

# *ITSC*

## Information Technology Support Center

State of Maryland ♦ Mitretek Systems ♦ ACS Commercial Solutions ♦ University of Maryland

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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**

FY0402 Integrated Automated Adjudication Project

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Sponsoring Organization:

USDOL

Version: 3.0

**Date: 23 January 2004**

# ITSC PROJECT TASK ORDER

**Project:** FY0402  
**Integrated Adjudication Automation Project**

**Version:** 3.0  
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## 1 INTRODUCTION

This project continues the effort at the Information Technology Support Center (ITSC) to provide a full-service automation capability for unemployment insurance (UI) claimants, employers, and agency staff to best support adjudication activities. The outputs of this project will be a development plan, followed by construction, demonstration and deployment of additional browser-based components of the Integrated Adjudication System (IAS).

### (a) Summary

This project includes integrating web-based Internet services with system-based workflow and process support. The services start with fact-finding processes that are either staff-supported or customer self-service based. The system can control the scheduling of fact-finding activities and ensure the most efficient use of UI staff resources. Further, integrated adjudication automation logic can be used to manage the flow of information needed to support determinations and the need to document the information and reasoning behind any decision. It is possible to control the logic of information gathering in a manner that supports the UI staff member or the claimant and/or employer directly in a self-service mode. Adjudication process flow and integration with Internet and decision support technologies provides the greatest range of capabilities that states may desire. The goal is an integrated capability that is flexible to allow states to modify and change the way the automation functions to meet their specific functional and design needs.

### (b) Background

This continues adjudication automation work conducted in FY2003 under BN-06 and other projects. In FY2003, the ITSC developed two Internet prototypes: a fact-finding system and an adjudication decision support system. In addition steps were taken to modularize a client/server adjudication system and to enable Internet access to it for users – claimants, state agency staff and employers as appropriate. This FY2004 project will move the prototypes a long way to being integrated active automation systems. The specific architecture and functionality will depend on the results of the on-going FY2003 project.

### (c) Business Need

UI claims adjudication can be a labor-intensive and time-consuming process. Automation of functions, such as the assignment of adjudication tasks and scheduling calls, combined with workflow and decision-support technologies, can reduce the time and effort required. There is a need for available software modules that can be integrated with existing state systems that will facilitate the introduction of such automation.

### (d) Benefits

The Integrated Adjudication Automation Project allows states to adopt integrated automation software that can greatly improve their UI adjudication operations. Support of the major steps in

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claims adjudication provides better information and support for making timely, accurate and efficient adjudication decisions. Scarce adjudication resources can be more productive and less experienced adjudication staff can be better supported as they gain experience and knowledge.

**(e) Audience**

The intended audience includes UI managers, supervisors, and information technology staff.

**(f) Risk Assessment**

The Internet Adjudication Automation Project represents a low cost risk. The budget, as approved by the ITSC Steering Committee, will determine the level of staffing for the project. There are no variable costs.

The Internet Adjudication Automation Project represents a low schedule risk. The fiscal year determines the amount of time available for the project.

The Internet Adjudication Automation Project represents a moderate technical risk. As the budget and staffing for the project are fixed, the technical risk is that the project will not be able to investigate and develop high quality prototypes that adequately represent the ITSC's level of understanding of the subject area. This risk is mitigated by our plan to involve partner State Workforce Agency (SWA) representatives to provide requirements and review the prototypes during development.

**(g) Definitions and Acronyms**

<u>Term</u>	<u>Definition</u>
DOL	Department of Labor
IAS	Integrated Automation System
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**

*A System Modernization Architecture for State Workforce Agency (SWA) Applications,*  
Information Technology Support Center, March 2000

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## 2 STATEMENT OF WORK

### (a) Task Descriptions

#### **Task 1. Create and refine the Development and Deployment Plan**

The ITSC will plan the development activity and deployment plan based on understanding the client needs, existing software, and available technologies. The remaining tasks may change slightly as a result of this activity. Activities included in this task are:

- Articulate architectural goals
- Establish well-defined domain boundaries
- Map each required function to one or more target client platforms
- Refine the implementation sequence to reflect any changes

#### **Task 2. Build an Integrated Adjudication System**

Using newly available technologies and in support of the several identified target client platforms, the ITSC will update the existing client/server Adjudication Application and the existing Adjudication Resource Scheduling Application. This task will also include implementation of the browser-based components and integration of the IAS with the existing Internet Claims application.

#### **Task 3. Package the Integrated Adjudication System**

In this task, the ITSC will package the IAS for demonstration and deployment. The ITSC will build new functionality in a modular fashion, combining related functions into development cycles. The ITSC will simultaneously develop user and technical documentation to support the IAS, along with plans for testing, installation, and support and maintenance.

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**(b) Deliverables**

<u>Task</u>	<u>Deliverable</u>	<u>Product Type</u>	<u>Audience</u>
1	IAS Development & Deployment Plan	Report	UI managers, supervisors, and IT staff
2	IAS Application	Software	IT staff
3	User documentation	Report	IT staff
3	Programmers manual	Report	IT staff
3	Installation plan	Report	IT staff

**(c) Dependencies**

None

**(d) Schedule**

ID	Task Name	Duration	Start	3Q03			4Q03			1Q04			2Q04			3Q04			4Q04			
				Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	1 Create Development & Deployment Plan	18 wks	Mon 11-10-03																			
2	2 Build Integrated Adjudication System	31 wks	Mon 12-22-03																			
3	3 Package Integrated Adjudication System	8 wks	Mon 07-19-04																			

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## 3 PROJECT ORGANIZATION

This section defines the project management approach for the project.

### (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	200	20
2	2690	0
3	400	80
<b>Totals</b>	<b>3290</b>	<b>100</b>

### (c) Resource Requirements

None

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ITSC Executive Director

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State of Maryland Grant Manager