Modernization Oversight Forum

Employment Department
April 26, 2021

OUR AGENDA TODAY

Welcome and Introductions

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Forum Purpose

State of Oregon
Employment Department

Mission
Vision

SUPPORT BUSINESS | PROMOTE EMPLOYMENT

An Oregon where meaningful work enables the state's diverse people and businesses to realize their full potential, creating prosperity in every community.

Modernization Program

Multi-biennia initiative that will be achieved through our **Modernization Program**, a series of related projects

Transform business processes to take advantage of opportunities and benefits available through the capabilities of new technology systems

Replace (or establish) computer systems that support **receipt of unemployment insurance taxes, paid family and medical leave insurance contributions, payment of unemployment insurance benefits**, and **delivery of employment services**

Modernization Goals

Enhance customer experience
Deliver improved services, such as online self-service, automation, access to data, and integration with partners.

Transform business processes
Leverage modern system capabilities to provide improvements and efficiencies in business processes, and new tools for our employees, and support more effective service delivery to our customers.

Improve data security
Improve our ability to anticipate and respond to security threats, and manage access.

Modernize technology
Replace the agency's aging computer systems that support unemployment insurance taxes, payment of unemployment insurance benefits, and delivery of employment services.

Provide expandable technology
Deliver a system capable of supporting new programs and functionality needs.

Guiding Principles

Focus on our customers' experience – Advocate for our customers' experience, while also enabling our employees and partners to improve service delivery.

Deliver core services first – Ensure we can continue our core services, and plan for improvements, flexibility, and future expansion.

Configure over customize whenever possible – Adapt, transform, and improve processes, rather than customizing the new system(s) to existing processes.

Seek opportunities for self-service – Provide self-service opportunities and maintain equitable access for our customers.

Automate thoughtfully – Automate repeatable processes that don't require human judgment.

