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Annual Report 2023



NASWA UI Information Technology Support Center
In Partnership with USDOL

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 2022 to September 2023.



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 2022-2023

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>Vice Chair</i>	OR
UNEMPLOYMENT INSURANCE DIRECTORS	
Kevin Burt	UT
Likivu Speaks, <i>Host State</i>	MD
Nancy St. Clair	NV
William Walton ¹	VA
INFORMATION TECHNOLOGY DIRECTORS	
Heather Hall	TX
Hunter Thompson ²	VT
Neil Shah, <i>Chair</i>	IA
Raju Gadiraju	NC
U.S. DEPARTMENT OF LABOR REPRESENTATIVES	
Michelle Beebe	USDOL
Stephanie Garcia ¹	USDOL

¹ Served until June 2023. ² Served until February 2023.



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.

Advisory Support Services

UI ITSC leverages its vast UI IT Modernization development and implementation project experience, including its hands-on participation in many states projects' 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.

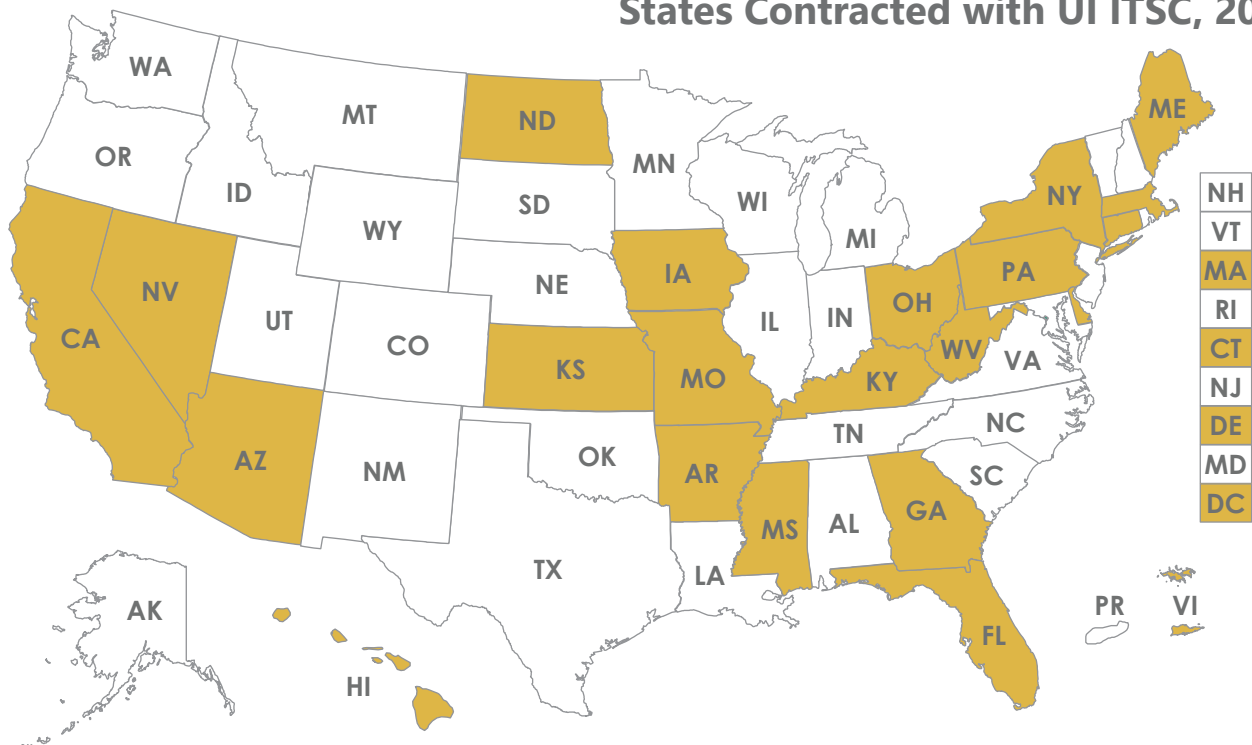
In 2023, UI ITSC contracted with several states in support of modernization efforts, *see map*. These states are at various stages of modernization. UI ITSC also provides ongoing ad-hoc support to states as they continue to enhance their systems. This includes states with a common vendor and working together in sharing components and technologies to sustain their systems and ongoing operations.

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. The UI ITSC staff is comprised of IT specialists, business analysts, UI subject matter experts, and project managers.

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.

States Contracted with UI ITSC, 2023



UI IT Modernization Update

In August, UI ITSC received funding to support initiatives by USDOL to facilitate modernization of state UI systems. Under UIPL 11-23, UI ITSC will assist UDSOL in promoting the use of modular and open-source technologies within state systems and defining modernization as a continual process of addressing unmet needs that involves technology, process, and organizational change. This effort will focus on the following areas:

Customer Experience (CX)

Establishing customer experience (CX) guiding principles and metrics that, when possible, are rooted in existing federal standards and help states improve systems through evidence-driven approaches.

Modular Design

Promoting modular system design and related approaches that help make IT systems easier to change and maintain and which enable states to make use of more easily and share open and modular solutions.

Cloud Migration

Supporting states with migrating from legacy platforms, such as mainframes, to cloud-based technology that will measurably improve the flexibility and security of IT systems compared to existing metrics or conditions.

