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FLORIDA  
DEPARTMENT *of*  
ECONOMIC  
OPPORTUNITY

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Project Connect  
Executive Steering Committee  
Update

September 18, 2013



# Agenda

- Introduction
- Meeting Minutes Approval
- Project Status Report
- Other Business
- Public Comments
- Review of Actions from Meeting
- Scheduling of Next Meeting – October 9
- Adjourn

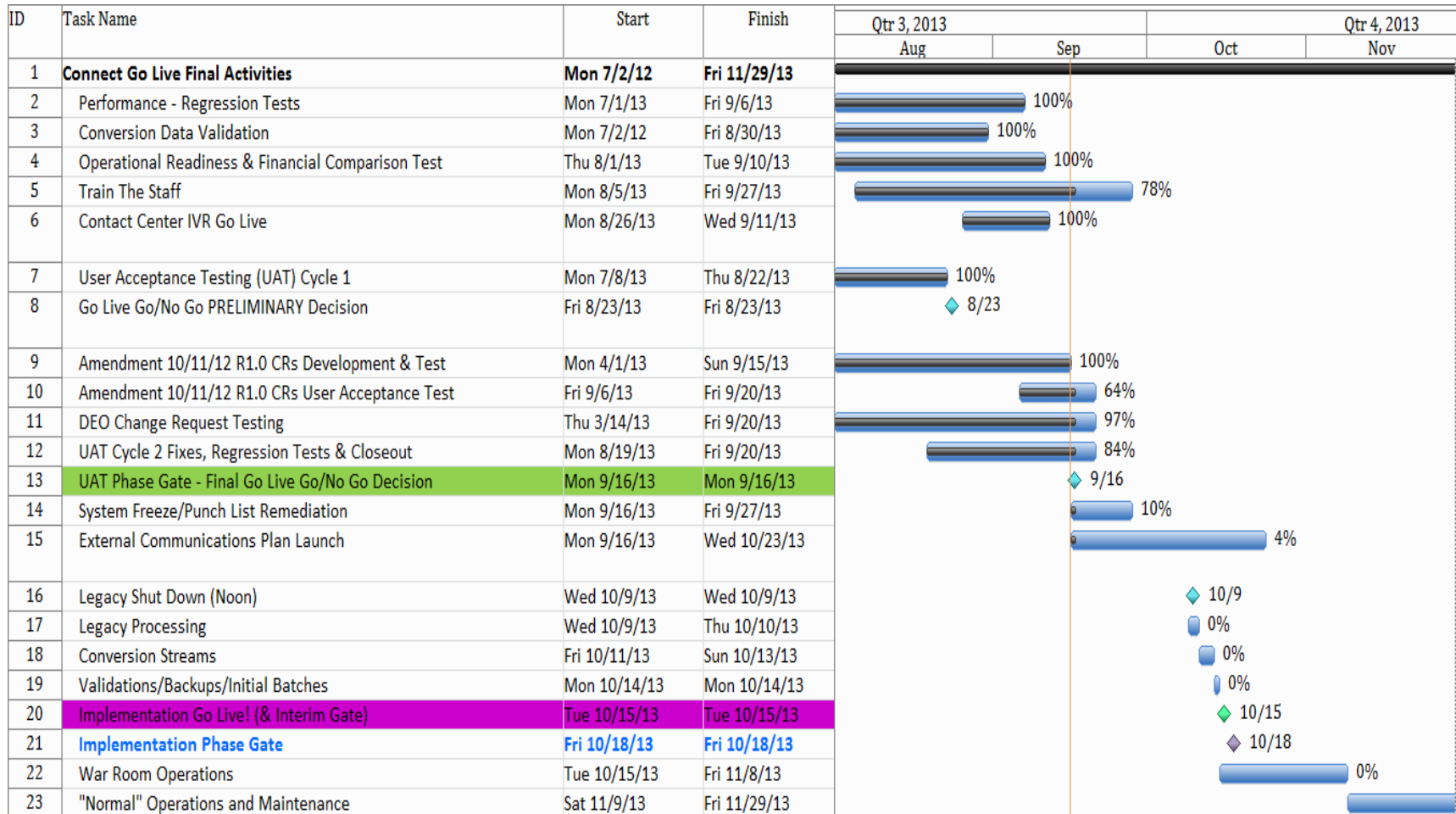


# Project Status Report

- Budget and Timeline
- Project Update
- Current and Upcoming Activities
- Risks and Issues
- Key Project Dates



