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LEGISLATIVE ACTION

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| Senate | . | House |
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| Floor: AD/CR | . | |
| 05/08/2009 12:43 PM | . | |
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The Conference Committee on CS for SB 1782 recommended the following:

Senate Conference Committee Amendment (with title amendment)

Delete everything after the enacting clause and insert:

Section 1. Section 443.1113, Florida Statutes, is created to read:

443.1113 Unemployment Compensation Claims and Benefits Information System.—

(1) To the extent that funds are appropriated for each phase of the Unemployment Compensation Claims and Benefits



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12 Information Systems by the Legislature, the Agency for Workforce
13 Innovation shall replace and enhance the functionality provided
14 in the following systems with an integrated Internet-based
15 system that is known as the "Unemployment Compensation Claims
16 and Benefits Information System:"

17 (a) Claims and benefit mainframe system.

18 (b) Florida unemployment Internet direct.

19 (c) Florida continued claim Internet directory.

20 (d) Call center interactive voice response system.

21 (e) Benefit overpayment screening system.

22 (f) Internet and Intranet appeals system.

23 (2) The Unemployment Compensation Claims and Benefits
24 System shall accomplish the following main business objectives:

25 (a) Wherever cost-effective and operationally feasible,
26 eliminate or automate existing paper processes and enhance any
27 existing automated workflows in order to expedite customer
28 transactions and eliminate redundancy.

29 (b) Enable on-line, self-service access to claimant and
30 employer information and federal and state reporting.

31 (c) Integrate benefit payment control with the adjudication
32 program and collection system in order to improve the detection
33 of fraud.

34 (d) Comply with all requirements established in federal and
35 state law for unemployment compensation.

36 (e) Integrate with the Department of Revenue's statewide
37 unified tax system that collects unemployment compensation
38 taxes.

39 (3) The scope of the Unemployment Compensation Claims and
40 Benefits Information System does not include any of the



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41 following functionalities:

42 (a) Collection of unemployment compensation taxes.

43 (b) General ledger, financial management, or budgeting
44 capabilities.

45 (c) Human resource planning or management capabilities.

46 (4) The project to implement the Unemployment Compensation
47 Claims and Benefits Information System shall be comprised of the
48 following phases and corresponding implementation timeframes:

49 (a) No later than the end of fiscal year 2009-2010
50 completion of the business re-engineering analysis and
51 documentation of both the detailed system requirements and the
52 overall system architecture.

53 (b) The new Unemployment Claims and Benefits Internet
54 portal that replaces the Florida Unemployment Internet Direct
55 and the Florida Continued Claims Internet Directory systems and
56 shall be deployed to full production operational status no later
57 than the end of fiscal year 2010-2011.

58 (c) The new Call Center Interactive Voice Response System
59 and the Benefit Overpayment Screening System shall be deployed
60 to full production operational status no later than the end of
61 fiscal year 2011-2012.

62 (d) The new Internet and Intranet Appeals System and the
63 Claims and Benefits Mainframe System shall be deployed to full
64 operational status no later than the end of fiscal year 2012-
65 2013.

66 (5) The Agency for Workforce Innovation shall implement the
67 following project governance structure until such time as the
68 project is completed, suspended, or terminated:

69 (a) The project sponsor for the Unemployment Compensation



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70 Claims and Benefits Information System project is the executive
71 director of the Agency for Workforce Innovation.

72 (b) The project shall be governed by an executive steering
73 committee composed of the following voting members or their
74 designees:

75 1. The executive director of the Agency for Workforce
76 Innovation.

77 2. The executive director of the Department of Revenue.

78 3. The director of the Office of Unemployment Compensation
79 within the Agency for Workforce Innovation.

80 4. The program director of the General Tax Administration
81 Program Office within the Department of Revenue.

82 5. The chief information officer of the Agency for
83 Workforce Innovation.

84 (c) The executive steering committee has the overall
85 responsibility for ensuring that the project meets its primary
86 objectives and is specifically responsible for:

87 1. Providing management direction and support to the
88 project management team.

89 2. Assessing the project's alignment with the strategic
90 goals of the Agency for Workforce Innovation for administering
91 the unemployment compensation program.

92 3. Reviewing and approving or disapproving any changes to
93 the project's scope, schedule, and costs.

94 4. Reviewing, approving or disapproving, and determining
95 whether to proceed with any major project deliverables.

96 5. Recommending suspension or termination of the project to
97 the Governor, the President of the Senate, and the Speaker of
98 the House of Representatives if it determines that the primary



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99 objectives cannot be achieved.

100 (d) The project management team shall work under the
101 direction of the executive steering committee and shall be
102 minimally comprised of senior managers and stakeholders from the
103 Agency for Workforce Innovation and the Department of Revenue.
104 The project management team is responsible for:

105 1. Providing daily planning, management, and oversight of
106 the project.

107 2. Submitting an operational work plan and providing
108 quarterly updates to that plan to the executive steering
109 committee. The plan must specify project milestones,
110 deliverables, and expenditures.

111 3. Submitting written monthly project status reports to the
112 executive steering committee which include:

113 a. Planned versus actual project costs;

114 b. An assessment of the status of major milestones and
115 deliverables;

116 c. Identification of any issues requiring resolution, the
117 proposed resolution for these issues, and information regarding
118 the status of the resolution;

119 d. Identification of risks that must be managed; and

120 e. Identification of and recommendations regarding
121 necessary changes in the project's scope, schedule, or costs.

122 All recommendations must be reviewed by project stakeholders
123 before submission to the executive steering committee in order
124 to ensure that the recommendations meet required acceptance
125 criteria.

126 Section 2. This act shall take effect July 1, 2009.

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128 ===== T I T L E A M E N D M E N T =====

129 And the title is amended as follows:

130 Delete everything before the enacting clause

131 and insert:

132 A bill to be entitled

133 An act relating to the Unemployment Compensation

134 Claims and Benefits Information System; creating s.

135 443.1113, F.S.; directing the Agency for Workforce

136 Innovation to replace and enhance the functionality of

137 specified systems if funding is available; requiring

138 accomplishment of specified objectives; excluding

139 specific system functionality; establishing project

140 phases and timeframes; specifying the project sponsor

141 and governance structure; providing an effective date.