

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

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**Agency:** Department of Labor

**Project:** UI Modernization

**Project Manager:** Brian Cooley

**Reporting Period:** Project Inception through 12/31/2018

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

**Total Funds Allotted to Agency:** \$10,766,007

**Accumulative Total Capital Fund Expenditures to Date:** \$248,322

**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:

Contractual agreements were finalized in April 2018 between the ReEmployUSA Consortium and the development vendor. This allowed CT DOL to formally begin Phase 3 (System Implementation). Work in this phase has initially been divided into a Benefits track and a Tax track.

#### Benefits Track:

##### Planning / Preparation - Design/Development (April 2018 - October 2018)

- Established the phase activities and timeline
- Completed the MOA authorizing CT DOL to utilize the ReEmployUSA development vendor for this phase
- Onboarded additional vendor/contractor resources required
- Planning for design/development activities for Iteration 1 is complete

##### Iteration 1 - Design/Development - Claim Intake/Monetary/Non-Monetary (December 2018 - October 2019)

- Design/Development preparation activities completed December 2018
- Design/Development activities are in progress and approximately 5% complete
- Data migration activities are in progress and approximately 5% complete
- Spanish translation of claimant correspondence are in progress and approximately 5% complete
- UAT test preparation activities are in progress and approximately 5% complete

##### Iteration 2 - Design/Development - Weekly Certification/Payments/Overpayments/Benefits Collections (TBD)

- Not started

##### Iteration 3 - Design/Development - Appeals/Chargeback/Repayments/ETA Reporting (TBD)

- Not started

#### Tax Track:

##### Planning / Preparation - Gap Analysis (March 2018 - April 2018)

- Established the gap session schedule for remaining Tax functional groups
- Onboarded additional vendor/contractor resources required for this phase

##### Gap Analysis (April 2018 - January 2019)

Identification and documentation of gaps between CT DOL's Tax requirements and current ReEmployUSA system functionality is underway. This segment of work contained nine functional groups and was completed ahead of schedule:

- Tax - Group 1 (Employer Registration) was completed in Phase 2
- Tax - Group 2 (Tax/Wage Reporting) was completed in Phase 2
- Tax - Group 3 (Tax Payments) was completed in Phase 2
- Tax - Group 4 (Employer Transfers/SUTA) was completed May 2018
- Tax - Group 5 (Annual Rates) was completed June 2018
- Tax - Group 6 (FUTA/Reimbursable Employers) was completed August 2018
- Tax - Group 7 (Tax Collections) was completed October 2018
- Tax - Group 8 (Tax Performance/Employer Audits) was completed December 2018
- Tax - Group 9 (Financial Accounting/ETA Reporting) was completed December 2018

##### Planning / Preparation - Design/Development (December 2018 - January 2019)

- Established the phase activities and timeline
- Onboarding additional vendor/contractor resources required for this phase is approximately 75% complete
- Planning for design/development activities is approximately 45% complete

##### Iteration 1 - Design/Development - Registration/Tax&Wage Reports/Annual Rate (December 2018 - October 2019)

- Design/Development preparation activities are in progress and approximately 35% complete
- Data migration activities have not started yet
- UAT test preparation activities have not started yet

##### Iteration 2 - Design/Development - Reimbursable ER/SUTA/FUTA/Refunds (TBD)

- Not started

##### Iteration 3 - Design/Development - Tax Collections/Audit/TPS/Financial Accounting/ETA Reporting (TBD)

- Not started

### Issues and Risks:

There was a 3 month delay beyond the control of CT DOL to finalize the contractual agreements between the ReEmployUSA Consortium and the development vendor. This, coupled with the delays to finishing Phase 2, has presented challenges to the initial projected timeline. To recover the lost time, CT DOL has changed from a 2-phased implementation approach to a single implementation of Tax and Benefits. This change eliminates several thousand hours of time and risk from the plan to develop and test data bridging functionality.

**Next Steps & Project Milestones:**

- Continue Benefits Iteration 1 system design/development activities
- Complete Tax Iteration 1 planning activities for system design/development
- Begin system design/development activities for Tax Iteration 1
- Begin Planning/Preparation activities for Benefits Iteration 2 system design/development
- Begin planning for Organizational Change Management
- Begin planning for Legacy System Retirement