



Senate Interim Committee on Government Accountability and Information Technology

Oregon Employment Department
Modernization Program and Project

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Key Drivers for Modernization

- **Sustain** delivery of secure and reliable services by reinvesting in our infrastructure.
- Provide **customers** with personalized and updated services
- Manage access and **share data securely** with our partners
- **Adapt** to changing business, state and federal requirements

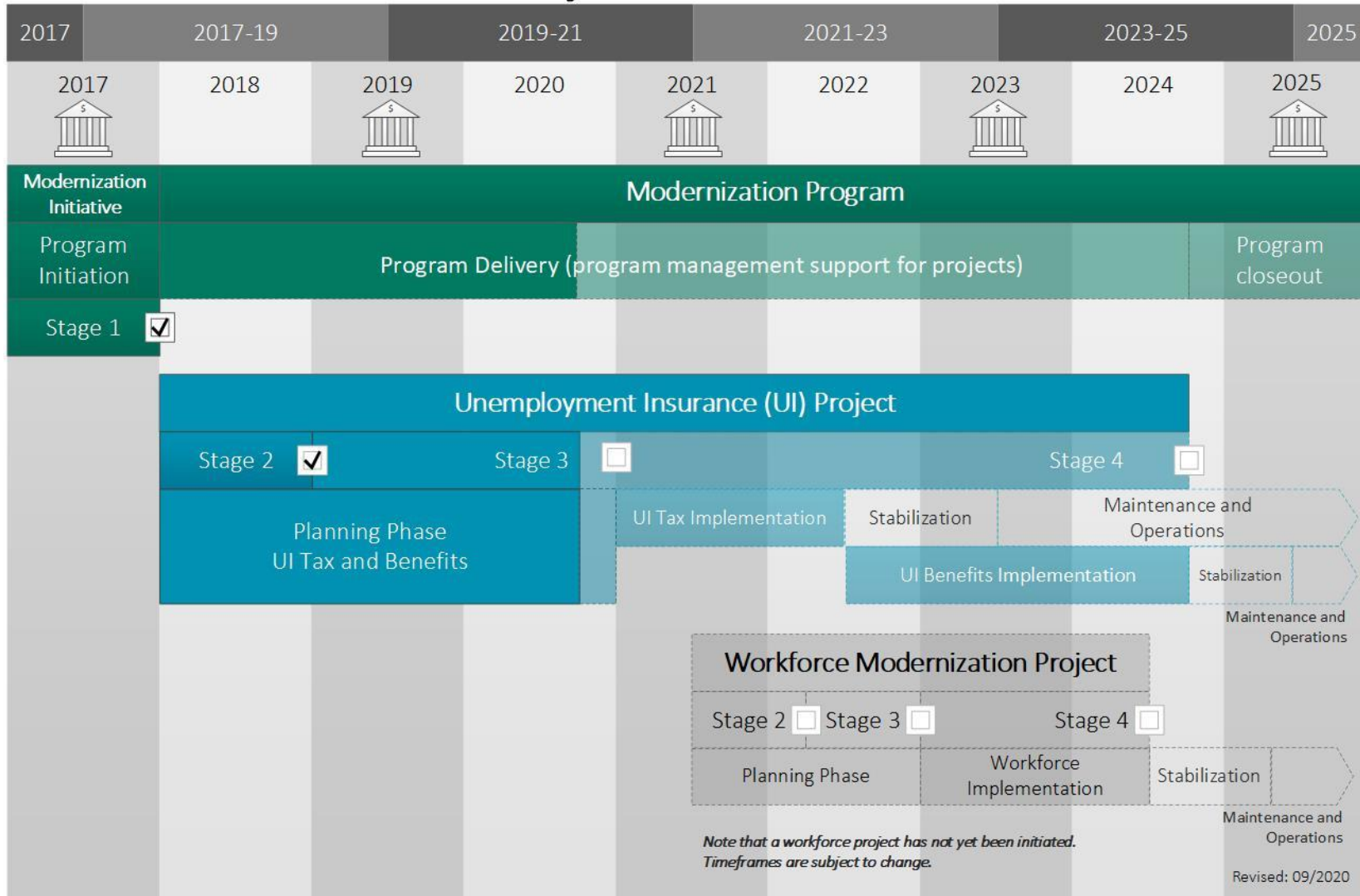


Audits, Findings, and Responses

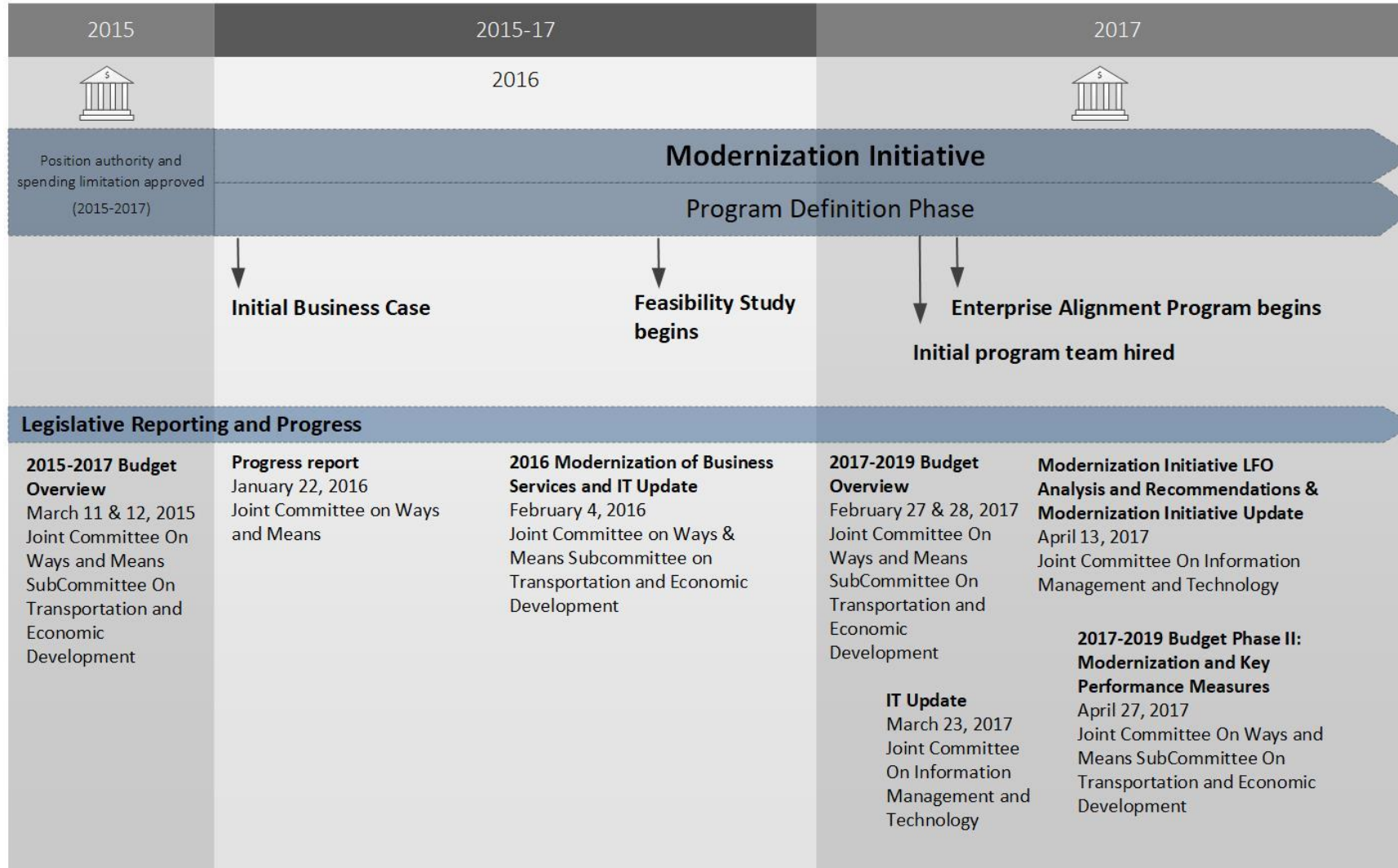
Audit Activity	Findings and Suggestions	Department Responses
2012	Accuracy Change controls Data recovery Security	<ul style="list-style-type: none"> Automating steps to prevent errors Correcting programming Resourced overpayment unit Managing access
2015	System documentation Error detection Manage access Data recovery	<ul style="list-style-type: none"> Managing and documenting source code Operational security reviews Mobile device management End point security
2020	Updating plans Legacy system Team building Scheduling	<ul style="list-style-type: none"> Multifactor authentication Stronger firewalls Data recovery plans Recruitment planning and team building Updating plans



