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606-03046A-09

Proposed Committee Substitute by the Committee on Transportation
and Economic Development Appropriations

A bill to be entitled

An act relating to the Unemployment Compensation
Claims and Benefits Information System; creating s.
443.1113, F.S.; directing the Agency for Workforce
Innovation to replace and enhance the functionality of
specified systems if funding is available; requiring
accomplishment of specified objectives; excluding
specific system functionality; establishing project
phases and timeframes; specifying the project sponsor
and governance structure; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

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

(a) Claims and benefit mainframe system.

(b) Florida unemployment Internet direct.



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- 27 (c) Florida continued claim Internet directory.
28 (d) Call center interactive voice response system.
29 (e) Benefit overpayment screening system.
30 (f) Internet and Intranet appeals system.
31 (2) The Unemployment Compensation Claims and Benefits
32 System shall accomplish the following main business objectives:
33 (a) Wherever cost-effective and operationally feasible,
34 eliminate or automate existing paper processes and enhance any
35 existing automated workflows in order to expedite customer
36 transactions and eliminate redundancy.
37 (b) Enable on-line, self-service access to claimant and
38 employer information and federal and state reporting.
39 (c) Integrate benefit payment control with the adjudication
40 program and collection system in order to improve the detection
41 of fraud.
42 (d) Comply with all requirements established in federal and
43 state law for unemployment compensation.
44 (e) Integrate with the Department of Revenue's statewide
45 unified tax system that collects unemployment compensation
46 taxes.
47 (3) The scope of the Unemployment Compensation Claims and
48 Benefits Information System does not include any of the
49 following functionalities:
50 (a) Collection of unemployment compensation taxes.
51 (b) General ledger, financial management, or budgeting
52 capabilities.
53 (c) Human resource planning or management capabilities.
54 (4) The project to implement the Unemployment Compensation
55 Claims and Benefits Information System shall be comprised of the



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56 following phases and corresponding implementation timeframes:

57 (a) No later than the end of fiscal year 2009-2010
58 completion of the business re-engineering analysis and
59 documentation of both the detailed system requirements and the
60 overall system architecture.

61 (b) The new Unemployment Claims and Benefits Internet
62 portal that replaces the Florida Unemployment Internet Direct
63 and the Florida Continued Claims Internet Directory systems and
64 shall be deployed to full production operational status no later
65 than the end of fiscal year 2010-2011.

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

70 (d) The new Internet and Intranet Appeals System and the
71 Claims and Benefits Mainframe System shall be deployed to full
72 operational status no later than the end of fiscal year 2012-
73 2013.

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

77 (a) The project sponsor for the Unemployment Compensation
78 Claims and Benefits Information System project is the executive
79 director of the Agency for Workforce Innovation.

80 (b) The project shall be governed by an executive steering
81 committee composed of the following voting members:

82 1. The executive director of the Agency for Workforce
83 Innovation.

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



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85 3. The director of the Office of Unemployment Compensation
86 within the Agency for Workforce Innovation.

87 4. The program director of the General Tax Administration
88 Program Office within the Department of Revenue's.

89 5. The chief information officer of the Agency for
90 Workforce Innovation.

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

94 1. Providing management direction and support to the
95 project management team.

96 2. Assessing the project's alignment with the strategic
97 goals of the Agency for Workforce Innovation for administering
98 the unemployment compensation program.

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

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

103 5. Recommending suspension or termination of the project to
104 the Governor, the President of the Senate, and the Speaker of
105 the House of Representatives if it determines that the primary
106 objectives cannot be achieved.

107 (d) The project management team shall work under the
108 direction of the executive steering committee and shall be
109 minimally comprised of senior managers and stakeholders from the
110 Agency for Workforce Innovation and the Department of Revenue.

111 The project management team is responsible for:

112 1. Providing daily planning, management, and oversight of
113 the project.



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114 2. Submitting an operational work plan and providing
115 quarterly updates to that plan to the executive steering
116 committee. The plan must specify project milestones,
117 deliverables, and expenditures.

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

120 a. Planned versus actual project costs;

121 b. An assessment of the status of major milestones and
122 deliverables;

123 c. Identification of any issues requiring resolution, the
124 proposed resolution for these issues, and information regarding
125 the status of the resolution;

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

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

129 All recommendations must be reviewed by project stakeholders
130 before submission to the executive steering committee in order
131 to ensure that the recommendations meet required acceptance
132 criteria.

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