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MEMORANDUM

TO: Sen. Randy Brock, Chair, Joint Information Technology Oversight Committee

FROM: John Quinn III, State CIO & Secretary

DATE: August 2, 2021

SUBJECT: Vermont Unemployment Insurance System Modernization

Act 74 of 2021, *Sec. G.501 (a) (10)* states:

> *The Committee is requested to review the breadth of scope, appropriateness of the proposed technology, experience record of the proposed vendor, reliability of the cost estimate, availability of dedicated department personnel for implementation and operation, and the proposed schedule and scope of future phases, where appropriate.*

The Agency of Digital Services (ADS) has provided detailed information pursuant to Act 74 for review by the Joint Information Technology Oversight Committee (JITOC). This information has also been provided to the Joint Fiscal Office's contractor for technology oversight, Dan Smith. However, the funding for the Vermont Department of Labor (VDOL) Unemployment System Modernization, and by association the funding for the replacement of the VDOL JobLink system, has not been released.

ADS has provided the following documentation to either JITOC or Dan Smith: The IT-ABC form, a one-page overview, draft Charter, draft roles and responsibilities, Phase 1 requirements, architectural design, alternatives analysis, the Modernization Road Map that includes high-level schedules and cost estimates for future phases, and has presented at the June 16th JITOC meeting. Much of this work has been done prior to funding being available which is outside our IT and procurement processes.

For your convenience, the following section is a summary of the project and recaps the documents previously provided. We will be glad to answer any additional questions during the August JITOC meeting.

VDOL UI Modernization Overview

The funding request is for Phase 1 of the Unemployment Insurance systems at VDOL. The work to be completed in Phase 1 includes the implementation of a new claimant portal (web site), employer portal, secure login functionality, document management functionality, an integration engine to share information with existing systems, and modern reporting and analytics for information collected in the portal. There are two key elements related to Phase 1 that we would like to highlight.

First, Phase 1 can be independent of the entire modernization project based on the scope and deliverables. The work in Phases 2, 3, and, 4 are closely related and have dependencies on each other, where Phase 1 has no dependencies on the other phases, the technology used in those phases, or the vendor ultimately selected for Phases 2, 3, and, 4. The product of Phase 1 stands on its own and brings value to Vermonters regardless of the future phases.

Second, the technologies to be implemented and used during Phase 1 are currently being used successfully at VDOL for UI. The claimant and employer portals will be developed using our Salesforce platform. Salesforce was deployed at the beginning of the pandemic to make initial claims when the system was overwhelmed. We then used Salesforce to build, implement and manage the Pandemic Unemployment Assistance (PUA) program. Phase 1 would mimic portal functionality and include a much more intuitive experience for claimants (16000 Vermonters during 'normal' times) to perform their weekly certification, provide supporting documentation, and provide a modern web experience for employers (25000 Vermont employers typically) with a new portal for them.

The remaining functions (secure login, document management, and integration)in Phase 1 will leverage existing technologies already in use across state government. The secure login feature will be based on our Okta platform, currently in use at other Departments, and being implemented for the Salesforce claims application to help reduce fraud attempts at VDOL. Document Management will occur through Hyland's OnBase, which is currently being used with Salesforce to manage PUA claimant documentation. Mulesoft will be used for data integration and is already deployed at VDOL for the integration of Salesforce collected data with our legacy systems. And lastly, reporting will be provided using Microsoft PowerBI which has been deployed and used for a number of years.