

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.

16  
 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.

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,

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.