



# Information Technology Overview

Presentation to the Joint Committee on Ways & Means,  
Subcommittee on Information Technology

April 7, 2015

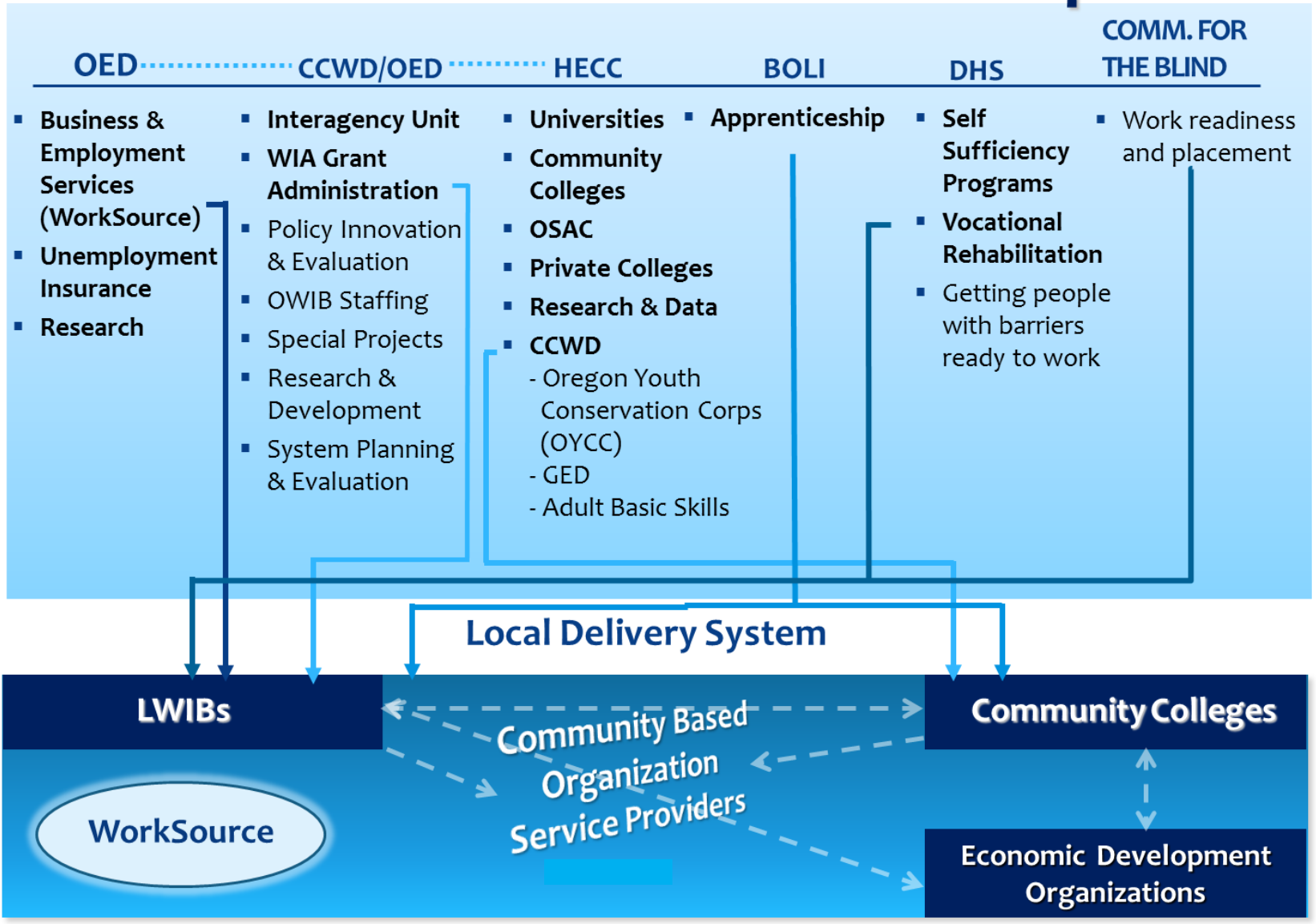
# Agency Goals

- Oregonians have the skills for high wage/high demand jobs.
- Businesses have skilled workers and data to innovate and grow.
- Workforce system is aligned, integrated, efficient and effective to support businesses and job seekers.
- Oregonians have access to an efficient and effective unemployment system.

