

ITSC

Information Technology Support Center

State of Maryland ♦ Mitretek Systems ♦ Affiliated Computer Services, Inc. ♦ 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

FY0408 Self Service & Next-Step Internet UI Applications

Sponsoring Organization:

USDOL

Version: 3.0

Date: 23 January 2004

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Project: FY0408
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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 (UI) agencies to support UI Self-Service activities. The output of this project will be software.

(a) Summary

An important component of reducing cost and improving service for UI customers involves developing self-service applications. Internet/intranet technologies can provide a more efficient and effective means for conducting these activities at a time and place of the customer choosing. The output of this project will be a 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

This will provide states with a better understanding and available software to allow for better self-service applications for their UI customers over the Internet. By expanding the range of applications available and improving those already developed it is possible to greatly improve customer service and to further reduce the resource burden that states are now experiencing in operating their UI systems.

(d) Benefits

Through the creation of prototypes to demonstrate the use of Internet/intranet technologies to support Self-Service 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 Self Service & Next-Step Internet UI Applications 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 Self Service & Next-Step Internet UI Applications project represents a low schedule risk. The fiscal year determines the amount of time available for the project.

The Self Service & Next-Step Internet UI Applications 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 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.

ITSC PROJECT TASK ORDER

Project: FY0408
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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 in FY2003 to enhance the development of Internet/intranet systems and applications for Self-Service, and knowledge of 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. Self Service & Next-Step Internet UI Applications

The ITSC will develop a demonstration of self-service and "next step" UI Internet applications. This effort expands FY2003 prototyping efforts at the ITSC to support both UI claimants and employers in being supported by easy-to-use self-service applications. The project builds upon the Internet services capability built into the ITSC Systems Modernization Architecture (SMA). The specific applications include more customer self-service applications that provide customized information for claimants and employers on the status of their claims and accounts. Examples could also include the use of a personal folder of stored information or updates to existing applications for UI initial claims, continued claims, employer tax and wage reporting, and employer registration. 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.

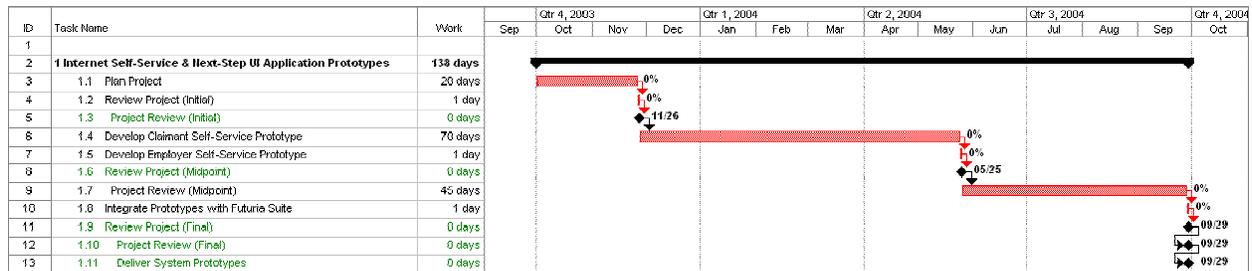
(b) Deliverables

| <u>Task</u> | <u>Deliverable</u> | <u>Product Type</u> | <u>Audience</u> |
|-------------|-------------------------------------|---------------------|-----------------------|
| 1.2 | Self-Service & Next Step Prototypes | Software | Management/ Technical |

(c) Dependencies

None

(d) Schedule



ITSC PROJECT TASK ORDER

Project: FY0408
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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