# Project Timeline

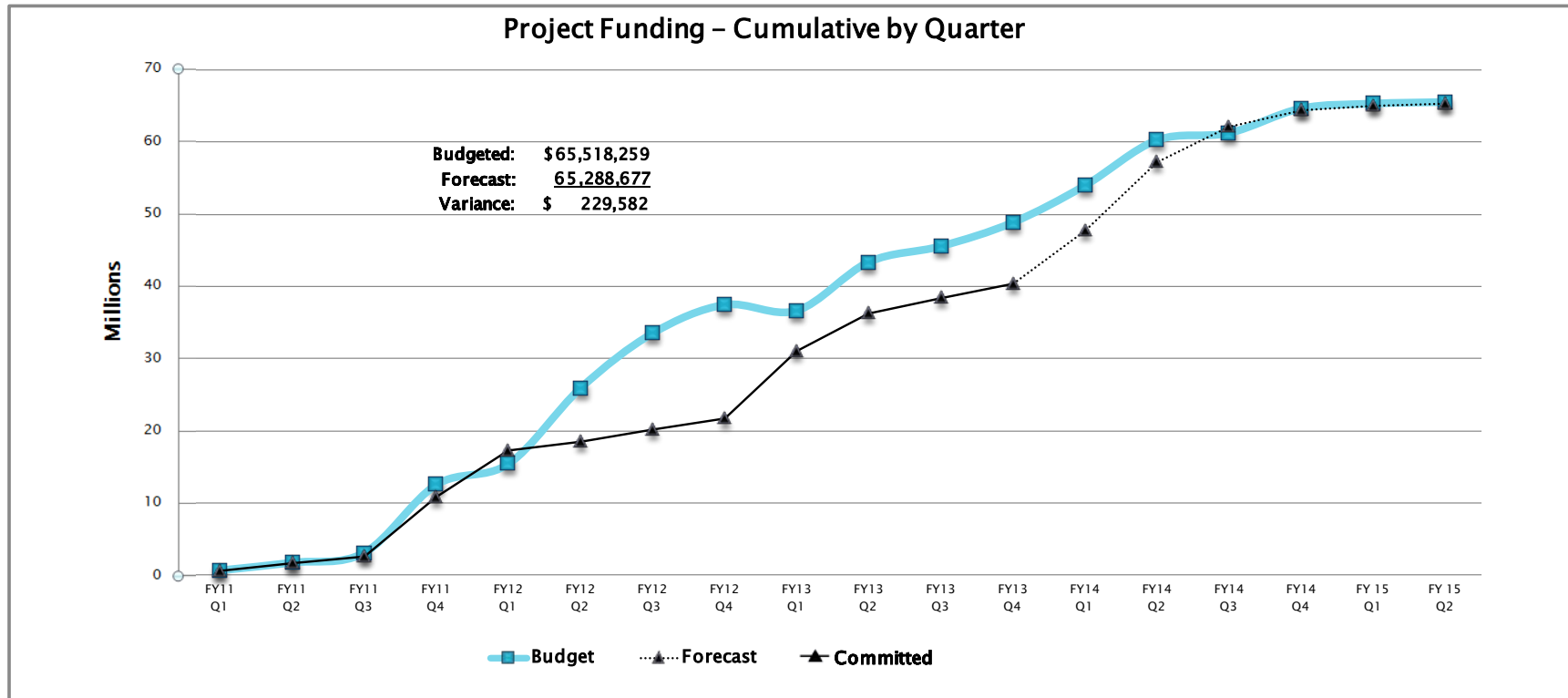


# Budget & EAC Summary

Overall Project Budget & Estimated Variance							
	Rebaselined Budget	Allocated Contingency & Management Reserves	Supplemental Budget Requests	REA Grant	Updated Project Budget	Estimate at Completion	Project Variance
<b>Project Funding</b>							
OPS	217,770	0	0	0	217,770	287,113	(69,343)
Expenses	7,240,310	115,890	0	0	7,356,200	7,211,601	144,599
OCO (Hardware)	1,441,425	(905,527)	0	0	535,898	389,808	146,089
Contracted Services							
Project Management & Support							
<i>Project Management Office</i>	2,019,270	0	0	0	2,019,270	1,995,440	23,830
<i>Project &amp; Operational Support</i>	3,694,500	(1,420,155)	648,850	119,474	3,042,669	2,877,609	165,060
<i>Outside Legal</i>	230,652	0	0	0	230,652	228,960	1,692
<i>ITN Development</i>	512,700	0	0	0	512,700	512,700	0
<i>Business Transition</i>	3,945,916	99,201	0	134,730	4,179,847	4,165,393	14,453
<i>Other Contracted Services</i>	164,790	2,500,804	0	0	2,665,594	2,789,840	(124,246)
Total Project Management & Support	10,567,828	1,179,850	648,850	254,204	12,650,731	12,569,943	80,788
IV&V Services	2,019,940	0	0	0	2,019,940	2,026,065	(6,125)
Benefits Realization Strategy	239,391	1,915	0	0	241,306	239,391	1,915
Organizational Change Management	467,520	8,383	0	0	475,903	467,520	8,383
System Integrator (SI) Services	28,285,557	3,426,879	761,925	1,054,586	33,528,948	33,576,887	(47,940)
SI Hardware & Software	9,095,608	(726,739)	0	0	8,368,869	8,520,347	(151,478)
Project Reserves	122,695	0	0	0	122,695	0	122,695
