

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

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Agency: Department of Labor

Project: UI Modernization

Project Manager: Brian Cooley

Reporting Period: Project Inception through 06/30/2021

Total Funds Requested: \$25,088,530

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

Accumulative Total Capital Fund Expenditures to Date: \$14,771,560

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)

UI Modernization has been 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 June 2022.

Overall Project Completion – 61.4%

1. Benefits System Delivery / Data Migration – 75.1% Complete

A. Planning / Preparation – 100% Complete

B. Benefits System Design/Development – In Progress

Iteration 1 (October 2018 - October 2019): 100% Complete

Functions: Claim Intake, Monetary, Non-Monetary

Iteration 2 (September 2019 – May 2021): 100% Complete

Functions: Weekly Certs, Payments, Overpayments, Repayments

Iteration 3A (July 2020 - June 2021): 100% Complete

Function: Appeals

Iteration 3B (April 2021 - November 2021): 18.1% Complete

Function: Chargeback, ETA Reporting

- Planning is complete
- System design is complete
- System development - 5% complete
- SIT test preparation - 45% complete
- UAT test preparation - 16% complete
- Data migration design - 7% complete

C. Integrated System Testing (December 2021 – January 2022) – Not Started

D. Integrated User Acceptance Testing (February 2022 – March 2022) – Not Started

E. Implementation (April 2022 - June 2022) - Not Started

2. Tax System Delivery / Data Migration – 73.6% Complete

A. Planning / Preparation – 100% Complete

B. Tax System Design/Development – In Progress

Iteration 1 (January 2019 - November 2019): 100% Complete

Function: Registration, Tax & Wage Reporting

Iteration 2 (October 2019 – January 2021): 100% Complete

Function: Collections, Reimbursable ER, Annual Rate, Refunds

Iteration 3A (November 2020 - June 2021): 100% Complete

Function: Delinquency, Audit, ETA Reporting

Iteration 3B (May 2021 - November 2021): 8.5% Complete

Function: Financial Accounting

- Planning is complete
- System design - 75% complete
- System development - 9%
- SIT test preparation - 29% complete
- UAT test preparation - not started
- Data migration design - not started

C. Integrated System Testing (December 2021 – January 2022) – Not Started

D. Integrated User Acceptance Testing (February 2022 – March 2022) – Not Started

E. Implementation (April 2022 - June 2022) - Not Started

3. Organizational Change Management (OCM) - 8% Complete

- Activities will resume July 2021

4. Legacy System Retirement - 6% Complete

- Activities are temporarily on hold

Issues and Risks:

Next Steps & Project Milestones:

- Complete Benefits Iteration 3B
- Complete Tax Iteration 3B
- Complete Integrated SIT testing
- Begin Integrated UAT testing
- Complete IRS/SSA system certification preparation activities
- Resume OCM