

# Annual Report 2022

# ABOUT UI ITSC

## INTRODUCTION

The Unemployment Insurance Information Technology Support Center (UI ITSC) is a unique national collaboration of the National Association of State Workforce Agencies (NASWA), the U.S. Department of Labor (USDOL) and all state workforce agencies. The UI ITSC promotes the development of information technology solutions and information sharing among state UI agencies. This annual report highlights the activities of UI ITSC from October 2021 to September 2022.



### MISSION

UI ITSC fosters partnerships to advance the continuous improvement of the modernization of unemployment insurance and collaboration with workforce programs.

UI ITSC facilitates the exchange of ideas and practices among states, and provides products, services, and training that help states leverage technology to meet evolving needs.



### HISTORY

In 1994, UI ITSC was founded through a grant from USDOL. Since 2009, NASWA has operated UI ITSC with funding from USDOL through an agreement with the State of Maryland.



### STEERING COMMITTEE 2021-2022

The UI ITSC Steering Committee provides strategic guidance and direction for UI ITSC. Membership is comprised of state and federal representatives.

STATE WORKFORCE ADMINISTRATORS	
Anna Hui	MO
Daryle Dudzinski, <i>Chair</i>	CT
David Gerstenfeld	OR
UNEMPLOYMENT INSURANCE DIRECTORS	
Kevin Burt	UT
Likivu Speaks, <i>Host State</i>	MD
Julie Smith*	OH
Nancy St. Clair	NV
William Walton	VA
INFORMATION TECHNOLOGY DIRECTORS	
Neil Shah, <i>Vice Chair</i>	IA
Raju Gadiraju	NC
Sue Anne Athens	NM
U.S. DEPARTMENT OF LABOR REPRESENTATIVES	
Alyssa Levitz **	USDOL
Michelle Beebe	USDOL
Stephanie Garcia	USDOL

\* Served until January 2022. \*\* Served until August 2022.



### WHAT WE DO

#### UI IT MODERNIZATION ..... pg 2-3

- Support states on UI business process improvement and IT modernization.
- Identify and share state practices and facilitate communication among states.
- Provide support from planning, through go-live, and into stabilization and maintenance.

#### TECHNICAL ASSISTANCE ..... pg 2-3

- Support state technical projects including application support, technical standards and guidelines development, domain specific staff augmentation, and assessment services.

#### PRODUCTS & TOOLS ..... pg 4-5

- Provide cost-effective products and tools that states can leverage.
- Develop, distribute, and support products and tools, such as: shared UI components and modules; model projects and prototypes; project management portals; and other tools.

#### EDUCATION & TRAINING ..... pg 6

- Develop educational materials and training programs for UI agencies on UI IT systems, processes, and the modernization life cycle.
- Deliver training as interactive self-paced online lessons and as instructor-led classes conducted by UI and IT subject matter experts.

# UI IT MODERNIZATION & TECHNICAL ASSISTANCE

UI ITSC supports states on UI business process improvements and IT modernization by identifying state practices, facilitating communication, sharing information among states, and providing advisory services. Additionally, UI ITSC provides the status of state UI IT modernization projects and offers resources to assist states with technology projects.

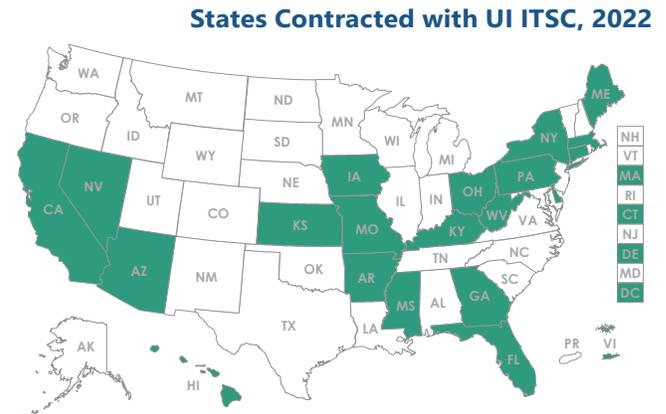
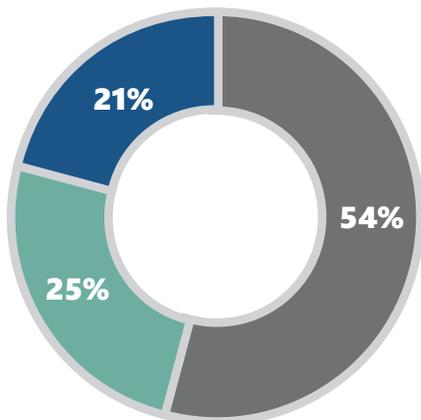
## Advisory Support Services

UI ITSC leverages its vast UI IT Modernization development and implementation project experience, including its hands-on participation in many states' successful go-lives and subsequent system stabilization activities. UI ITSC provides advisory support by using its significant experience and knowledge of system implementations to assist states in successfully navigating through impediments, hurdles, issues, and challenges to achieve a successful go-live, as well as an effective stabilization and maintenance phases.