<b>Project Funding Totals</b>	<b>59,698,044</b>	<b>3,100,651</b>	<b>1,410,775</b>	<b>1,308,790</b>	<b>65,518,259</b>	<b>65,288,677</b>	<b>229,582</b>
Contingency/Management Reserves	3,100,651	0.00		697,460	← Geographic Solutions, WF Integration PM & Misc. Deloitte CRs		
<b>Total Project Funding</b>	<b>62,798,694</b>			<b>2,006,250</b>			



# Budget Tracking



# Management Reserve Allocation

Current Budget Positive Variance	\$229,582
Potential Savings	
SIDES Contingency	\$489,889
Outside Legal	\$100,000
Rent/Supplies	\$40,000
Potential Allocations	
RAAC Scanners	(\$100,166)
Current Go Live CRs	(TBD)



# Amendment 13

- Critical Change Requests for the Go Live

#	Description	Cost
280	Additional Software Licenses	\$208,344
26003	Sequestration October 2013	\$0
26966	Extend Two Trainers Two Weeks	\$19,635
27089	Alternative Mailbox Return Addresses	TBD
27265	Claimant Password Reset Management	TBD



# User Acceptance Testing Results

- User Acceptance Testing (UAT) is complete
  - Cycle 1 completed on August 23
  - Preliminary Go/No Go decision was a GO!
- As part of the Preliminary Go decision, the Go Live date was extended to October 15 to provide adequate time to communicate out to claimants and employers based upon a final Go Live decision on September 16



# User Acceptance Testing Results

- All 3,704 UAT Cycle 1 scripts have been executed with a 96% pass rate
- UAT Cycle 2 completed on September 15
- Met the contractual obligations with 0 Sev 1s and 13 Sev 2s out of UAT Cycle 1
- As of Sunday, the total defect count is 2 Sev 1s and 37 Sev 2s
  - UAT Cycle 1, UAT Cycle 2, and A10/11/12



