

ITSC

Information Technology Support Center

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

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Winner of AFEI's Industry Award for Excellence in Enterprise Integration*

FY04 PROJECT TASK ORDER

FY0407 Internet Reporting of Employer Provided Separation
Information

Sponsoring Organization:

USDOL

Version: 3.0

Date: 23 January 2004

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1 INTRODUCTION

This Project Task Order (PTO) describes a project to develop prototypes that demonstrate how Internet/intranet technologies may be used by state Unemployment Insurance (UI) agencies to support UI Employer Separation activities. The output of this project will be software.

(a) Summary

An important component of UI for employers involves compliance with Employer Separation legislation and regulations. Internet/intranet technologies can provide a more efficient and effective means for conducting these activities. The output (or deliverable) for this project will be a demonstration prototype.

(b) Background

Internet and intranet technologies (i.e., systems and applications) are being introduced by UI agencies to support a wide range of UI program activity. Many states are in the process of develop Internet/intranet systems for activities such as Initial and Continued claim filing, employer registration, and quarterly wage and tax contribution reporting. The use of these systems for support of other activities is just beginning to be explored. This project will provide a foundation for future Internet/Intranet development to support these specific UI activities.

(c) Business Need

Most state UI agency programs are exploring the concept of more automated systems that will take advantage of new technologies, such as the Internet, electronic mail (email), imaging, and electronic folders. The Information Technology Support Center (ITSC) has direct experience with individual state UI agencies in the design and development of such systems. The prototypes developed through this project can help UI agencies provide better customer service and quicker response times for employers and for United States Department of Labor (USDOL) standards.

(d) Benefits

Through the creation of prototypes to demonstrate the use of Internet/intranet technologies to support Employer Separation activities, UI agencies will be able to gain knowledge and experience to avoid some of the pitfalls and problems that might be encountered in the development of such systems on their own.

(e) Audience

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

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(f) Risk Assessment

The Internet Reporting of Employer Provided Separation Information 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 Reporting of Employer Provided Separation Information project represents a low schedule risk. The fiscal year determines the amount of time available for the project.

The Internet Reporting of Employer Provided Separation Information 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 UI agency representatives to provide requirements and review the prototypes during development.

(g) Definitions and Acronyms

| <u>Term</u> | <u>Definition</u> |
|-------------|---------------------------------------|
| ITSC | Information Technology Support Center |
| 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

This section describes the overall project, its task structure, deliverables, and schedule.

(a) Task Descriptions

The ITSC will build on previous work completed in the development of Internet/intranet systems and applications, and knowledge of state UI agency activities to develop appropriate prototypes to demonstrate the effective use of Internet technology for these types of systems. This project will consist of a single task.

Task 1. Internet Reporting of Employer Provided Separation Information

The ITSC will develop a prototype to demonstrate the use of Internet technologies in the on-line reporting of employer-based Separation data. The system will provide a prototype for state UI agencies to model after in designing a system for employers to report separation information for claimants. The project builds upon the Internet services capability built into the ITSC Systems Modernization Architecture (SMA) and the work from the FY2001 Employer Separation Notification project. Leveraging the existing self-service model of applications that have been developed in the past, employers will be able to use the prototype to fill out on-line forms that will store separation information into a centralized data repository. State UI agency claims takers and adjudicators will then be able to access the system to check on the filing by the employer.

The goal of the system is to eventually provide this information in an Internet process to a state UI agency's initial claims processing system. Depending on how each state's processing system functions, the Employer Separation information can be provided at the time of filing or matched in a backend process.

In states where the employer is required to report separation information when it occurs, when an initial claim is filed on the Internet, the backend processes in the initial claim can check against the employer separation database to determine whether or not this information has already been collected. If it has not, the back-end system should automatically notify an employer of their need to provide separation information for adjudication purposes. This information could be integrated for use by claims takers and adjudicators providing real-time information during the claims taking and adjudication process.

In states where employers are contacted for separation information after the initial claim is filed, the employers can go to the site to complete their Employer Separation forms.

This application should also be considered for use in compiling and retaining separation information that will eventually be required as part of the employer benefit charging determination process. If the separation information were already stored in the database then subsequent requests to the employer would not be necessary.

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The application will also be designed with the consideration of sharing among several states. This will reduce development and maintenance costs for states desiring to share the system. The ITSC could potentially host the application providing the service to states that tailor their system to interoperate with the new system.

Actual software module focus will be determined at the beginning of the project based upon partner state input and the level of previous development achieved both in main grant and separately funded Internet applications and associated infrastructure.

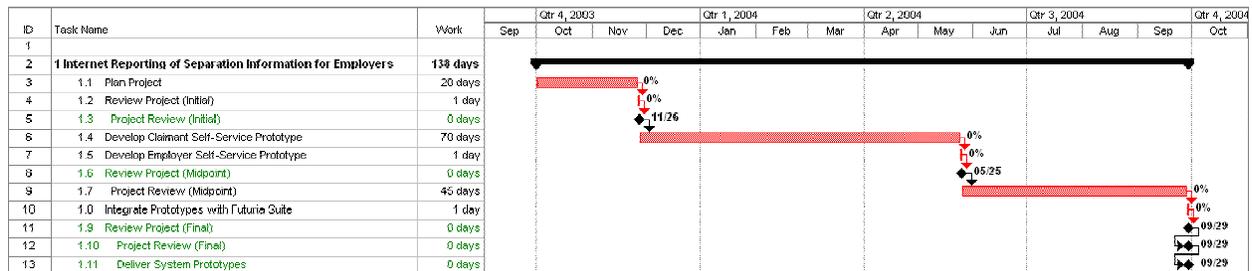
(b) Deliverables

| <u>Task</u> | <u>Deliverable</u> | <u>Product Type</u> | <u>Audience</u> |
|-------------|--|---------------------|--------------------------|
| 1.2 | Internet Reporting of Employer Provided Separation Information Prototype | Software | Management/ Technical |

(c) Dependencies

None

(d) Schedule



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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> |
|-------------|-----------------|-------------------------|----------------------|
| John Yost | Program Manager | 301-982-1576 | jyost@itsc.org |

(b) Staffing Plan

| <u>Task</u> | <u>Technical Staff</u> | <u>Support Staff</u> |
|---------------|------------------------|----------------------|
| 1 | 1,288 | 129 |
| Totals | 1,288 | 129 |

(c) Resource Requirements

Partner agency participants for risk reduction.

ITSC Executive Director

State of Maryland Grant Manager