# Modernization Program Projected Timeline
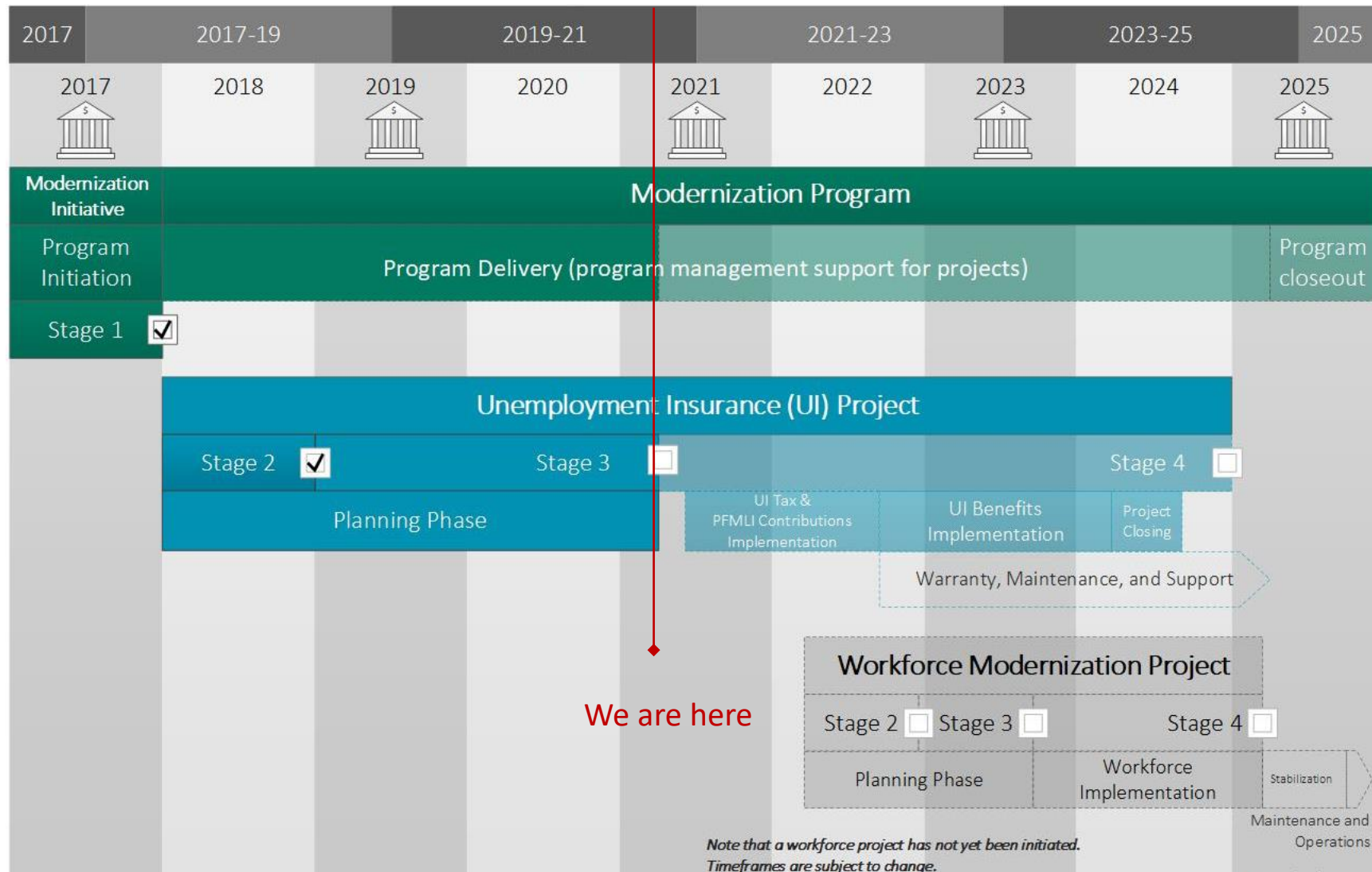
Charter Review

Project Update

Scope

- **Implementation** of vendor solutions that support Unemployment Insurance tax and benefits and Paid Family and Medical Leave Insurance contributions.
- **Configuration** of vendor solutions to meet the agency's detailed business requirements.
- Revised high-level **business process documentation** that reflects industry best practices provided by the vendor solution and any existing vendor solution user community.
- **Knowledge transfer** and technical documentation to support the new system.
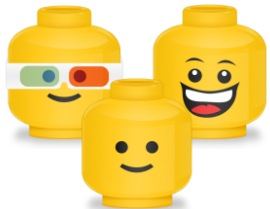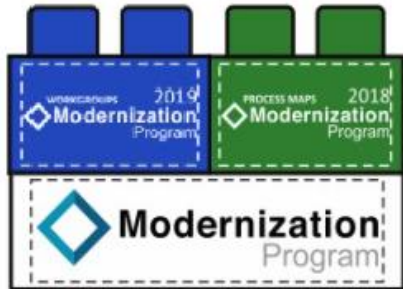
UI Modernization Project Timeline
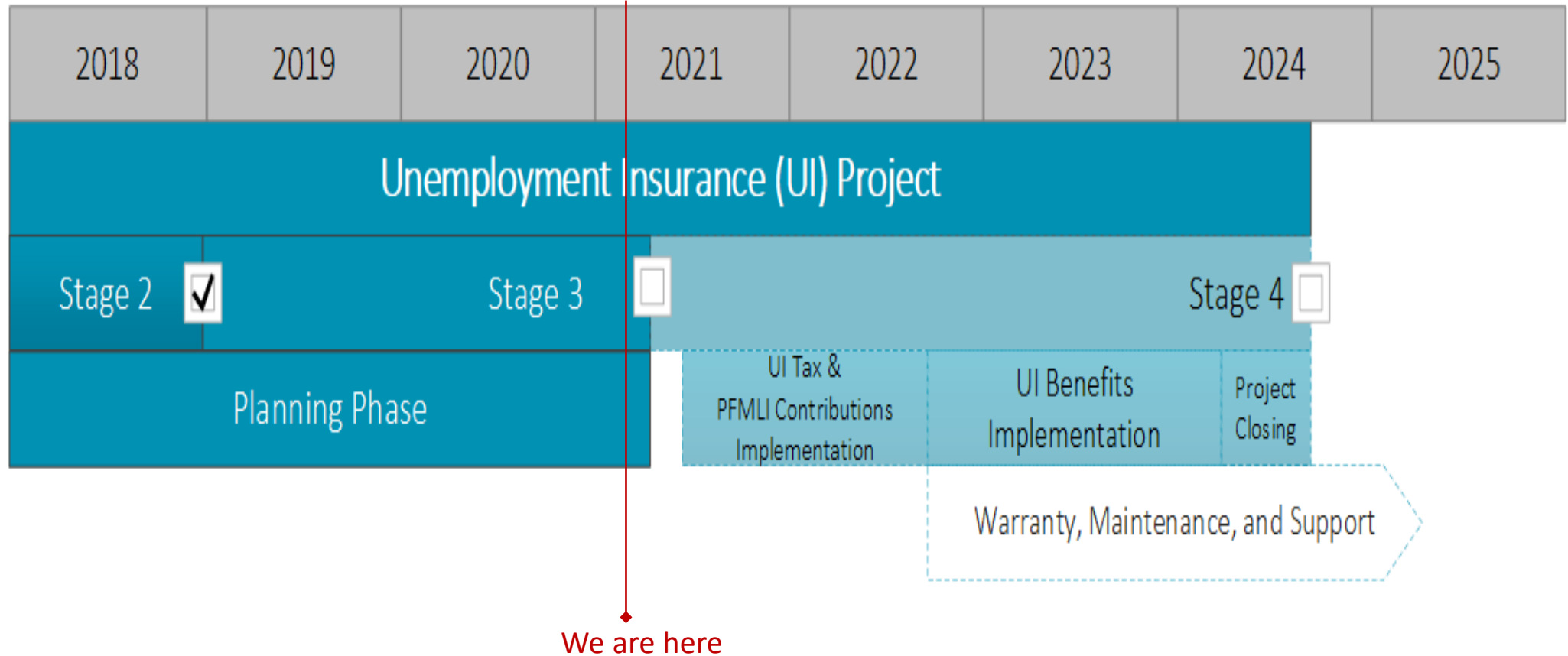
Budget

Total Project Costs*……………………………………. **$106,121,029**
 Modernization Funding…………………………..$81,697,283
 Other funds………………………………………….UI tax and benefits
 General fund loan……………………………………PFMLI contributions

*+10% - $116,733,132
** -10% - $95,508,926**

Current Activities

- Contract undergoing mandatory reviews
  - Official kick-off planned for July

- Readiness work
  - Legacy Planning Workgroup

- Building the team, caring for the team
  - Hiring
  - Organization Change Management

iQMS Report - CSG

Next Steps

- Next meeting – July 2021
- Adding members if applicable
- Finalizing and signing charter
- Additional items

Questions