

ITSC

Information Technology Support Center

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

Sponsored by the U.S. Department of Labor

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

FY0410 UI Technology Assessment

Sponsoring Organization:

USDOL

Version: 3.0

Date: 23 January 2004

ITSC PROJECT TASK ORDER

Project: FY0410
UI Technology Assessment

Version: 3.0
Date: 23 January 2004

1 INTRODUCTION

The Information Technology Support Center (ITSC), in its role of bringing technology to the states, continuously evaluates emerging and developing technologies for their value and relevance to Unemployment Insurance (UI) agency operations improvement. The output of this project will be a report assessing several selected new technologies. A second task will attempt to identify commonalities in the goals and visions of the states to aid in the selection of core projects.

(a) Summary

As in previous years, the ITSC staff will select a short list of technologies that merits further investigation, and then discuss potential applications at UI agencies with state partners. The ITSC will then assess each of the three or four technologies having the most potential value to state UI agencies.

The ITSC will further investigate the development and characteristics of those selected to see how they will be able to improve specific state UI agency operations in the future.

Assessment will be made of the costs and effectiveness of those technologies with particular focus on the key assumptions or uncertainties that affect those costs and effectiveness estimates. The technologies scanned will include:

- Call center-related technologies
- Internet-related technologies
- Security technologies
- System development technologies
- Telecommuter technologies
- Planning and assessment technologies

(b) Background

For several years, the ITSC has assessed new technologies for their potential to improve UI agency operations.

(c) Business Need

UI managers and staff must be aware and knowledgeable about evolving technologies that can help UI operations and planning. This project will help UI agency staff and managers understand key evolving technologies and how they can relate to improving UI operations. This is a key function and responsibility of the ITSC on behalf of state UI agencies. The STCO would like to know the future needs of states to aid the selection of core projects for implementation by the ITSC.

ITSC PROJECT TASK ORDER

Project: FY0410
UI Technology Assessment

Version: 3.0
Date: 23 January 2004

(d) Benefits

Familiarity with new technologies and their application to UI operations will help UI agencies to take advantage of the new technologies as they modernize and upgrade their automated systems. Knowledge of state goals will help to focus selection of core projects for implementation by the ITSC.

(e) Audience

The audience for this paper includes UI managers, supervisors, and information technology (IT) staff, and the ITSC Steering Committee.

(f) Risk Assessment

This project involves little risk. States electing not to provide information about their needs will cause the results of the study to be less representative.

(g) Definitions and Acronyms

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

(h) Reference Material

- ITSC report: O-1-1: *2002 Technology Assessment for State Agencies*, 2002
- ITSC report: *Technology Assessment*, 2001
- ITSC report: *SESAs Modernization Technology Overview Report*, 2000

ITSC PROJECT TASK ORDER

Project: FY0410
UI Technology Assessment

Version: 3.0
Date: 23 January 2004

2 STATEMENT OF WORK

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

(a) Task Descriptions

Task 1 Technology Assessment

The ITSC will develop a general technology scan through the use of ITSC staff resources to identify any additional technologies having potential application to UI agency operations to add to the list in Section 1 (a). The ITSC will also seek topics of interest to the ITSC Steering Committee members at this time. The ITSC team will review the most likely technologies with a selected group of state partners. Three technologies that the state representatives endorse will be those that are examined in more detail in the technology report.

For each technology area selected, the report will address how the development and characteristics of the technology could be used by UI agencies to improve specific operations in the future. An assessment of costs and effectiveness will be included, accompanied by key assumptions or uncertainties.

Task 2 Commonalities of State Workforce Agency Needs

The purpose of this task is to find out where states are with technology, and what their business, legal and technology needs are, both now and in the next five years. The ITSC will seek information from all state workforce agencies to determine the commonalities of their needs. This will assist in the selection of future core projects.

The ITSC will review data previously gathered in studies by the National Association of State Workforce Agencies, and during performance of other ITSC projects. Present and planned technologies will be addressed, as well information about the future business plans and visions of state workforce agencies (SWAs). The ITSC will assemble a structured list of questions for state UI Directors to enable them to provide both quantitative and qualitative responses. The ITSC will analyze the resultant material gathered and present it in a report. The ITSC will also incorporate in the report an analysis by several ITSC Steering Committee members of the basic legal structures of states to determine if they are similar.

ITSC PROJECT TASK ORDER

Project: FY0410
UI Technology Assessment

Version: 3.0
Date: 23 January 2004

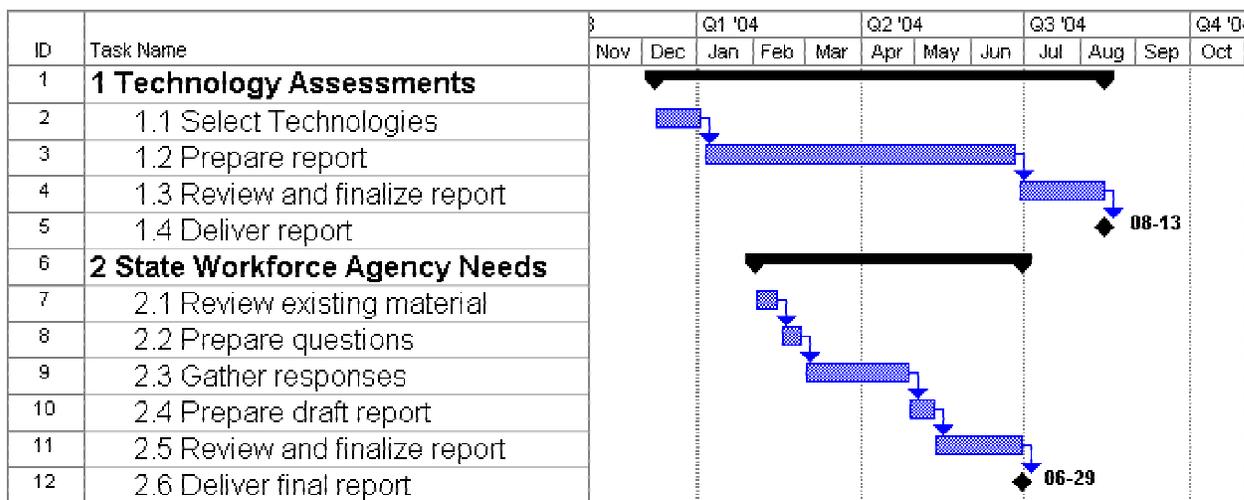
(b) Deliverables

<u>Task</u>	<u>Deliverable</u>	<u>Product Type</u>	<u>Audience</u>
1	Technology Assessment	Report	UI Managers, supervisors and IT staff, ITSC Steering Committee
2	State Workforce Agency Needs	Report	UI Managers, supervisors and IT staff, ITSC Steering Committee

(c) Dependencies

None

(d) Schedule



ITSC PROJECT TASK ORDER

Project: FY0410
UI Technology Assessment

Version: 3.0
Date: 23 January 2004

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	700	40
2	350	20
Totals	700	40

(c) Resource Requirements

None

ITSC Executive Director

State of Maryland Grant Manager