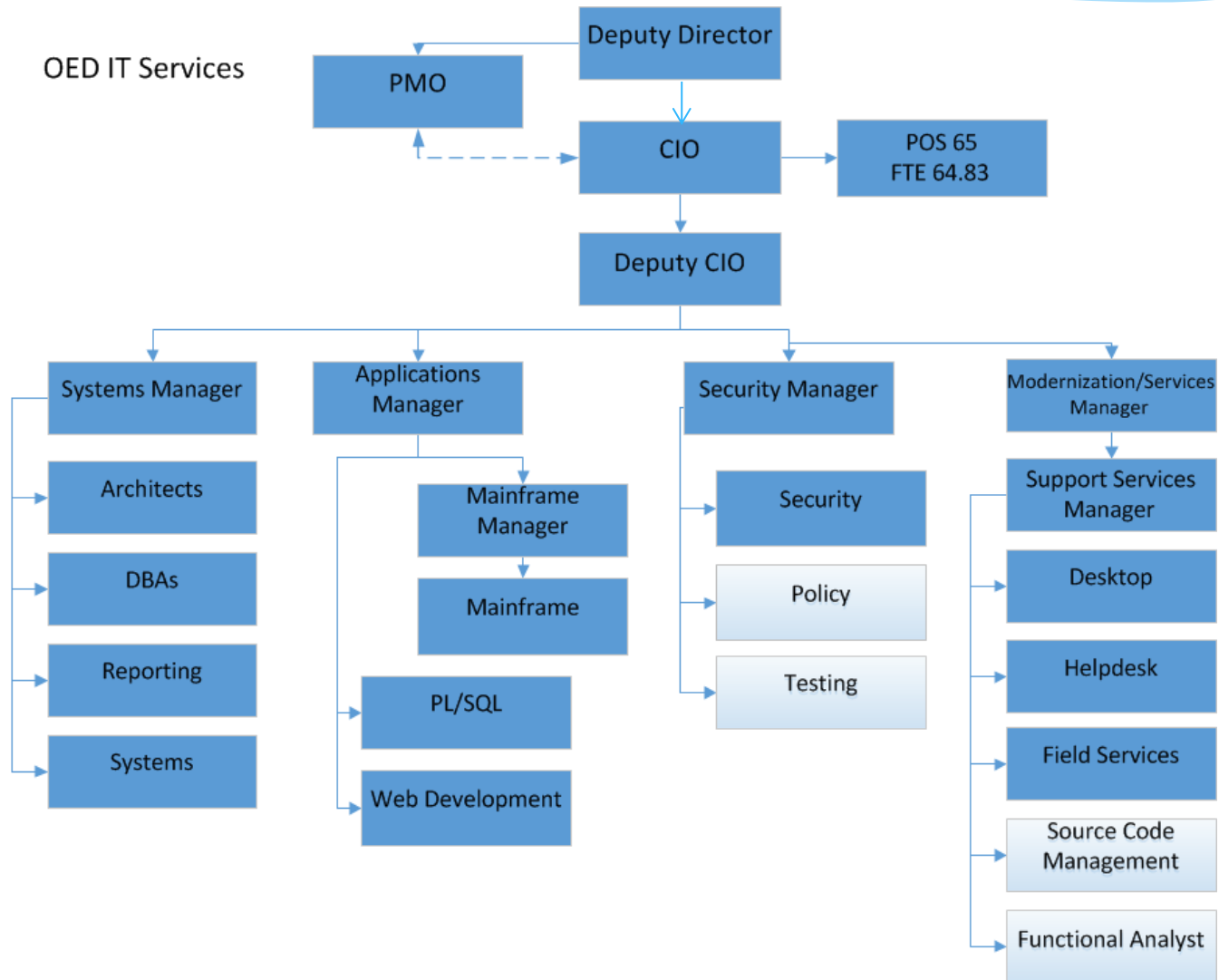
# Organization Framework: Programs and Systems



