Manager that allows users to create and maintain relationships between document types and work queues/workitems. This funtionality enables documents indexed using these document types to be routed to the appropriate workflow and work queue for processing using the IBM FileNet P8 Business Process Manager.
NF.0111	Imaging	N/A	N/A	N/A	The system shall provide the ability to identify the document type and appropriate line-of-business record/case file of any system-generated correspondence without user intervention (e.g., barcode).	3		The uFACTS Solution Framework satisfies this requirement by setting the barcode value of every uFACTS generated correspondence with the appropriate information required to identify the document. Once these document are scanned into the system the uFACTS framework will automatically associate the document to the appropriate record/case and index it with the approipriate information such as the document type without any user intervention.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0112	Imaging	N/A	N/A	N/A	The system shall provide the ability to capture metadata (indexing) information for documents.	3		The uFACTS Solution Framework satisfies this requirement through its Indexing subsystem which provides users the funtionality to associate metadata information with scanned/faxed/uploaded documents. The Indexing application integrates with IBM FileNet P8 Content Manager for storage of the indexed document and IBM FileNet P8 Business Process Manager to create and drive the workflow process between users.
NF.0113	Imaging	N/A	N/A	N/A	The system shall provide the ability to update metadata (indexing) information for documents.	3		The uFACTS Solution Framework satisfies this requirement through its Reindexing funtionality which provides users the funtionality to update metadata information for documents. The Indexing application integrates with IBM FileNet P8 Content Manager for storage of the reindexed document and IBM FileNet P8 Business Process Manager to provide the workflow process to drive the reindexing business process.
NF.0114	Imaging	N/A	N/A	N/A	The system shall provide the ability to manage individual document pages (e.g., reorder, delete, merge, append, separate).	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing IBM FIleNet P8 Capture and the Brava Enterprise Viewer which provides users the capability to reorder, delete, merge, append and separate documents.
NF.0115	Imaging	N/A	N/A	N/A	The system shall provide the ability to manipulate document images (e.g., magni rotate, etc.).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FIleNet P8 Capture and the Brava Enterprise Viewer which provides users the capability to manipulate document images namely magnify, rotate etc.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0116	Imaging	N/A	N/A	N/A	The system shall provide the ability to manually associate unsolicited correspondence to the appropriate line-of-business record/case file.	3		The uFACTS Solution Framework satisfies this requirement by providing the uFACTS Reindexing/Indexing/BarCode funtionality which allows documents to be associated manually or automatically to the appropriate line of business record/case file. Additionally, uFACTS also has the funtionally specifically tailored to a business process such as FactFinding to allow unidentified factfinding documents to be associated with the appropriate case/issue.
NF.0117	Imaging	N/A	N/A	N/A	The system shall provide the ability to route imaged correspondence to any work queue.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the funtionality to asscociate imaged correspondence to appropriate work queue based on document types. Administrators have the ability to change the work queue asscoiated with the imaged correspondence (document type) and additionally users can send imaged correspondence to a different work queue by reindexing the document.
NF.0118	Imaging	N/A	N/A	N/A	The system shall provide the ability to route unidentifiable correspondence to specialized personnel for identification.	3		The uFACTS Solution Framework satisfies this requirement by using the uFACTS Indexing funtionality. Using the uFACTS Indexing workflow built using IBM FileNet P8 Business Process Manager users can route the unidentified correspondences to specilized personnel for research and identification.
NF.0119	Imaging	N/A	N/A	N/A	The system shall provide the ability to prevent multiple copies of the same document from being imaged.	3		The uFACTS Solution Framework satisfies this requirement by using IBM FileNet P8 Content Manager. The IBM FileNet Content Manager has the ability to associate a document with multiple case/records without making a duplicate copy of the document.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0120	Imaging	N/A	N/A	N/A	The system shall provide the ability to view multi-page (including double-side) correspondence as one document.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Capture that enables scanning of a multi page/double sided document to be captured as a single document with multiple pages. Additionally once the document is captured the document can be viewed as a multi page document using the Brava Enterprise viewer.
NF.0121	Imaging	N/A	N/A	N/A	The system shall provide the ability to associate an image of an envelope, including postmark, with the correspondence it contained.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Capture alongwith Kodak scanners. The Kodak scanners hav the capability to scan envelopes, including postmark in addition to the correspondence in the envelope. Once these are scanned the IBM FileNet P8 Capture application will treat the scanned envelope and the correspondence image as a single document.
NF.0122	Imaging	N/A	N/A	N/A	The system shall provide the ability to redact information contained on imaged documents.	3		The uFACTS Solution Framework satisfies this requirement by providing the Brava Enterprise Viewer for viewing documents stored in the IBM FileNet P8 Content Management system which is our proposed solution for managing content. The Brava Enterprise viewer has features that allow users to find and redac sensitive information on the documents.
NF.0123	Imaging	N/A	N/A	N/A	The system shall provide the ability to view redacted information on imaged documents.	3		The uFACTS Solution Framework satisfies this requirement by providing Brava Enterprise viewer which provides the features to view and redact a document. Once information on a document is redacted, users with the appropriate security rights can view the redacted information on these redacted imaged documents.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0124	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to export data from the system in multiple formats (e.g, csv, fixed length ASCII, tab-delimited).	3		The uFACTS Solution Framework meets this requirement. The Solution provides a flexible batch framework to support interfaces. The interface processes can be customized to export data in multiple formats as required by the external or internal systems that the solution is interfacing with.
NF.0125	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to import data into the system in multiple formats (e.g, csv, fixed length ASCII, tab-delimited).	3		The uFACTS Solution Framework meets this requirement. The Solution provides a flexible batch framework to support interfaces. The interface processes can be customized to import data in multiple formats as provided by the external or intern systems that the solution is interfacing with.
NF.0126	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to maintain external system information for interfaces (e.g., connection strings, file paths).	3		The uFACTS Solution Framework satisfies this requirement by using the database tables, property files and sub code data model. All the external syster information for interfaces such as file locations, URL's, web service end points are stored as configurable data either as properties file or sub code system data in the database which gives the solution the ability to change these parameters without having to modify the code. For example, the uFACTS Solution Framework can be used to connect to the external system's multiple environments such as test or production environments by simply changing the configurable parameters and the file locations of correspondence is stored as data elements in the database tables and is used by other processes such as file upload process to get the correspondence file and upload it to Filenet and/or sent for printing/mailing.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0127	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to transmit/receive imported/exported data through multiple methods (e.g., file output, web service, single and batch transactional (e.g., ICON)).	3		The uFACTS Solution Framework meets this requirement. The uFACTS Solution Framework supports interfaces processing using multiple methods. Single transaction real time interfaces such as interfaces to Department of Homeland Security, ICON are implemented using web services and the solution's batch framework is used to process large data via batch processes and can be used to transmit and receive data via multiple methods.
NF.0128	Interfaces And Interoperability	N/A	N/A	N/A	The system shall have the ability to provide remote interfacing and interoperability with all remote offices and telecommuters.	3		The uFACTS Solution Framework meets this requirement. The uFACTS Solution is a web based solution and can be accessed anywhere with internet access as long as the end users computer has one o the supported browsers. No additional software is needed to be installed on the client.
NF.0129	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to generate and execute scripts to import and export data.	3		The uFACTS Solution Framework meets this requirement. All the data in the system is accessed using the web interfaces provided by the uFACTS Solution Framework. The uFACTS Solution Framework provides a batch framework to support interfaces with large amounts of data with different agencies and is used to import and export large data that does not need to be processed real time.
NF.0130	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to present a result list for data imports and exports (e.g., success or failure, time started, time completed).	3		The uFACTS Solution Framework meets this requirement. The uFACTS Solution Framework's batch framework is designed to handle processing of large volumes of data. In addition to providing high performance, the batch framework are provides the ability to track the status of interfaces including the status of the interfaces, processing times etc.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0131	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to report on interface transmissions (e.g., total number of records loaded, date of interface transmission, amount of time to execute the interface transmission, errors, failures).	3		The uFACTS Solution Framework satisfies this requirement by providing a batch framework to support interface processing. The batch framework stores the information about the interface such as the total number of records processed, processing date and time of interface and any errors and warning that are encountered while processing the interface. This information is stored in the database and log files.
NF.0132	Interfaces And Interoperability	N/A	N/A	N/A	The system shall provide the ability to restart an interface transmission from a specific point (e.g., restart at failed record, restart from beginning).	3		The uFACTS Solution Framework meets this requirement by providing a batch framework that is designed to not only process large volumes of data with high performance but also to provide flexibility while designing and managing interfaces. Interfaces can be designed and developed to handle errors based on their unique requirements. The batch framework provides the ability to restart the interface and configure it to continue processing the data from the failed record or restart processing the entire data and/or generate reports to provide details of the errors.
NF.0133	Interfaces And Interoperability	N/A	N/A	N/A	The system shall associate information received via interface with the line-of-business record which generated the information request.	3		The uFACTS Solution Framework meets this requirement. All interface requests to other agencies are marked with identifiers that are used to identify th requests in the uFACTS Solution Framework. Responses are then associated to the requests base on the identifiers which are unique and can vary from each interface.
NF.0134	Interfaces And Interoperability	N/A	N/A	N/A	The system shall support exchange of bulk data information to be printed and mailed.	2	Low	The uFACTS Solution Framework meets this requirement. The framework however will need to be customized to work with specific print and mail hardware and software available or will be procured.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0135	Interfaces And Interoperability	N/A	N/A	N/A	The system shall support the acceptance of credit card payments.	1	High	The uFACTS Solution Framework meets this requirement. Deloitte with work closely with AWI and the concerned financial institution(s) to design the business rules and interfaces required to support processing of credit cad payments.
NF.0136	Notes	N/A	N/A	N/A	The system shall provide the ability to enter and display notes.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to enter and display notes relevant to claimant and employer accounts. In uFACTS Notes are captured and made available for viewing at various points within the execution of business processes. Additionally, after searching for a claimant , staff can view the events and notes captured about the claimant and can also add additional notes.
NF.0137	Notes	N/A	N/A	N/A	The system shall provide the ability to maintain user-defined note types (e.g., system generated, manually entered, comment).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to automatically attach custom/predefined attributes to notes. uFACTS automatically captures attributes such as the date/time the note was entered, author of the note business process where the note is captured as well as the source of the notes such as manual, system comment etc.
NF.0138	Notes	N/A	N/A	N/A	The system shall provide the ability to sort notes based on the characteristics of the note (e.g., date created, type of note).	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing users the ability to view and sort notes associated with a claimant and employer. The uFACTS event log provides the funtionality to view / add notes. Staff can filter the event log using various criteria such as business process and the results of the search can be sorted by date/time, type of note etc.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0139	Notes	N/A	N/A	N/A	The system shall provide the ability for “threading” notes.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to thread notes. The uFACTS notes functionality keeps track of notes at a noteset level. The noteset id is attached to a each instance of the business process which requires notes capture. As the business process move through its various steps the new notes are added to the noteset attached to the business process thus providing the funtionality for threading a note.
NF.0140	Notes	N/A	N/A	N/A	The system shall provide word processing functionality for the entry and manipulation of text data (e.g., word wrap, spell check, font control).	1	Medium	The uFACTS Solution Framework satisfies this requirement by providing a custom control that provides the ability to manipulate text data and utilize word processing functionality. uFACTS integrates with a third party control, to provide the word processing functionality needed for notes and also th funtionality for doing spelling and grammar check.
NF.0141	Notes	N/A	N/A	N/A	The system shall provide the ability to automatically populate case notes in associated records with details of generated notifications (e.g., user ID, type, date and time sent, recipient, format of transmission).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to generate notifications based on events and automatically capture these notification events as part of the event log. The information recorded include the date/time, the user, and a description of the specific event, claimant id, employer id, issue id etc.
NF.0142	Notes	N/A	N/A	N/A	The system shall provide the ability to display notes based on classification (e.g., internal) and status (e.g., active).	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the ability to record notes and displays notes. The notes are displayed by default based on the date they were captured and hence the latest notes are shown first. Deloitte will work with AWI to capture the additional criteria that are required for the display of these notes.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0143	Notes	N/A	N/A	N/A	The system shall provide the ability to filter notes based on user-defined classifications (e.g., internal, external).	2	Trivial	The uFACTS Solution Framework satisfies this requirement by providing users the ability to view and sort notes associated with a claimant and employer. The uFACTS event log provides the funtionality to view / add notes. Staff can filter the event log using various criteria such as business process, note type etc.
NF.0144	Notes	N/A	N/A	N/A	The system shall provide the ability to generate user-configurable notes based on system events (e.g., issues/flags associated with a case).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to record notes or events on a claimant or employer account any time an AWI-defined action occurs. The information recorded will include the date/time, the user, and a description of the specific event.
NF.0145	Notes	N/A	N/A	N/A	The system shall provide the ability to modify/delete notes.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing the ability to modify or delete notes. A history of the modification to the notes is tracked by the uFACTS framework solution.
NF.0146	Policies And Standards	N/A	N/A	N/A	The system shall comply with NIST Special Publication 800-53 - Recommended Security Controls for Federal Information Systems and Organizations, as revised, for moderate-impact information systems.	1	Medium	The uFACTS Solution Framework satisfies several features of the requirement by providing compliance to infrastructure, and ADA standards as listed on the http://dbs.myflorida.com/laws/60EE.php site. Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet complete requirement.
NF.0147	Policies And Standards	N/A	N/A	N/A	The system shall comply with the Americans with Disabilities Act (Section 508 Standards).	3		The uFACTS Solution Framework satisfies this requirement by providing compliance to Section 508 standards. The system will be tested for Section 508 standards compliance using ADA testing software such as Rational Policy Tester and screen reader software such as JAWS.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0148	Policies And Standards	N/A	N/A	N/A	The system shall comply with the Florida Accessible Electronic and Information Technology Act.	2	Medium	The uFACTS Solution Framework satisfies several features of the requirement by providing compliance to infrastructure, and ADA standards as listed on the http://dbs.myflorida.com/laws/60EE.php site. Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet complete requirement.
NF.0149	Policies And Standards	N/A	N/A	N/A	The system shall ensure all automated interfaces with external partners shall adhere to the privacy and security policies established between the external partner and UC for the exchange of data.	3		The uFACTS Solution Framework satisfies this requirement by using FTP SSH data exchange protocol for all data exchanges between AWI and the external partners. In addition, any uploads/download from the online system will be using the HTTPS technology.
