



IT Update to the
Joint Legislative Committee on Information
Management Technology

Graham Slater, Deputy Director

Bill Truex, Chief Information Officer

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The Mission of the Oregon Employment Department is to: Support Business and Promote Employment



Mission Delivered through Core Programs

Unemployment Insurance

- Support economic stability for Oregonians and communities during times of unemployment through the payment of unemployment benefits

Workforce Operations (WorkSource Oregon Centers)

- Serve businesses by recruiting and referring the best qualified applicants to jobs
- Provide resources to diverse job seekers in support of their employment needs



Mission Delivered through Core Programs

Workforce and Economic Research

- Develop and distribute quality workforce and economic information to promote informed decision making

Organizations supported by the Employment Department include:

Office of Administrative Hearings

- Provide citizens and businesses an independent and impartial forum to dispute actions against them

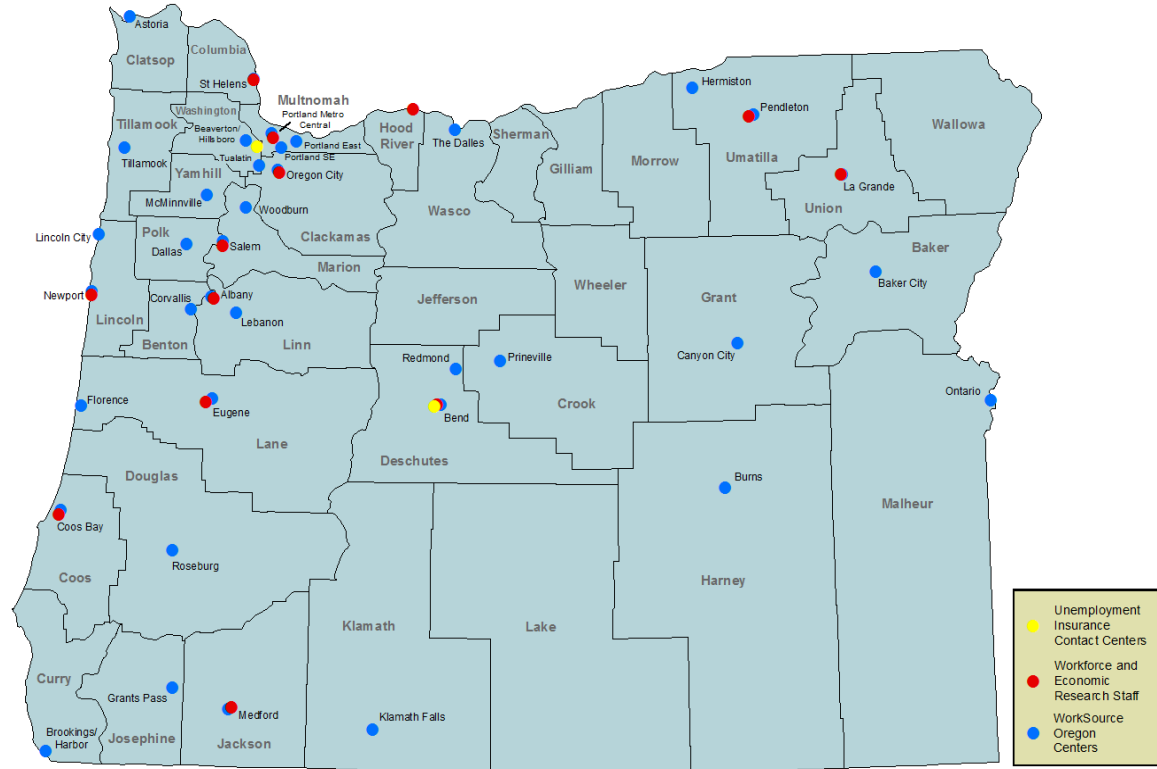
Oregon Talent Council

- Resource for educational institutions and state agencies on issues of talent development



