

Information Technology Capital Investment Program  
Project Status Report

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**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 12/31/2021

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

**Total Funds Allotted to Agency:** \$18,366,007

**Accumulative Total Capital Fund Expenditures to Date:** \$16,731,434

**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 4 (System Implementation)

UI Modernization was delayed 13 months due to the agency's need to support federal changes to the UI program under CARES Act I and CARES Act II. The new implementation date is July 2022.

Overall Project Completion – 69.83%

## 1. Benefits System Delivery – 80.2% Complete

- A. Planning / Preparation – Completed
- B. Benefits System Design/Development – Completed
- C. Integrated System Testing (December 2021 – January 2022) – 42% Complete
- D. Integrated User Acceptance Testing (February 2022 – March 2022) – Not Started

## 2. Tax System Delivery – 80.2% Complete

- A. Planning / Preparation – Completed
- B. Tax System Design/Development – Completed
- C. Integrated System Testing (December 2021 – January 2022) – 42% Complete
- D. Integrated User Acceptance Testing (February 2022 – March 2022) – Not Started

## 3. Next Gen System Capabilities - 37.6% Complete

- A. Mobile Responsive Web Page Design - 4% Complete
- B. Enhanced User Experience Screen Design - 4%
- C. Chatbot - 90% Complete
- D. Business Analytics / Reporting - 86.5% Complete

## 4. Data Migration - 78.1% Complete

- A. Benefits Data Mapping / Transformation Logic - 99.9% Complete
- B. Benefits Data Cleansing - 70% Complete
- C. Tax Data Mapping / Transformation Logic - 99.9% Complete
- D. Tax Data Cleansing - 78% Complete

## 5. System Implementation - 51.2% Complete

- A. Production Environment Setup in AWS Cloud - Completed
- B. Security / Performance Testing - 83% Complete
- C. Disaster Recovery - 25% Complete
- D. Business Continuity Plan - Not Started
- E. COGNOS Analytics - 89.3% Complete
- F. Chatbot - Not Started
- G. Production Readiness / System Cutover - 10% Complete
  - Implementation Plan
  - System Certifications (IRS, SSA, NDNH)

## 6. Organizational Change Management (OCM) - 9% Complete

- A. A new vendor has been onboarded to manage the OCM project
- B. Planning / Approach - Completed
- C. Future State Business Process Definition - In Progress
- D. Training Plan - In Progress
- E. Communications Plan / Outreach - In Progress
- F. End User Support Transition - In Progress

## 7. Legacy System Retirement - On Hold

- Activities will be resumed following system implementation

**Issues and Risks:**

**Next Steps & Project Milestones:**

- Complete Integrated System Testing
- Begin Integrated UAT Testing
- Complete Data Migration cleansing activities
- Complete Disaster Recovery testing
- Continue IRS/SSA/NDNH system certification preparation activities
- Continue OCM activities