In 2022, UI ITSC contracted with several states in support of modernization efforts, *see map*. These states are at various stages of modernization. UI ITSC also provides ongoing ad-hoc support to states as they continue to enhance their systems. This includes states with a common vendor and working together in sharing components and technologies to sustain their systems and ongoing operations.

UI ITSC continues to be a national conduit for the sharing of states' technologies, methods, and processes, helping to promote improved customer service and staff efficiencies and productivity. Through outreach and collaboration, UI ITSC conducts several forums on numerous topics with state agencies ranging from adopting new technologies to sustaining and evolving current

### How Effective is UI ITSC in Fulfilling its Mission?



investments. From the 2022 UI ITSC Customer Feedback survey, states expressed that UI ITSC is effectively carrying out its mission in providing services to support states with modernization efforts.

## Staff Capabilities

UI ITSC occupies a unique position in the UI arena, with knowledge of both the UI and IT domains. Through its history of working with USDOL and state UI agencies, UI ITSC has developed a strong working knowledge of UI and its functions, laws, operational issues, and IT infrastructures throughout the nation.

This experience allows UI ITSC staff to assist states in all aspects of information technology as it relates to national and state UI programs. UI ITSC strives to stay in front of new technologies so that it can deliver meaningful solutions and influence the paths states pursue to maximize programmatic efficiencies. While primarily UI-focused, UI ITSC also engages with workforce partners for the benefit of the whole reemployment community.

- Extremely Effective (21%)
- Very Effective (25%)
- Effective (54%)
- Somewhat Effective (0%)
- Not at all Effective (0%)

Source: UI ITSC Customer Feedback, 2022

# UI IT MODERNIZATION & TECHNICAL ASSISTANCE

## UI IT Modernization Update

In the last few years, following the pandemic, UI IT Modernization procurements and projects spiked. At the end of 2022, about 14 states were actively in the procurement process and 12 states were well underway in the development phase of their projects.

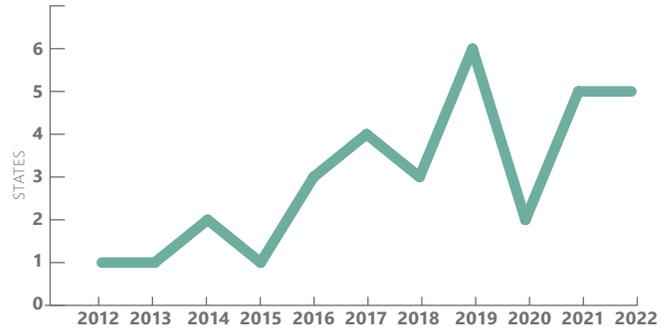
As vendor and state systems matured, other states sought to leverage or adopt those UI solutions which led to a growth in procurements after 2015. The pandemic in 2020 hindered some of that progress as states and IT resources shifted to respond to the unprecedented UI claims workload. Following the pandemic, states began to re-focus efforts on modernization as seen in the chart which shows procurements rising in 2021 and 2022.

### How UI ITSC can help?

As state procurements and projects increased, several states turned to UI ITSC to provide advisory support, including assistance with drafting RFPs, statements of work, requirements, and more. With the help of UI ITSC, states leverage best practices and lessons learned from across the nation.

Leveraging its experience and expertise in developing UI IT Modernization RFPs, UI ITSC assists states in creating a fully developed RFP for the solicitation and selection of a UI solution. This includes providing resources who conduct and document requirement gathering sessions —

State RFPs Released (2012-2022)



Source: Workforce ITSC Procurement Portal.

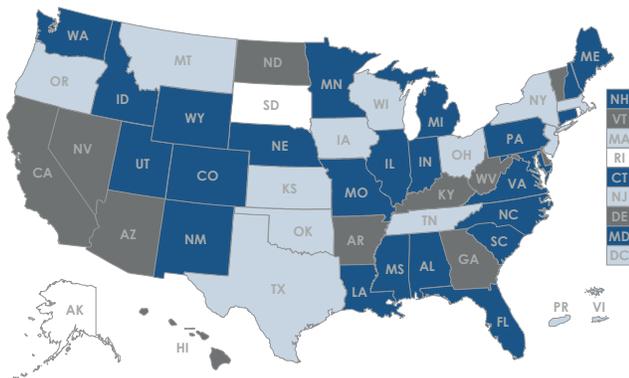
including an analysis of existing system pain points and performance deficiencies. UI ITSC works closely with state staff in addressing functional, technical, and programmatic requirements needed for the RFP. In addition, UI ITSC leverages other states' modernization RFPs, artifacts, and best practices.