# State Roles In Workforce Development



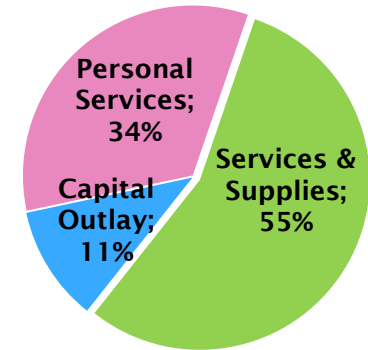
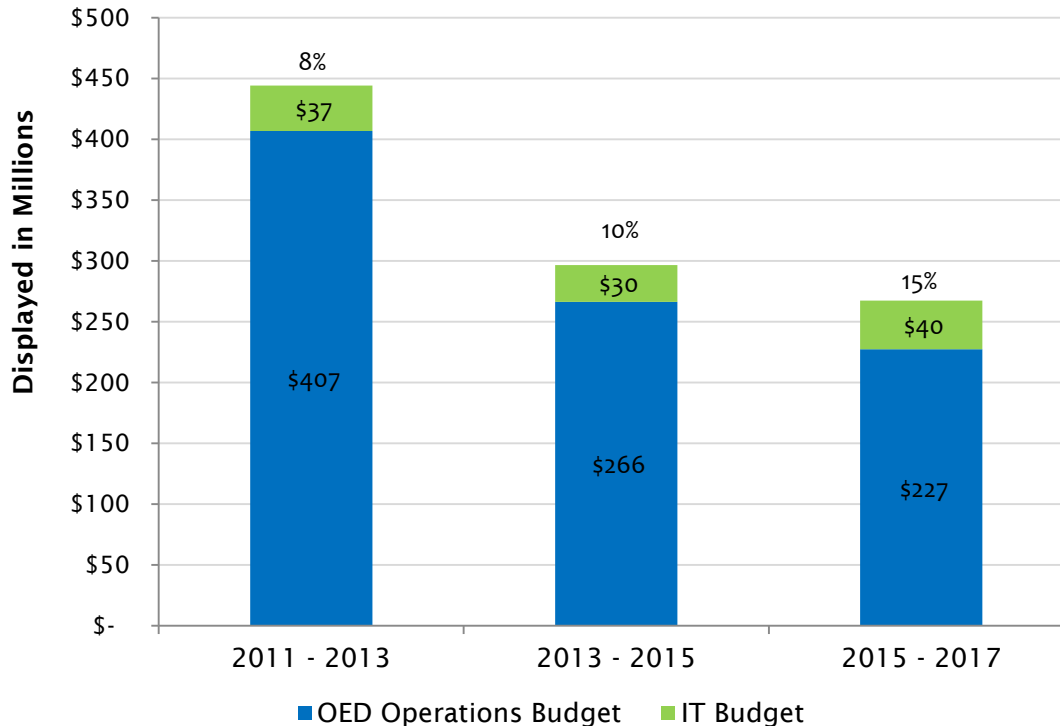
# Functional Reorganization Model



# Agency Profile

## Governor's Recommended 2015-17 IT Budget

### IT Budget as a Percent of OED Budget



### 2015-17 IT Budget

PS: \$13.5M

S&S: \$22.2M

CO: \$4.4M

Total: \$40.1M

# Projects Supporting Oregonians



Implementation of online payments for taxes and Unemployment Insurance claim refunds.



Completion of Unemployment Insurance Claims and Training for business users.



Successful rollout of Oregon Administrative Hearings Online web-application for Unemployment Insurance and Employment Appeals Board.