Oregon Employment Department Service Locations February 2017

Our employees
serve customers
all across Oregon



3/14/2017



Information Technology

Positions: 79.3

Full-Time Equivalents: 66.3

Project Management
Office

Executive Support

Systems
Management

Application
Development

Security and
Quality Assurance

Support Services

Architecture

Mainframe

Security

Service Desk

Database Administration

Web Development

Quality Assurance Testing

Desktop Support

Reporting

Business Intelligence

Field Services

System Administration



Transportation and Economic Development Strategic Alignment

Information
Security/Unification
(TED IRM* goal #1)

Modernize Core
Systems
(TED IRM* goal #2)

Business Driven IT
Governance
(TED IRM* goal #5)

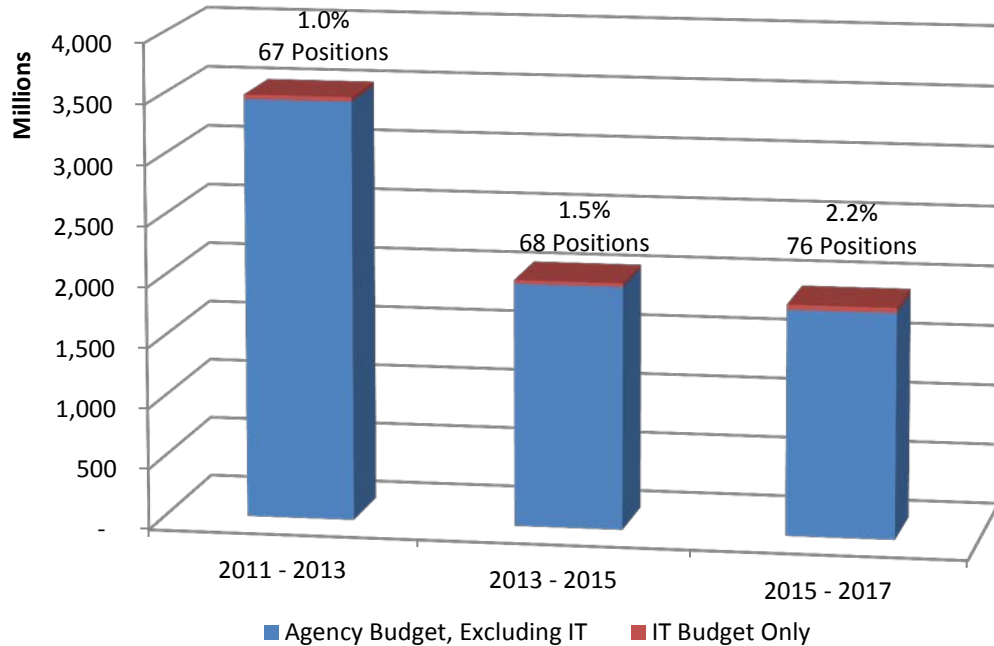
IT Service Delivery

*TED IRM: Transportation and Economic Development Information Resource Management

