

Annual Report **2024**

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 2023 to September 2024.



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.



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.



STEERING COMMITTEE 2023-2024

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	CT
David Gerstenfeld, <i>Chair</i>	OR
UNEMPLOYMENT INSURANCE DIRECTORS	
Kevin Burt	UT
Glen Hughes	WV
Likivu Speaks, <i>Host State</i>	MD
Maria Macus	PA
Nancy St. Clair ¹	NV
INFORMATION TECHNOLOGY DIRECTORS	
Heather Hall	TX
Katie Thurber	NE
Neil Shah ²	IA
Raju Gadiraju, <i>Vice Chair</i>	NC
U.S. DEPARTMENT OF LABOR REPRESENTATIVES	
Michelle Beebe	USDOL
Dennis Austin	USDOL

¹ Served until December 2023. ² Served until August 2024.

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.

Helping States Navigate UI Modernization: New Catalog of Services

UI ITSC released a Catalog of Services — available in both a long-form technical version and a short-form executive summary — designed to provide states with specific information on how UI ITSC can support their modernization efforts. Further, UI ITSC offers onsite or virtual consulting sessions at no cost to state members. These sessions are tailored to each state but include a comprehensive review of project plans and goals, with the goal of producing actionable recommendations.

UI ITSC advisory services encompass everything from technology selection to vendor management, ensuring customized solutions that meet your state's unique needs. By leveraging successful practices from our collaborations across states, UI ITSC helps navigate the complexities of modernization efficiently and effectively.

OVERVIEW

UI ITSC is your trusted partner in UI IT modernization, bringing extensive experience and insights from collaborations across states. Our comprehensive advisory services, detailed in our catalog, are designed to guide your modernization journey. From crafting strategic roadmaps to selecting the best technologies, we offer tailored solutions aligned with your state's goals. By leveraging successful practices, we ensure that our strategies are both efficient and productive.



Email contact_us@itsc.org to receive more info on how we can help your state agency.

