

**MINUTES OF THE UNEMPLOYMENT COMPENSATION (UC)
CLAIMS AND BENEFITS INFORMATION SYSTEM PROJECT
EXECUTIVE STEERING COMMITTEE MEETING
MEETING DATE: March 14, 2012**

A) Call To Order

The twenty-eighth regular meeting of the Unemployment Compensation Claims and Benefits Information System Project Executive Steering Committee was held in the Caldwell Building, Room B-49, Tallahassee, Florida on March 14, 2012. The meeting was convened at 10:30 a.m. with Mr. Clendenning presiding as Chair.

B) Members in Attendance

- Tom Clendenning, Chair and Director, Workforce Services, Department of Economic Opportunity (DEO)
- David Hagen, Vice Chair, Government Operations Consultant III, DEO
- Jim Evers, Program Director, General Tax Administration, Department of Revenue (DOR)
- Allen Northrup, UC IT Manager, DEO
- Susan Wilson, Deputy Program Director, DOR

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

C) Non-Members in Attendance

- Gary Didio, Senior Manager, Ernst & Young
- Linda Fuchs, Project Connect, Project Manager, KPMG
- John Hugill, Principal, Deloitte
- Dean Izzo, Chief Information Officer, DEO
- Tanya Jackson, IV&V Contract Manager, KLC Consulting
- Kevin McCarter, Principal, Deloitte
- Tom McCullion, Project Connect, Project Director, DEO
- Rosa McNaughton, General Counsel, DEO
- Sangeet Mohanty, Ernst & Young
- Michelle Mullins, Senior Legislative Analyst, House Appropriations Committee
- Tom Pankey, Managing Director, KPMG
- Kristin Pingree, Budget Director, DEO
- Stuart Pollins, Budget, DEO
- Joanne Putnam, Contract Administrator, DEO
- Altemese Smith, Director, Unemployment Compensation Program, DEO
- Nancy Snow, PMO Communications Coordinator, KPMG
- Fred Springer, Bryant, Miller and Olive
- Gretchen Waldo, Project and Budget Coordinator, KPMG (via phone)

D) Committee Member Reports

1) Approval of Minutes

A motion was made by Mr. Evers and seconded by Mr. Northrup to approve the minutes of the February 8, 2012 meeting. The motion carried.

2) Project Status Report

Mr. McCullion provided the status of the UC Claims and Benefits Project.

- Budget and Timeline
 - The scheduled December 2012 implementation date for Connect Go Live will not be achieved. The new implementation date has not been determined.
 - Mr. McCullion reported that the project continues to trend under budget.
 - Two new expenditures have been approved for Management Reserve Funding:
 - The UC IT Team is ramping up its expertise to support the project and complete change requests at a lower cost. Staff augmentation resources are being used to build that internal skill set and development discipline.
 - The Program has kicked off the Organizational Design activities by bringing on a UC Organization Design expert via OPS.
 - To make cost tracking more consistent and visible, the PMO will now add approved Contingency/Management Reserve funding to the base budget amounts and track total cost against those updated budget amounts. Detailed cost tracking will continue to be available for both base budget and contingency funding.
- Current Activities
 - Design Phase Gate is tracking 3+ months late, and subsequently Development has started later than planned.
 - Massachusetts has not passed its User Acceptance Testing and is running one year late for its implementation.
 - Mr. Northrup asked if the Massachusetts project delay had an impact on Deloitte staffing that would have migrated to Project Connect. Mr. McCullion responded that the delay did impact some of the staffing that would have rolled onto the Florida project.
 - The Massachusetts testing is identifying some underlying issues in uFACTS code that can affect us. Project Connect is taking advantage of the bug fixes Massachusetts has had to make.
 - To escalate the issues from the project level, on February 23 DEO issued a formal letter to Deloitte for it to create a Corrective Action Plan (CAP).
 - Deloitte has provided its preliminary response to the CAP. Mr. Hagen asked if Deloitte could provide the basis of its disagreement regarding issues raised in the request for a CAP. Mr. McCullion confirmed that Deloitte would be addressing this in its comprehensive response.

- In response to a question by Mr. Northrup, Mr. McCullion stated that the slide representing the status of use cases, workflows and interfaces covered all three iterations. Appeals design artifacts have the most work remaining.
- DEO is having calls every other week with Massachusetts and New Mexico to share knowledge on multiple aspects of the UC projects. Ms. Wilson asked Mr. McCullion if Massachusetts has a date for Go Live to which he responded that they are holding off on a definite date until User Acceptance Testing (UAT) is completed.

3) IV&V Status Update

- Mr. Didio provided highlights from the February Monthly Assessment Report.
 - Two new deficiencies were identified (IMS and subsidiary schedules, control account structure) but he expressed continued confidence in the project team's ability to manage the project. Project management knew the problems were coming, was prepared and is taking the right actions.
 - Mr. Northrup asked about why this report shows a reduction in project slippage from January to February on the IV&V Projected Milestone Slippage slide. Mr. Didio was unsure why the slippage has decreased and pointed out that they do not have visibility below control accounts. Mr. McCullion advised this could be due to underlying issues with the Schedule Performance Index (SPI) metrics.

4) Other Business

- Jim Evers reported that he is retiring from the Department of Revenue at the end of May and the April meeting may be his last. The DOR Executive Director will appoint a replacement.
- Ms. Wilson pointed out that she recognizes that there are speed bumps in the project but it appears that the Project Management Office and team are on top of things. She also mentioned that these issues Project Connect is currently dealing with are not atypical of an information technology-related project. She is in support of the actions the team has taken.

E) Public Comments

- There were no public comments.

F) Review Of Actions From Meeting

- Motion carried to approve the minutes of the February 8, 2012 meeting.
- The next meeting will be April 11, 2012.

G) Adjournment

- The meeting was adjourned at 11:15 a.m.