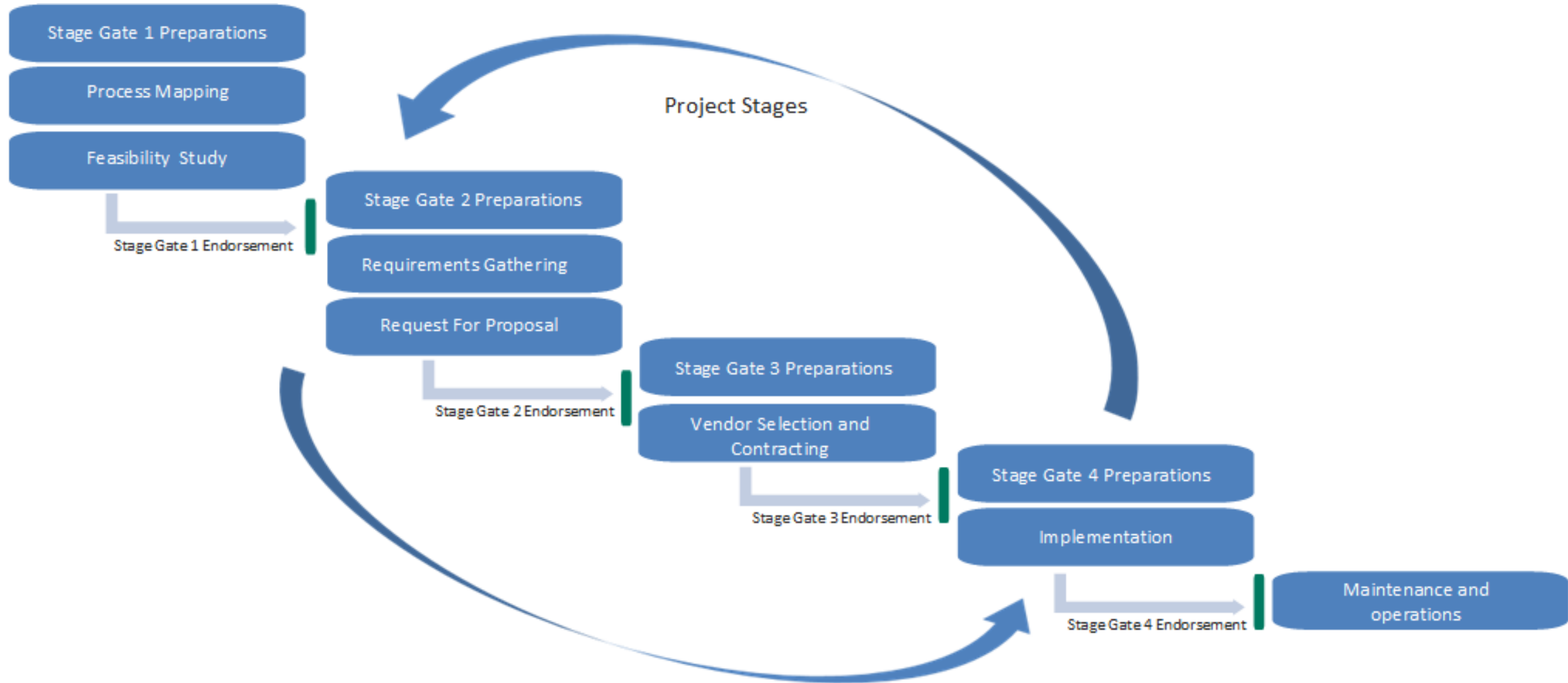
Modernization Program Projected Timeline