ADVISORY SUPPORT & ASSESSMENT SERVICES

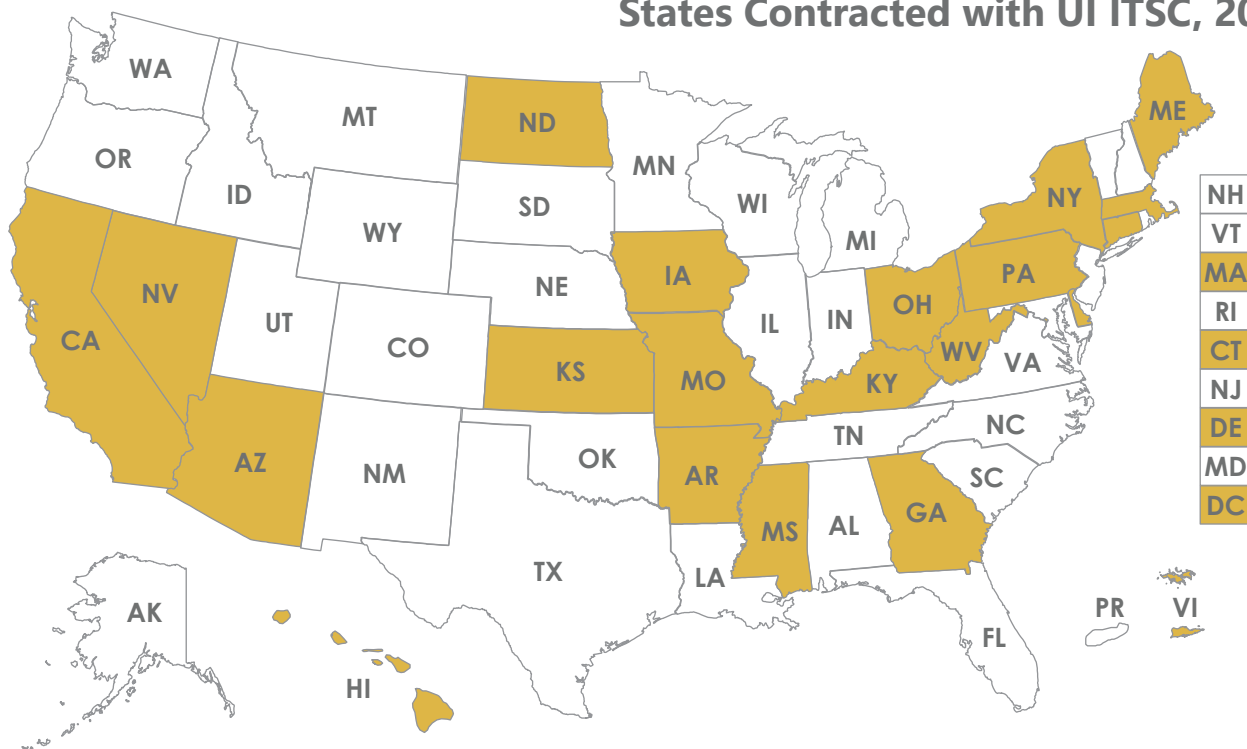


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- The diagram illustrates the relationship between IT Infrastructure, Cloud Migration, and Application Modernization Support Services, and their connection to various IT services and requirements verification. A central box labeled "IT Infrastructure, Cloud Migration and Application Modernization Support Services" is connected by arrows to a box on the left labeled "IT Services" and a box on the right labeled "Requirements Verification".
- IT Services**
- System/Business/Gap Analysis
 - System Development Life Cycle Oversight/ IV&V Practice
 - Audit and Compliance Services
 - Information Security Support Services
 - Data Migration Support Services
 - Technology Road mapping
 - IT Governance and Compliance
- IT Infrastructure, Cloud Migration and Application Modernization Support Services**
- IT Infrastructure Assessments
 - Cloud Migration Support Services
 - Application Modernization Support Services
 - Digital Transformational Advisory Services
 - Disaster Recovery/ Business Continuity Planning and Assessment
 - Request for Proposal (RFP) Development and Review
- Requirements Verification**
- Requirements Verification
 - Vendor and Technology Assessment
 - Mobile Platform Integration
 - Verify and Validate Service Assessment
 - Code and Implementation Review
 - Change Control Board Setup Support and Continuous Monitoring
 - and more...

Advisory Support Services

In 2024, UI ITSC partnered with 22 states at various stages of their modernization journeys (see map). This includes ad-hoc support to states as they refine and enhance their systems.

States Contracted with UI ITSC, 2024



Enhancing Collaboration: Highlights from UI IT Modernization Quarterly Calls

In response to a request from the NASWA Board of Directors, UI ITSC conducted a series of quarterly UI IT modernization calls for states utilizing common modernization vendors. These calls, which included participation from 36 states, were designed to foster collaboration and share insights on the modernization journey.

These calls served as an open forum exclusively for state leadership and staff to discuss their progress, opportunities, and challenges during modernization efforts. Some key highlights and lessons learned from these sessions included:

Best Practices for Project Management

Effective strategies for managing timelines and resources include clear communication, defined roles, and retaining key staff.

Overcoming Technical Challenges

States shared solutions for common technical issues, including challenges with data migration and conversion. They emphasized the need for clear guidelines to prioritize defect management and the importance of early, frequent testing across all functionalities and interfaces.

Leveraging Vendor Relationships

Proactive relationships with vendors enhance collaboration and facilitate smoother implementation processes, supported by continuous monitoring of actions and communications.

Sharing and Collaboration

Sharing experiences among states improves collective learning, encouraging the adoption of successful practices and functionalities.

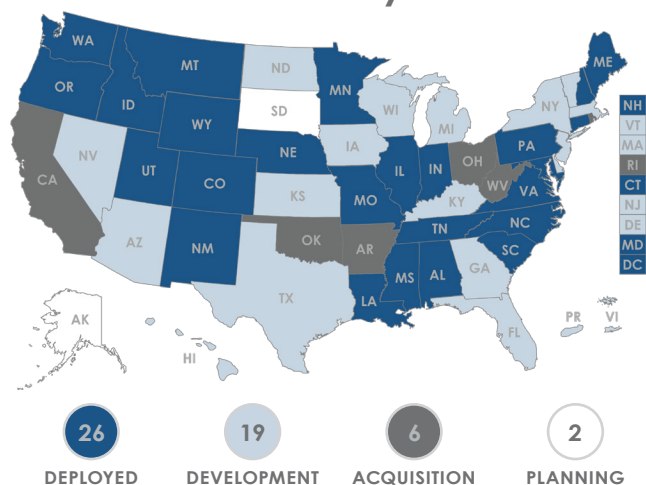
Ongoing Training and Support

Initiating comprehensive training as early as possible, along with continuous support throughout development and after the system goes live, is crucial for effective system management.

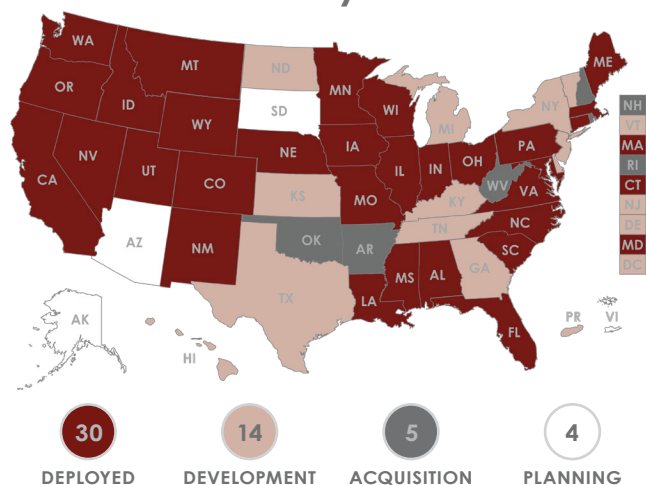


Brett Flachsbarth, UI ITSC Director, discussing the implementation of SIDES and ICON during modernization at the 2024 SIDES Seminar.