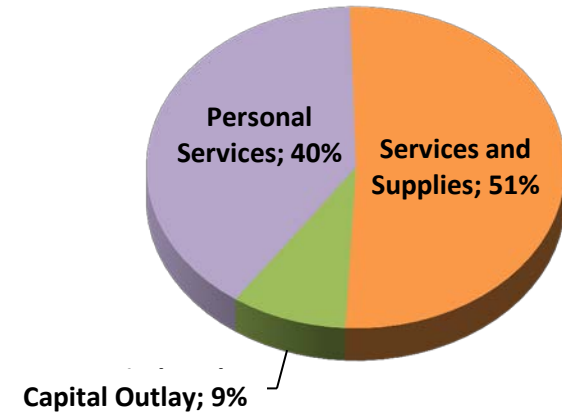


Information Technology Budget

IT Budget as a Percent of Agency Budget



2015-17 IT Budget



2015-17 IT Budget

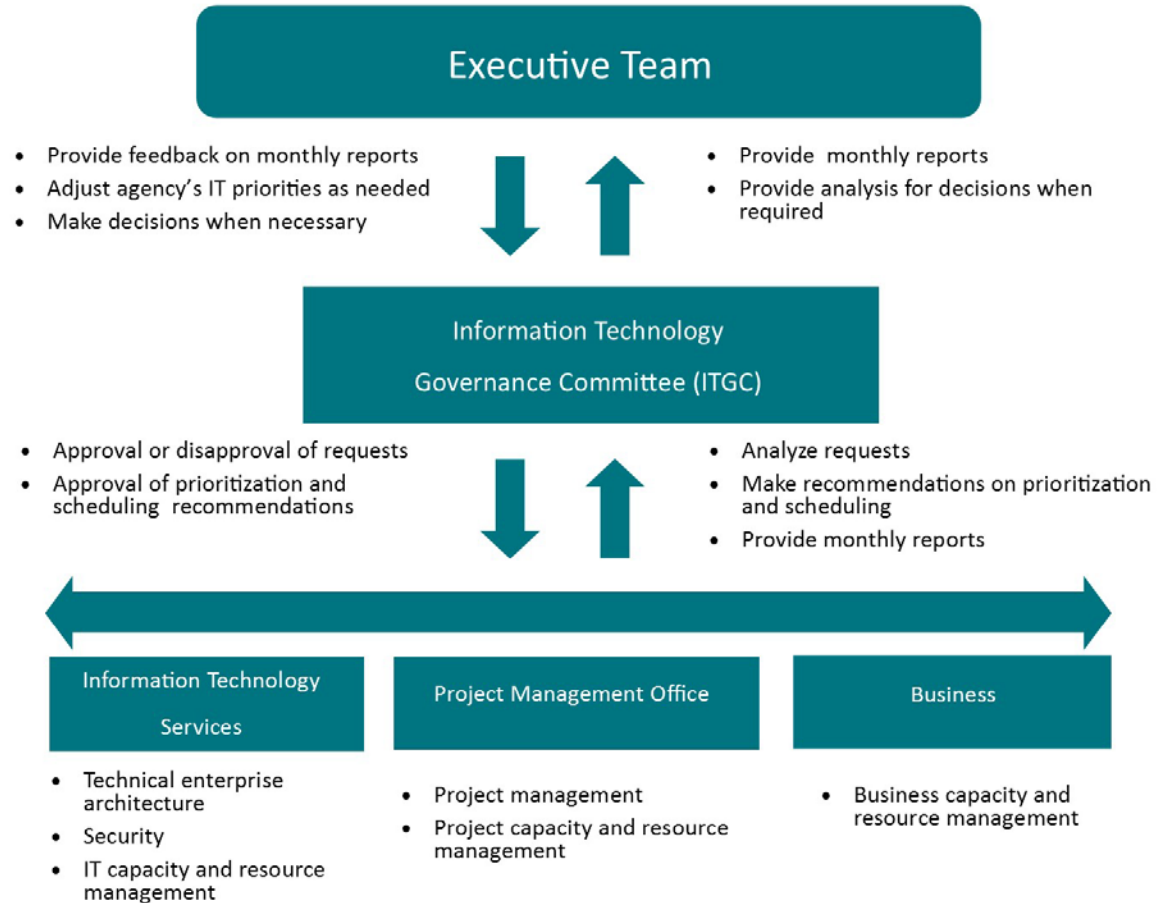
Personal Services:	\$17.0 M
Services and Supplies:	\$21.9 M
Capital Outlay:	\$3.8 M
Total:	\$42.7 M

IT Governance

- IT Governance Committee reviews, approves or rejects, and prioritizes Employment Department IT-related projects
- Guided by strategic plans, charter, and other key documents
- Committee composition
 - Chair and Vice-Chair – business driven
 - Chief Information Officer (CIO), Deputy CIO, and Project Management Office Manager attend all meetings
 - Representation from all parts of Employment Department
 - Office of State Chief Information Officer (OSCIO) Strategic Technical Officer (STO) participates



The IT Governance Committee, chartered by and in communication with the Executive Team, provides guidance and coordination to agency IT project prioritization



Examples of Projects Completed in Late 2015 and 2016

- Unemployment Insurance Contact Center upgrades
- WorkSource Oregon Centers redesign
- Security improvements
- Workforce Operations and Unemployment Insurance program updates
- Department of Revenue Withholding