UI ITSC will provide “hands-on” support for state projects implemented through the grants. In conjunction with this initial phase, UI ITSC will engage in additional long-term strategic activity in furtherance of USDOL’s modernization vision.

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

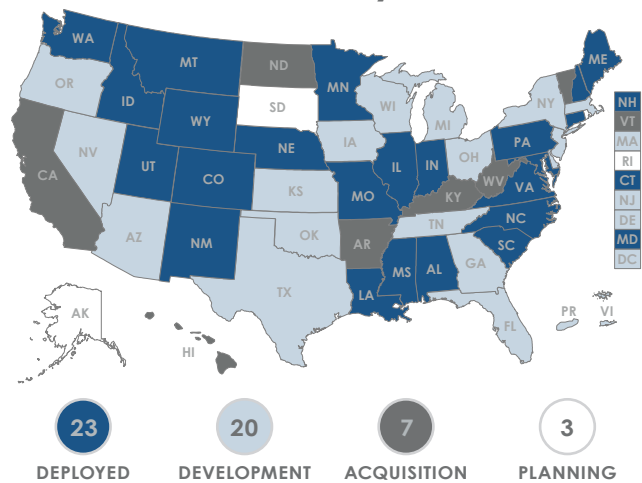
Brett Flachsbarth, UI ITSC Director
 bflachsbarth@naswa.org | (202) 650-5155

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

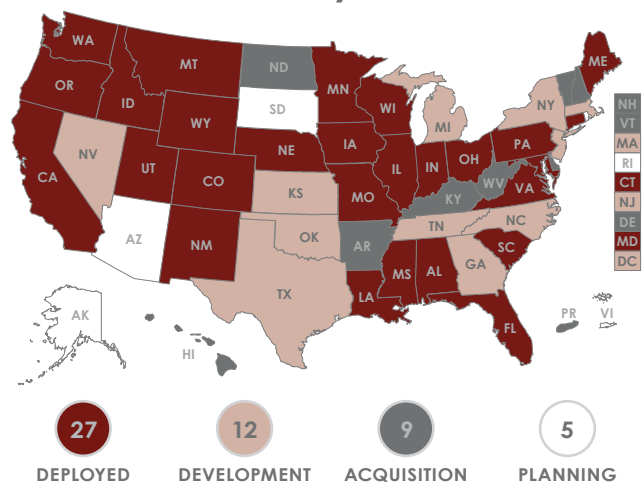
Status of UI IT Modernization

September 2023

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

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 v4.5

What's New?

- Uses NAICS 2022 codes in Employer Account page and in Filter by Industry Sector searches.
- Security Improvements
- Technical Updates: Update to .NET Framework 4.8
- Completed annual security review

SDDS User Group

In April 2023, UI ITSC hosted a User Group meeting for SDDS with 72 participants from 19 states. The meeting launched the new version of SDDS, version 4.5; discussed common technical issues and fixes; helpful features and tips for using SDDS; and finally, a state roundtable on lessons learned and best practices for using 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

Helpful Features & Tips

LIVE DEMONSTRATION

- SDDS User Guide
- Standard Queries
- Search/Queries and Filters
- Hold for Review ("flag" employers)
- Suppress Accounts
- Notes on Employers



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

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: Arizona

New Online Lessons, Business Analysts Boot Camp

UI ITSC launched two new online lessons that were adapted from the Business Analyst Boot Camp Instructor-led training, *screenshot below*. These lessons provide learners with the flexibility to access the training content at their convenience.

The primary objective of this online training is to assist states in their efforts to plan UI IT Modernization projects. It accomplishes this by equipping UI Subject Matter Experts (SMEs) with

practical experience in business analysis techniques. Learners will gain valuable insights into enhancing UI business processes, crafting, and documenting requirements, and effectively collaborating with development vendors.

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: Wyoming and Washington, D.C.

The UAT training conducted for Wyoming was unique due to its collaborative nature between UI ITSC and Workforce ITSC. Together, they delivered the first UAT for Workforce virtual training session for the Wyoming Department of Workforce Services team, with a specific focus on modernizing the agency's case management system. This training program was offered to state participants in their roles as business representatives, one-stop managers, program managers, and workforce specialists within the state.

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

The screenshot shows a training module interface. At the top left is the UI ITSC logo with the text 'NASWA UI Information Technology Support Center in Partnership with USDOJ'. Below the logo is a navigation menu with 'Menu', 'Glossary', and 'Resources' tabs. The 'Menu' tab is active, showing a list of topics: Introduction, The Business Analyst Role, Qualities of a Good UI Business Anal..., What Makes a Good UI BA? (highlighted), Knowledge Check, Other Roles With Whom the BA Will I..., Discovering and Documenting Requi..., and Summary. The main content area is titled 'Transitioning From the Role of UI Subject Matter Expert Into UI Business Analyst' and 'Qualities of a Good Business Analyst'. It features a section 'What Makes a Good UI BA?' with the text: 'In this topic, we'll describe the important skills to help make you a successful UI BA. Click each quality to read the description.' To the right of this text is a diagram showing three interconnected boxes: 'Innovative Mindset and Technological Awareness', 'Behavioral and Communication Skills', and 'Analytical Skills'. A 'Business Domain' box is positioned at the bottom of the diagram.

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CONTACT

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visit www.itsc.org

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Crossword Puzzle

Try this Crossword Puzzle, "A Tale of Modernization" that was presented by UI ITSC at the NASWA Summit in Los Angeles, CA.



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