

## Unemployment Insurance (UI) Modernization

### **Purpose**

The Kansas Department of Labor (KDOL), like many state workforce agencies, is in the process of planning a modernization of our UI system. The system as currently architected relies on a mainframe system and COBOL programming for the bulk of UI processing, with some ancillary web interfaces for intake and reporting.

There have been previous attempts to modernize KDOL's system, but none have been fully implemented. The most recent modernization effort was in the area of Data Management and Analytics, which was completed in January of 2019. This effort involved data cleanup as a precursor to a future full modernization effort, and also provided improved data analytics tools for reporting and fraud detection. This specific initiative was funded using supplemental budget request grant funds from the United States Department of Labor.

### **Current Efforts**

The current efforts, at least those that were ongoing prior to the onset of the public health and economic crisis, focused on 4 main areas. First, we were engaged in completing a feasibility study for a large-scale modernization effort. This is a crucial initial step in any project. As part of the feasibility study, KDOL IT and business staff were engaged in requirements gathering for both the "as is" processing of key functions and aspirational "to be" requirements for a modernized system. Second, we were engaged with the National Association of State Workforce Agency's (NASWA's) Information Technology Support Center (ITSC). ITSC are the leading objective and non-profit resource for state workforce agencies. ITSC's mission, in collaboration with the United States Department of Labor, is to move state workforce agencies forward in the use of technology to provide better end user service. Specifically, conversations with ITSC focused on the nationwide landscape of modernization efforts and what possible solutions would be viable for Kansas. This included the facilitation of site visits last fall to states that have modernized successfully. Third, KDOL was engaged in internal discussions regarding project management structure and staffing. Included in this was scheduled business analyst training for staff who would potentially be dedicated to a modernization project. Fourth, at a high-level KDOL was discussing viable funding alternatives for a modernization project.

We are in the process of completing current state capability models for both Benefits paid to claimants and Tax collected from employers in preparation for a feasibility study report as the first stage of the project.

## CITO Feasibility Study Report: UI Modernization

FSR Requirement	Notes
1.0 Executive Project Approval Transmittal	To be completed with submission of the project
2.0 IT Project Summary Package	Sections A-D (Project Description, Contacts, Relevance Milestones) in work prior to COVID-19. Sections E-I (Budget, Vendor, Risk Assessment, Profile) to be completed
3.0 Business Case	Not complete. Background & Problem/Opportunity partial work from previous efforts, but not completed and needs validation. Business Functional Requirements need to be developed. Previous work exists mostly in Visio diagrams, does not reflect business requirements or enhancements to systems or changes in business environment.
4.0 Baseline Analysis	Current Methods, Business & System Architectures: Not complete. Started with existing artifacts from previous efforts. Work prior to COVID using Cameo software to document all levels of architecture.
5.0 Proposed Solution	Not Started. Some preliminary work working with ITSC and other states' solutions.
6.0 High Level Project Plan	Project Team members pending CITO certification & Project Plan DRAFT prior to COVID.
7.0 Economic Analysis Worksheets	Not Started