~~NF.0150~~	~~Policies And Standards~~	~~N/A~~	~~N/A~~	~~N/A~~	~~The system shall provide data security with regard to electronic privacy and personal health information according to Health Insurance Portability and Accountability Act (HIPAA) regulations.~~			
NF.0151	Record Management And Audit	N/A	N/A	N/A	The system shall maintain the proper audit information for each record/document recording the date/time the action occurred, the user performing the action, and the data impacted by the action.	3		The uFACTS Solution Framework satisfies this requirement by capturing audit information such as create user, modified users, create timestamp, modified timestamp and update number in every database table. The System also stores business specific action as determined by AWI in event logs.
NF.0152	Record Management And Audit	N/A	N/A	N/A	The system shall provide audit trail functionality to record data output and its intended destination.	3		The uFACTS Solution Framework satisfies this requirement by providing functionality of creating an event log for any external data output created using interfaces and/or direct system download example benefit charges data download.
NF.0153	Record Management And Audit	N/A	N/A	N/A	The system shall provide audit trail functionality to record data import, its source, and its point of entry.	3		The uFACTS Solution Framework satisfies this requirement by providing functionality of creating a transaction log of import- the source, location exampl online application vs. FTP, user, and time of transaction.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0154	Record Management And Audit	N/A	N/A	N/A	The system shall provide audit trail functionality for all system and user generated notifications (e.g., user, date and time, type).	3		The uFACTS Solution Framework satisfies this requirement by providing functionality by tracking an event log transaction to include; user, date, time, and type of correspondence created.
NF.0155	Record Management And Audit	N/A	N/A	N/A	The system shall produce audit records that contain sufficient information to, at a minimum, establish what type of event occurred, when (date and time) the event occurred, where the event occurred, the source of the event, the outcome (success or failure) of the event, and the identity of any user/subject associated with the event.	3		The uFACTS Solution Framework satisfies this requirement by creating an event log transaction for specific business processes as determined by AWI. The event log will contain type of event, outcome, date, time and create user of the event.
NF.0156	Record Management And Audit	N/A	N/A	N/A	The system shall provide the ability to display audit-trail information by entity, whi includes data actions such as read, write, update and delete, archiving and printing, including date, time and function of the data action.	2	Low	The uFACTS Solution Framework satisfies this requirement. The uFACTS framework provides the ability to display audit trail information by entity, whic includes data actions of read, write, update and delete.Displaying audit trail for archiving and printing will have to be developed by configuration .
NF.0157	Record Management And Audit	N/A	N/A	N/A	The system shall allow administrators to select which auditable events are to be audited by specific components of the system.	1	Medium	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement.
NF.0158	Record Management And Audit	N/A	N/A	N/A	The system shall provide the ability for a system administrator to independently select and review the actions of any one or more users, including privileged users.	3		The uFACTS Solution Framework meets this requirement as worded. We assume AWI will adopt the uFACTS functionality and business process.
NF.0159	Record Management And Audit	N/A	N/A	N/A	The system shall provide the ability to configure a retention schedule for records and documents.	2	Low	The uFACTS Solution Framework satisfies this requirement. The uFACTS system will need to be configured based on AWI requirements for retaining data and documents. The base uFACTS system already has purge processes in place to manage removal of older data.
NF.0160	Record Management And Audit	N/A	N/A	N/A	The system shall alert designated organizational officials in the event of an audit processing failure.	1	Medium	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0161	Record Management And Audit	N/A	N/A	N/A	The system shall provide the ability to invoke a system shutdown in the event of an audit system failure, unless an alternative audit capability exists (i.e., if audit tracking can no longer be performed).	1	Medium	The uFACTS Solution Framework satisfies this requirement. In the case of an audit system failure, the pertinent business process stops and results in an exception that is logged. The logged exception provides sufficient details as to the cause of failure.
NF.0162	Record Management And Audit	N/A	N/A	N/A	The system shall protect audit information and audit tools from unauthorized access, modification, and deletion.	1	Medium	Deloitte will modify the uFACTS Solution Framework or fully develop the solution in order to meet this requirement. The uFACTS framework has the rules to prevent unauthorized access to the system and manages access rules to view, modify or delete data.
NF.0163	Record Management And Audit	N/A	N/A	N/A	The system shall provide the capability to automatically process audit records for events based on selectable event criteria.	2	Medium	The uFACTS Solution Framework satisfies this requirement. Events created in the uFACTS system are searchable using the event log view. The search criteria for the events based on type of event, create user, create time can be customized based on AWI requirements.
NF.0164	Record Management And Audit	N/A	N/A	N/A	The system shall use an internal system clock to generate time stamps for audit records.	3		The uFACTS Solution Framework satisfies this requirement by using the application server date/time to store the occurrence and date/time of every transaction stored in the database, event log and application server log.
NF.0165	Reporting	N/A	N/A	N/A	The system shall provide the ability to report on any data element in the system.	3		The uFACTS Solution Framework meets this requirement by storing all data underlying the system in a consistently normalized fashion, allowing any dat element to be included on a report, where necessary

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0166	Reporting	N/A	N/A	N/A	The system shall provide the ability to generate reports based on report specific user defined parameters.	3		The uFACTS Solution Framework meets this requirement by allowing an authorized user, such as system administrator, to define the values for key variables that will be used for report generation. These key variables will generate report based on report specific user defined parameters that the authorized user defines within the System Code.
NF.0167	Reporting	N/A	N/A	N/A	The system shall provide the ability to execute on-demand reports.	3		The uFACTS Solution Framework will meet this requirement by providing the ability to execute on-demand reports via two modes - online report search screens, and dynamic report generation tools. These two techniques allow authorized users the ability to query the production transactional database to obtain the most recent data, when necessary.
NF.0168	Reporting	N/A	N/A	N/A	The system shall provide on-line reporting and query capability with the ability to reference a data dictionary.	3		The uFACTS Solution Framework will meet this requirement by providing on-line reporting and query capability with the ability to reference a data dictionary. For those queries which are frequently repeated, an online search report screen is constructed. For those queries or reports that are infrequent, an authorized user will be able to construct their own on-line reports.
NF.0169	Reporting	N/A	N/A	N/A	The system shall provide the ability to allow users to design on-demand reports.	3		The uFACTS Solution Framework will meet this requirement by providing the ability to allow users to design on-demand reports.. For those queries which are frequently repeated, an online search report screen is constructed. For those queries or reports that are infrequent, an authorized user will be able to construct their own on-demand reports.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0170	Reporting	N/A	N/A	N/A	The system shall allow users to modify report queries on-line.	3		The uFACTS Solution Framework will meet this requirement by providing an online search report screen for those queries which are frequently repeated. For those queries or reports that are infrequent, an authorized user will be able to construct their own on-line reports, and will have the ability to modify report queries on-line.
NF.0171	Reporting	N/A	N/A	N/A	The system shall provide the ability to guide a user step-by-step through report creation.	3		The uFACTS Solution Framework will meet this requirement by providing SAP WebIntelligence. Through SAP WebIntelligence, an authorized user will be able to create a report through a tool that can guide them step-by-step through report creation.
NF.0172	Reporting	N/A	N/A	N/A	The system shall include graphical report layout tools to assist users in formatting reports and queries.	3		The uFACTS Solution Framework satisfies this requirement by providing graphical report layout tools to assist users in formatting reports and queries. SAP WebIntelligence is used to give authorized users immediate acess to transactional data to query and create new reports.
NF.0173	Reporting	N/A	N/A	N/A	The system shall provide the ability to include run-time parameters for ad-hoc reports.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to include run-time parameters for ad-hoc reports. For those reports that are triggered daily and uploaded to the imaging system, an authorized user may change key report variables within System Code to allow creation of a report that targets specific data populations. In addition, if a pure ad-hoc reporting capability is desired, an authorized user may also access SAP WebIntelligence to create a dynamic report and display the targeted information in a format that they can create real-time.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0174	Reporting	N/A	N/A	N/A	The system shall provide the ability to sort, group and filter the data in a report.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to sort, group and filter the data in a report. SAP WebIntelligence can be used to construct ad-hoc reports, and also to modify existing reports real-time, to sort, group and filter data in a manner that the user specifies.
NF.0175	Reporting	N/A	N/A	N/A	The system shall provide the ability to report based on calendar year, fiscal year (e.g., federal or state), and performance year data.	3		The uFACTS Solution Framework satisfies this requirement by providing a combination of static reports, Fiscal Reports search screens, and by allowing an autorized user the ability to construct ad-hoc reports. Part of the standard, static report set within the uFACTS Solution Framework, Federal, State, Fiscal, and Management reports exist to provide standardized views of the data over time. In addition, authorized users are able to access the transactional data and organize it in any customized fashion through the SAP WebIntelligence tool.
NF.0176	Reporting	N/A	N/A	N/A	The system shall provide the ability to report on unrestricted date ranges within the limits of available data.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to report on unrestricted date ranges within the limits of available data. All reports that have been constructed, and are viewable through SAP WebIntelligence, can be customized to display data for user-indicated date ranges, within the retreived result set.
NF.0177	Reporting	N/A	N/A	N/A	The system shall provide the ability for year-to-year, month-to-month, period-to-period, year to date and life to date comparisons on reports.	3		The uFACTS Solution Framework satisfies this requirement by allowing year-to-year, month-to-mont period-to-period, year to date, and life to date comparisons on reports. Through both SAP WebIntelligence and SAP Xcelsius, comparisons to previous time periods and versions of reports can be constructed that give users an accurate and intuitive view into data comparisons and trends.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0178	Reporting	N/A	N/A	N/A	The system shall provide the ability to create reports with defined calculations.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to create reports with defined calculations. Utilizing SAP Crystal Reports, a user is able to construct a report file with defined calculations. In addition, an authorized user is also able to utilize another tool, SAP WebIntelligence, to create reports with defined calculations.
NF.0179	Reporting	N/A	N/A	N/A	The system shall provide the ability to generate reports that include user designed graphs and charts (e.g., organizational charts, line graphs, pie charts, regression lines).	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to generate reports that include user designed graphs and charts Through the SAP Xcelsius tool, a user is able to generate reports that include visual representations of the underlying data, including graphs and charts. This allows users an intuitive view into trends and patterns within the System data.
NF.0180	Reporting	N/A	N/A	N/A	The system shall provide the ability to categorize user defined reports into user defined categories.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to categorize user defined reports into user defined categories. Using the SAP WebIntelligence tool, an authorized user is able to categorize user defined reports, and access them at a future date.
NF.0181	Reporting	N/A	N/A	N/A	The system shall provide the ability to indicate a report contains confidential data (e.g., disclaimer notice across the bottom of the report).	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to indicate a repo contains confidential data. This ability existing within predefined static reports, originally created with SAP Crystal Reports, and within the dynamic SAP WebIntelligence tool. These two methods of providing a disclaimer supports the efforts at protecting private data of individuals.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0182	Reporting	N/A	N/A	N/A	The system shall allow ad-hoc report/query definitions to be stored in public libraries for use by other users.	3		The uFACTS Solution Framework satisfies this requirement by allowing ad-hoc report/query definitions to be stored in public libraries for use by other users. The SAP WebIntelligence tool, combined with the SAP Xcelsius tool, allows user maximum flexibility in creating dynamic reports that can then be accessed at a later date, either through an Xcelsius-created reports dashboard, or within the SAP WebIntelligence tool.
NF.0183	Reporting	N/A	N/A	N/A	The system shall maintain a consistent interface to all reports (e.g., single reporting tool for designing ad-hoc and on-demand reports, generation of report is executed from the same reporting tool).	3		The uFACTS Solution Framework satisfies this requirement by maintaining a consistent interface to reports. For all new, ad-hoc reports needed by a user, SAP WebIntelligence is used to construct the output.
NF.0184	Reporting	N/A	N/A	N/A	The system shall provide the ability to schedule a report to run without user intervention if certain user defined conditions are met.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to schedule a report to run without user intervention if certain user defined conditions are met. The tool for scheduling reports is a server-based tool that also serves as a repository for all static reports. BusinessObjects Enterprise provides the ability for an authorized user to schedule a report to run without user intervention, based on either date conditions, predetermined user defined conditions are met (events), or by a combination of the two.
NF.0185	Reporting	N/A	N/A	N/A	The system shall provide the ability for processing reports in batch.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for processing reports in batch. BusinessObjects Enterprise is used to schedule predefined reports, and can be used to schedule them to run after a batch has completed, or as part of a batch process step.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0186	Reporting	N/A	N/A	N/A	The system shall execute on-line reports in the background and allow users to continue working.	3		The uFACTS Solution Framework satisfies this requirement by executing on-line reports in the background and allow users to continue working. Th reporting tools that we have proposed allow a user to define, and execute the report immediately, and to allow the report to run in the background while they continue working on other activities. This flexibility supports efficiency and multi-tasking.
NF.0187	Reporting	N/A	N/A	N/A	The system shall provide the ability for a user to view the progress of any report.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for a user to view the progress of any report. As a report runs, it steps through various processing stages, such as data retreival and processing and display of the data. A user may view the progress of a report during each of these stages, or investigate to see if a the report has finished running.
NF.0188	Reporting	N/A	N/A	N/A	The system shall allow a system administrator to set thresholds for query workload (e.g., time limits) that provide notification to administrators.	3		The uFACTS Solution Framework satisfies this requirement by allowing a system administrator to set thresholds for query workload (e.g., time limits) that provide notification to administrators. For all static reports that are scheduled using BusinessObjects Enterprise, a user is able to define the number of rows retreived, the timeout criteria for the query, and other key processing variables necessary for smooth report generation and System Administration. Reports can also be configured to provide active notification (e.g., email) upon certain predefined events, such as report generation failure.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0189	Reporting	N/A	N/A	N/A	The system shall provide the ability to cancel a query job without user intervention if it fails to meet system administrator defined criteria (e.g., time limits).	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to cancel a query job without user intervention if it fails to meet system administrator defined criteria (e.g., time limits). For a static reports that are scheduled using BusinessObjects Enterprise, a user is able to define the number of rows retreived, the timeout criteria for the query, and other key processing variables necessary for smooth report generation and System Administration. Ad-hoc reports generated through SAP WebIntelligence will be subject to predetermined maximum database timeout criteria as well.
