SCUBI Program Review

(Southeast Consortium for Unemployment Benefits Integration)

April 5, 2018

Division of Employment Security
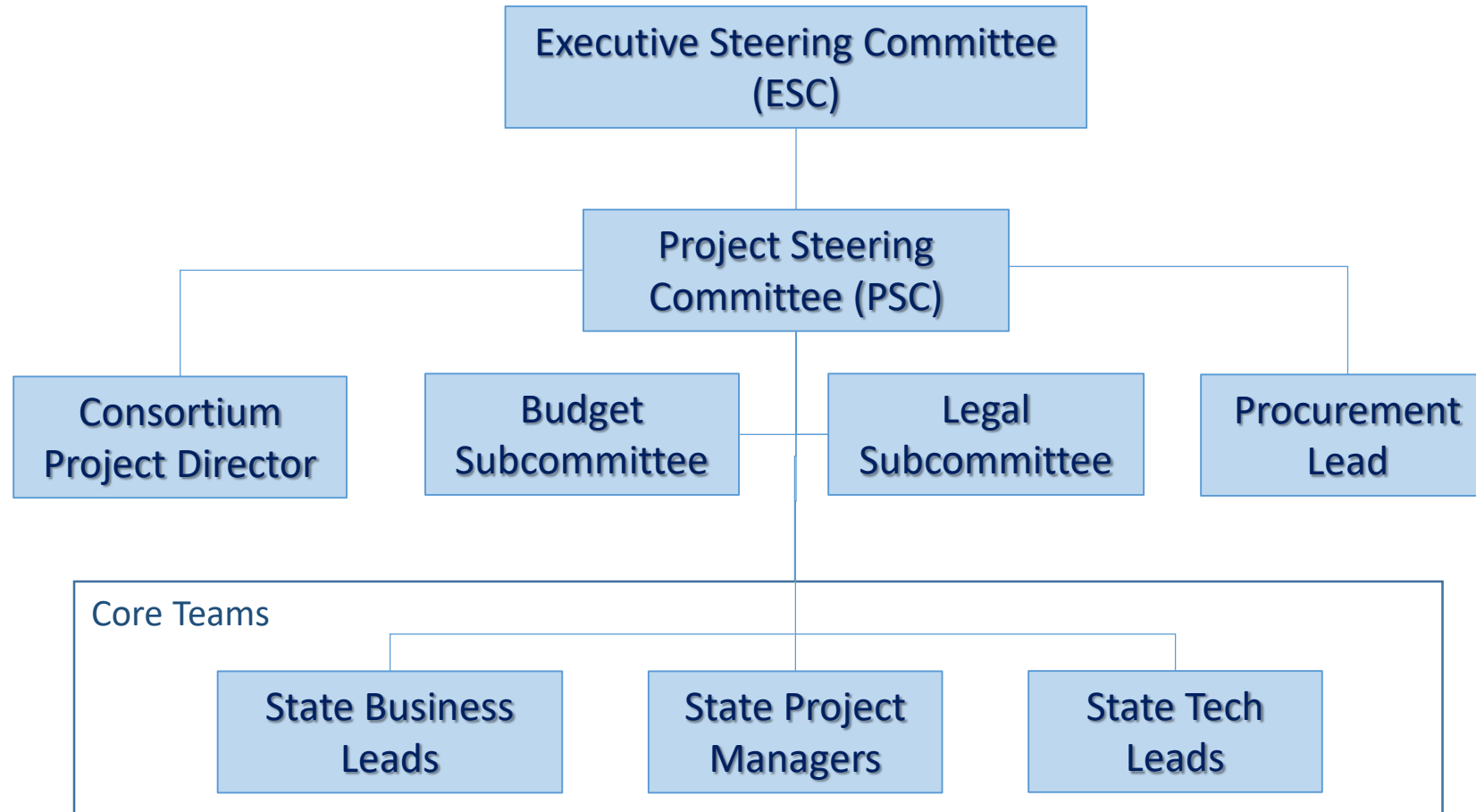North Carolina Department of Commerce

Purpose & Objectives

Participate in a 3-State (NC, SC, GA) consortium to implement a new UI Benefits System

- Leverage DOL $50M Grant for shared UI platform to promote consistency and cost savings across states

- Improve UI program quality, accountability, performance and integrity

- Enhance Self Service capabilities to Claimants and Employers

- Improve work efficiency through electronic workflow

- Allow for quicker implementation of legislative changes

- Improve information flow with claimants and employers to make quicker decisions

SCUBI Consortium Organizational Structure

Executive Steering Committee (ESC)

Project Steering Committee (PSC)