Major Projects 2015-17

Oregon Payroll Reporting System 2.0 (OPRS)

Issue: OPRS 1.0 lacked user acceptance due to complex and unintuitive front end

Project: Add secure and user friendly front end access for businesses, consolidates multiple legacy paths into a single solution

Timeline and cost: Estimated \$1.6 million, estimated completion March 2018

Status: Stage Gate 3 approval, vendor selection completed January 2017, contracting in process



Major Projects 2015-17 (continued)

Agency Security Compliance

Issue: Improve security of Employment Department systems and citizen data

Project: Implement eight planned systems to reduce security risk

Timeline and Cost: Estimated \$913,00, estimated completion June 2017

Status: Oversight approval on each solution obtained from Enterprise Security Office and OSCIO

- Mobile Device Management completed July 2016
- Two-Factor Authentication completed February 2017
- End Point Security completed January 2017
- Data Loss Prevention, Security Event Information Management, Intrusion Detection, Intrusion Prevention and Penetration Testing Tools scheduled for implementation



Major Projects 2015-17 (continued)

Office of Administrative Hearings (OAH) Case Management Phase 2

Issue: OAH historically supported a host of systems for case management for the State of Oregon. The solution was to consolidate systems into a single Commercial Off-the-Shelf (COTS) product

Project: Implement the application to the remaining 65 agencies, boards and commissions that refer cases to OAH

Timeline and Cost: Estimated \$856,000, estimated completion June 2017

Status: Implementation is near completion, contracting for support services to operationalize this system is underway



Major Projects 2015-17 (continued)

Performance Reporting Information System (PRISM)

Issue: Redesign and enhance Oregon's workforce system performance measures and reporting tools

Project: Develop and implement a web-based information system providing performance measures based on customized selections

Timeline and cost: U.S. Department of Labor grant funding of \$1.16 million, estimated completion June 2017

Status: Collaborating with OSCIO for continuing oversight, published the Customer Satisfaction Survey time series tool and summary reports for three federal and two Oregon workforce measures, in process of receiving data to link education and workforce for two additional measures



Major Projects 2015-17 (continued)

Modernization Initiative

Issue: The department's main computer systems were designed in the 1990s; they rely on a myriad of disparate, aging software applications and databases, presenting a critical risk of system failure

Project: Transform our core business and technology systems – unemployment insurance and job matching – improving our ability to achieve our mission: *Support Business and Promote Employment*

Timeline and Cost: Estimated up to \$2 million in 2015-17, Governor's budget includes ongoing funding for 2017-19, estimated completion date will be determined after the feasibility study concludes

Status: Currently in pre-planning, with feasibility study in progress, anticipating Stage 1 submission in late 2017



