

Information Technology Capital Investment Program  
Project Status Report

---

**To:** Information Technology Strategy and Investment Committee  
John Vittner, Office of Policy and Management

**From:** John Matteis, Director of PMO

**Email:** John.Matteis@ct.gov

**Agency:** Department of Labor

**Project:** UI Modernization

**Project Manager:** Brian Cooley

**Reporting Period:** Project Inception through 06/30/2020

**Total Funds Requested:** \$25,088,530

**Total Funds Allotted to Agency:** \$14,766,007

**Accumulative Total Capital Fund Expenditures to Date:** \$12,212,670

**Brief Project Description/Summary:**

The Connecticut Department of Labor (CT DOL) has embarked on a business transformation initiative to modernize and improve its Unemployment Insurance (UI) Tax and Benefits systems for increased flexibility and adaptability required to provide improved service and sustained operational efficiency.

CT DOL is joining and will implement the system developed by the ReEmployUSA Consortium in this phase (Phase 3) of the project.

**Summary of Progress Achieved to Date:**Phase 3 (System Implementation)

Contractual agreements were finalized in April 2018 between the ReEmployUSA Consortium and the development vendor. This allowed CT DOL to formally begin Phase 3. This phase is composed of System Delivery/Data Migration and Organizational Change Management.

**A. System Delivery / Data Migration - 46% Complet Overall**Benefits Track:**1. Planning / Preparation - Complete****2. Benefits System Design/Development - 53.3% Complete Overall**Iteration 1: Claim Intake, Monetary, Non-Monetary (October 2018 - October 2019) - Complete

- System design/development activities are complete
- Data migration design/development activities are complete
- Testing is complete

Iteration 2: Weekly Certs/Payments/Overpayments (September 2019 - July 2020) - 77.4% Complete

- System design activities are in progress and approximately 95% complete
- System development activities are in progress and approximately 95% complete
- Data migration activities are in progress and approximately 73% complete
- SIT test are in progress and approximately 94% complete
- UAT test preparation activities are in progress and approximately 87% complete

Iteration 3: Appeals/Chargeback/Repayments/ETA Reporting (May 2020 - December 2020)

- Planning is underway

Tax Track:**1. Remaining Gap Analysis - Complete****2. Planning / Preparation - Complete****3. Tax System Design/Development - 22% Complete Overall**Iteration 1: Registration/Tax & Wage Reports (January 2019 - November 2019) - Complete

- System design/development activities are complete
- Data migration design/development activities are complete
- Testing is complete

Iteration 2: Collections/Reimbursable ER/Annual Rate/Refunds (October 2019 - August 2020) - 84% Complete

- System design is complete
- System development is complete
- Data migration design activities are in progress and approximately 82.4% complete
- SIT is complete
- UAT testing is underway and approximately 1% complete

Iteration 3: Delinquency/Audit/Financial Accounting/ETA Reporting (June 2020 - December 2020)

- Planning is nderwayu

**B. Organizational Change Management (OCM) - 7% Complete**

- Planning activities are complete
- Development of to-be business processes continues
- Training management plan is drafted and development of training aterials is underwaym
- A new unit has been established and staffed to provide post implementation support to the agency

Phase 4 (Legacy System Retirement) - 6% Complete

- Planning is complete
- System by system review of the agency portfolio is underway to determine which systems will be decommissioned and when folling implementation

**Issues and Risks:**

Recent federal changes to the UI program under the CARES Act has required DOL to temporarily reassign a number of UI Modernization resources. We anticipate these resources will return between September and December of this year. In the meantime, the project continues to move forward but at a slower pace than planned. As a result, we project the new implementation date will be delayed to May 2022.

**Next Steps & Project Milestones:**

- Complete Benefits Iteration 2 system design/development
- Complete Benefits and Tax Iteration 2 data migration activities
- Begin Benefits Iteration 2 UAT testing
- Complete Tax Iteration 2 UAT testing
- Complete Planning/Preparation for both Benefits and Tax Iteration 3 system design/development
- Continue developing the training materials
- Continue with development of new to-be business processes
- Continue Legacy System Retirement portfolio evaluation sessions