For more information on how UI ITSC can assist your state with its modernization needs, contact:

**Brett Flachsbarth**, UI ITSC Director  
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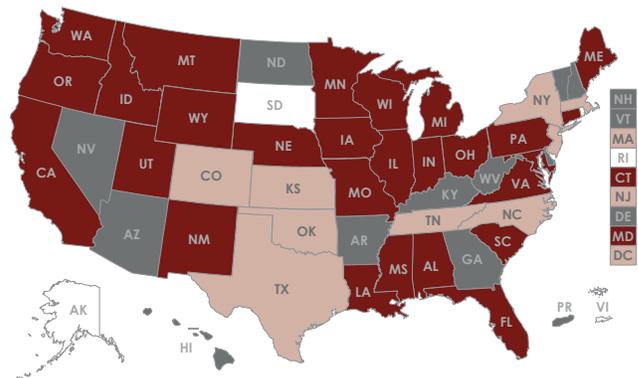
**Lou Ansaldi**, NASWA Technology Director  
lou.ansaldi@itsc.org | (202) 744-7784

## UI Benefits Systems



24 COMPLETE    15 DEVELOPMENT    11 ACQUISITION    3 PLANNING

## UI Tax Systems



27 COMPLETE    10 DEVELOPMENT    12 ACQUISITION    4 PLANNING

Source: UI ITSC, <http://www.itsc.org/Pages/UIITMod.aspx>

# PRODUCTS & TOOLS

*UI ITSC provides cost-effective products and tools that states can leverage. It also develops, distributes, and supports these products, which include UI components and modules, model projects and prototypes, project management portals, and various other tools.*

## Security Webinar

In July, NASWA and UI ITSC held a webinar on the “Changing Security Landscape” which covered the following topics:

- NIST SP800-53 Revision 5 and Enhanced Security Guidelines
- Security Modernization Checklist with Rev 5 Recommendations
- Preventing and Handling Ransomware Threats
- Managing and Protecting PII
- Security Resources and Content Updates on Website

During the webinar, NASWA’s security team highlighted sections of the new NIST guidelines that are important specifically for state UI IT systems and described several resources and services that the NASWA team provides to state workforce agencies.

## Security Resources

UI ITSC continues to provide useful and relevant resources for the UI and IT security arena.

### Ransomware: When, Not If

UI ITSC released a document on Ransomware that provides a high-level approach for understanding and dealing with the risk posed by Ransomware attacks. In this document, UI ITSC identified some baseline security controls that provide a surprising amount of protection from Ransomware attacks if properly implemented and maintained. UI ITSC provides additional steps and checklists that can be taken to block, or at least minimize, the impact of a Ransomware attack.

### Security Checklist, NIST SP800-52 Revision 5

This document describes the changes in revision 5 and provides a checklist specifically for UI IT Systems for State System Administrators to use as a guide in preparing for security assessments. It also provides management with a high-level overview of the security posture of the system.

## Products Update

SDDS and OccuCoder are products supported by the UI ITSC. SDDS is an automated system developed to help states detect employers who may be engaged in UI tax rate manipulation. OccuCoder is an automated job matching application that assigns occupational codes to jobs, resumes, and UI claims.

### SUTA Dumping Detection System (SDDS)

SDDS uses predefined and customized searches returning easily interpreted snapshots of changes in employment, wages, taxes, and benefits charged in employer accounts that have experienced employee movements.

#### Current Release:

SDDS v4.0

#### What's New?

- This year, UI ITSC worked with a pilot state on improving and enhancing the security of the application which will be implemented in the next version of SDDS.

### OccuCoder

Accepts query with job title and optional description, returns O\*NET-SOC standard occupations matching the query. OccuCoder uses the O\*NET database and supports Spanish.

#### Current Release:

OccuCoder v2.92

#### What's New?

- Updated to O\*NET database to version 27
- Uses the O\*NET SOC 2019 Taxonomy
- Improved word list for Spanish spell checking
- Fixed bug preventing some log data from being written
- Logs using Log4j v2.x instead of the previous Log4j v1.x

# PRODUCT PORTFOLIO

*The UI ITSC Product Portfolio highlights the products available to all states. This portfolio describes each product and the benefits to state UI agencies.*



## UI ITSC's WEBSITE

A unique online resource for the UI community to access information on UI IT tools, solutions, and resources.