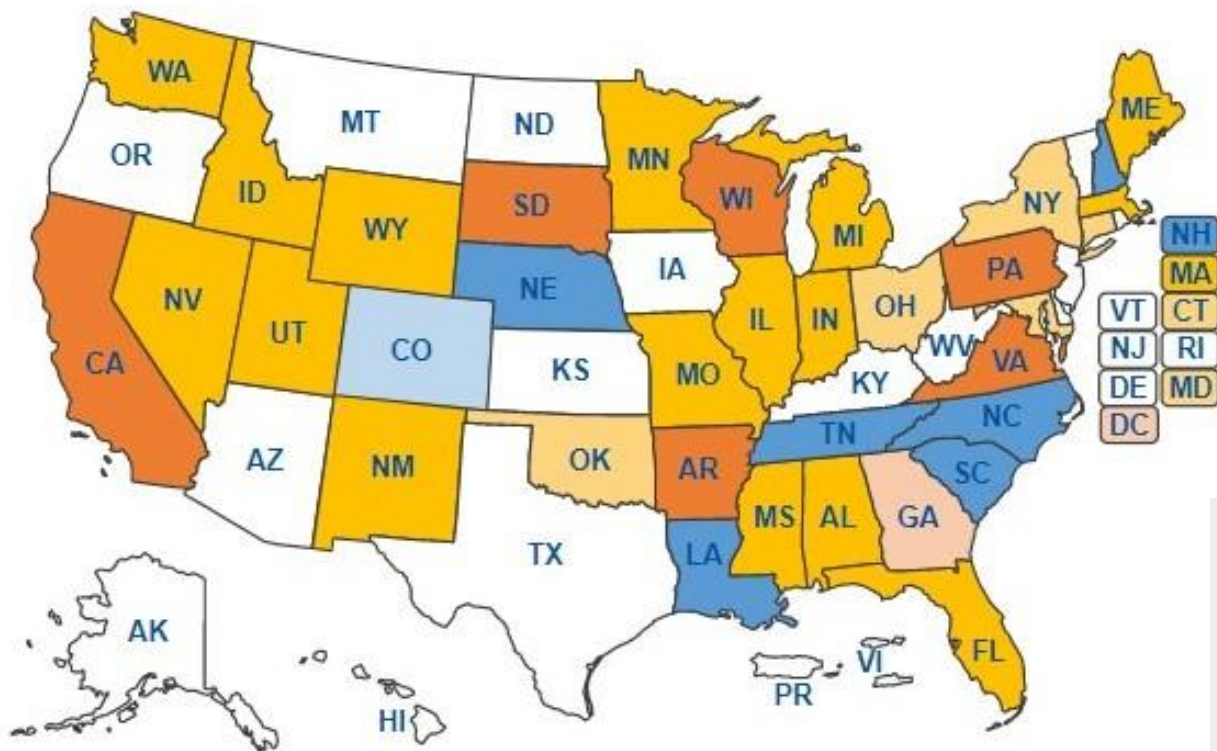
Modernization Program Definition Phase



Modernization Program Steps and Stages



UI modernization is a national issue



COMPLETED	IN DEVELOPMENT	
6	1	Benefits System Only
6	2	Tax System Only
16	5	Benefits and Tax System
	17	Planning

“Status of State Unemployment Insurance Information Technology Modernization”. *ITSC.org*. NASWA Information Technology Support Center in Partnership with U.S. DOL, updated September 2020. Web. 23 September, 2020.



