

1 A bill to be entitled
 2 An act relating to the Unemployment Compensation Claims
 3 and Benefits Information System Project; creating s.
 4 443.1113, F.S.; creating the Unemployment Compensation
 5 Claims and Benefits Information System Project; requiring
 6 the Agency for Workforce Innovation to replace and enhance
 7 the functionality provided in specified systems with an
 8 integrated Internet-based system; providing project
 9 business objectives; excluding certain functionality from
 10 the scope of the project; providing phases and timeframes
 11 for the project; requiring the agency to implement a
 12 specified project governance structure for a certain
 13 duration; providing membership and responsibilities of the
 14 executive steering committee and a project management
 15 team; providing an effective date.

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

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

21 443.1113 Unemployment Compensation Claims and Benefits
 22 Information System Project.--

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

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

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56 (b) General ledger, financial management, or budgeting
57 capabilities.

58 (c) Human resource planning or management capabilities.

59 (4) The Unemployment Compensation Claims and Benefits
60 Information System project shall:

61 (a) Complete the business reengineering and documentation
62 of detailed system requirements and overall system architecture
63 by the end of fiscal year 2009-2010.

64 (b) Complete the implementation of the basic Internet
65 portal into production operation and replacement of the Florida
66 Unemployment Internet Direct by the end of fiscal year 2010-
67 2011.

68 (c) Complete the implementation of the call center
69 improvements into production operation and replacement of the
70 benefit overpayment screening system by the end of fiscal year
71 2011-2012.

72 (d) Complete the implementation of the Internet and
73 intranet appeals system and required system enhancements needed
74 to meet main business objectives into production operation by
75 the end of fiscal year 2012-2013.

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

79 (a) The executive director for the Unemployment
80 Compensation Claims and Benefits Information System Project is
81 the director of the Agency for Workforce Innovation.

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

- 84 1. The director of the Agency for Workforce Innovation.
- 85 2. The executive director of the Department of Revenue.
- 86 3. The director of the Office of Unemployment Compensation
- 87 Services of the Agency for Workforce Innovation.

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

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

92 (c) The executive steering committee shall have the
 93 overall responsibility for ensuring that the project meets its
 94 main business 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 the
 99 administration of the unemployment compensation program.

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

102 4. Reviewing and approving or disapproving any major
 103 project deliverables and making necessary decisions.

104 5. If the main business objectives cannot be achieved,
 105 recommending the suspension or termination of the project to the
 106 Governor, the President of the Senate, and the Speaker of the
 107 House of Representatives.

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,

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112 as selected by the director of the Agency for Workforce
113 Innovation and the executive director of the Department of
114 Revenue. The project management team shall:

115 1. Provide daily planning, management, and oversight of
116 the project.

117 2. Submit and update quarterly to the executive steering
118 committee an operational work plan that specifies planned
119 project milestones, deliverables, and expenditures.

120 3. Submit written monthly project status reports to the
121 executive steering committee describing the progress made on the
122 project against the operational work plan. The reports shall
123 include:

124 a. Planned versus actual project costs.

125 b. Assessment of the major milestones and deliverables
126 that have been completed and milestones and deliverables that
127 still need to be completed.

128 c. Identification of any issues requiring resolution, the
129 proposed resolution for these issues, and any information on the
130 status of the resolutions.

131 d. Identification of any major risks that need to be
132 managed.

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

136 f. Assurance that major deliverables recommended to the
137 executive steering committee for approval have been completely
138 reviewed by project stakeholders and meet required acceptance
139 criteria.

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