NF.0190	Reporting	N/A	N/A	N/A	The system shall allow a user or an administrator to delete user created reports.	3		The uFACTS Solution Framework satisfies this requirement by allowing a user or an administrator to delete user created reports. Once report output has been generated, displayed, or otherwise used, it can either be stored in a predetermined location, or deleted by a user or system administrator.
NF.0191	Reporting	N/A	N/A	N/A	The system shall support report distribution based on reporting conditions, such as user defined data values.	3		The uFACTS Solution Framework satisfies this requirement by supporting report distribution based on reporting conditions, such as user defined data values. While customizable to the specific requirements of AWI, the BusinessObjects Enterprise allows distribution of reports to specified users, and can be based on report success, failure, or other predefined conditions and events. In addition, as requested by AWI, the uFACTS Solution Framework also supports the definition of report parameters through the usage of System Code.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0192	Reporting	N/A	N/A	N/A	The system shall support portrait and landscape page orientation for reports.	3		The uFACTS Solution Framework satisfies this requirement by supporting portrait and landscape page orientation for reports. Customizable by the en user, a report can be generated in both portrait or landscape format, and can be exported to varioua output types.
NF.0193	Reporting	N/A	N/A	N/A	The system shall provide the ability to print preview reports.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to print preview reports. This ability gives the user an option to view how the report will look like when actually sent to hard copy.
NF.0194	Reporting	N/A	N/A	N/A	The system shall provide the ability to define control breaks and number of lines per page limits.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to define control breaks and the number of lines per page limits. Available in both static Crystal Reports and in dynamic SAP WebIntelligence reports, this flexibility gives the user maximum control over how the output is displayed, both online, and when printed.
NF.0195	Reporting	N/A	N/A	N/A	The system shall provide the ability to print a range of pages.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to print a range of pages. Standard for either static reports delivered through a pdf report viewer, or through SAP WebIntelligence, a user has the ability to print a rang of pages.
NF.0196	Reporting	N/A	N/A	N/A	The system shall provide the ability to route reports to various network printers as defined by a user.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to route reports to various network printers as defined by a user. One of the abilities of both SAP WebIntelligence and BusinessObjects Enterprise is to route reports to various network printers. In addition, reports may als be routed to specific network locations, folders, and email inboxes.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0197	Reporting	N/A	N/A	N/A	The system shall provide the ability to specify the number of copies of a report to be printed.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to specify the number of copies of a report to be printed. Standard for either static reports delivered through a pdf report viewer, or through SAP WebIntelligence, a user has the ability to specify the number of copies of a report to be printed.
NF.0198	Reporting	N/A	N/A	N/A	The system shall provide the ability to direct reports to multiple outputs including email, screen, printer, file.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to direct reports to multiple outputs including email, screen, printer, file. Standard with both SAP WebIntelligence and BusinessObjects Enterprise, an authorized user has the ability to specify multiple outputs. This can include all of the types listed; email, screen, printer, and file.
NF.0199	Reporting	N/A	N/A	N/A	The system shall provide users the means of specifying form of output and distribution for reports (e.g., distribute to named users through email, print at local printer, print at remote printer, fax, distribute as data file through specified medium of transmission, email, etc.).	3		The uFACTS Solution Framework satisfies this requirement by providing users the means of specifying form of output and distribution for reports. Standard with both SAP WebIntelligence and BusinessObjects Enterprise, an authorized user has the ability to specify multiple outputs and distribution. This can include all of the types listed; named users through email, print at a local printer, print at a remote printer, fax, distribute as data file, and email.
NF.0200	Reporting	N/A	N/A	N/A	The system shall provide the ability to save report results in various formats (e.g., Microsoft Word, ASCII files, Microsoft Excel, Text files (.txt), PDF format, HTML, XML).	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to save report results in various formats. This includes Microsoft Word, ASCII files, Microsoft Excel, Text files (.txt), PDF format, HTML, XML. This ability gives users maximum flexibility for data export and further analysis.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0201	Reporting	N/A	N/A	N/A	The system shall support On-line Analytical Processing (OLAP) extraction, transmission, and formatting as it relates to reporting.	3		The uFACTS Solution Framework satisfies this requirement by supporting On-line Analytical Processing (OLAP) extraction, transmission, and formatting as it relates to reporting. The SAP WebIntelligence tool, and the SAP Xcelsius tool both directly support Online Analytical Processing (OLAP) extraction, transmission, and formatting. This allows for substantial flexibility with regards to report and report data export and analysis.
NF.0202	Reporting	N/A	N/A	N/A	The system shall provide a user configurable dashboard utilizing on-demand queries and standard reports to provide information to the user in a drill-down manner.	3		The uFACTS Solution Framework satisfies this requirement by providing a user configurable dashboard utilizing on-demand queries and standard reports to provide information to the user in a drill-down manner. SAP Xcelsius allows the construction of new or customized dashboards within hours. With the ability to display and allow users to to drill-down dynamically into the displayed data sets, it supports specific, organized report dashboard publishing.
NF.0203	Reporting	N/A	N/A	N/A	The system shall provide the ability for an administrator to require the archiving of data used to produce a report.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for an administrator to require the archiving of data used to produce a report. An option within SAP Crystal Reports, saving the data underlying a report is a powerful option that gives future users the opportunity to export and extract the data into other formats, and to display it differently within other tools. Reports will be created with this option as requested by AWI.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0204	Reporting	N/A	N/A	N/A	The system shall provide a mechanism for archiving (storing in read-only mode) the data used to produce reports which have been marked as requiring archive.	3		The uFACTS Solution Framework satisfies this requirement by providing a mechanism for archiving (storing in read-only mode) the data used to produce reports which have been marked as requiring archive An option within SAP Crystal Reports, saving the dat underlying a report is a powerful option that gives future users the opportunity to export and extract the data into other formats, and to display it differently within other tools. Reports will be created with this option as requested by AWI.
NF.0205	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to open multiple screens/windows.	0		The uFACTS solution framework does not allow a user to sign on to multiple windows screens with the same credentials for security purposes. Design features and the GUI principles adopted by the uFACTS solution effectively eliminates the need to open multiple windows/screens in the same computer.
NF.0206	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to access the menu structure or a navigation path while executing business functionality.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to access the left navigation while working in the system. The left navigation is always available to staff, claimants, and employers while viewing or modifying data. Selecting a menu option will direct the user to another page wit uFACTS.
NF.0207	Search And Navigation	N/A	N/A	N/A	The system shall support the use of user defined short-cut keys to move between modules and menus.	1	Low	The uFACTS solution framework satisfies this requirement by allowing users to tab between differe left navigation menu options, select an option and further drill down the tree menu structure . The uFACTS solution can be customized to provide short-cut keys. However, they are not necessary nor standard to web based systems.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0208	Search And Navigation	N/A	N/A	N/A	The system shall allow navigation between related functionality within a line-of-business record without re-entering the original search criteria.	3		The uFACTS Solution Framework satisfies this requirement by providing a left navigation sub-menu of options with the line-of-business the user is currently working on. For example, if the user was reviewing a monetary determination, all left navigation options would be available to him/her, and in addition the Monetary menu would be expanded to list all monetary-related pages. This prevents the user from having to return to a main search page.
NF.0209	Search And Navigation	N/A	N/A	N/A	The system shall provide a sequence of screens and fields enabling users to access, modify, skip or jump to other areas of interest for data entry based on the administrator defined navigation.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to "jump" to other areas of interest in addition to a simple linear data entry process. For example if staff is finishing an application on behalf of a claimant, he/she is able to "jump" to the point where the claimant stopped entry. Deloitte will work with AWI to determine which navigation structure best suits each business process.
NF.0210	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to perform full text searches.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to perform full text searches within the required areas of business. Deloitte will work with AWI to determine which processes require this functionality.
NF.0211	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to perform keyword searches.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing a capability to perform keyword searches. Deloitte will work with AWI to determine which processes require this functionality.
NF.0212	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to search a range of data values.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to search a range of data values. One example of this is the capability to search within a specified date range.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0213	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to execute advanced search functionality from any area within the system.	3		The uFACTS Solution Framework satisfies this requirement by providing advanced search capabilities specific to business processes. For example search for non monetary determinations created within a date range, etc. Deloitte will work wit AWI to determine which business processes will require advanced search screens.
NF.0214	Search And Navigation	N/A	N/A	N/A	The system shall require at least one search criteria is populated prior to executing a search.	3		The uFACTS Solution Framework satisfies this requirement. Deloitte can implement validation rules that would force the user to select or enter at least one search criterion on any search screen.
NF.0215	Search And Navigation	N/A	N/A	N/A	The system shall support the use of "wild cards" in search and query functions.	3		The uFACTS Solution Framework satisfies this requirement. The usage of wild cards does involve expanded database querying, thus Deloitte will work with AWI to determine which search screens absolutely required wild cards.
NF.0216	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to group search results.	3		The uFACTS Solution Framework satisfies this requirement. Deloitte will work with AWI to determine which result set data require to be grouped.
NF.0217	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to sort search results.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to sort search results as defined by AWI in the design process. All column headers on the results screens can be used for sorting the displayed data.
NF.0218	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to navigate to the appropriate record selected (within the context of the search).	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to navigate directly to the record selected. All records within the search will contain a hyperlink which will direct the user to the specific account or records.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0219	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to filter search results.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to filter search results as defined by AWI in the design process.
NF.0220	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to combine multiple search criteria using logical 'AND', 'OR' and 'BETWEEN' operators.	2	Trivial	The uFACTS Solution Framework satisfies this requirement. By default all search criteria uses a logical AND operator which also provides a BETWEEN operator functionality such as a data range. Rarely have any search criteria required an O operator, however if determined required, uFACTS solution can easily implement it.
NF.0221	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to search and retrieve records (or logical groups of records) matching compound search criteria.	2	Trivial	The uFACTS Solution Framework satisfies this requirement. By default all search criteria uses a logical AND operator.The uFACTS solution and provide any level of complexity for search conditions including compound search criteria.
NF.0222	Search And Navigation	N/A	N/A	N/A	The system shall allow users to save searches with user-defined names.	1	Medium	The uFACTS Solution Framework satisfies this requirement uFACTS will provide a library of saved searches to be accessed by all users with appropriat security.
NF.0223	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to include unstructured data in query results (e.g., Microsoft Word documents, Adobe Acrobat files).	3		The uFACTS Solution Framework satisfies this requirement Any relevant documents used by the system will be stored in FileNet content manager or temporarily in the operating system file storage. uFACTS will provide the ability to include such data i query search results.
NF.0224	Search And Navigation	N/A	N/A	N/A	The system shall display result sets in a paged manner based on a user-defined number of records per page.	3		The uFACTS Solution Framework satisfies this requirement by providing a capability to display resul in pages. Users can scroll through pages to locate the specific record they desire.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0225	Search And Navigation	N/A	N/A	N/A	The system shall provide query searching capabilities that can be used to search within a result set.	3		The uFACTS Solution Framework satisfies this requirement by providing flexiblity in its search criteria. Upon performing a search using certain criteria, if further refining of that search is required, it can be achieved by providing further search conditions and performing the search again.
NF.0226	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to perform advanced searches based on configurable criteria.	2	Medium	The uFACTS Solution Framework satisfies this requirement. Deloitte will work with AWI to determine the level of complexity for each search screen that wi be necessary for a business process.
NF.0227	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to prompt the user to save work in progress.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a prompt for users to save work. uFACTS will display a message to a user after a predefined period of time passes if the user has remained on the same screen.
NF.0228	Search And Navigation	N/A	N/A	N/A	The system shall provide the ability to specify the limit of the maximum number of records retrieved by a single page query.	3		The uFACTS Solution Framework satisfies this requirement by providing a limit on the maximum number of records that can be retrieved by a single page query. Deloitte will work with AWI to determine a limit that best meets your business needs.
NF.0229	Search And Navigation	N/A	N/A	N/A	The system shall provide a user with the total number of records found and total number of unique records found matching the user's query.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing the user with 2 sets of records found, including a designation between the number of unique records and the total number of records. Users can then use filter criteria to narrow down this information.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0230	Security	N/A	N/A	N/A	The system shall enforce display, entry, modification, deletion, and exchange of information using the Principle of Least Privilege (A basic principle in information security that holds that entities (people, processes, devices) should be assigned the fewest privileges consistent with their assigned duties and functions. For example, the restrictive "need-to-know" approach defines zero access by default and then opens security as required.). .	3		The uFACTS Solution Framework meets this requirement by implementing a role based security model based on Principle of Least Privilege. The uFACTS Security Framework provides role based access to all users which inturn provides the appropriate level of access to each application component. By default access is restricted to all the application components within the solution.
NF.0231	Security	N/A	N/A	N/A	The system shall provide access to data and functionality within the system based on administrator configurable security role(s) assigned to the user (e.g., access to data, access to documents, access to audit trail information, access to program information, access to financial data).	3		The uFACTS Solution Framework meets this requirement by implementing a role based authorization security model. Users will need to be assigned appropriate roles that have access to different application components of the solution such as data access, document access etc. The uFACTS Solution Framework provides GUI screens to support administrative services such as user management and role assignment and access to these GUI Screens are again restricted based on the roles assigned to the administrative user.
NF.0232	Security	N/A	N/A	N/A	The system shall provide access to data and functionality at the most granular level available (i.e. field level for data and screen access, document type for documents, individual menu item for functionality).	3		The uFACTS Solution Framework meets this requirement by providing a security framework that is highly flexible. The application security can be set at very high level which would grant access to a set of screens or screen or the security can be set up at a very granular level such that user can only view privileges to certain data elements on a screen or not even view them at all. Security requirements are identified during the design and are an integral part of the design documents such as use cases.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0233	Security	N/A	N/A	N/A	The system shall provide varying levels of permission to access data and functionality. Permissions shall include no access, view only access, create access, update access, and delete access.	3		The uFACTS Solution Framework meets this requirement by implementing an role based authorization model whereby user information is stored in LDAP, each user is assigned a role which contains different functions. The functions stored in LDAP are associated with a set of resources and privileges that gives the uFACTS Solution Framework the flexibility to setup security of application components with varying levels of permission. For example, an applicant legal name resource could be associated with a read privilege or read/write privilege based on the defined security roles.