### Benefits of the UI ITSC Website

- Share UI and IT information with the UI community.
- Learn online and in-person on a wide range of UI program and technical topics.
- Access product information, documentation, security information and other useful resources.



## PROJECT PORTALS

A collaborative environment for state project teams to interact and share information during the IT project lifecycle.

### Benefits of Project Portals

- Create and manage state specific portals for UI IT Modernization projects.
- Interact with the UI Community, UI ITSC, NASWA through document sharing and discussion boards.
- Secure SharePoint Environment.



## OCCUCODER

A job code matching software application developed to automatically assign occupational codes to UI claims, job orders, resumes, and more.

### Benefits of OccuCoder

- Assigns O\*NET-SOC Codes to job titles and descriptions.
- Provides a user interface for users to choose the best job code result from OccuCoder.
- Support for Spanish Language queries.



## SUTA DUMPING (SDDS)

The SUTA Dumping Detection System (SDDS) is an automated system designed to help states detect employers who may be engaged in SUTA dumping.

### Benefits of SDDS

- Quick access and easily interpreted snapshots of employment, wages, and tax data.
- Snapshots help UI staff, analysts, and auditors analyze employer accounts and movements.
- Predefined and customized queries to drill down into the data snapshots.



## UI IT GUIDEBOOK

The "UI Business Process and IT Modernization Guidebook" is a collection of best practices and lessons learned from state projects.

### Benefits of the Guidebook

- Snapshot of UI IT Modernization projects across the nation.
- Compilation of best practices and lessons learned from state projects with references and examples.
- Resource for states at any stage of their projects from strategic planning to go-live.

Visit [www.itsc.org](http://www.itsc.org) for more information.

# EDUCATION & TRAINING

UI ITSC develops educational materials and training programs for state UI Agencies focused on UI IT systems, processes, and the modernization life cycle. Training is delivered as interactive, self-paced, online lessons and as instructor-led classes conducted by UI and IT subject matter experts.

## UI IT Modernization Training

This year, UI ITSC delivered training to several states preparing for upcoming UI IT modernization projects. UI ITSC conducted the training for state managers and business analysts who will be involved in the development and implementation of new UI IT systems.

### Business Analyst (BA) Boot Camp for UI SMEs

This instructor-led training is designed to support states in planning UI IT Modernization projects by giving UI Subject Matter Experts (SMEs) hands-on experience with business analysis techniques for improving UI business processes; developing and documenting requirements; and working with development vendors.

States Trained: AR, DE, GA, NV

***"The trainers were great and very knowledgeable. It is important to have trainers who really understand the UI program because they have worked in it for years"***

- BA Attendee

***"Everything I learned will definitely help me do my job better...I have saved everything we used and plan on using it with my assignments moving forward."***

- BA Attendee



Delaware Business Analysts with UI ITSC Trainers Brett Flachsbarth and Lynsey Goins. Additional trainers, Allan Alt, and Becky Matlock, delivered parts of the training virtually.

## User Acceptance Testing Training

This instructor-led training is designed for state Business Analysts, Subject Matter Experts, managers, and other state staff involved in User Acceptance Testing (UAT). The participants will understand why UAT is crucial to a successful implementation, how to perform UAT, and how to effectively report results.

States Trained: GA, PA

***"Unfortunately, this course put a HUGE (HUGE) exclamation point on "Hindsight is 20/20"... this course would have been AMAZING and more helpful had it been offered [earlier]."***

- UAT Attendee

In June, UI ITSC delivered "UI 101 for Vendors" to 35 IT professionals/contractors who will be working with states on modernization projects.

## UI 101 for Vendors

This instructor-led training is designed to familiarize information technology professionals and other project staff with the concepts, laws, administrative regulations, and business processes of the UI program. It introduces participants to the basics of UI Tax, Benefits and Appeals regulations and processes at both the national and state level.

***"The trainers each had incredibly detailed knowledge of their own states and reasonably detailed knowledge from presentations they've given to other states which really helped give a comprehensive view on how states can differ from each other but also how they're the same."***

- UI 101 Attendee

To learn more about UI ITSC training, visit <http://itisc.org/Pages/UIITSCTraining.aspx>. If your state is interested in UI IT Modernization training, contact [learning@naswa.org](mailto:learning@naswa.org).

## CONTACT

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