# Projects Completed in 2013-15

- Otter PC 2015 & 2014
- UI Data Validation (Federal Project)
- SB191 Fraud and Penalty increases changes
- TOPS (Treasury Offset Program)
- Work Opportunity Tax Credit – Automation Project
- Unisys Upgrade for Document Management
- iCapture Upgrade for Imaging Phase 1 & 2

# Projects Completed in 2013-15 (Cont.)

- Business Intelligence – For Unemployment Insurance Tax and Benefits
- Tax – Epayment Portal
- Case Management Phase 1 (Office of Administrative Hearings and Employment Appeals Board (Phase 2 will continue in 15-17))
- Hardware Refresh and Windows 7 Upgrade
- Print & Scan Automation
- Security Policy Configuration & Active Directory
- Email Migration to State Service

# Major Projects for 2015-17

- Modernization Business Services and Technology Infrastructure
- Oregon Payroll & Reporting System (continued from 2013-15)
- Office of Administrative Hearings Case Management Phase 2
- Agency Security Compliance
- PRISM (Workforce Performance Management - continued from 2013-15)
- Call Center Upgrade (continued from 2013-15)



# IT Strategic Plan Foundation

## Enterprise Architecture

Project Status: Planning

## IT Governance

Project Status: Execution

## Project Management Office

Project Status: Execution

## IT Processes and Procedures

Operational Improvements: Ongoing

# Strategic Challenges:

- **Resourcing Constraints:** Keeping the “Lights On” while planning modernization with limited existing staff.
- **Deferred Maintenance:** In the process of completing system updates and server patches, including security and operating systems.
- **Schedule:** Timelines presented are somewhat ambitious but necessary due to age of systems involved and challenge of retaining staff with expertise in legacy systems.
- **Current Workload:** Agency transformation is driving a number of high level initiatives in all business areas; Lean Process Improvement for Unemployment Insurance, Workforce Redesign; Business Analysis Function.

# POP 101: Modernize Business Services and Technology Infrastructure

- Evaluate other states' approaches, systems, and experiences and review market products available.
- Develop a feasibility plan for modernization using internal assessments and information from industry experts, other state agencies, and consortia.
- Analyze and document current business processes and conduct development of business process re-engineering.
- Working with LFO on updates for \$3.0 million. Additional limitation/authority will be requested upon completion of the Feasibility Plan and approval of the next stage gate for this project.
- Project Status: Planning Stage – Working on initial submission to OSCIO for Stage Gate One approval.

# POP 106: Oregon Payroll Reporting System (OPRS) 2.0

Issue: Customer web-based application is not accessible to all customers and older PC-based application is at end of life.

The Project: Add secure business customer access to current applications.

Timeline & Cost: Estimated \$1.6 million; estimated completion November 2016.

Project Status: Planning Stage – Initial submission made to OSCIO for Stage Gate One approval.

# POP 104: Agency Security Compliance

Issue: Modern security tools are needed to protect interrelated applications and systems.

The Project: The addition of 8 software packages to protect data and achieve security compliance.

Timeline & Cost: Estimated \$913,000; Estimated Completion June 2017.

Project Status: Has not begun.

# POP 139: Office of Administrative Hearings (OAH) Case Management

Issue: OAH had to support a host of programs for case management for the State of Oregon. The solution was to purchase a Commercial Off-the-Shelf (COTS) solution and consolidate on one web-based application.

The Project: Roll out the application to the remaining agencies for the over 65 agencies boards and commissions which refer cases to OAH.

Timeline & Cost: Estimated \$837,380; estimated completion early 2016.

Project Status: Phase 1 completed; Phase 2 planning stage.

# Thank you!

Questions?

**Lisa Nisenfeld**

**503-947-1477**

**[Lisa.Nisenfeld@oregon.gov](mailto:Lisa.Nisenfeld@oregon.gov)**

**Gerald Fahrenkopf**

**503-947-1560**

**[Gerald.Fahrenkopf@oregon.gov](mailto:Gerald.Fahrenkopf@oregon.gov)**