NF.0234	Security	N/A	N/A	N/A	The system shall provide the ability to establish standard "user profiles" consisting of one or more security roles from which individual users may inherit privileges.	3		The uFACTS Solution Framework meets this requirement by implementing a role based authorization security model. Users within the uFACTS Solution are stored in a secure LDAP and are assigned security roles which in turn consist of functions that give specific access to granular and independent piece of functionality with in the system. The uFACTS Solution Framework provides administrative services to maintain users and roles and user role associations and multiple roles can be assigned to a user which in turn are translated to set of resource privileges within the application.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0235	Security	N/A	N/A	N/A	The system shall provide the ability for an administrator to modify the roles of a single user or group of users without modifying the original profile or role.	3		The uFACTS Solution Framework meets this requirement by providing application components to support administrative services. Administrative users will be able to create, modify and disable users in addition to maintaining the user roles. Roles can be modified to change the security privileges of all users that the role is assigned to or individual users can be modified to change the security privileges of the particular user using the administrative screens provided by the uFACTS Solution Framework.
NF.0236	Security	N/A	N/A	N/A	The system shall provide the ability to assign role(s) to users effective for a specified date range.	2	Medium	The uFACTS Solution Framework meets this requirement by providing application components to support administrative services. Administrative users that have the required privileges can assign roles to users and users in the system have an optional effective start date and effective end date that can be set to disable the users based on these dates. User roles can be appended with effective dates.
NF.0237	Security	N/A	N/A	N/A	The system shall provide a single integrated logon to access all functionality within the system.	3		The uFACTS Solution Framework meets this requirement by storing the user identity centrally in th LDAP server and using it to authenticate all users trying to access the application. Once the user is authenticated to access the system, access is granted to all parts of the system including documents stored in Filenet, Filenet workflow queues documents stored temporarily on FTP server and other sub components based on the security privileges assigned to user.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0238	Security	N/A	N/A	N/A	The system shall not display a password in cleartext.	3		The uFACTS Solution Framework meets this requirement. Passwords are not displayed in clear text throughout the system, further passwords are not stored as clear text in the system but stored as hashed strings within LDAP and can only be used to verify user entered passwords correctness. The uFACTS Solution Framework provides administrative users to reset individual user account password but does not let them read the password.
NF.0239	Security	N/A	N/A	N/A	The system shall provide a warning of password expiration based on an administrator configurable number of days prior to actual expiration .	2	Low	The uFACTS Solution Framework meets this requirement. Users are redirected to the password change screens on successful login when the password has expired. The uFACTS Solution framework provides a mechanism to display importar messages and action items on the user home page and this mechanism can be used to notify users of upcoming password expiration.
NF.0240	Security	N/A	N/A	N/A	The system shall provide the user with a final warning to change his/her password prior to password expiration.	2	Low	The uFACTS Solution Framework meets this requirement.The uFACTS Solution framework provides a mechanism to display important messages and action items on the user home page and this mechanism can be used to notify users of upcoming password expiration.
NF.0241	Security	N/A	N/A	N/A	The system shall automatically disable the user account when the administrator configurable number of unsuccessful logon attempts is exceeded.	3		The uFACTS Solution Framework meets this requirement by leveraging the LDAP server features. Administrative users can configure the number of unsuccessful logon attempts before the user account is locked. The number of unsuccessful login attempts by individual users is stored in their LDAP account and the user account is locked once the unsuccessfu login attempts of the user exceeds the threshold set by administrators.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0242	Security	N/A	N/A	N/A	The system shall provide the ability to limit user logon to one workstation at a time.	1	High	The uFACTS Solution Framework meets this requirement.The uFACTS Solution framework can be customized to meet this requirement.
NF.0243	Security	N/A	N/A	N/A	The system shall provide the capability to limit the number of concurrent sessions for each user account to an administrator configurable number.	1	High	The uFACTS Solution Framework meets this requirement.The uFACTS Solution framework can be customized to meet this requirement.
NF.0244	Security	N/A	N/A	N/A	The system shall notify the user, upon successful logon (access), of the date and time of the last logon (access).	2	Low	The uFACTS Solution Framework meets this requirement by leveraging the features of the LDAP server. LDAP server is used to track user authentication information such as last successful logon, unsuccessful logon attempts etc. The uFACTS Solution framework provides a mechanism to display important messages and action items on the user home page and this mechanism can be extended to notify the user, upon successful logon, of the date and time of the last logon.
NF.0245	Security	N/A	N/A	N/A	The system shall display an approved notification message before granting access to the system.	3		The uFACTS Solution Framework meets this requirement. Users can be presented with approved notification messages before login on the login screens or on the home page after login. Users can also be redirected to notification screens on successful login before granting access to the system.
NF.0246	Security	N/A	N/A	N/A	The system shall retain the notification message on the screen until users take explicit actions to log on to or further access the information system.	2	Medium	The uFACTS Solution Framework meets this requirement. Users can be presented with approved notification messages before login on the login screens or on the home page after login. Users can also be redirected to notification screens on successful login before granting access to the system and the uFACTS Solution can be customized so that users are required to perform explicit actions before granting access to the system.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0247	Security	N/A	N/A	N/A	The system shall generate a unique session identifier for each session and only recognize system-generated session identifiers.	3		The uFACTS Solution Framework meets this requirement. User sessions are created when a user successfully logs into the application and each user session is assigned its own unique session identifier by the uFACTS Solution Framework. Session validity is verified for every request received by the server ar the session is invalidated after a configurable period of inactivity or logout from the application.
NF.0248	Security	N/A	N/A	N/A	The system shall prevent further access to the system by ending a session and deleting the session id after an administrator configurable period of inactivity or based on user actions (e.g. logout, close browser)	3		The uFACTS Solution Framework meets this requirement. User sessions are created when a user successfully logs into the application and each user session is assigned its own unique session identifier by the uFACTS Solution Framework. Session validity is verified for every request received by the server ar the session is invalidated after a configurable period of inactivity or logout from the application.
NF.0249	Security	N/A	N/A	N/A	The system shall provide a readily observable logout capability on all screens/pages.	3		The uFACTS Solution Framework meets this requirement. Logout links are provided on all the screens within the uFACTS Solution except on static help pages and documents etc.
NF.0250	Security	N/A	N/A	N/A	The system shall provide the capability for an administrator to create/modify user and external customer accounts.	3		The uFACTS Solution Framework meets this requirement. The uFACTS Solution Framework provides application components to support administrative services such as user maintenance and role maintenance and can be used to create, modify and disable internal staff users. Applicants have to go through the registration process to create user accounts in the system however staff users that have appropriate security can complete the registration process on behalf of the applicants and create user accounts for them.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0251	Security	N/A	N/A	N/A	The system shall provide the ability to associate a user with a primary and secondary business unit within the organization.	2	Low	The uFACTS Solution Framework meets this requirement by providing administrative services to maintain users. While creating staff users, options are provided to select primary business location/unit and this can be extended to include secondary business unit/location. Applicant user creation process is defined by a whole set of business rules and can be modified to include any data elements tha need to be captured.
NF.0252	Security	N/A	N/A	N/A	The system shall provide the capability for an administrator to reset a user's password without knowing the original password.	3		The uFACTS Solution Framework meets this requirement by providing administrative services to maintain users. The uFACTS Solution Framework provides administrative users to reset individual user account password but does not let them read the password.
NF.0253	Security	N/A	N/A	N/A	The system shall provide the capability for an administrator to require a user to reset their password on the next successful logon.	2	Medium	The uFACTS Solution Framework meets this requirement. The framework currently forces users to change their password after first successful login after user creation. This feature can be extended to force users to change their password when the administrative user flags an individual user account.
NF.0254	Security	N/A	N/A	N/A	The system shall prevent the creation of duplicate user accounts.	3		The uFACTS Solution Framework meets this requirement by creating user names based on predefined algorithm and not let users create their own account ID's. Business rules can be created and implemented to have validation around the staff user creation such as not creating users if the first name and last name match with an existing user in the system. Applicant user account creation is defined by a set of business rule including validations to verify duplicate SSN's (SSN's that are already registered in the system).

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0255	Security	N/A	N/A	N/A	The system shall provide the ability to enforce administrator configurable security parameters (e.g, password strength, expiring passwords, lockout attempts, inactivity timeframes, etc).	3		The uFACTS Solution Framework meets this requirement by leveraging the features of the LDAP server it uses. Administrative users that have appropriate security can set the security parameters such as password strength on the LDAP server and these rules are enforced by the uFACTS Solution Framework.
NF.0256	Security	N/A	N/A	N/A	The system shall provide the ability to log security events (e.g., failed/successful logon attempts, amendment of user rights, inactivation of users).	3		The uFACTS Solution Framework meets this requirement by extending the logging features of the LDAP server and using its own event logging mechanism. Events that can be captured using the LDAP server logging mechanism such as filed login attempts are captured and stored in the LDAP server. The uFACTS Solution Framework also provides ever logging mechanism to capture and define any pre defined system events such as SSN search etc and be extended to capture any other system events identified during the design.
NF.0257	Security	N/A	N/A	N/A	The system shall have the capability for an administrator to revoke user access for an individual user or group of users.	2	Medium	The uFACTS Solution Framework meets this requirement by providing administrative services to maintain users. These administrative services let administrators revoke access to user accounts. User Group creation and maintenance can be performed in the LDAP server that the solution uses and the LDAP server features can be used to revoke access for a group of users.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0258	Security	N/A	N/A	N/A	The system shall have the capability for an administrator to suspend user access for an individual user or group of users.	2	Medium	The uFACTS Solution Framework meets this requirement by providing administrative services to maintain users. These administrative services let administrators disable user accounts. User Group creation and maintenance can be performed in the LDAP server that the solution uses and the LDAP server features can be used to suspend access for a group of users.
NF.0259	Security	N/A	N/A	N/A	The system shall have the capability for an administrator to force logout for an individual user or group of users.	1	Medium	The uFACTS Solution Framework meets this requirement. The uFACTS solution currently has the ability to force logout a group of users. The solution can be customized to provide the ability to force logout an individual user.
NF.0260	Security	N/A	N/A	N/A	The system shall provide the ability to deactivate user accounts after an administrator configurable defined time of inactivity (days/weeks).	3		The uFACTS Solution Framework meets this requirement by leveraging the LDAP server features. Administrative users can configure the time of inactivity before the user account is disabled/locked. The inactivity period is calculated based on the last successful login timestamp stored in the LDAP account and once it exceeds the threshold set by administrators, the user account is locked.
NF.0261	Security	N/A	N/A	N/A	The system shall provide the ability to generate automatic notification of locked user accounts to a security administrator.	2	Low	The uFACTS Solution Framework meets this requirement by leveraging the features of the LDAP server. Tasks can be setup in the task scheduler to gather locked user accounts in Active Directory and these tasks can be configured to notify administrative users with the list of locked user accounts.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0262	Security	N/A	N/A	N/A	The system shall provide the ability to report on user information (e.g., account status, assigned roles/permissions, user activity history, history of security profile changes for a user).	2	Low	The uFACTS Solution Framework meets this requirement. An industry standard Active Directory Management tool can be used to run reports against Active Directory activity. The reports can contain user activity history, locked out/inactive users, user profile changes, roles/permissions etc.
NF.0263	Security	N/A	N/A	N/A	The system shall provide the ability to track and report inactive user accounts for specified time periods.	2	Low	The uFACTS Solution Framework meets this requirement. An industry standard Active Directory Management tool can be used to run reports against Active Directory activity. The reports can contain user activity history, locked out/inactive users, user profile changes, roles/permissions etc.
NF.0264	Security	N/A	N/A	N/A	The system shall provide the ability to administer user security based on organizational unit.	1	Medium	The uFACTS Solution Framework meets this requirement by providing the ability to administer user security based on an organizational unit. Employer and Third-party Administrators will have an administrative user within their organization who can administer user security. If such a security feature is needed for organizational units within AWI, the solution can be customized.
NF.0265	Security	N/A	N/A	N/A	The system shall support Secure Sockets Layer (SSL).	3		The uFACTS Solution Framework meets this requirement. SSL is used to encrypt all data that is transmitted to and from the server. Non SSL ports are disabled on the servers to further restrict unwanted connections to the application server and other servers hosting sub components such as Filenet.
NF.0266	Security	N/A	N/A	N/A	The system shall support Secure Shell (SSH).	3		The uFACTS Solution Framework meets this requirement. All communication with the servers hosting the uFACTS Solution is encrypted and Secure Shell is supported where appropriate.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0267	Security	N/A	N/A	N/A	The system shall support IP Protocol Security extension (IPSec).	3		The uFACTS Solution Framework meets this requirement. All communication with the servers hosting the uFACTS Solutionsupports IP Protocol Security extension.
NF.0268	Security	N/A	N/A	N/A	The system shall support S/MIME for email communications.	3		The uFACTS Solution Framework meets this requirement. All communication to and from the servers hosting the uFACTS Solution is encrypted and S/MIME is supported for email communications.
NF.0269	Security	N/A	N/A	N/A	The system shall support at a minimum 256-bit cryptography.	3		The uFACTS Solution Framework meets this requirement. The system will support 256-bit cryptography for online and FTP traffic that goes over the public network.
NF.0270	Security	N/A	N/A	N/A	The system shall encrypt data transmission information (e.g., URLs, query strings connection strings).	3		The uFACTS Solution Framework meets this requirement by encrypting all data to and from the servers hosting the uFACTS Solution Framework. A Secure HTTP post (using SSL) is used by the application framework , thus none of the variables are a part of the request URL's and visible to users. The uFACTS Solution Framework uses LLBLGen as an ORM Mapper which uses only prepared statements to secure against SQL injection and connection strings are maintained on the server and hence cannot be accessed directly by the application clients.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0271	Security	N/A	N/A	N/A	The system shall provide the ability to encrypt sensitive data on the data layer.	3		The uFACTS Solution Framework meets this requirement by extending the database and LDAP security features in addition to application security protocols. All sensitive information such as passwords is stored as hashed strings and cannot be retrieved as clear text strings. Access to sensitive information can be restricted by restricting access to these tables by users and data encryption can be performed on individual data elements using the database features where appropriate.
