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1
2 An act relating to the Unemployment Compensation
3 Claims and Benefits Information System; creating s.
4 443.1113, F.S.; directing the Agency for Workforce
5 Innovation to replace and enhance the functionality of
6 specified systems if funding is available; requiring
7 accomplishment of specified objectives; excluding
8 specific system functionality; establishing project
9 phases and timeframes; specifying the project sponsor
10 and governance structure; providing an effective date.

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

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

16 443.1113 Unemployment Compensation Claims and Benefits
17 Information System.—

18 (1) To the extent that funds are appropriated for each
19 phase of the Unemployment Compensation Claims and Benefits
20 Information Systems by the Legislature, the Agency for Workforce
21 Innovation shall replace and enhance the functionality provided
22 in the following systems with an integrated Internet-based
23 system that is known as the "Unemployment Compensation Claims
24 and Benefits Information System:"

25 (a) Claims and benefit mainframe system.

26 (b) Florida unemployment Internet direct.

27 (c) Florida continued claim Internet directory.

28 (d) Call center interactive voice response system.

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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
56 following phases and corresponding implementation timeframes:

57 (a) No later than the end of fiscal year 2009-2010

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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 or their
82 designees:

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

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

86 3. The director of the Office of Unemployment Compensation

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87 within the Agency for Workforce Innovation.

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

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

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

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

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

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

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

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

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

112 The project management team is responsible for:

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

115 2. Submitting an operational work plan and providing

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116 quarterly updates to that plan to the executive steering
117 committee. The plan must specify project milestones,
118 deliverables, and expenditures.

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

121 a. Planned versus actual project costs;

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

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

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

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

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

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