Modernization Program

- Began the Modernization Initiative – [July 2015](#)
- Conducted Feasibility Study – [November 2016 – January 2018](#)
- Received Modernization Program Stage Gate 1 Endorsement – [January 2018](#)
- Transition to Modernization Program – [January 2018](#)
- Initiated the Unemployment Insurance Modernization Project – [April 2018](#)
- Received Unemployment Insurance Modernization Project State Gate 2 endorsement – [February 2019](#)
- Procured independent Quality Management Services vendor- [April 2019](#)
- Business and technical requirements – [May 2019](#)
- Established Stakeholder Advisory Board – [July 2019](#)
- Request for Proposal for UI solution- [August 2019](#)
- Legacy System Assessment and Roadmap – [June 2020](#)
- Organizational Change Management vendor – [September 2020](#)



Unemployment Insurance Scope Components

Component	
Legacy systems replaced	31 systems 30% of systems inventory
Legacy systems impacted	48 systems 47% of systems inventory
External data transfers	128 total (164 data transfers 2 interfaces)
Internal data transfers	234 total
External system access	58 accesses (24 stakeholders)
Mandatory reports	113 (66 state and federal reports 47 financial reports)
Business requirements	1565 requirements
Technical requirements	198 requirements



UI MODERNIZATION PROJECT TAX

The following processes and functions are **in scope** for modernization.

PROCESS	Employer Accounts	Accounting	Wage Reporting	Appeals	Audit
FUNCTION	Registration Determination Account Maintenance Blocked Claims Suspense Closings	Cashiering Accounting Fund Accounting Recovery	Quarterly Reporting Wage Records Amended Reports	Appeals Management Schedule Resources Supporting Documentation	Field Audit Special Investigations Suspense

LEGACY SYSTEMS IN SCOPE

These systems that support UI business functions will be replaced with a new UI solution. These systems may also provide services to UI partners and customers, or control and manage the data used to perform UI business functions, or that is shared with other agencies.

- Oregon Payroll Reporting System (OPRS)
- Field Tax Auditing System (TAPS)
- Tax Rate Manipulation Detection
- FO Tax Productivity DB
- Tax Hearing DB
- OATS
- OAWS (WAGE)
- Combined Business Registry (CBR)
- I-Capture
- Unisys Infolmage
- Robohelp



UI MODERNIZATION PROJECT BENEFITS

The following processes and functions are **in scope** for modernization.

PROCESS	Claims	Issue Resolution	Administration
FUNCTION	Claim Intake Monetary Eligibility Weekly Claims Additional Claim/Reopen Benefit Payment Benefit Charging Charge Relief Claim Redetermination Special Claims	Adjudication Investigations Overpayment Recovery Pre-appeal Review Appeal Management	Benefits Accuracy Measurement Benefits Timeliness Quality Federal Reporting Management Reporting Workload Forecasting Financial Reporting

LEGACY SYSTEMS IN SCOPE

These systems that support UI business functions will be replaced with a new UI solution. These systems may also provide services to UI partners and customers, or control and manage the data used to perform UI business functions, or that is shared with other agencies.

- Geo IP
- Overpayments Processing System
- Fraud Processing System (OFAS)
- Court of Appeals Tracking
- OBIS
- ICON
- Factor Charging
- Claimant Internet Portal
- Work Search Recording System
- Adjudication Work Flow Templates
- Benefits Work Flow Templates
- Prosecution DB
- Health Coverage Tax Credit tracker
- Training Program Tracker
- Trade Act Processing System
- I-Capture
- Unisys Infolmage
- Robohelp



Inviting Insight and Oversight

DMV Service Transformation Program Oversight Task Force

- About Us
- Licenses & ID Cards
- Vehicles
- Forms
- Records
- 50plus
- Teen
- FAQs
- DMV2U
- Wildfire Information



The DMV Service Transformation Program Oversight Task Force brings together expertise on Oregon information technology projects, Legislative processes, and private sector information technology. Effective oversight requires members to partner with ODOT and DMV Leadership to review complex topics, ask tough questions and provide thoughtful counsel to Service Transformation Program leadership throughout the life of the program.

- Task Force History +
- Member Bios +
- Meeting Information +
- Meeting Materials +
- Meeting Materials Archive +



Thank You



<https://www.oregon.gov/employ/modernization/Pages/default.aspx>

