

ITSC

Information Technology Support Center

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*Winner of Case Study Award - International Summit on Service to the Citizen
Winner of Showcase Award - Joint Employment and Training Technology Conference
Winner of AFEI's Industry Award for Excellence in Enterprise Integration*

FY04 PROJECT TASK ORDER

FY0401 Third Party Data Exchange Approach over the Internet

Sponsoring Organization:

USDOL

Version: 3.0

Date: 23 January 2004

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Project: FY0401
Third Party Data Exchange Approach over the Internet

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1 INTRODUCTION

Many states today have problems collecting complete, accurate, and timely employer information, particularly when third party vendors are supporting those employers in Unemployment Insurance (UI) activities. This project will focus upon development of a prototype approach for data exchange, taking into account the array of needs as well as the typical situations found for UI agencies, employers and their third party vendors. The best approach may be a flexible one with multiple facets and modes of data exchange targeted at specific sub-groups amongst the multiple parties. The task will include an assessment of the feasibility of building such a system. There is a potential for third party vendor direct participation and support for the project. The output of this project will be two reports: a concept document, followed by a concept assessment.

(a) Summary

This project would provide an approach to greatly improve the flow of important information among all parties. Aspects of the improved approach would be the development of standardized data exchange formats and procedures among all parties. The types of data that might be included within this project include: fact of claim notices, employer responses to claims, fact finding inquiries, benefit payments and charge notices, determinations, and appeals. Standard employer registrations and updates, as well as wage and tax reporting, could also be included.

(b) Background

This project will look at ongoing efforts already underway in this area. As more employers turn to the services provided by third-party vendors, the exchange of information between state UI agencies and the vendors represents a significant and growing amount of the workload of the UI agencies and their employees. This growth, and its associated workload, is not being met with a sufficient level of priority by the UI agencies and the vendors to effectively address the inefficiencies and problems that generally exist in these third-party data exchange scenarios. The introduction of the third-party vendor into the data exchange equation has added a level of complexity and some issues that have not been met with commensurate solutions.

This project will use the information gathered in an Information Technology Support Center (ITSC) report of June 2001, Analysis of Third-Party Vendor Data Exchange with UI agencies, as a starting point from which to select specific data exchanges to explore and prototype. This project will pursue the short-term recommendations of this earlier report:

- To conduct an analysis of the data exchanges with third-party vendors and the associated problems
- To develop a concept of operations to manage the interfaces with legacy systems
- To discuss with state partners and a third-party vendor the issues arising from the data exchange process

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(c) Business Need

The results of this project could be more efficient, accurate and timely information available for all appropriate parties. This should greatly enhance the UI process when third party vendors are involved.

(d) Benefits

Electronic transmission of data in more uniform formats could significantly reduce the labor and delays associated with the existing variety of formats and media used to exchange UI data with third parties.

(e) Audience

The audience for this report includes state UI and information technology (IT) management, third party vendors, employer associations, as well as individual company managers.

(f) Risk Assessment

This project requires the cooperation of several state partners and at least one third-party vendor in order to implement a prototype data exchange system. Participants in the prototype effort will need to adjust their automated systems interfaces to receive and/or generate the selected documents in the selected format.

(g) Definitions and Acronyms

<u>Term</u>	<u>Definition</u>
DOL	Department of Labor
ITSC	Information Technology Support Center
N/A	Not Applicable
PTO	Project Task Order
UI	Unemployment Insurance
USDOL	United States Department of Labor

(h) Reference Material

- FY2001 project: Project O-3: *Analysis of Third Party Vendor Data Exchange with SESAs*

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2 STATEMENT OF WORK

This project will attempt to define a conception for a prototype data exchange mechanism employing the Extended Markup Language (XML) web-oriented data structuring technology to transmit data over the Internet between third party vendors, employers and UI agencies. The project will take into account all the prior data exchange information from the 2001 study on third party data exchange and investigate ongoing state/vendor efforts. The project consists of two tasks: (1) working with several selected state partners, one or more employers doing business in those states, and a third-party vendor representing those employers to develop a concept of operations for third part data exchange and (2) assessing the feasibility and attractiveness of building and operating such a system.

(a) Task Description

In the first task, the participants will identify the data fields required by their state associated with the selected document type(s), along with any timeliness criteria associated with the handling of those documents, and the source and recipients of the documents. Any associated security requirements will be identified. In the second task, the ITSC and the partners will explore the interfaces with their various data processing systems to prepare the specifications of a prototype data-sharing mechanism for the selected documents. In the second task, the feasibility and attractiveness of the concept will be assessed.

(b) Deliverables

<u>Task</u>	<u>Deliverable</u>	<u>Product Type</u>	<u>Audience</u>
1	Third Party Data Exchange Concept Document	Report	UI & IT management; employers; vendors
2	Third Party Data Exchange Concept Assessment Report	Report	UI & IT management; employers; vendors

(c) Dependencies

<u>Task</u>	<u>Dependency</u>	<u>Organization</u>	<u>Date Needed</u>
1	Participation	Several state UI agencies, several employers in those states, and a third-party vendor serving those employers	Feb. through April, 2004
2	Participation	Several state UI agencies, several employers in those states, and a third-party vendor serving those employers	May through July, 2004

(d) Schedule

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ID	Task Name	Duration	Timeline											
			Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
1	1 Concept Development	100 days			▶									
2	1.1 Prepare draft report	55 days			▶									
3	1.2 Review and finalize report	35 days												
4	1.3 Deliver Concept Document	0 days												
5	2 Concept Assessment	98 days												
6	2.1 Prepare specifications	63 days												
7	2.2 Review and finalize report	35 days												
8	2.3 Deliver Concept Assessment Document	0 days												

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3 PROJECT ORGANIZATION

(a) Project Responsibilities

<u>Name</u>	<u>Title</u>	<u>Telephone Number</u>	<u>Email Address</u>
Daphne Byron	Manager	301-982-9385	dbyron@itsc.org

(b) Staffing Plan

<u>Task</u>	<u>Technical Staff Hours</u>	<u>Support Staff Hours</u>
1	600	20
2	450	20
Totals	1050	40

(c) Resource Requirements

None

ITSC Executive Director

State of Maryland Grant Manager