# Defect Summary as of 7pm Sunday

	<u>S1</u>	<u>S2</u>	<u>S3</u>	<u>S4</u>	<u>Total</u>
<b>UAT Cycle 1 - Deloitte Development</b>	0	7	90	20	117
<b>UAT Cycle 1 - In Build</b>	0	0	5	0	5
<b>UAT Cycle 1 - DEO Testing</b>	<u>0</u>	<u>6</u>	<u>6</u>	<u>0</u>	<u>12</u>
<b>Total</b>	<b>0</b>	<b>13</b>	<b>101</b>	<b>20</b>	<b>134</b>
<b>UAT Cycle 2 - Deloitte Development</b>	0	9	153	15	177
<b>UAT Cycle 2 - In Build</b>	0	3	23	1	27
<b>UAT Cycle 2 - DEO Testing</b>	<u>2</u>	<u>9</u>	<u>28</u>	<u>0</u>	<u>39</u>
<b>Total</b>	<b>2</b>	<b>21</b>	<b>204</b>	<b>16</b>	<b>243</b>
<b>A/10/11/12 - Deloitte Development</b>	0	2	20	1	23
<b>A/10/11/12 - In Build</b>	0	0	0	0	0
<b>A/10/11/12 - DEO Testing</b>	<u>0</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>2</u>
<b>Total</b>	<b>0</b>	<b>3</b>	<b>21</b>	<b>1</b>	<b>25</b>
<b>Total - Deloitte Development</b>	0	18	263	36	317
<b>Total - In Build</b>	0	3	28	1	32
<b>Total - DEO Testing</b>	<u>2</u>	<u>16</u>	<u>35</u>	<u>0</u>	<u>53</u>
<b>Total</b>	<b>2</b>	<b>37</b>	<b>326</b>	<b>37</b>	<b>402</b>



# Financial Validation

- Payments Processing:
  - Compare authorized amounts for Legacy and Connect systems
  - The processing has significantly matured in the last month as the match % has increased from 94% to 99.9%
- Monetary Redetermination Analysis:
  - Compare WBA, MBA and effective dates for claims
  - This has significantly matured in the last month as the match % has increased from 94% to 98.8%. Expecting the match % to increase further as several known issues are resolved

Analysis	Pass	Fail	Total	% Matching
Payments Processing (Bulk)	453,274	348	453,622	99.9%
Monetary Redetermination	328,383	1,522	329,905	99.5%



# Go Live Punch List

- Based upon our test results, and touch point meetings with the SMEs, we have 55 punch list items to complete in the next two weeks



# Go Live Punch List

- Punch List Items to be complete by Go Live
  - Address 2 Severity 1s
    - In DEO test queue
  - Address 33 Severity 2s
    - 17 in Deloitte fix queue
    - 12 in DEO test queue
    - 4 will be addressed through demos
      - Deloitte has fixed all defects and needs to present to the SMEs for validation



# Go Live Punch List

- Punch List Items to be complete by Go Live
  - Address 6 Severity 3s
    - 3 in Deloitte fix queue
    - 3 in DEO test queue
  - 2 Open Change Requests
    - Breakout PO Box Return Addresses
      - Will address the key areas
    - Claimant Password Reset
      - Will handle through our current processes



# Go Live Punch List

- Punch List Items to be complete by Go Live
  - 12 Miscellaneous Activities
    - Complete Language Translation Verification
    - Language Translation Cleanup (105 Sev 3 Defects)
    - Security Configuration (27 Sev 3 Defects)
    - Fact Finding Configuration (23 Sev 3 Defects)
    - 5 A10/11/12 Change Requests Script Execution
    - 3 Demos that are not tied to defects
      - SMEs wanted to see end-to-end processes