NF.0272	Security	N/A	N/A	N/A	The system shall maintain the integrity and confidentiality of information during aggregation, packaging, and transformation in preparation for transmission.	3		The uFACTS Solution Framework meets this requirement by encrypting all data to and from the application. Data in the system is restricted by using network security and all data transformation occurs on the application server which is placed inside a secure zone thus cannot be accessed directly.
NF.0273	Security	N/A	N/A	N/A	The system shall protect the integrity and confidentiality of transmitted information.	3		The uFACTS Solution Framework meets this requirement by encrypting all data to/from the application. SSL is used to encrypt all the http data and any web service based communication is encrypted as well. Secure FTP is used for file transfers.
NF.0274	Security	N/A	N/A	N/A	The system shall protect the integrity and confidentiality of information at rest.	3		The uFACTS Solution Framework meets this requirement. Application data is restricted by enforcing network security such as Firewalls and access to data is granted only through the application except for defined administrative users that are permitted by Firewall rules, who can access the data directly from DBMS and Filenet etc.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0275	Security	N/A	N/A	N/A	The system shall provide the ability to virus scan uploaded files using Agency-approved virus scanning software.	3		The uFACTS Solution Framework meets this requirement by extending the features of the agency approved virus scanning software. We assume that this agency approved virus scanning software provides APIs to use within the uFACTS application.
NF.0276	Security	N/A	N/A	N/A	The system shall enforce approved authorizations for controlling the flow of information within the system and between interconnected systems.	3		The uFACTS Solution Framework meets this requirement by relying on the network infrastructure security features in addition to implementing security protocols. The uFACTS Solution Framework uses DMZ's to restrict access to the application data and the server storage. Only specific servers and ports are placed outside the DMZ's to support FTP and Web browser access.
NF.0277	Security	N/A	N/A	N/A	The system shall ensure transactions and messages are accurately received as they were sent and information is not altered by non-authorized individuals.	3		The uFACTS Solution Framework meets this requirement by encrypting all data to and from the application. HTTP data is encrypted using Secure Socket Layer (SSL) technology, Secure FTP is used for file transfers and all web service based communication also uses encryption.
NF.0278	Security	N/A	N/A	N/A	The system shall provide access control that permits or denies access to the application, information, or other resources, based on parameters such as the identity of the source and the target.	3		The uFACTS Solution Framework meets this requirement by implementing a role based authorization security model. By default users do not get access to the application components of the solution and appropriate roles are required to access application components such as data access, document access etc. A user who can login to the application does not automatically get access to application components, the user must have appropriate security privileges to set up access to application components.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0279	Security	N/A	N/A	N/A	The system shall prevent unauthorized information transfer.	3		The uFACTS Solution Framework meets this requirement by encrypting all data to/from the application. Data in the system is restricted by using network security and all data transformation occurs on the application server which again is placed inside a secure zone and cannot be accessed directly. Application data is restricted by enforcing network security such as Firewalls and access to data is granted only through the application except for defined administrative users that are permitted by Firewall rules, who can access the data directly from DBMS and Filenet etc.
NF.0280	Security	N/A	N/A	N/A	The system shall monitor and control communications at the external boundary of the system and at key internal boundaries within the system.	3		The uFACTS Solution Framework meets this requirement by using firewalls and VLANs to segregate traffic and monitor and control access to various components within the system. The uFACTS architecture defines a secure zone to provide security to the key application components of the uFACTS solution and a and De-Militarized zone (DMZ) for Web Servers, FTP servers etc that would be accessed externally.
NF.0281	Security	N/A	N/A	N/A	The system shall route all access through a dedicated, managed interface for purposes of access control and auditing.	3		The uFACTS Solution Framework meets this requirement by allowing all access to the system through a secure single sign on GUI screen, web-services and secure FTP access. Each of these interfaces are well defined, secure and provide required level of tracking activity for audit purposes.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0282	Security	N/A	N/A	N/A	The system shall prevent discovery of specific system components (or devices) composing a managed interface.	3		The uFACTS Solution Framework meets this requirement by having non-essential services turned off and by using firewalls and VLANs to prevent discovery of specific system components. The uFACTS architecture defines a secure zone to prevent direct access to specfic system components such as Application servers, FileNet Servers, Database servers etc.
NF.0283	Security	N/A	N/A	N/A	The system shall implement host-based boundary protection mechanisms for servers, workstations, and mobile devices.	3		The uFACTS Solution Framework meets this requirement by utilizing antivirus and anti-malware programs on each server, workstation and mobile device that will host the uFACTS solution.
NF.0284	System Architecture	N/A	N/A	N/A	The system shall support 24x7x365 availability.	3		The uFACTS Solution Framework meets this requirement by proposing hardware components and configuration that supports capabilities that has built in redundancy mechanisms and load balancing features that will meet the 24x7x365 availability metric. Performance improvements and data integrity advantages may be available if certain functions are taken offline during batch processing and certain other regularly scheduled off-hour activities.
NF.0285	System Architecture	N/A	N/A	N/A	The system shall support 99.99% availability, excluding planned maintenance, calculated on an annual basis.	3		The uFACTS Solution Framework meets this requirement by proposing hardware components and configuration that supports capabilities that has built in redundancy mechanisms and load balancing features that will meet the 99.99% availability metric. These mechanisms effectively eliminate single points of failure. This does not apply to any pre-existing legacy components that will be integrated with the uFACTS Solution Framework.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0286	System Architecture	N/A	N/A	N/A	The system shall support access from multiple locations to include all AWI offices as well as telecommuters.	3		The uFACTS Solution Framework meets this requirement by providing a web based solution which is accessible from a working internet connection over supported browsers.
NF.0287	System Architecture	N/A	N/A	N/A	The system shall be designed in a modular architecture which corresponds to the business processes in order to support a phased implementation.	3		The uFACTS Solution Framework meets this requirement by dividing the building blocks of the application into modules such as Tax Services, Benefits Services, Adjudication and Appeals, Reporting Services, Economic Research and Integrity, Administrative Services and Common Services. This loosely coupled application architecture enables effective development and maintenance of one area without impacting another and supports our phased implementation approach.
NF.0288	System Architecture	N/A	N/A	N/A	The system shall employ reusable application components.	3		The uFACTS Solution Framework meets this requirement by architecting a highly optimized assortment of web services and extensible components which are complemented with customized controls that are designed specifically to enable standardized reusability.
NF.0289	System Architecture	N/A	N/A	N/A	The system architecture shall be fault tolerant.	3		The uFACTS Solution Framework meets this requirement by proposing hardware components and configuration that supports capabilities that has built in redundancy mechanisms and load balancing features that will meet this requirement. These mechanisms effectively eliminate single points of failure. This does not apply to any pre-existing legacy components that will be integrated with the uFACTS Solution Framework.
NF.0290	System Architecture	N/A	N/A	N/A	The system shall integrate with secure inbound and outbound Exchange/Outlook email technology.	1	Medium	The uFACTS Solution Framework meets this requirement by customizing the application architecture to integrate with inbound and outbound Exchange/Outlook e-mail technology.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0291	System Architecture	N/A	N/A	N/A	The system shall integrate with inbound and outbound fax technology.	2	Low	The uFACTS Solution Framework meets this requirement by providing an application architecture which integrates with IBM FileNet P8 Content Manager and RightFax.
NF.0292	System Architecture	N/A	N/A	N/A	The system shall integrate with inbound and outbound Integrated Voice Response (IVR) technology.	3		The uFACTS Solution Framework meets this requirement by providing an Integration Tier which is specifically designed to enable integration with external systems and leverages the web services paradigm to effectively integrate with IVR technology
NF.0293	System Architecture	N/A	N/A	N/A	The system shall provide an integrated document and content management repository.	3		The uFACTS Solution Framework meets this requirement by providing an application architecture which integrates with IBM FileNet P8 Content Manager which supports document management and imaging components.
NF.0294	System Architecture	N/A	N/A	N/A	The system shall provide integrated document imaging technology including print-to-image.	3		The uFACTS Solution Framework meets this requirement by providing an application architecture which integrates with IBM FileNet P8 Content Manager which supports document management and imaging components.
NF.0295	System Architecture	N/A	N/A	N/A	The system shall provide integrated error and exception handling capabilities.	3		The uFACTS Solution Framework meets this requirement by providing an architecture which relies on the application server to store and manage log files. All exceptions in the system are assigned a severity level such as information, warning, error, exception etc. The application server can be configured to capture only exceptions with certain severity levels.
NF.0296	System Architecture	N/A	N/A	N/A	The system shall provide the ability to integrate with third-party applications (e.g., Microsoft Office, Adobe Acrobat).	1	Medium	The uFACTS Solution Framework meets this requirement by customizing the application architecture to integrate with third-party applications.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0297	System Architecture	N/A	N/A	N/A	The system shall provide a business-rules engine that includes a business rules repository (e.g., claimant eligibility rules).	1	High	The uFACTS Solution Framework meets this requirement by integrating with Oracle Policy Automation. Oracle Policy Automation include a business rules repository
NF.0298	System Architecture	N/A	N/A	N/A	The system shall allow for changes to administrator defined business rules witho programming modifications.	3		The uFACTS Solution Framework meets this requirementby providing capabilities to define and maintain code and code values that enable rapid deployment of business rules without programming modifications. In addition, the proposed integration with Oracle Policy Automation allows business rules maintenance without programming modifications.
NF.0299	System Architecture	N/A	N/A	N/A	The system will provide the capability to create and maintain program types and fund codes (along with associated business rules) without programming modifications.	3		The uFACTS Solution Framework meets this requirement by providing capabilities to define and maintain code and code values that enable rapid deployment of business rules without programming modifications. In addition, the proposed integration with Oracle Policy Automation allows business rules maintenance without programming modifications.
NF.0300	System Architecture	N/A	N/A	N/A	The system shall provide the ability to track business rule parameters for different time periods (temporal maintenance of parameters).	2	Medium	The uFACTS Solution meets this requirement. by providing the capability to configure business rules Depending upon the process and the corresponding business rules, the system may be able to retroactively apply business rules.
NF.0301	System Architecture	N/A	N/A	N/A	The system shall provide the ability to maintain administrator defined parameters drive business functionality. Modifications to parameter values shall not require programming changes.	3		The uFACTS Solution Framework meets this requirement by providing capabilities to define and maintain code and code values that enable rapid deployment of business rules without programming modifications. In addition, the proposed integration with Oracle Policy Automation allows business rules maintenance without programming modifications.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0302	System Architecture	N/A	N/A	N/A	The system shall provide the ability to establish and maintain parameters to be used globally.	3		The uFACTS Solution Framework meets this requirement by providing the capability to define and maintain code and code values which can be used globally.
NF.0303	System Architecture	N/A	N/A	N/A	The system shall provide the ability to establish and maintain parameters to be used locally within each business unit.	1	Medium	The uFACTS Solution Framework design reflects a business transformation that addresses this requirement area. The uFACTS Solution provides capability to define and maintain parameters that can be used globally and will make appropriate modifications to extend this capability to be used within each business unit.
NF.0304	System Architecture	N/A	N/A	N/A	The system shall provide the ability for an authorized user to create, modify, and inactivate look-up values including both codes and code values.	3		The uFACTS Solution Framework meets this requirement by providing the capability to define and maintain code and code values including the ability to 'effective-date' code and code values.
NF.0305	System Architecture	N/A	N/A	N/A	The system shall provide the ability to "post" data transactions real time.	3		The uFACTS Solution Framework meets this requirement by architecting the solution with application servers that provides robust interactions with enterprise databases and other applications. Thi feature provides transactional integrity to group multiple updates into a single unit of work—even when updates span multiple back-end systems. When the transaction is completed successfully, the application server triggers an update to each of the back-end systems in real time.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0306	System Architecture	N/A	N/A	N/A	The system shall provide the ability to "roll back" non-committed transactions in the event of a system failure.	3		The uFACTS Solution Framework meets this requirement by architecting the solution with application servers that provides robust interactions with enterprise databases and other applications. Thi feature provides transactional integrity to group multiple updates into a single unit of work—even when updates span multiple back-end systems. When the transaction is completed successfully, the application server triggers an update to each of the back-end systems in real time and in the event of a failure anywhere within the unit of work, all updates are backed out.
NF.0307	System Architecture	N/A	N/A	N/A	The system shall provide the ability to integrate with a central high speed printing facility.	3		The uFACTS Solution Framework meets this requirement by integrating with the central high speed printing facility using our proposed correspondence software. HP Exstreme offers integration with a wide variety of printers.
NF.0308	System Architecture	N/A	N/A	N/A	The system shall support centralized process scheduling mechanisms.	2	Low	The uFACTS Solution Framework meets this requirement by fully supporting integration with centralized process scheduling mechanisms with minimal configuration effort.
NF.0309	System Architecture	N/A	N/A	N/A	The system shall support presenting links to external websites.	3		The uFACTS Solution Framework meets this requirement by providing a web based solution that fully supports presenting active hyperlinks to external websites.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0310	System Architecture	N/A	N/A	N/A	The system shall provide the ability to accommodate subsequent development, change of business process, access channel, and scalability.	3		The uFACTS Solution Framework meets this requirement by leveraging the performance and code reuse features of a typical component-based architecture with all the benefits of a Service-Oriented Architecture. This enables uFACTS to be a highly scalable and extensible solution which accommodates rapid process design, development and implementation for subsequent modifications.
NF.0311	System Architecture	N/A	N/A	N/A	The system shall provide the ability to support changes in transaction volumes without the need for software upgrades/migrations or code reengineering (i.e., increased/decreased hardware only).	3		The uFACTS Solution Framework meets this requirement by providing an extensively performance-optimized solution that melds best practises in application architecture with database tuning techniques. This ensures that the uFACTS Solution supports significant changes in transaction volumes without the need for software upgrades or code re-engineering.
NF.0312	System Architecture	N/A	N/A	N/A	The system shall provide the ability to deploy new functionality to the system, without impacting existing non-related functionality.	3		The uFACTS Solution Framework meets this requirement by leveraging the performance and code reuse features of a typical component-based architecture with all the benefits of a Service-Oriented Architecture which enables rapid deployment of new functionality without impacting existing, non-related functionality.
