



Progress Update on Modernization of Business Services and Technology Infrastructure

Presentation to the Joint Committee on Ways & Means,
Subcommittee on Transportation and Economic Development
February 4, 2016

Department Mission

Support Business – Promote Employment

- * Support economic stability for Oregonians and communities during times of unemployment through the payment of unemployment benefits
- * Serve businesses by recruiting and referring the best qualified applicants to jobs
- * Provide resources to diverse job seekers in support of their employment needs
- * Develop and distribute quality workforce and economic information to promote informed decision making

Department 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

Customer Needs for Modernizing

- * Improve customer service through self-service options
- * Increase service integration with partners and customers
- * Increased information sharing for easily queried, shared, and maintained data
- * Simplify business process automation to enable greater flexibility, scalability, and adaptability
- * Improve operational efficiency through automation

Technology Needs for Modernizing

- * Disparate systems, platforms, and computer languages
- * Systems near or at end of their lifecycles
- * Support and maintenance is increasingly difficult
- * Processes contain manual workarounds
- * Challenging to support changing customer requirements

2015-17 Modernization Outcomes

- * Evaluate other state's approaches, systems, and experiences
- * Review currently available products
- * Develop a feasibility study
- * Analyze and document current business processes
- * Develop a business process re-engineering plan

Modernization Progress Update

- * Established agency steering committee
- * Ongoing collaboration with Department of Revenue, Department of Motor Vehicles, and Department of Justice on their modernization efforts
- * Contracted with a project manager
- * Developed documentation for Stage Gate I approval
- * Completed a Request For Information on modernization
- * Preparing Feasibility Study procurement

Modernization Milestones

(as of January 2016)

Description	Target Date	% Comp
Create Documentation for Stage Gate I	Jan 2016	100%
Office of State Chief Information Officer (OSCIO) Stage Gate I Submission	Jan 2016	100%
Modernization Visioning	Feb 2016	80%
OSCIO Stage Gate I Approval	Mar 2016	0%
Revise Business Case for OSCIO Stage Gate II/III Approval	Oct 2016	0%
Complete Feasibility Study Procurement Process	Nov 2016	0%
Feasibility Study for Modernization	Dec 2017	0%
Procure Independent Quality Assurance Services	TBD	0%
Obtain Legislative Approval to Proceed With Next Phase	TBD	0%

Thank you!

Questions?

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