UI Benefits Systems



UI Tax Systems



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

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.

Products Update

The UI ITSC continues to support two key products for state workforce agencies: the SUTA Dumping Detection System (SDDS) and OccuCoder.

SUTA Dumping Detection System (SDDS)

SDDS is an automated tool that helps states detect potential UI tax rate manipulation by employers. The system uses predefined and customized searches to generate intuitive snapshots of changes in employment, wages, taxes, and benefits charged to employer accounts with employee movements. Currently, 28 states actively use SDDS, which is on version 4.5.

In December, at the UI Integrity Symposium, UI ITSC joined USDOL, Missouri, and California on a panel to discuss the effective use of the SUTA Dumping Detection System (SDDS).

OccuCoder

OccuCoder is an automated job-matching application that assigns occupational codes to job listings, resumes, and UI claims. It processes queries using job titles and optional descriptions and matches them to O*NET-SOC standard occupations. OccuCoder also supports Spanish and is used by 11 states, which is now on version 2.92.



National Appeals Review

The UI ITSC team successfully provided support for the National Appeals Review (NAR), which took place in April 2024 in Washington, D.C. A team of three business analysts from UI ITSC collaborated with several states to ensure the smooth execution of the review, utilizing the paperless system originally developed for this project. This system streamlined the NAR process, offering a more efficient and organized approach. In preparation for the event, the team handled essential tasks, including setting up users, updating documentation, and conducting technical orientations to ensure all state and USDOL participants were fully equipped with the knowledge needed to use the system.

During the review, the UI ITSC team provided real-time technical support, addressing challenges as they arose and ensuring the system functioned smoothly. After the review, they offered post-review assistance and conducted a lessons-learned session to identify opportunities for future improvements. The team's comprehensive support enhanced the experience for all participating states, ensuring the review was completed effectively and efficiently using the paperless system. Future improvements are currently being addressed and will be available for the next review which will be the Benefits Timeliness and Quality (BTQ) review in 2025 to further streamline the review process.

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**
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

In 2024, UI ITSC provided training to several states preparing for upcoming UI IT modernization projects. The training was tailored for state managers and business analysts who are directly involved in the development and implementation of new UI IT systems or large-scale IT projects.

Business Analyst (BA) Boot Camp for UI SMEs

The instructor-led training equips business analysts and UI Subject Matter Experts (SMEs) with hands-on experience in business analysis techniques, focusing on improving UI processes, documenting requirements, and collaborating with vendors.

States Trained: Kentucky, Alaska
Participants: 41

SME's UI IT Modernization Survival Guide

SME's UI IT Modernization Survival Guide
This instructor-led training is designed for UI Subject Matter Experts who will be participating in UI IT Modernization. This training provides practical experience in enhancing UI business processes, developing requirements, and working effectively with business analysts and development vendors.

States Trained: Nevada, Kentucky
Participants: 76

User Acceptance Testing (UAT)

This instructor-led UAT training is designed for business analysts, SMEs, managers, and other staff involved in UAT. Participants learn the importance of UAT in successful system implementation, how to perform UAT, and how to report results effectively.

States Trained: Colorado, Kentucky, New York
Participants: 140

UI ITSC offers training both in-person and virtually. If your state is undergoing a modernization effort or large-scale IT project, these trainings provide an invaluable resource for preparing your business and technical staff.

For more information on UI ITSC training opportunities, visit itsc.org. To inquire about UI IT Modernization training, contact learning@naswa.org.

For more information on UI ITSC training, visit <http://itsc.org/Pages/UIITSCTraining.aspx>. If your state is interested in UI IT Modernization training, contact learning@naswa.org.



UI ITSC Training Team with the staff from Kentucky during BA Boot Camp Training.



UI ITSC Training Team with the staff from the Alaska Department of Labor in Juneau, Alaska.

CONTACT

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For more information on UI ITSC
visit www.itsc.org

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Crossword Puzzle

Test your UI IT Modernization knowledge in this fun crossword puzzle presented at the NASWA SUMMIT.



Members of UI ITSC's Training/Business Analysts team, Lynsey Goins and Cindy Morris, attending the NASWA SUMMIT in New Orleans, LA.

UI ITSC Outreach

In 2024, UI ITSC actively participated in conferences with state agencies and industry experts, sharing insights on key topics such as artificial intelligence, IT security, cloud solutions, modernization, and technology trends. These efforts strengthened partnerships with states, providing practical solutions and lessons from modernization projects. UI ITSC continues to play a pivotal role in advancing unemployment insurance systems and driving innovation across the UI community.



UI ITSC

NASWA Unemployment Insurance Information Technology Support Center