# SME Work Queue

- Punch List Cleanup
- Workaround Documentation
- Identify Claimants with Payment Discrepancies for Direct Communication
- Prep for Go Live Activities
- Training Materials Updates
- Release 1.1 Change Requests Design Efforts



# Go Live Checkpoints

## Area

Project Activities  
Contract Obligations  
Remaining Development Status  
IVR Rollout Update  
SME/Lead Assessment  
Operational Readiness  
Training Readiness  
Communications  
Conversion  
Implementation Planning  
Post Go Live Support Readiness

## Responsibility

McCullion  
Tahaliyani (Defects)  
Tahaliyani  
Tahaliyani/McCullion  
Clendenning/Smith  
Smith/Bakas  
Smith/Bakas  
Russell  
Tahaliyani  
Tahaliyani  
Tahaliyani/McCullion



# Go Live!

- The DEO Leadership Team made the call to Go Live October 15, 2013!
- At the conclusion of today's meeting we will seek the members approval to pass through the UAT Phase Gate and begin implementation activities



# Project Status

- Operational Readiness Test is complete
- Development is complete
  - Amendments 10/11/12 have been implemented and tested – except for 5 CRs on the Punch List
  - Key CRs in A10/11/12
    - Sequestration (for FY13 & FY 14)
    - Enhanced Claimant Authentication (LexisNexis)
    - RAAC bridge



# Training

- End User Training is progressing on schedule
  - Staff will be given organized, structured time in a temporary playground environment during the two final weeks before Go Live
- IT Knowledge Transfer Sessions in process
  - System Overview, FileNet, Development Process, Development Tools, Testing, Security Configuration and Hp Extreme



# Security Preparation

- The Social Security Administration (SSA) certified the system and approved the Security Design Plan
- The Connect Risk Assessment is complete and an internal briefing was held on September 17
  - No issues were identified



# Communications Status

- The Internal and external communication plan was adjusted to reflect the new October 15 Go Live date
  - The September issue of the CONNECT newsletter advised staff on the new Go Live date, user IDs and other implementation information
  - The September issue of the DEO employee newsletter covered the CONNECT Go Live and key benefits of the system
- The Team is preparing the Floridajobs.org website for Go Live
- Scripts have been drafted for the Contact Center to use during transition week
- External Communications Plan was kicked off this week



# Implementation Planning

- Finalizing the War Room Plan
- Preparing Contact Lists & Staff schedules
- Finalize Roles & Responsibilities





# Conversion / Cut Over Timeline

**OVERALL:** Claimants that normally file on Thursday/Friday will be allowed to file Monday through noon Wednesday.

LEGACY LIVE		CONVERSION PERIOD					CONNECT LIVE
SAT 10/5	WED 10/9	THU 10/10	FRI 10/11	SAT 10/12	SUN 10/13	MON 10/14	TUE 10/15
DOR Extracts					DOR Weekly Interface File		
	<b>Noon 10/9:</b> <ul style="list-style-type: none"> <li>Legacy access disabled &amp; Web sites redirected</li> </ul>						
	10/9 Noon – 10/10 10 pm <ul style="list-style-type: none"> <li>Legacy Daily, Weekly Processing</li> <li>Create Extracts</li> <li>Create A&amp;C Reports</li> </ul>	<b>10/10 10pm – 10/13 4pm</b> <b>Conversion Streams</b>					
	10/9 6pm – 10/10 6pm Clear Out Image Processing	10/10 6pm–10/12 2am <ul style="list-style-type: none"> <li>Convert Aug, Sep &amp; October Images</li> <li>Transfer to server</li> </ul>			10/13 8am – 1pm Load Images		
					10/13 2:30pm– 10/15 12AM <ul style="list-style-type: none"> <li>DB Backups/Other</li> <li>Validations</li> <li>Initial Batches</li> </ul>	<b>12:01AM</b> <ul style="list-style-type: none"> <li>Access enabled</li> <li>Interfaces live</li> </ul>	



