

# *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**

FY0412 UI Customer Contact Center Technology and Management  
National Workshop

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Sponsoring Organization:

USDOL

Version: 3.0

**Date: 23 January 2004**

# ITSC PROJECT TASK ORDER

**Project:** FY0412

**Version:** 3.0

**UI Call Center Technology and Management  
National Workshop**

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## **1 INTRODUCTION**

This Project Task Order (PTO) will be accomplished under the FY 2004 Main Grant Funding from National Department of Labor. This PTO provides for the development of an Unemployment Insurance (UI) Call Center Technology & Management National Workshop, to be presented in FY 2004. Attendance at the workshop will be open to all state UI agency staff and will help them to develop technical and process solutions to UI call centers and adjudication challenges. The output of this project will be course materials preparation, logistical planning, and course presentation to state UI agencies.

### **(a) Summary**

Claims taking, issue identification, and adjudication (fact finding and determination writing) faces serious challenges in many UI agencies. Too much work is done on paper, and there are continuous issues with call center queues timeliness in determinations. The Information Technology Support Center (ITSC) has done valuable work in automating and building systems to support claims processing and the entire adjudication process. Many UI agencies have also done work with development of their own systems. One of the most valuable tools for the UI agencies to address these issues is to network and share experiences with UI agencies in other states. The ITSC will develop and facilitate a workshop that will allow states the opportunity to share information on claims and adjudication system development and form valuable contacts with other states. The workshop agenda will provide opportunities for state speakers to present issues, concerns, and solutions and will also provide information gathered from ITSC work.

### **(b) Background**

There is a need for the ITSC to develop and facilitate workshops addressing improvement in claims processing, and fact finding/adjudication systems. Integration of new technologies into a near-paperless environment is the goal. Adjudication operational, technical, management and staffing issues arise continually that demand attention by state UI agency technical and management staff.

### **(c) Business Need**

Claims taking in the call center environment as well as adjudication must continually improve to meet increased workloads with fewer staff. The opportunity for UI agencies to exchange experiences, lessons learned and gain new knowledge in regards to more automated systems for adjudication is essential.

This course/seminar will address topics of immediate concern to UI call centers and adjudication, as well as longer-term issues and possible resolutions. The course/seminar topics will be established through UI call center identified issues and concerns.

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## **(d) Benefits**

National DOL will gain insight into SESA call center operations. SWAs will gain valuable insights from sharing experiences with each other and gain additional knowledge to help address call center planning, operational, technical and management issues.

## **(e) Audience**

The audience for this PTO is:

- Adjudication System Project Managers
- IT Staff associated with the Project
- BPR staff associated with the Project

## **(f) Risk Assessment**

Potential risks for this project are small.

## **(g) Definitions and Acronyms**

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

## **(h) Reference Material**

Agendas and evaluations from previous ITSC call center management workshops, presented in 2000, 2001, and 2002, as well as systems and planning information from ITSC developed Adjudication systems.

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## 2 STATEMENT OF WORK

### (a) Task Description

The ITSC will review agendas and evaluation feedback from previous ITSC workshops. The ITSC will then develop an agenda for the two-day FY2004 UI Call Center Technology and Management National Workshop that will encompass topics that are in the forefront of the UI claims and adjudication staff, and DOL. The ITSC will prepare course material and put together the logistical support to present this workshop to the attendees.

The FY2004 UI Call Center Technology and Management National Workshop will be designed specifically for UI Claims and Adjudication staff (technical and non-technical). Participants should be either experienced managers, or technical staff that will be designing/implementing support applications for claims and adjudication. Call center managers will also benefit from attending the workshop by gaining insight into the operational issues they could potentially face, thus providing the opportunity to develop strategies for mitigating the issues early-on.

The registration fees will be paid by the ITSC.

### (b) Deliverables

The ITSC will develop a “UI Call Center Technology & Management National Workshop” which will be presented during FY 2004.

<u>Task</u>	<u>Deliverable</u>	<u>Product Type</u>	<u>Audience</u>
1	UI Call Center Technology and Management National Workshop	Workshop	Claims/Adjudication System project managers, IT staff associated with the project, BPR staff associated with the project

### (c) Dependencies

None

### (c) Schedule

Task Name	Duration	Start	Finish	Pr	0%														
					Qtr 4, 2003	Qtr 1, 2004	Qtr 2, 2004	Qtr 3, 2004	Qtr 4, 2004	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
1 1 UI Call Center Technology & Management National Workshop	204 days	Mon 12/22/03	Thu 9/30/04		[Gantt Chart showing task bars across quarters]														
2 1.1 Define Workshop Content	30 days	Mon 12/22/03	Fri 1/30/04		[Gantt Chart showing task bar]														
3 1.2 Prepare Course Material	90 days	Mon 2/2/04	Fri 6/4/04	2	[Gantt Chart showing task bar]														
4 1.3 Review & Publish Course Material	40 days	Mon 6/7/04	Fri 7/30/04	3	[Gantt Chart showing task bar]														
5 1.4 UI Call Center Technology & Management National Workshop Presentation	5 days	Mon 8/2/04	Fri 8/6/04	4	[Gantt Chart showing task bar]														
6 1.5 Wrap-up and Send Letters/Correspondence to Participants/Speakers	39 days	Mon 8/9/04	Thu 9/30/04	5	[Gantt Chart showing task bar]														

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## 3 PROJECT ORGANIZATION

### (a) Project Responsibilities

<u>Name</u>	<u>Title</u>	<u>Telephone Number</u>	<u>Email Address</u>
Tim Meier	Manager	(301) 513-9794	tmeier@itsc.org
TBD	ITSC Staff	TBD	TBD

### (b) Staffing Plan (allocated hours)

<u>Task</u>	<u>Technical</u>	<u>Admin</u>	<u>Totals</u>
1	654	50	704

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ITSC Executive Director

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State of Maryland Grant Manager