NF.0313	System Architecture	N/A	N/A	N/A	The system shall be architected to ensure the failure of any end user devices, including workstations or printers, does not impact the operation or performance of other devices.	3		The uFACTS Solution Framework meets this requirement by being architected as a highly availablilty solution so that any single component failure can be isolated to avoid mass impact to the overall system, and clustering like servers ensures that some UI functions can continue to run while others are under maintenance.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0314	System Architecture	N/A	N/A	N/A	The system shall provide server failover management for both application server and database server(s).	3		The uFACTS Solution Framework meets this requirement. The uFACTS Solution Framework applies multiple techniques to support a highly reliabl system such as database active/passive clustering and application server load balancing mechanisms fo effective failover management.
NF.0315	System Architecture	N/A	N/A	N/A	The system shall provide a transactional response time of no more than 3 second excluding network latency.	3		The uFACTS Solution Framework meets this requirement by providing a transactional response time of no more than 3 seconds excluding network latency. While the system will meet this requirement in most of the transactions posted by the system, there may be few transactions that will take slightly longer time due to the complexity of the transaction being performed (example: Submission of an initial claim which calulates monetary, establishes claims, sends correspondence, etc). Deloitte will work with AWI to design the system to minimize the transactional response time.
NF.0316	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 1600 concurrent users at initial deployment.	3		The uFACTS Solution Framework meets this requirement by providing a extensively performance tested and optimized solution. The proposed solution will be subject to an extensive load/stress and performance testing to meet this requirement.
NF.0317	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 200,000 concurrent external customers at initial deployment.	3		The uFACTS Solution Framework meets this requirement by providing a extensively performance tested and optimized solution. The proposed solution will be subject to an extensive load/stress and performance testing to meet this requirement.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0318	System Architecture	N/A	N/A	N/A	The system shall support the assignment of priority to system functions (i.e., search, exports, backup, etc).	2	Low	The uFACTS Solution Framework meets this requirement by prioritizing the system functions such as search, exports and backups. This will be done using a variety of system functions and that of the third-party products.
NF.0319	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 3.6 million claims annually at initial deployment.	3		The uFACTS Solution Framework meets this requirement by providing a extensively performance tested and optimized solution. The proposed solution will be subject to an extensive load/stress and performance testing to meet this requirement.
NF.0320	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 1.5 million claimants annually at initial deployment.	3		The uFACTS Solution Framework meets this requirement by providing a extensively performance tested and optimized solution. The proposed solution will be subject to an extensive load/stress and performance testing to meet this requirement.
NF.0321	System Architecture	N/A	N/A	N/A	The system shall support at a minimum 250,000 appeals annually at initial deployment.	3		The uFACTS Solution Framework meets this requirement by providing a extensively performance tested and optimized solution. The proposed solution will be subject to an extensive load/stress and performance testing to meet this requirement.
NF.0322	Usability	N/A	N/A	N/A	The system shall provide consistency and validity checks on data elements at the point of data entry.	3		The uFACTS Solution Framework satisfies this requirement by providing validity and consistency checks on all data elements entered by Staff, Employer, and Claimants. During the Design Phase, Deloitte will work with AWI to determine which elements are required and the appropriate validation message to be displayed.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0323	Usability	N/A	N/A	N/A	The system must display a meaningful error message.	3		The uFACTS Solution Framework satisfies this requirement by providing a suggested set of meaningful validation messages for Claimants, Employers, and Staff. Deloitte will work with AWI to customize these messages to meet your specific requirements.
NF.0324	Usability	N/A	N/A	N/A	The system shall provide the ability to display meaningful descriptions in the place of system codes (e.g., 'Male' instead of 'M').	3		The uFACTS Solution Framework satisfies this requirement by providing meaninful descriptions of all data elements throughout Staff, Claimant, and Employer screens. Although the system uses codes internally the user is always shown meaningful description of the code.. Deloitte will work with AWI to define the data element names to meet AWI's business needs.
NF.0325	Usability	N/A	N/A	N/A	The system shall provide the ability to associate forms, documentation, and repo to specific types of notifications.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to associate forms, reports, or documentation to various types of notifications. An example of this is the capability of including a wage correction form with all monetary determinations. Deloitte will work with AWI to define the specific forms, reports, and documentation needed and how these are to be associated with correspondence.
NF.0326	Usability	N/A	N/A	N/A	The system shall provide a positive acknowledgement that data entry has been accepted.	3		The uFACTS Solution Framework satisfies this requirement by providing confirmation pages at the end of all processes including Intial Claims, Continued Claims, and Protesting Benefit Charges among many others. The User is first asked to verify all information provided and then uFACTS gives a positive acknowledgement that the data has been accepted.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0327	Usability	N/A	N/A	N/A	The system shall provide administrator configurable messages to the user in the event of a system error (e.g., technical information, resolution required).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing an Administrator the capability of configuring messages for validation or system error. These messages are stored in sub-codes tables and can be updated by an administrator with the appropriate security role.
NF.0328	Usability	N/A	N/A	N/A	The system shall provide the ability to drill down from summary balances to supporting detail transactions and drill up from detailed transactions to the summary balance.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to drill down to detail levels or "drill up" to a summary transaction level. This capability is implemented in many areas within uFACTS such as Benefit Charges, Payments, and Repayments. Deloitte will work with AWI to determine if any additional detailed screens are necessary for AWI's business processes.
NF.0329	Usability	N/A	N/A	N/A	The system shall provide the ability to establish administrator defined business rules for the generation of notifications to appropriate entities (e.g., UC staff, claimants, referring sources) for needed actions (e.g., follow-up required, need for data or documentation, scheduled appointment) without user intervention.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to attach notification to various events within the various business processes and also the capability to define the parties to which these notifications are sent. The notifications are generated based on pre defined rule which the administrator can modify or the adminstrator can establish new rules for trigerring notification as required for the various business proceses.
NF.0330	Usability	N/A	N/A	N/A	The system shall provide the ability to establish and maintain a standard set of administrator defined type codes for creating scheduled events.	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to users with the appropriate secuirty role to define codes for scheduled events. These events based on the business rules assigned to them trigger actions such as generation of of notification etc. within the uFACTS framework solution.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0331	Usability	N/A	N/A	N/A	The system shall provide the ability to facilitate rapid data entry for large volume or high-speed data entry requirements. This includes the ability to use the keyboard to progress through fields on the screen.	3		The uFACTS Solution Framework satisfies this requirement by designing data entry screen and input control in such a manner that facilitates high speed data entry. The uFACTS framework solution uses techniques such as auto tabbing to the next box in a three box SSN field when entering data in a SSN field, disallow certain characters, e.g., no letters are permitted in numeric fields etc. to facilitate quick data entry.
NF.0332	Usability	N/A	N/A	N/A	The system shall provide the ability to identify the method of transmission for each type of notification (e.g., paper, electronic).	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to track and store the method of transmission for each type of notification. For example, when fact finding is sent to an Employer the Fact Finding Summary screen will display if the fact finding was only displayed electroncially to the Employer or sent via mail.
NF.0333	Usability	N/A	N/A	N/A	The system shall provide the ability to maintain administrator defined business rules specific to tracking information across multiple time zones (e.g., calendaring with the ability to reconcile 9:00 AM ET is 8:00 AM CT).	2	Low	The uFACTS Solution Framework satisfies this requirement by providing the capability to capture business rules in its Business rules engines or in its business logic code layer. These business rules drive various funtionality within the uFACTS farmework solution. Deloitte will work with AWI to define and capture business rules that will drive the rules associated with tracking information across multiple time zones.
NF.0334	Usability	N/A	N/A	N/A	The system shall provide the ability to maintain administrator defined notifications based on business processes and system events.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability for an administrator to maintain notifications based on business processes and system events. uFACTS allows specified variable elements to be stored in sub-codes tables for easy maintenance by an administrator.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0335	Usability	N/A	N/A	N/A	The system shall provide the ability to save work in progress.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to save work progress. The funtionality to capture a claim application is a good example of where the uFACTS framework will automatically save all information entered on the page before proceeding to the next page, and in addition, the uFACTS framework provides funtionality wherein a "save" button saves the entered data and stays on the same page thus allowing partial data entered to be saved.
NF.0336	Usability	N/A	N/A	N/A	The system shall provide the ability to complete work in progress.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to reenter a saved process and complete a work in progress. For example, if a Claimant only completed half of an initial claim on Monday, he/she can return to the application the following day to complete the process. All the information entered on the previous day would have been saved.
NF.0337	Usability	N/A	N/A	N/A	The system shall provide the ability to modify previously saved work in progress.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to reenter a saved process and modify the work in progress. For example, if a Claimant only completed half of a continued claim on Tuesday, he/she can return to the claim the following day, make any necessary changes, and complete the continued claim. All the information entered on the previous day would have been saved.
NF.0338	Usability	N/A	N/A	N/A	The system shall provide the ability to execute "copy / paste" functionality with th party applications (e.g., Microsoft Word).	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to copy and paste data from the uFACTS framework Solution controls to third party applications and vice versa by using the Windows cut and paste funtionality.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0339	Usability	N/A	N/A	N/A	The system shall utilize colors, other visual and non-visual aids to facilitate the ease-of-use of system functions (e.g., data entry/section errors are presented in red for easy detection).	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to use visual and non-visual aids to facilitate the ease of use of the system. For example, all warning and error messages in the system are prompted by a red "x".
NF.0340	Usability	N/A	N/A	N/A	The system shall provide case management functionality.	3		The uFACTS Solution Framework satisfies this requirement by providing case management capabilities through system workflows. Workflows are created by business events defined by AWI, such as the creation of a non-monetary issue. These workflows or cases are routed to Staff using intelligent workflow logic.
NF.0341	Usability	N/A	N/A	N/A	The system shall provide the ability to remove incomplete external customer records after an administrator defined time frame.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability to purge all external customer records after an administer-defined time frame. Deloitte will work with AWI to determine business rules for setting the purge time periods. For example, AWI may decide to purge all incomplete initial applications every Saturday night, because the following day would set a different Effective Begin Date for the Claim.
NF.0342	Usability	N/A	N/A	N/A	The system shall provide the capability to present all screens to external customers in their preferred language (i.e., English, Spanish, Creole).	1	High	The uFACTS Solution Framework satisfies this requirement by providing the ability to present all external-facing screens to customers in their preferred language. uFACTS Solution framework ha built in funtionality that enables it to call the screen text based upon the customer language of preference.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0343	Usability	N/A	N/A	N/A	The system shall provide the ability for an external customer to upload and attach electronic documents to a record.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for external users to upload electronic documents to a record. For example, users can attach additional information to a fact finding questionnaire that can be used in making an eligibility determination. These documents will be stored in the proposed IBM FIleNet P8 Content Management tool.
NF.0344	Usability	N/A	N/A	N/A	The system shall provide the ability for a user to upload and attach electronic documents to a record.	3		The uFACTS Solution Framework satisfies this requirement by providing the ability for users to upload electronic documents to a record. For example, users can attach additional information to a fact finding questionnaire that can be used in making an eligibility determination. These documents will be stored in the proposed IBM FIleNet P8 Content Management tool.
NF.0345	Usability	N/A	N/A	N/A	The system shall provide a mechanism for a user to enter any information that is allowed to be entered by an external customer.	3		The uFACTS Solution Framework satisfies this requirement by providing role-based security functionality. Provided that Staff has the correct security role, he/she can enter information on behalf of a Claimant or Employer. For example, Staff can enter weekly certification information on behalf of a Claimant (note: the System would track that the user was Staff).
NF.0346	Usability	N/A	N/A	N/A	The system shall provide the capability to display any data stored within the system.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to display any data stored within the system on screens. Deloitte will work with AWI during Joint Application Design sessions to determine which specific data elements business users and external customers need to see for ease of use.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0347	Usability	N/A	N/A	N/A	The system shall provide the ability to confirm entered information prior to final submission.	3		The uFACTS Solution Framework satisfies this requirement by providing the capability to display a review screen prior to final submission of any process. For example, uFACTS displays a review screen at the end of the initial application which documents each answer completed during the application process. Claimants can select to modify any information that is displayed on the screen before submitting the application.
NF.0348	Workflow	N/A	N/A	N/A	The system shall have the capability to maintain workflows and work queues.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager. IBM FileNet Business Process Manager alongwith its integration with the uFACTS framework provides the funtionality to maintain workflows and work queues.
NF.0349	Workflow	N/A	N/A	N/A	The system shall provide the ability to create new workflows.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflows.The IBM FileNet P8 Business Process Manager is integrated into the uFACTS framework and thus New workflows can easily be created and integrated into the uFACTS framework as business needs deem them necessary. The uFACTS Solution Framework contains dozens of workflow queues and templates; therefore, providing AWI reduced risk and expedited design.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0350	Workflow	N/A	N/A	N/A	The system shall provide the ability to define workflow routes and associated details based on defined business processes.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager is integrated into the uFACTS framework and the workflow components of uFACTS solution provide for intelligent routing based on the business process and its specific rules.
NF.0351	Workflow	N/A	N/A	N/A	The system shall provide the ability to route a work item within the administrator defined workflow.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow processes and its associated details.The IBM FileNet P8 Business Process Manager is integrated into the uFACTS framework and the workflow components of uFACTS solution provide the ability to route automatically or manually work items within the defined workflow based on the business process of the work item and its specific rules.
NF.0352	Workflow	N/A	N/A	N/A	The system shall provide the ability to maintain an administrator defined set of required documentation needed to proceed to the next step in the workflow.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow processes and its associated details.The IBM FileNet P8 Business Process Manager is integrated into the uFACTS framework and it provides the funtionality to define rules and validation that is necessary to check for required documentation that is needed to proceed to the next step in the workflow.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0353	Workflow	N/A	N/A	N/A	The system shall provide the ability to modify workflow routes which are in the production environment.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager, which is integrated with the uFACTS Solution Framework. The IBM FileNet P8 Business Process Manager provides the tools to modify workflow routes that have already been migrated into the production environment.
NF.0354	Workflow	N/A	N/A	N/A	The system shall provide the ability to manually reassign work items which are “in progress” to the correct workflow step at the time a production workflow is modified.	2	Medium	The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager, which is integrated with the uFACTS Solution Framework. The IBM FileNet P8 Business Process Manager provides the ability to modify workflow routes in the production environment and also the ability to manually reassign work items which are "in progress" to the correct workflow step by business users based on defined business rules.
