

Meeting:		Modernization Oversight Forum			
Date/time:		July 21, 2022   1-2:30 p.m.			
Attendees:		P (Present) A (Absent)			
<b>Forum Members</b>		<b>Guests</b>			
A	Representative Paul Holvey	P	Renee Royston	P	Maggie Gleason
P	Representative Nancy Nathanson	P	David Gerstenfeld	P	Bill Truex
P	Senator Tim Knopp	P	Alex Kasner	A	David Genz
A	Senator Janeen Sollman	P	Drew Sutter	P	Olivia Mannan
P	Terrance Woods	P	Jayne Martin		
P	Sean McSpaden	P	Lynn Kneeland		

## AGENDA

	Topic	Time	Presenter
1.	Welcome and introductions	5 min	Sean McSpaden
2.	Review and approval of meeting minutes	5 min	Sean McSpaden
3.	<p><b>OED   Project highlights</b></p> <p>Agency updates included general information about the agency’s recent Secretary of State audit, our progress developing the new Paid Leave Oregon program, our focus on 2023-25 budget development, and the agency’s ongoing commitment to transformation.</p>	20 min	David Gerstenfeld & Renee Royston
4.	<p><b>Implementation update</b></p> <p>The team brought an implementation update covering the Definition, Base Configuration, Testing and Training, Partner Engagement, and Data Conversion phases of the project. Content available on related presentation.</p> <p>IT has implemented a code freeze to focus on changes needed for the Modernization rollout, and to ensure a stable environment for the project work.</p> <p>The project recently completed the 11<sup>th</sup> full mock data conversion. The complete dataset took 10 hours to process and the data remained stable. Data conversion will be practiced 12 times before go-live.</p> <p>We are making progress identifying and validating the Employment Department needs of the data warehouse. When Frances goes live, reporting will be native within Frances for Unemployment Insurance (UI) Tax, however OED will continue to maintain certain UI tax data</p>	20 min	Renee Royston, Maggie Gleason, Bill Truex

elements in our preexisting data warehouse for UI claims reporting until UI goes live with Frances UI benefits.

Planning for temporary interfaces between the existing Mainframe Unemployment Benefits system and Frances UI Tax is substantially complete and we are preparing for testing in July and August.

Decommissioning planning is also nearly complete and since we are transitioning to Frances during the middle of a quarter will be handled in multiple phases to make UI tax reporting available for quarter end closing.

The team shared a comparison of the currently limited online self-service tools for employers and what will be available in Frances Online, including many activities that require mailing in a paper form to complete. Employers will be able to do everything they do today across multiple systems, plus so much more, securely all in one integrated system that uses multifactor authentication.

The employer portal in Frances Online will go live in September, and Renee shared the agency's commitment to prioritize making information available to communities, employers, and workers in as many ways as possible. The first focus is on plain language, with expanded language access next.

We are piloting a translation process and have a draft timeline to complete full translation for Spanish language of the employer portal, chat bot, and letters before Paid Leave contributions reporting begins in January 2023.

We are using a contract vendor as well as human translators to "transcreate" and ensure we have high-quality, culturally competent language translations.

Our ultimate goal is to provide high-quality services to all our customers, including those who communicate in languages other than English.

**Discussion:**

Representative Nathanson asked whether the agency has any concerns about cybersecurity?

Bill explained the systems are being hosted behind several layers of security inside the State Data Center and gave examples of additional security measures we are implementing, including adding our own internal use of multi-factor authentication to our customer's experience in Frances Online.

	<p>Representative Nathanson also asked for additional information regarding the project’s data purification process and efforts.</p> <p>David responded that the agency has been intentional to focus on data conversion, emphasizing the number of mock conversions as an example. Additionally, we are prioritizing identified data anomalies and making decisions about when to not transfer data that may cause issues, understanding there will be manual work to clean up that data after go-live.</p> <p>Terrence asked when the systems in scope for Rollout 1 will be fully offline.</p> <p>Bill responded the goal is to have all systems offline 90 days after we have completed our go-live activities.</p> <p>Sean clarified with Maggie the decision to add a fifth unplanned data conversion session.</p> <p>Maggie confirmed the decision to add another conversion session was not due to concerning results, rather related to consistently positive results and the opportunity to become even more confident of the data with the additional conversion.</p> <p>Sean commented that FAST has released an updated version of their software and asked about the schedule of software updates.</p> <p>Maggie said FAST releases a new version every 24-36 months and we are using the most recent version for this project, which was just recently released.</p>		
<p>5.</p>	<p><b>iQMS report – CSG</b></p> <p><b>Overall Project Health</b></p> <p>The overall health rating for the UI Modernization Project is medium risk. The health areas for Schedule and Resources are high risk. Scope, Quality, Organizational Readiness, and Leadership and Governance are ranked medium. The Budget, Communication, and Project Management health areas are ranked low risk.</p> <p>Regarding the high rank areas:</p> <p><b>Schedule</b> – There is not much change from our last report. There has been minor slippage in letter development and test scenario development for trust fund accounting and Employment and Training Administration (ETA) reporting. The financials and reporting areas can be difficult areas for modernization projects typically. If defects exist in these areas, there will not be much time for additional development and testing will have tight time constraints.</p>	<p>10 min</p>	<p>Jayne Martin</p>

To date though, defect turnover has been very quick, most resolved within 24 hours.

There continue to be quality errors and inconsistency in the master schedule. These errors make it difficult to use the schedule to manage the project and determine the status of project activities and tasks.

**Resources** – CSG opened a new risk concerning staffing shortages and overallocated resources. Many business units are experiencing multiple vacancies and a backlog of pending work. Large backlog of work entered into the legacy system won't be completed prior to conversion risks quality of conversion. The ETA Reporting and the trust fund accounting test scenarios were delayed due to overallocated resources on the project.

Resource constraints could impact staff's ability to focus on training and testing. Pending work not completed prior to conversion risks the quality of the data and conversion.

#### **Scope changing from low to medium**

- The Scope Health Indicator was changed from low to medium during June 2022, due to the Paid Leave benefits requirements officially being added to the UI modernization Project. Change Request #71, Paid Leave Requirements for FAST Contract Amendment, will have a high impact on the project scope. A few of the requirements will require a site-specific solution, which the Agency had been hoping to avoid.
- Change Request #72 also adds requirements for UI benefits, which has a medium impact to the scope of the project as well.

#### **Security Assessment**

Recently CSG completed a Security Assessment of Frances. The penetration testing revealed very few vulnerabilities and none that could be reasonably exploited without intimate knowledge of the application. The architecture and design of Frances and Frances-Online have resulted in highly secure web applications. The most common web application attacks are thwarted by the way the application is presented in the browser. The page flow of the applications eliminates many of the automated attacks that normally can be easily launched by interception proxy tools.

#### **Quality Control Reviews**

	CSG began a quality control review of two Modernization plans, the Interface Plan and the System Security Plan. The report will be delivered on July 26, 2022.		
6.	<b>Next steps</b> Sean confirmed with the group that we would work internally to identify the next series of dates and share out a poll to schedule.	5 min	Sean McSpaden

#### SUPPORTING MATERIALS

UI Modernization Project Monthly Quality Status Report April\_2022\_v1.0.pdf