

Amendment No.

CHAMBER ACTION

Senate

House

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1 Representative Glorioso offered the following:

2  
3 **Amendment (with title amendment)**

4 Remove everything after the enacting clause and insert:

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

7 443.1113 Unemployment Compensation Claims and Benefits  
8 Information System Project.--

9 (1) To the extent funding is available and the budget  
10 authority is appropriated by the Legislature, the Agency for  
11 Workforce Innovation shall replace and enhance the functionality  
12 provided in the following systems with an integrated Internet-  
13 based system that shall be known as the "Unemployment  
14 Compensation Claims and Benefits Information System Project":

15 (a) Claims and benefit mainframe system.

16 (b) Florida unemployment Internet direct.

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17 (c) Florida continued claim Internet directory.

18 (d) Call center interactive voice response system.

19 (e) Benefit overpayment screening system.

20 (f) Internet and intranet appeals system.

21 (2) The Unemployment Compensation Claims and Benefits  
22 Information System Project shall accomplish the following main  
23 objectives:

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

28 (b) Enable online, self-service access to claimant and  
29 employer information and federal and state reporting.

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

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

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

38 (3) The scope of the Unemployment Compensation Claims and  
39 Benefits Information System Project shall not include any of the  
40 following:

41 (a) Collection of unemployment compensation taxes.

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

44 (c) Human resource planning or management capabilities.

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45       (4) The Unemployment Compensation Claims and Benefits  
46 Information System project shall:

47       (a) Complete the business reengineering and documentation  
48 of detailed system requirements and overall system architecture  
49 by the end of fiscal year 2009-2010.

50       (b) Complete the implementation of the basic Internet  
51 portal into production operation and replacement of the Florida  
52 Unemployment Internet Direct by the end of fiscal year 2010-  
53 2011.

54       (c) Complete the implementation of the call center  
55 improvements into production operation and replacement of the  
56 benefit overpayment screening system by the end of fiscal year  
57 2011-2012.

58       (d) Complete the implementation of the Internet and  
59 intranet appeals system and required system enhancements needed  
60 to meet main business objectives into production operation by  
61 the end of fiscal year 2012-2013.

62       (5) The Agency for Workforce Innovation shall implement  
63 the following project governance structure until the project has  
64 been completed, suspended, or terminated:

65       (a) The executive director for the Unemployment  
66 Compensation Claims and Benefits Information System Project is  
67 the director of the Agency for Workforce Innovation.

68       (b) The project shall be governed by an executive steering  
69 committee comprised of the following voting members:

- 70       1. The director of the Agency for Workforce Innovation.  
71       2. The executive director of the Department of Revenue.

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72       3. The director of the Office of Unemployment Compensation  
73 Services of the Agency for Workforce Innovation.

74       4. The director of the General Tax Administration Program  
75 of the Department of Revenue.

76       5. The chief information officer of the Agency for  
77 Workforce Innovation.

78       (c) The executive steering committee shall have the  
79 overall responsibility for ensuring that the project meets its  
80 main business objectives and is specifically responsible for:

81       1. Providing management direction and support to the  
82 project management team.

83       2. Assessing the project's alignment with the strategic  
84 goals of the Agency for Workforce Innovation for the  
85 administration of the unemployment compensation program.

86       3. Reviewing and approving or disapproving any changes to  
87 the scope, schedule, and costs of the program.

88       4. Reviewing and approving or disapproving any major  
89 project deliverables and making necessary decisions.

90       5. If the main business objectives cannot be achieved,  
91 recommending the suspension or termination of the project to the  
92 Governor, the President of the Senate, and the Speaker of the  
93 House of Representatives.

94       (d) The project management team shall work under the  
95 direction of the executive steering committee and shall be  
96 minimally comprised of senior managers and stakeholders from the  
97 Agency for Workforce Innovation and the Department of Revenue,  
98 as selected by the director of the Agency for Workforce

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99 Innovation and the executive director of the Department of  
100 Revenue. The project management team shall:

101 1. Provide daily planning, management, and oversight of  
102 the project.

103 2. Submit and update quarterly to the executive steering  
104 committee an operational work plan that specifies planned  
105 project milestones, deliverables, and expenditures.

106 3. Submit written monthly project status reports to the  
107 executive steering committee describing the progress made on the  
108 project against the operational work plan. The reports shall  
109 include:

110 a. Planned versus actual project costs.

111 b. Assessment of the major milestones and deliverables  
112 that have been completed and milestones and deliverables that  
113 still need to be completed.

114 c. Identification of any issues requiring resolution, the  
115 proposed resolution for these issues, and any information on the  
116 status of the resolutions.

117 d. Identification of any major risks that need to be  
118 managed.

119 e. Identification of any changes to the project's scope,  
120 schedule, or costs that must be submitted to the executive  
121 steering committee for approval or disapproval.

122 f. Assurance that major deliverables recommended to the  
123 executive steering committee for approval have been completely  
124 reviewed by project stakeholders and meet required acceptance  
125 criteria.

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

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**T I T L E   A M E N D M E N T**

Remove the entire title and insert:

A bill to be entitled

An act relating to the Unemployment Compensation Claims and Benefits Information System Project; creating s. 443.1113, F.S.; creating the Unemployment Compensation Claims and Benefits Information System Project; requiring the Agency for Workforce Innovation to replace and enhance the functionality provided in specified systems with an integrated Internet-based system; providing project business objectives; excluding certain functionality from the scope of the project; providing phases and timeframes for the project; requiring the agency to implement a specified project governance structure for a certain duration; providing membership and responsibilities of the executive steering committee and a project management team; providing an effective date.