NF.0355	Workflow	N/A	N/A	N/A	The system shall provide the ability to apply version control to workflows.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager, which is integrated with the uFACTS Solution Framework. The IBM FileNet P8 Business Process Manager provides the ability to create workflows. These workflows are stored, tracked an d versioned in IBM FileNet P8 Content Manager which is integerated seamlessly with the IBM FileNet P8 Business Process Manager

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0356	Workflow	N/A	N/A	N/A	The system shall provide the ability to maintain an administrator defined list of wo item type codes.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow processes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides for funtionality to define the list of workitem type code as required for a business process.
NF.0357	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign administrator defined rules to work item type codes.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow processes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the funtionality to define the list of workitem type code as required for a business process and also the rules that are required to drive these work item types.
NF.0358	Workflow	N/A	N/A	N/A	The system shall provide the ability to define review periods based on work item code.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides for funtionality to define list of workitem type code and its associated review periods . These review periods can be expressed in days, months etc.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0359	Workflow	N/A	N/A	N/A	The system shall provide the ability to organize work items into work queues bas on administrator defined rules.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow processes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework can be configured to map work item type codes to work queues based upon AWI's business rules.
NF.0360	Workflow	N/A	N/A	N/A	The system shall provide the ability to “turn-on” / “turn-off” review steps in a workflow based on administrator defined criteria (e.g., by user, by business process).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet Business P8 Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the ability to define review steps within a workflow process and also the rules that define whether a review step in a workflow process will take place. These rules can be based on the current user, business process etc.
NF.0361	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign workflow users to specific work queues.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS security framework provides access to workflows based on a user's role and function group access. Each queue is assigned to a set of security roles; therefore providing the abilit to assign or lock-out users according to business needs.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0362	Workflow	N/A	N/A	N/A	The system shall provide the ability to retrieve and assign unassigned work items.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework can be configured to retrieve and assign unassigned work items to specific queues or to specific users. In addition, Supervisors can manually reassign workflows to Users as necessary.
NF.0363	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign work items to users based on pre-defined business rules.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet Business P8 Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the ability to define rules as to which user/group work items will be assigned. The uFACTS Solution framework Adjusdication workflow is a good example of work assignment to users based on complex business rules

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0364	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign priority to work items based on administrator defined business rules.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the ability to define rules as to which user/group work items will be assigned and also the priority for the workflow item. The uFACTS Solution framework Adjusdication workflow is a good example of priority assigment to work items based on various factors such as TimeLiness Due Date etc.
NF.0365	Workflow	N/A	N/A	N/A	The system shall provide the ability to establish administrator defined business rules to prevent assignment of work to a user based on user availability (e.g., vacation, sickness, existing work-load).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework Workflow administrators can quickly re-assign access or prevent work assignments based on business needs The in-production flexibility of uFACTS has proven tremendously valuable during high-volume recessionary times.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0366	Workflow	N/A	N/A	N/A	The system shall provide the ability to set user properties for work queues (e.g., duration of access to queue, queue functions assigned to the user).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework workflow functionality provides the capability to establish User profiles for workflow queues as determined by AWI's business rules.
NF.0367	Workflow	N/A	N/A	N/A	The system shall provide the ability to create work items from system events and user-initiated events.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides workflow components which allow for workflows to be triggered by Claimant, Employer, Staff, and System events. The triggering events will be based on by AWI specified business rules and events.
NF.0368	Workflow	N/A	N/A	N/A	The system shall provide the ability to initiate a workflow through the receipt of an electronic form or occurrence of a system event (e.g., uploaded form, imaged documentation, receipt of referral, appointment scheduled, receipt of requested documentation).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details.The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework has the ability to initiate a workflow upon occurrence of multiple types of system events including the receipt of correspondence.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0369	Workflow	N/A	N/A	N/A	The system shall integrate with document management functionality to cross-reference documentation with the appropriate work item.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details and IBM FileNet P8 Content Manager which is used to store content such as Microsoft word documents. The uFACTS Solution framework provides users the ability to attach documents to a business process workflow thus enabling cross-reference of documents within the work items. uFACTS integrates workflow management and document management functionalities which provides the cross-referencing capabilities.
NF.0370	Workflow	N/A	N/A	N/A	The system shall provide the ability to issue notifications as new documentation is associated with the work item.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the ability to issue notifications to individual users or to a group of users when documentation is associated with the work items. Additionally, the uFACTS solution workflow components will move workflows automatically to next step when all documentation is received.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0371	Workflow	N/A	N/A	N/A	The system shall provide the ability to automatically move the work item to the next step in the workflow once required documentation has been received and associated with the work item.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the funtionality to automatically move work items through the appropriate steps based on receipt of documentation, the passage of time, or system and manual triggers. The issue adjudication approach, fo example, is designed to both watch for fact finding receipt; or, process based on the passage of time.
NF.0372	Workflow	N/A	N/A	N/A	The system shall provide the ability to move work items between workflow steps based on administrator defined workflow rules.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the funtionality to automatically move work items through the appropriate steps based on established business rules such as the receipt of documentation, the passage of time, or system and manual triggers.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0373	Workflow	N/A	N/A	N/A	The system shall provide the ability to trigger a change in the work item based on the change to the related line-of-business record.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the funtionality to change a work item attributes based on change to the related line of business record. The issue line of business record changes always checks to see if that issue exists in the workflow system and effects changes to the issue work item based on business rules defined for the issue type and sub type.
NF.0374	Workflow	N/A	N/A	N/A	The system shall provide the ability to move work items to the next step in the workflow once required user actions have been completed (e.g., acceptance, approval, rejection).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the funtionality to move move work items to the next step in the workflow upon an user's action. If specificed b business rules, uFACTS solution workflow comnponent also has the capability to allow users to select an appropriate route when multiple route options available on a work item.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0375	Workflow	N/A	N/A	N/A	The system shall provide the ability for a user to set work items to a 'pend' state (indicating the item will not be worked for a period of time).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the ability to users to alter state of work items such as setting a work item to pending state.
NF.0376	Workflow	N/A	N/A	N/A	The system shall provide the ability to release pended items to an active state based on administrator or user determined business rules.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the ability to release pending items to an active state based on identified business rules. The work items can be activated automatically by the system based on identified business rules or users with administrative rights can activate work items manually.
NF.0377	Workflow	N/A	N/A	N/A	The system shall provide the ability to assign work items from one user to another user.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides funtionality to users to easily route and/or re-assign work items out of the general queues, their own personal queues, or from one worker queue to another (in the case of supervisors). The approach allows for flexibility in managing work items.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0378	Workflow	N/A	N/A	N/A	The system shall provide the ability to add notes to the work item.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the funtionality to add notes to workflow items or directly to a claimants account as an event. Adding notes to the work item is available as a standard feature across all workflow elements.
NF.0379	Workflow	N/A	N/A	N/A	The system shall provide the ability to issue administrator defined time-based reminders (e.g., work item not processed within defined time frames, work item n yet assigned, processing on the work item has not been initiated).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the funtionality to configure work types/steps that are tim based and to issue time-based reminders if the work type/step is not acted upon in a timely fashion based on identified business rules.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0380	Workflow	N/A	N/A	N/A	The system shall provide the ability for a reviewer to reject a work item and return to the original sender.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FIleNet P8 Business Process Manager which is integrated with the uFACTS framework provides users the capability to easily route and/or re-assign work items out of the general queues, their own personal queues, or from one worker queue to another (in the case of supervisors). uFACTS solution framework can also be configured to allow reviewers to reject workflow items and return to original senders.
NF.0381	Workflow	N/A	N/A	N/A	The system shall provide the ability to refer work items to users outside of the assigned workflow.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FIleNet P8 Business Process Manager which is integrated with the uFACTS framework provides users the funtionality to easily route and/or re-assign work items out of the general queues, their own personal queues, or from one worker queue to another (in the case of supervisors) provided that the assigned user has the appropriate security access.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0382	Workflow	N/A	N/A	N/A	The system shall provide the ability to close a work assignment based on administrator defined business rules.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the capability to users based on their security rights and the defined business rules the ability to close Work items.
NF.0383	Workflow	N/A	N/A	N/A	The system shall provide the ability for supervisors to monitor work items within a workflow.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides Supervisors views of queue volumes, staff efficiency, work item re-assignment, and individual inbox volumes. The uFACTS Solution framework also provides multiple productivity reports related to workflow and work item processing.
NF.0384	Workflow	N/A	N/A	N/A	The system shall provide the ability to display the current location (e.g., step in process, user inbox) of a work item.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FIleNet P8 Business Process Manager which is integrated with the uFACTS framework provides in the search results of a work queue the current location and status of workflow items to Users.

Respondent Name:	Deloitte Consulting LLP							
REQ #	**Core Proc**	**Sub Proc**	**Activity**	**Use Case**	**Description**	**Respondent Response**	**Extent of Effort**	**Respondent Comments**
NF.0385	Workflow	N/A	N/A	N/A	The system shall provide the ability to query workflows, based on administrator defined criteria, to find a specific work item.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides customized search criteria for each work queue to easily find work items. Examples of search criteria include: social security number, creation date, non-monetary issue type, and claimant name among man others.
NF.0386	Workflow	N/A	N/A	N/A	The system shall provide the ability to report on current status of workflow items (e.g., listing by work items and location in workflow, listing by staff of all assigned work items, listing of work items and current status, listing of work items by type).	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides Supervisors the capability to view queue volumes, staff efficiency, work item re-assignment, and individual staff queue volumes. uFACTS Solution framework also provides multiple productivity reports related to workflow and work item processing.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0387	Workflow	N/A	N/A	N/A	The system shall provide the ability to sort work items by any work item attributes.	3		The uFACTS Solution Framework satisfies this requirement by providing IBM FileNet P8 Business Process Manager which is the tool used to create workflow routes and its associated details. The IBM FileNet P8 Business Process Manager which is integrated with the uFACTS framework provides the ability for work items within a queue to be sorted by any attribute of the work items listed within that queue. The uFACTS Solution framework workitem search and sort funtionality is same as the search and sort funtionality for line of busines records.
NF.0388	Correspondence	N/A	N/A	N/A	The system shall provide a capability to generate each correspondence identified in the functional requirements.	2	Medium	The uFACTS Solution Framework satisfies this requirement by being able to generate all correspondence identified within the functional requirements. Deloitte will work with AWI during the design process to record the details for each piece of correspondence.
NF.0389	Correspondence	N/A	N/A	N/A	The system shall provide a capability to associate each correspondence identified in the functional requirements with the appropriate business process(es)/system interaction enabling the correspondence to be generated without user intervention.	2	Medium	The uFACTS Solution Framework satisfies this requirement by being able to associate each correspondence with the appropriate business process. Deloitte will work with AWI to determine the system triggers that generate correspondence withou user intervention (e.g. monetary determination).
NF.0390	Workflow	N/A	N/A	N/A	The system shall maintain a complete audit trail of a work item from generation to closure (e.g., history of the users routing the work item, date and time work item was routed).	3		The uFACTS Solution Framework meets this requirement. Each work item is tracked and a history is recorded for each step that workflow item took to completion. This history also includes an audit of the Users who took action on the workflow.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0391	Reporting	N/A	N/A	N/A	The system shall provide the ability to create database snapshots for historic reporting and audit purposes.	1	Low	The uFACTS Solution Framework satisfies this requirement by providing a number of features to view static snapshot views of historical database information. The first way involves the usage of historical database tables that store changes in the value of table rows, and other useful audit informatio including the time of any change, and the identify of the user that made the change. The second way is based on storage of output to files, reports, or extern systems, on a schedule to be determined by AWI.
NF.0392	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to record IVR delivered information into a cal record.	2	Low	The uFACTS Solution Framework meets this requirement by storing IVR delivered information as a call record in the 3rd party IVR product (Genesys) database. Medium configuration will be required within the IVR Product (Genesys) to determine whic elements of the call record need to be captured and stored in the database.
NF.0393	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to record user entered information into a call record.	2	Low	The uFACTS Solution Framework meets this requirement by storing IVR delivered information as a call record in the 3rd party IVR product (Genesys) database. Medium configuration will be required within the IVR Product (Genesys) to store user entered information in a call record within the Genesys database. Only pertinent information as determined by the business process, such as reques payment information will be allowed to be entered by the user and subsequently stored in the call record which is then passed to the uFACTS solution for business logic processing.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0394	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to automatically populate fields based on delivered information from the IVR.	2	Medium	The uFACTS Solution Framework meets this requirement by configuring the 3rd party IVR Product (Genesys) to pre-populate fields based on user entered information. For example the user entry of an claimaint Id will prompt the user to verify the claimant name, address and phone number. Another exampl when a claimant request payments, input data from one set of questions will decide the rendering of the next set of questions. The pre-populate data is stored both in the Genesys database and is passed to the uFACTS solution for business logic processing.
NF.0395	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to support multiple templates for different call types.	1	Medium	The uFACTS Solution Framework meets this requirement. The 3rd party IVR Product (Genesys) can provide pre defined questionnaires or templates to address specific business processes for different call types. For example a user requesting to be registered is presented with a different set of questions than a user submitting a quarter wage filing.
NF.0396	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability for a user to monitor the status of a call record.	3		The uFACTS Solution Framework meets this requirement. Genesys real-time monitoring tools can be used to track individual call statuses as they move through the call flow. As calls are delivered and call records are created the uFACTS database, uFACTS reporting is updated to track the status of the call.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0397	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to support customization of call record templates.	2	Medium	The uFACTS Solution Framework meets this requirement. Medium configuration will be required within the 3rd party IVR Product (Genesys) to provide pre defined questionnaires or templates to address specific business processes for different call types. For example a claimaint requesting to be registered is presented with a different set of questions than a user requesting payments . These questionnaires or templates are easily customizable.
NF.0398	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to consolidate and record all contact activity associated with a customer.	2	Medium	The uFACTS Solution Framework meets this requirement. The 3rd party IVR Product (Genesys) provides the ability to report on all contact activity routed through Genesys. A call center agent also has the ability to record contact information using online screens of the uFACTS system.