Thank You





Appendix



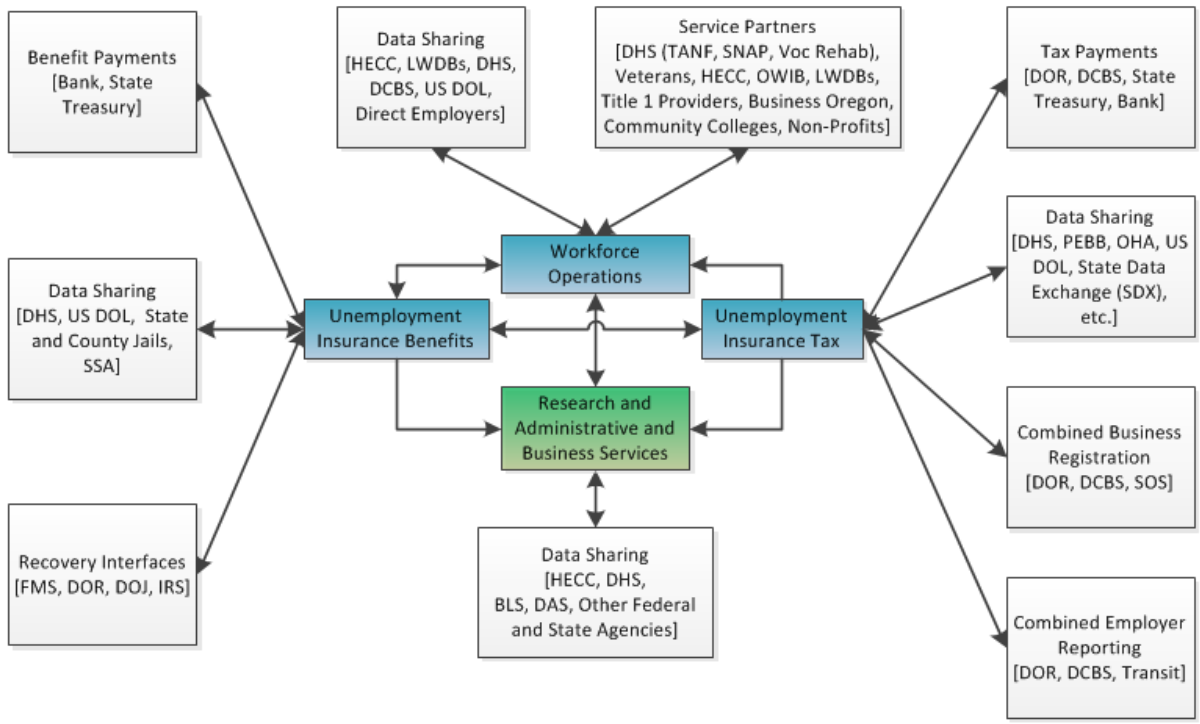
Modernization Initiative Impacted Stakeholders

- The following slide shows the core business process stakeholders that will be impacted by our Modernization Initiative.
- This is a very high level overview of the various partners, inside and outside of state government, we interact with routinely as we provide services to Oregonians.
- The blue shaded boxes identify the program areas currently in-scope for modernization—Workforce Operations, Unemployment Insurance Benefits, and Unemployment Insurance Tax.
- The green shaded box identifies our impacted business areas not in-scope for modernization: Research and Administrative and Business Services.
- The non-shaded boxes represent our external partners who access, send data to, or receive data from the systems that are part of core business processes impacted by or in-scope for modernization.



Core Business Process Stakeholders

- State and Local Acronyms:**
- DHS – Department of Human Services
 - DOR – Department of Revenue
 - DAS – Department of Administrative Services
 - DCBS – Department of Consumer and Business Services
 - DOJ – Department of Justice
 - SOS – Secretary of State
 - PEBB – Public Employees Benefit Board
 - OHA – Office of Administrative Hearings
 - HECC – Higher Education Coordinating Commission
 - OWIB – Oregon Workforce Investment Board
 - LWDB – Local Workforce Development Board



- Federal Acronyms:**
- ICON – Interstate Connection Network
 - SIDES – State Information Data Exchange System
 - FMS – Financial Management Services
 - BLS – Bureau of Labor Statistics
 - SSA – Social Security Administration
 - US DOL – United States Department of Labor