# Change Requests – Final for Project

Total Functional CRs Received	305
Withdrawn/Closed	(144)
Moved to post Go Live	<u>(65)</u>
Total CRs	96
Amendments 7-12 (Go Live only)	66
Amendment 13	5
DEO Development Rel. 1.0	<u>25</u>
Total CRs	96



# Change Requests – Post Go Live

Total Functional CRs Pending

65

Scheduled Releases	Deloitte	DEO/Sogeti	Total
Release 1.1 December 2013	9	7	16
Release 1.2 March 2014	14	5	19
Release 2.0 June 2014	<u>27</u>	<u>3</u>	<u>30</u>
Total	50	15	65



# Current Project Risks

- Open risks actively being monitored
  - Risk #29 Availability of External System Resources
  - ~~Risk #42 Early Close Test was not approved~~
  - ~~Risk #43 DEO Backup Solution for Connect~~
  - Risk #44 Remaining Workaround Impacts
  - ~~Risk #45 Timing of Post-Go Live CRs~~
  - Risk #46 Support Plan for One Stop Centers



# Current Project Issues

- Open Issues actively being managed
  - Issue #11 Legacy System Changes
  - ~~Issue #13 LexisNexis Contract~~
  - ~~Issue #14 Quality of IVR Recorded Scripts~~
  - ~~Issue #15 Central Intake Move~~



# Key Project Dates

- October 9 ESC Meeting – Move to the 30th?
- October 15 GO LIVE!
- *October 30 Final ESC Meeting*



# Questions?

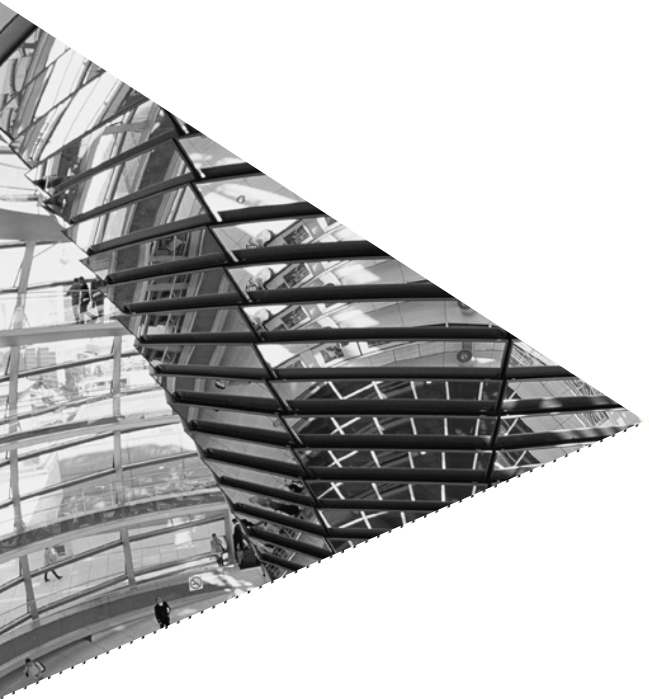


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# Project CONNECT

## Independent Verification and Validation

18 September 2013

# Approval

- At this point the Project would like to seek the approval of the Committee to move through the UAT Phase Gate and begin preparation to implement Connect on October 15
- Decision on whether to move the next ESC meeting to October 30



