

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

PROJECT TASK ORDER

FY0414 UI Tax and Benefits Modernization Marketing Analysis

Sponsoring Organization:

USDOL

Version: 3.0

Date: 23 January 2004

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1 INTRODUCTION

(a) Summary

The Information Technology Support Center (ITSC) will perform a marketing study among the states to determine and value and usefulness of development and distribution of the ITSC Unemployment Insurance (UI) Tax and Benefits Automation Baseline Prototypes. The modernization development effort already expended by the ITSC has lead to the development of the integrated UI tax and benefits systems. The value of these systems for states contemplating UI tax and benefits modernization rests in their intrinsic value due to development of common automation processes and the actual software code, documentation, and structure associated with the baseline systems. Further effort to develop the function of the two systems and/or to convert and redeploy these should be predicated on their collective value to states. This project analyzes these issues for typical states and also considers the value of other ITSC-developed prototype systems and documentation for UI adjudication and e-government.

(b) Background

The ITSC has supported states in various stages of UI tax system modernization over the last few years, ranging from tax system support to the state of Alaska in creating new business processes and defining system workflow to supporting the state of South Carolina in UI tax data and process modeling. The ITSC has defined the business use cases for Iowa's, Michigan's, and Louisiana's tax system and, in addition, the ITSC developed the US Virgin Islands (USVI) tax system, which is currently in parallel operations.

The ITSC is currently deploying the corresponding release 1 implementation of the UI tax and benefits system for the USVI. Although this system will have considerable functionality, additional core UI tax capabilities need to be added to make the system truly viable for use by all state UI agencies.

(c) Business Need

Since the ITSC tax and benefits prototype system is an integrated system that can be deployed individually, or in whole, coupled with the fact that the majority of state UI agencies are focusing on modernization of their tax systems. Providing state UI agencies a modernized, browser-based tax system (constructed upon relational database technology under an open platform) will enable state UI agencies to save time and help defray the cost of building and deploying a new UI tax system.

State UI agencies may choose to request the software and documentation from the ITSC so that they may deploy a new UI system rapidly. Rapid deployment of a new system would require the state UI agencies to tailor the software to implement their specific business rules and reports. Looking at the actual costs and benefits for use of the ITSC prototype systems by state UI agencies will determine the value of the ITSC development program for states.

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(d) Benefits

State UI agencies will benefit from this project by having a better idea of whether or not there is enough benefit from use of the ITSC UI tax and benefits systems along with other ITSC prototype systems.

(e) Audience

The audience for this project includes the ITSC Steering Committee, state UI agencies, UI and information technology (IT) staffs.

(f) Risk Assessment

Risks are minimal since the UI tax system has been built with the input of several state UI agencies, which makes it functionally acceptable. The conversion process itself can be accomplished by working with vendors who have a proven tool that accomplishes a significant portion of the software replatforming. The ITSC anticipates that the reports may need to be recoded by hand.

(g) Definitions and Acronyms

<u>Term</u>	<u>Definition</u>
FY	Fiscal Year
IT	Information Technology
ITSC	Information Technology Support Center
PTO	Project Task Order
UI	Unemployment Insurance
USDOL	United States Department of Labor
UTABBS	Unemployment Tax and Benefits Baseline System
J2EE	Java 2 Platform, Enterprise Edition

(h) Reference Material

None

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2 STATEMENT OF WORK

Numerous states have the need to modernize and improve their UI tax and benefits automation systems. This is because their older systems are less flexible and are costly to maintain. Having and disseminating an ITSC UI tax and benefits automation system could have significant positive impact on the time and effort states spend in modernizing their core UI systems. Having an ITSC UI tax and benefits automation system also provides experience and insight to the ITSC so that the ITSC can better help advise states embarking on systems modernization projects.

The ITSC will calculate the costs and benefits of having the existing ITSC UI tax and benefits automation systems made available to state UI agencies contemplating modernization their UI operations.

(b) Deliverables

<u>Task</u>	<u>Deliverable</u>	<u>Product Type</u>	<u>Audience</u>
1	UI Tax and Benefits Modernization Marketing Report	Briefing	STCO, State UI Agencies

(c) Dependencies

(d) Schedule

Project Start 1 October 2003

Project End: 1 June 2004

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3 PROJECT ORGANIZATION

(a) Project Responsibilities

<u>Name</u>	<u>Title</u>	<u>Telephone Number</u>	<u>Email Address</u>
David Zemel	Project Leader	301-982-1583	dzemel@itsc.org

(b) Staffing Plan

<u>Task</u>	<u>Technical Staff</u>	<u>Support Staff</u>
1	590	10
Totals	590	10

(c) Resource Requirements

None

ITSC Executive Director

State of Maryland Grant Manager