

Building a 21st. Century UI Infrastructure and Service Delivery System

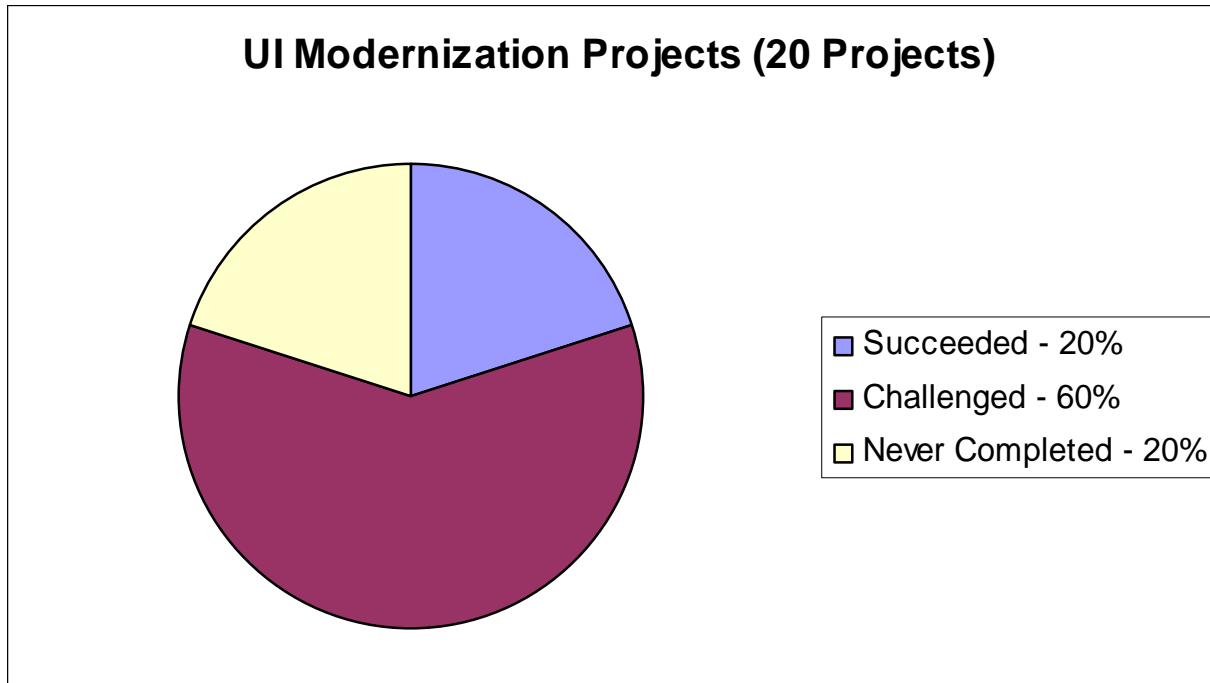
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Status of UI Modernization

- Background
 - Recent Studies indicate that over \$5 billion is needed nationwide to modernize state UI Systems
 - Many large initiatives undertaken by a number of states in the recent past have not yielded expected results and successes

IT Software Development Experiences

UI Specific



- **Success:** on time and budget, critical features and requirements delivered
- **Challenged:** schedule expanded, over budget and/or lacking critical features and requirements

Source of Project data is states responses to Project Data Collection Template as of summer 08. Do not reuse in any way without permission of the ITSC

IT Software Development Experience

General

- Survey of IT project success mid 1990s to mid 2000s by the Standish Group:

- Succeeded 27%
- Failed 26%
- Challenged 47%

Definitions:

Succeeded – on budget on time, critical features and requirements delivered

Challenged – over budget and/or over schedule

Failed – cancelled or finished but not used

NASWA IT Questionnaire

- Goals of Questionnaire
 - Ascertain the condition and status of UI IT Systems across the nation
 - Help focus on areas of greatest need and challenge
 - Form a basis and justification for funds injection to address nationwide program challenges

NASWA IT Questionnaire Quick – Look Preliminary Analysis

- Response Rate over 80%
- Age of Systems
 - Benefits Average Age: 22 years (max 42 years)
 - Tax Average Age: 23 years (max 41 years)
- UI System Technical Documentation
 - Almost ½ of States have poor to non – existent
 - Two – thirds of States indicate retirements are causing challenges

NASWA IT Questionnaire Quick – Look Preliminary Analysis

- Wide variation to the responses
 - One – half of states indicate that hardware and software maintenance costs are increasing due to aging technologies
 - Self Service Claim Filing ranges from single digit percents to 50 – 60%
 - However the majority of states “touch” large percentage of web filed claims
 - State who have implemented technologies such as Imaging/Document Management, Workflow, Case Management express many efficiencies

NASWA IT Questionnaire Quick – Look Preliminary Analysis

- Making Federal and State Law Changes including extended benefits and Modernizing Functions
 - Average result was “Difficult” on scale of Very Easy, Easy, Moderate, Difficult and Very Difficult
 - 40% of responding states indicated very difficult
 - System are “brittle”, “patched”, “band-aids”, “Spider-web of programs”.

UI Modernization Efforts

- State UI business expertise and technical expertise is limited today due to high workloads, diminishing state budgets and retirements
- Each state is working on its own to build a state specific UI system is too costly and fails to leverage resources
- USDOL recent Supplemental Budget Requests encouraged states to modernize UI as part of a consortium

UI Modernization Consortiums

- Two groups of states received SBRs to explore the feasibility of building a common UI system for multiple states
 - Midwest
 - Arizona, Wyoming, Idaho, North Dakota
 - Southeast
 - North Carolina, South Carolina, Georgia, Tennessee
 - Work is underway Lou Ansaldi from ITSC is working with both groups

Collaboration

- Leverage SIDES (State Information Data Exchange System) processes and lessons learned
- Leverage Non – UI Examples
 - Department of Defense
 - Department of Agriculture
 - IRS
 - National Criminal Records System

ITSC Role

- Cross Consortium Liaison
 - ITSC will facilitate sharing of successful business/functional and technical methods, techniques, and processes from both groups of states.
 - Including processes, methods and tools related to collaborative requirements development and technical architecture design and development

ITSC Role

- Vendor Procurement
 - ITSC will support the consortium in the development and evaluation of RFPs
- Collaborative Requirements Development and Technical Architecture and Design Activity
 - ITSC will provide Quality Assurance to the consortium's overall feasibility project including review of all deliverables
- UI Modernization Best Practices
 - ITSC will provide best practice concepts, approaches, initiatives and lessons learned and UI expertise from past UI Mod Projects

ITSC Role

- UI Modernization Best Practices
 - ITSC will provide monthly reports proactively identifying areas of opportunity to improve processes , methods and approaches
 - ITSC will participate in the consortium steering committee as a non voting member

Questions