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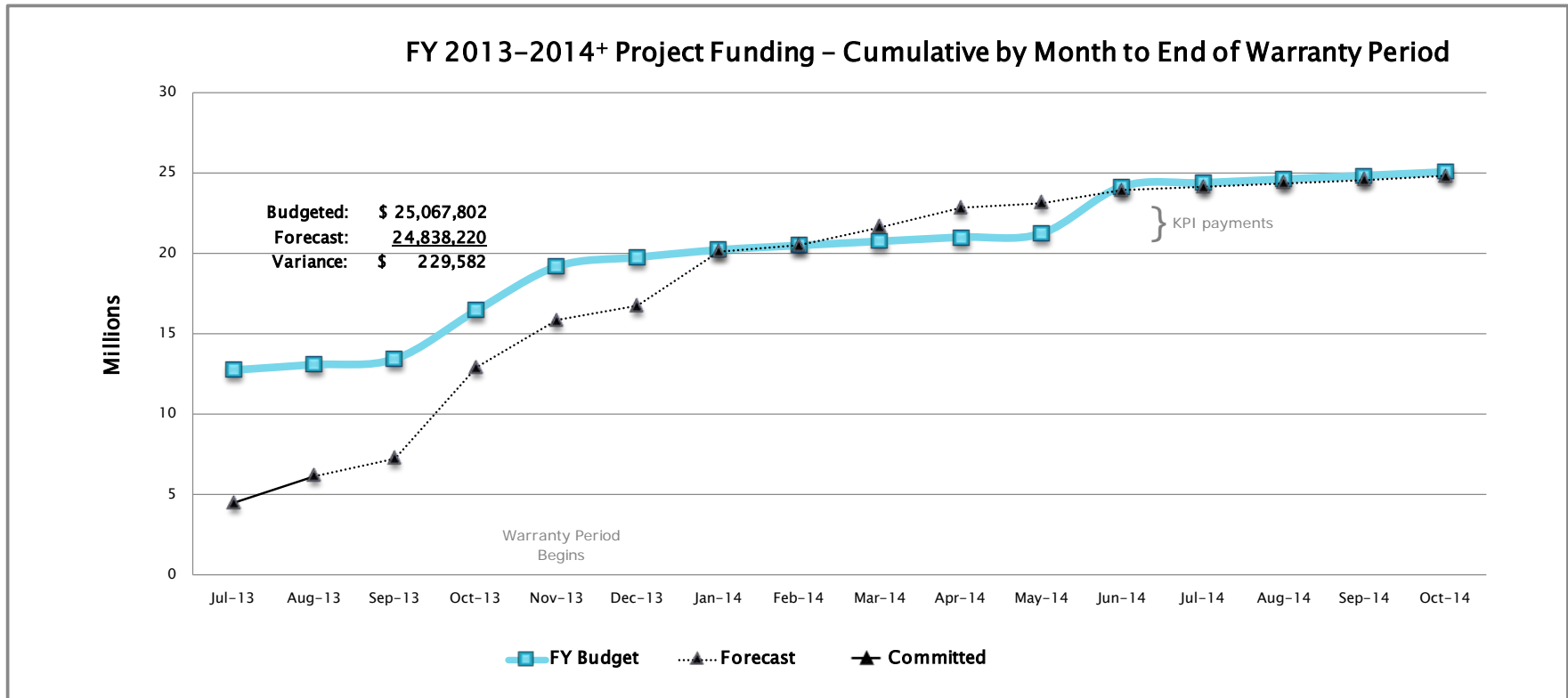