NF.0399	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to assign a unique call record number.	3		The uFACTS Solution Framework meets this requirement. The 3rd party IVR Product (Genesys) creates a unique call identifier number for each call placed and stores it in the IVR database. Subsequent monitoring and processing of the call can be traced back to this unique identifier.
NF.0400	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to display customizable lists or menus for field completion.	2	Low	The uFACTS Solution Framework meets this requirement. The 3rd party IVR Product (Genesys) provides the ability to create customizable menu options for users to respond to. A call center agent working on a call is presented with online entry screens of the uFACTS system that contains customizable drop downs and questionnaire choices specific to a business process.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0401	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to add notes from a standard call record template of predefined notes.	3		The uFACTS Solution Framework meets this requirement. A call center agent working on a call can record customized or predefined notes using online screens from the uFACTS system. These notes are specific to the customers request for information or the customers request for a certain transaction to be completed on their behalf by the call center agent.
NF.0402	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to edit notes selected from the standard call record template of predefined notes.	3		The uFACTS Solution Framework meets this requirement. A call center agent working on a call can record customized or predefined notes using online screens from the uFACTS system. These notes can be edited later by the call center agent or by other authorized users.
NF.0403	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall support assignment of status to a call record.	3		The uFACTS Solution Framework meets this requirement. The Genesys interaction framework tracks call status as it progresses. Call status and history can be stored in Genesys, and complete cradle-to-grave reporting is provided with a combination of Genesys and uFACTS data.
NF.0404	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall support assignment of due date and time.	3		The uFACTS Solution Framework meets this requirement by capturing a due date that drives specific business processes. For example the establishment of a due date for established overpayments will trigger interest for claimaints that repay after the due date. Due dates are also internal to business processes; for example, the establishment of an overpayment is associated with a due date for paying that overpayment.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0405	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to create a call record history of all actions against a call record.	3		The uFACTS Solution Framework meets this requirement by accepting inputs via the IVR system and then creating a call record that is then processed by the uFACTS system. Any subsequent actions on this call record by means of an automatic IVR call, call center agent or by the customer using the online uFACTS system will result in historic records being created. These historic records show a trail of changes as a result of the subsequent actions.
NF.0406	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to manually hand-off a call record to another user.	3		The uFACTS Solution Framework meets this requirement. A call record from the IVR system (Genesys) can be routed to a specific user or users that have a specific role. The routing will depend on the business requirement, for example a customer requesting registration help will be routed to call center agents that have access to the registration process flow of the uFACTS system.
NF.0407	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to manually assign a call record to a specific user.	2	Medium	The uFACTS Solution Framework meets this requirement. A call record from the IVR system (Genesys) can be routed to a specific user or users that have a specific role. The routing will depend on the business requirement, for example a customer requesting registration help will be routed to call center agents that have access to the registration process flow of the uFACTS system.
NF.0408	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to suspend a call record for a predetermined period of time.	2	Low	The uFACTS Solution Framework meets this requirement. A call record created by the IVR system (Genesys) can be assigned a suspend status for a predetermined period of time. The call record can be reopened after that period of time for further processing.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0409	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall support the ability to link a call record to other call records regardless of status.	3		The uFACTS Solution Framework can be customized to meet this requirement. A call record created by the IVR system (Genesys) can be linked to another call record using uFACTS GUI screens regardless of status. Internal staff users can view the linked call records and guide the customer or complete the business process themselves.
NF.0410	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability for users to search, view and sort workload at any time based on any combination of call record status, date/time range or other call record fields.	2	Medium	The uFACTS Solution Framework meets this requirement. Genesys framework has the ability to view, search and sort the workload of ongoing and completed calls based on call record fields such as status of call and date/time of call. This functionality is available with medium configuration of the Genesys product by choosing which call record fields to view and sort on.
NF.0411	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability for a supervisor to monitor and sort, in real time, workload for any user or group at any time.	2	Medium	The uFACTS Solution Framework meets this requirement. Genesys framework has the ability to view, search and sort the workload of users/user groups at anytime. This functionality is available with medium configuration of the Genesys product to set up access levels for supervisors and user/user groups.
NF.0412	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to historically search, report on call records based on status, user, group, customer, outcomes, date/time or any other call record field.	2	Medium	The uFACTS Solution Framework meets this requirement. Genesys framework has the ability to view, search and sort completed calls based on call record fields such as status of call, users, user groups, call outcomes and date/time of call. This functionality is available with medium configuration of the Genesys product by choosing which call record fields to view and sort on.

Respondent Name: Deloitte Consulting LLP

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NF.0413	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall support the ability to reopen a call record that has been closed.	2	Low	The uFACTS Solution Framework meets this requirement. A call record from the IVR system (Genesys) that has been assigned a closed status due to incompletion of the business process can be reopened. A call record, that is marked complete due to completion of the business process should not be allowed to be re-opened.
NF.0414	Customer Relationship Management (CRM)	N/A	N/A	N/A	The system shall provide the ability to support call scripts within a call record dynamically generating a user interface designed to guide the user through the problem resolution process.	3		The uFACTS Solution Framework meets this requirement. IVR related calls can be routed to a call center agent, who can use GUI screens of the uFACTS system to complete the business process.
NF.0415	Call Center / ACD	N/A	N/A	N/A	The system shall provide full ACD capability for the existing Agency Unemployment Compensation call centers including skills based routing.	3		The uFACTS Solution Framework meets this requirement. Genesys provides skills based routing out-of-box.
NF.0416	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to route calls based on caller entered digits or spoken choices (speech recognition).	1	High	The uFACTS Solution Framework meets this requirement. Genesys can route calls out-of-box based on caller entered digits or spoken choices. The implementation of speech-enabled IVR requires a high level of effort.
NF.0417	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to manage multiple call centers as one virtual call center from a call handling and management perspective.	2	Low	The uFACTS Solution Framework meets this requirement. Genesys provides this functionality out-of-box. The level of effort for this requirement will depends on the complexity of the call center.
NF.0418	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to integrate with outsourced call center providers for the efficient routing and handling of calls.	2	Low	The uFACTS Solution Framework meets this requirement. Genesys provides this functionality out-of-box. The level of effort for this requirement will depends on the complexity of the call center.
NF.0419	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to route calls to back up call centers in the event of an emergency.	2	Low	The uFACTS Solution Framework meets this requirement. The 3rd party IVR product (Genesys) routing capabilities includes default/backup routing rules.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0420	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to speak to the caller estimated wait time for queued calls.	2	Medium	The uFACTS Solution Framework meets this requirement. Genesys virtual hold technology includes estimated wait time capability.
NF.0421	Call Center / Voice Messaging	N/A	N/A	N/A	The system shall provide the ability for a caller to leave a voice message.	2	Medium	The uFACTS Solution Framework meets this requirement. Standard ACD's have the capability for caller to leave a voice mail. This capability will be avialable from the chosen ACD.
NF.0422	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability for agents to place outbound calls.	2	Medium	The uFACTS Solution Framework meets this requirement. Genesys provides this functionality out-of-box. The level of configuration and effort for this requirement will depends on the complexity of the call center set up.
NF.0423	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability for callers to request a call back and for these call backs to be automatically placed for handling by call center agents.	1	Medium	The uFACTS Solution Framework meets this requirement. This requirement can be fulfilled by customization using Genesys Virtual Hold Technology.
NF.0424	Call Center / Workforce Management	N/A	N/A	N/A	The system shall provide a workforce management application for the forecasting of call volume and scheduling of call center agents.	2	Low	The uFACTS Solution Framework meets this requirement. Leading Workforce Management platforms can be integrated with Genesys to perform this function. Genesys also offers a WFM product.
NF.0425	Call Center / ACD	N/A	N/A	N/A	The system shall provide the ability to monitor calls in real time.	2	Medium	The uFACTS Solution Framework meets this requirement. Leading Workforce Optimization/Qualit Monitoring tools such as NICE and Verint can be integrated to the environment.
NF.0426	Call Center / Quality	N/A	N/A	N/A	The system shall provide a call center quality application for the scoring of agent activities against quality standards.	2	Medium	The uFACTS Solution Framework meets this requirement. Leading Workforce Optimization/Qualit Monitoring tools such as NICE and Verint can be integrated to the environment.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0427	Call Center / Call Recording	N/A	N/A	N/A	The system shall provide the capability to record calls for later playback based on a sampling methodology and on demand by agents/supervisors.	2	High	The uFACTS Solution Framework meets this requirement. Leading Quality Monitoring tools such as NICE and Verint can be integrated to the environment. Record on demand capability requires additional integration.
NF.0428	Call Center / Call Recording	N/A	N/A	N/A	The system shall provide the ability to search and retrieve recorded calls.	2	Medium	The uFACTS Solution Framework meets this requirement. Leading Workforce Optimization/Qualit Monitoring tools such as NICE and Verint can be integrated to the environment.
NF.0429	Call Center / Call Recording	N/A	N/A	N/A	The system shall provide the ability to export recorded calls to portable media devices.	2	Medium	The uFACTS Solution Framework meets this requirement. Leading Workforce Optimization/Qualit Monitoring tools such as NICE and Verint can be integrated to the environment.
NF.0430	Call Center / Data Recording	N/A	N/A	N/A	The system shall provide the ability to record and save applications screens associated with recorded calls for quality purposes.	2	Medium	The uFACTS Solution Framework meets this requirement. Leading Workforce Optimization/Qualit Monitoring tools such as NICE and Verint can be integrated to the environment.
NF.0431	Call Center / Reporting	N/A	N/A	N/A	The system shall support the ability to report on call center activity in real time.	3		The uFACTS Solution Framework meets this requirement. Genesys provides real-time monitoring tools out-of-box.
NF.0432	Call Center / Reporting	N/A	N/A	N/A	The system shall support the ability to report on historical call center activity based on user defined criteria.	3		The uFACTS Solution Framework meets this requirement. Out-of-box, Genesys writes call activity data to its reporting data store. Nearly any reporting tool can access this data to create reports.
NF.0433	Call Center / Reporting	N/A	N/A	N/A	The system shall provide an ad-hoc reporting writer for the call center that consolidates reporting across one or more call center.	3		The uFACTS Solution Framework meets this requirement. Out-of-box, Genesys writes this data to its reporting data store. Nearly any reporting tool can access this data to create reports.

Respondent Name: Deloitte Consulting LLP

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NF.0434	Call Center / CTI	N/A	N/A	N/A	The system shall provide the capability to provide screen pops on the agent desktop to the appropriate customer record based on Computer Telephony Integration (CTI)-delivered digits (captured from the network or customer entered).	2	Low	The uFACTS Solution Framework meets this requirement. Genesys CiM provides this functionality out-of-box. Configurations will be made to the Genesys CTI framework and uFACTS to deliver attached data desired by State of Florida.
NF.0435	Call Center / CTI	N/A	N/A	N/A	The system shall provide the capability to transfer the context of a call, including application screens, along with a transferred call.	2	Medium	The uFACTS Solution Framework meets this requirement. Calls made through the IVR system captures input data that is then passed to the uFACTS system for processing and displaying on uFACTS screens. Transferred calls capture data that is also passed to and processed by the uFACTS system.
NF.0436	Call Center / CTI	N/A	N/A	N/A	The system shall provide the ability to integrate the CRM application with CTI-delivered information.	2	Medium	The uFACTS Solution Framework meets this requirement. Calls made through the IVR system captures input data that is then passed to the uFACTS system which then processes the data through normal business methods which are used by the online/batch uFACTS system.
NF.0437	Call Center / E-mail	N/A	N/A	N/A	The system shall provide the ability to manage large volumes of inbound and outbound e-mails with supporting agent desktop tools.	2	Medium	The uFACTS Solution Framework meets this requirement. The uFACTS system allows claimants to send email queries to a specific department email address(s).
NF.0438	Call Center / Facsimile	N/A	N/A	N/A	The system shall provide the ability to handle large volumes of inbound and outbound facsimiles from the agent desktop.	2	Medium	The uFACTS Solution Framework meets this requirement. The uFACTS system accepts facsimiles and stores them as workflow items . The facsimile workflow items can be indexed and thus made searchable for easy retrieval using uFACTS screens.
NF.0439	Call Center / IVR	N/A	N/A	N/A	The system shall provide IVR capabilities included natural speech automated speech recognition and text to speech in all mandatory languages (English, Spanish and Creole).	1	High	The uFACTS Solution Framework meets this requirement. Genesys provides speech recognition using Nuance speech recognition technology, but requires a high level of effort to implement. Additional languages (especially Creole) requires high level of customization.

Respondent Name: Deloitte Consulting LLP

REQ #	Core Proc	Sub Proc	Activity	Use Case	Description	Respondent Response	Extent of Effort	Respondent Comments
NF.0440	Call Center / IVR	N/A	N/A	N/A	The system shall provide a full featured and easy to use graphical IVR scripting application.	1	Trivial	The uFACTS Solution Framework meets this requirement. The 3rd party IVR product (Genesys) is fully compliant with VXML standards. Any off-the-shelf IVR scripting application can be used with Genesys.
NF.0441	Call Center / IVR	N/A	N/A	N/A	The system shall provide the ability to easily record and update messages and prompts in all call center systems (on hold messages, IVR voice files, etc.)	2	Medium	The uFACTS Solution Framework meets this requirement. During the requirements phase, areas where "updateable" prompts are required will be documented. The updateable promptes will be built into the solution.
NF.0442	Call Center / IVR	N/A	N/A	N/A	The system shall support VoiceXML for voice application development.	3		The uFACTS Solution Framework meets this requirement. The 3rd party IVR product (Genesys) is fully compliant with VXML standards.
NF.0443	Call Center / Knowledgebase	N/A	N/A	N/A	The system shall provide an easy to use knowledgebase for the storage and retrieval of customer service related information.	3		The uFACTS Solution Framework meets this requirement by storing data to the uFACTS database which is a a central knowledgebase of customer service related information. The IVR system capture Input data which is then passed to the uFACTS database; also call center agents enter input data using uFACTS application screens which directly store data into the uFACTS database. The uFACTS database provides easy retrieval and management of UI data.
NF.0444	Call Center / Virtual Call Center	N/A	N/A	N/A	The system shall provide the ability to route calls directly to staff or agents at different sites, without any additional on-site equipment.	3		The uFACTS Solution Framework meets this requirement. The IVR product (Genesys) can be used to route calls to staff and agents at different sites.