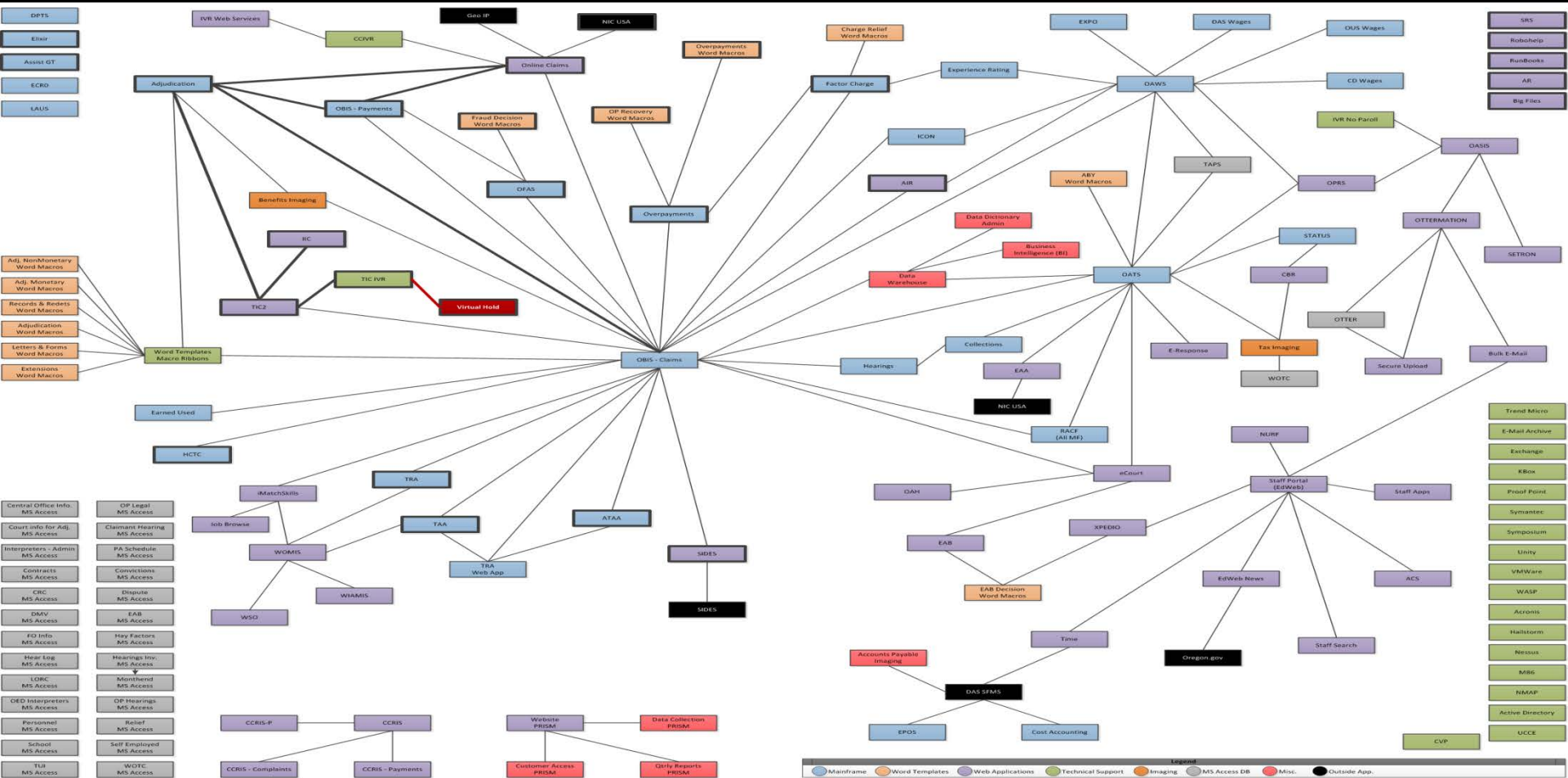
Legend:

- Business Programs in Scope for Modernization
- Internal Partners Impacted by Modernization
- Stakeholders Impacted by Modernization



Systems Relationships

- The following graphic illustrates how our internal systems are related at a very high level.
- The specific system names are illegible due to the sheer volume of systems and the overall size of the diagram.
- The intent of sharing this diagram within the appendix is to demonstrate the complexity and volume of disparate systems that must interact with each other to support Employment Department programs.
- Over time, as new requirements have been implemented, several sub-systems have been deployed to meet immediate needs, leading to a vastly complex system architecture. Due to this complexity, system maintenance and changes have become exceedingly challenging.



Systems Relationships (continued)

- The final graphic in this appendix shows our systems diagram, modified to identify the systems that we expect to be in-scope for modernization.
- The light blue shading identifies Workforce Operations (labor exchange) systems, the dark blue area identifies Unemployment Insurance Benefits systems, and the green area identifies Unemployment Insurance Tax systems.
- The orange boxes represent system areas that are external facing for use by Oregonians or businesses operating within Oregon.
- Final identification of modernization in-scope systems will be determined after our feasibility study is completed in late 2017.