# Attachments

- FY13/14+ Spend Plan Graph
- FY13/14+ Spend Plan Details



# FY13/14+ Spend Plan Graph



# FY13/14+ Spend Plan Details

FY 2013-2014+ Budget Allocation and Spend by Month - Q1 & Q2													
	Jul-13		Aug-13		Sep-13		Oct-13		Nov-13		Dec-13		
	Budget	Committed	Budget	Committed	Budget	Forecast	Budget	Forecast	Budget	Forecast	Budget	Forecast	
<b>OPS</b>													
Funding	3,800	15,022	3,800	22,043	3,800	3,800	3,800	3,800	3,800	3,800	3,800	3,800	
<b>Expenses</b>													
Funding	66,284	63,014	139,584	258,610	129,865	128,395	66,865	75,026	67,104	65,485	132,104	65,292	
<b>OCO</b>													
Funding	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Contracted Services</b>													
Project Management & Support	226,279	311,553	184,029	290,091	184,029	304,473	184,029	478,781	196,704	188,289	184,029	228,420	
IV&V Services	77,762	75,512	0	2,750	46,456	44,206	0	2,750	0	2,750	46,456	44,206	
Benefits Realization Strategy	0	11,385	0	8,415	0	12,375	0	12,540	0	0	0	0	
Organizational Change Management	0	0	0	0	0	0	0	0	0	0	0	0	
System Integrator (SI) Services	4,039,600	4,015,719	0	884,259	0	527,705	2,725,233	5,048,367	2,480,471	2,697,490	203,628	546,781	
SI Hardware & Maintenance	0	0	0	0	0	8,188	0	0	0	0	0	0	
SI Software & Maintenance	0	0	0	215,028	0	93,636	0	0	0	0	0	0	
Project Reserves	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total Contracted Services</b>	<b>4,343,641</b>	<b>4,414,169</b>	<b>184,029</b>	<b>1,400,543</b>	<b>230,485</b>	<b>990,583</b>	<b>2,909,262</b>	<b>5,542,438</b>	<b>2,677,175</b>	<b>2,888,528</b>	<b>434,113</b>	<b>819,406</b>	
<b>Total Budget Allocation &amp; Spend</b>	<b>4,413,725</b>	<b>4,492,205</b>	<b>327,413</b>	<b>1,681,196</b>	<b>364,149</b>	<b>1,122,778</b>	<b>2,979,927</b>	<b>5,621,264</b>	<b>2,748,078</b>	<b>2,957,814</b>	<b>570,016</b>	<b>888,499</b>	



# FY13/14+ Spend Plan Details

FY 2013-2014+ Budget Allocation and Spend by Month - Q3 & Q4													
	Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13 to Oct-14		
	Budget	Forecast	Budget	Forecast	Budget	Forecast	Budget	Forecast	Budget	Forecast	Budget	Forecast	
<b>OPS</b>													
Funding	3,800	3,800	2,600	2,600	2,600	2,600	2,600	2,600	0	0	0	0	
<b>Expenses</b>													
Funding	66,911	65,292	58,473	59,354	34,049	34,930	34,049	34,930	21,500	21,500	107,500	107,500	
<b>OCO</b>													
Funding	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Contracted Services</b>													
Project Management & Support	184,029	434,063	16,000	91,027	16,000	91,027	16,000	971,633	0	54,583	0	564,369	
IV&V Services	0	0	0	0	0	0	0	0	0	0	0	0	
Benefits Realization Strategy	0	0	0	0	0	0	0	0	0	0	0	0	
Organizational Change Management	0	0	0	0	0	0	0	0	0	0	0	0	
System Integrator (SI) Services	203,628	2,897,780	203,628	203,628	203,628	1,015,424	203,628	203,628	203,628	203,628	3,712,292	1,018,140	
SI Hardware & Maintenance	0	0	0	0	0	0	0	0	0	0	0	0	
SI Software & Maintenance	0	0	0	0	0	0	0	0	0	0	0	0	
Project Reserves	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total Contracted Services</b>	<b>387,657</b>	<b>3,331,843</b>	<b>219,628</b>	<b>294,655</b>	<b>219,628</b>	<b>1,106,451</b>	<b>219,628</b>	<b>1,175,261</b>	<b>203,628</b>	<b>258,211</b>	<b>3,712,292</b>	<b>1,582,509</b>	
<b>Total Budget Allocation &amp; Spend</b>	<b>458,368</b>	<b>3,400,935</b>	<b>280,701</b>	<b>356,610</b>	<b>256,277</b>	<b>1,143,982</b>	<b>256,277</b>	<b>1,212,791</b>	<b>225,128</b>	<b>279,711</b>	<b>3,819,792</b>	<b>1,690,009</b>	