- Consortium Project Director
- Budget Subcommittee
- Legal Subcommittee
- Procurement Lead

Core Teams

- State Business Leads
- State Project Managers
- State Tech Leads

Consortium Approach - Advantages

Shared knowledge

- 1 common core system with state-specific variations

- Leveraging areas of expertise across the 3 states

- Ability to assist one another when there are extreme spikes in claims activity

Cost savings

- $50M of DOL funding was made available for consortium projects

- Economies of scale with infrastructure and licensing for the core system

- Reduced ongoing operations and maintenance costs with shared production support

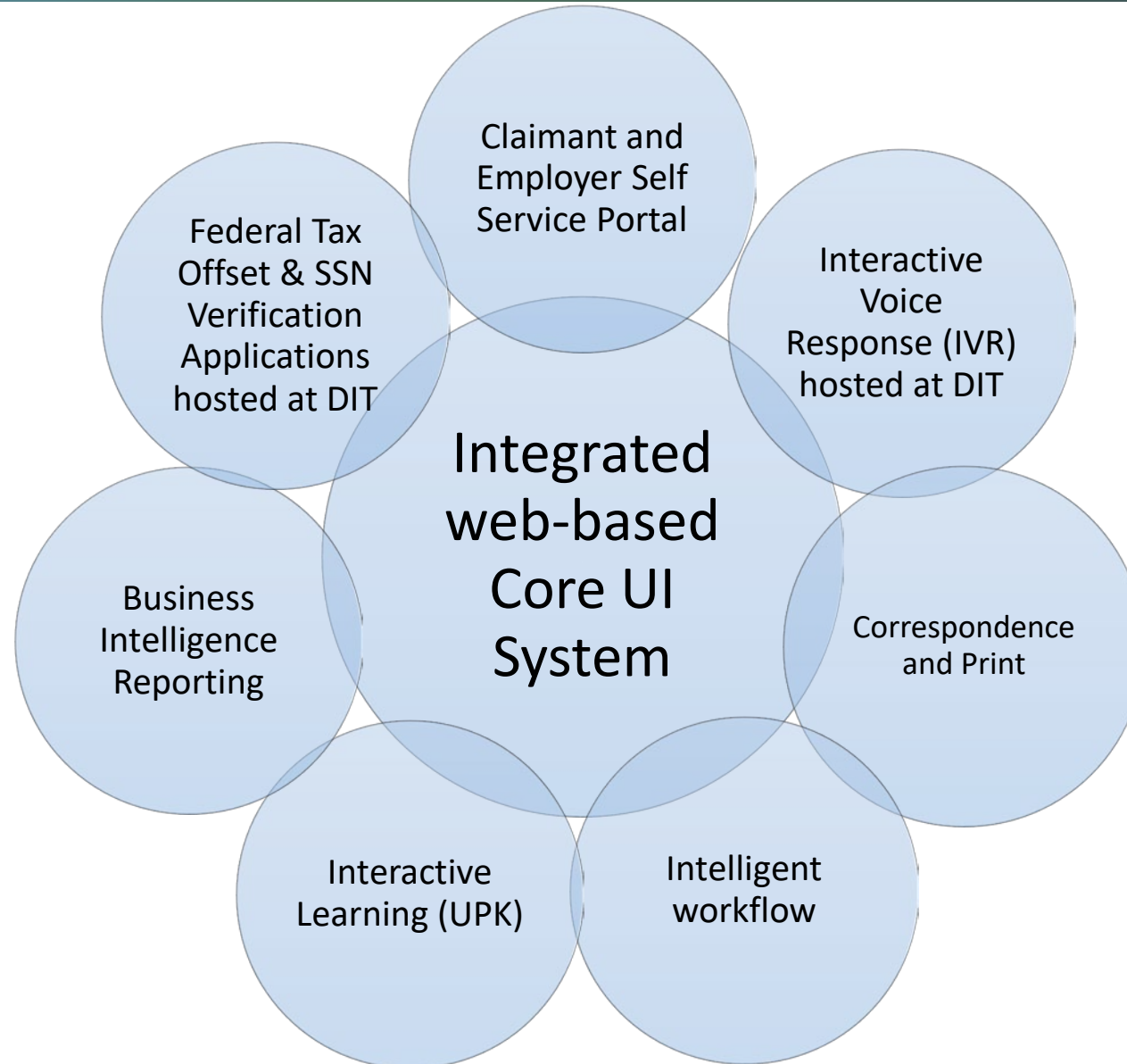# Consortium Approach - Challenges

Large and Complex

- Intrinsic complexity of replacing 30+ year-old legacy systems for 3 states

- Communication challenges due to not being co-located

- First consortium project for the vendor and state resources

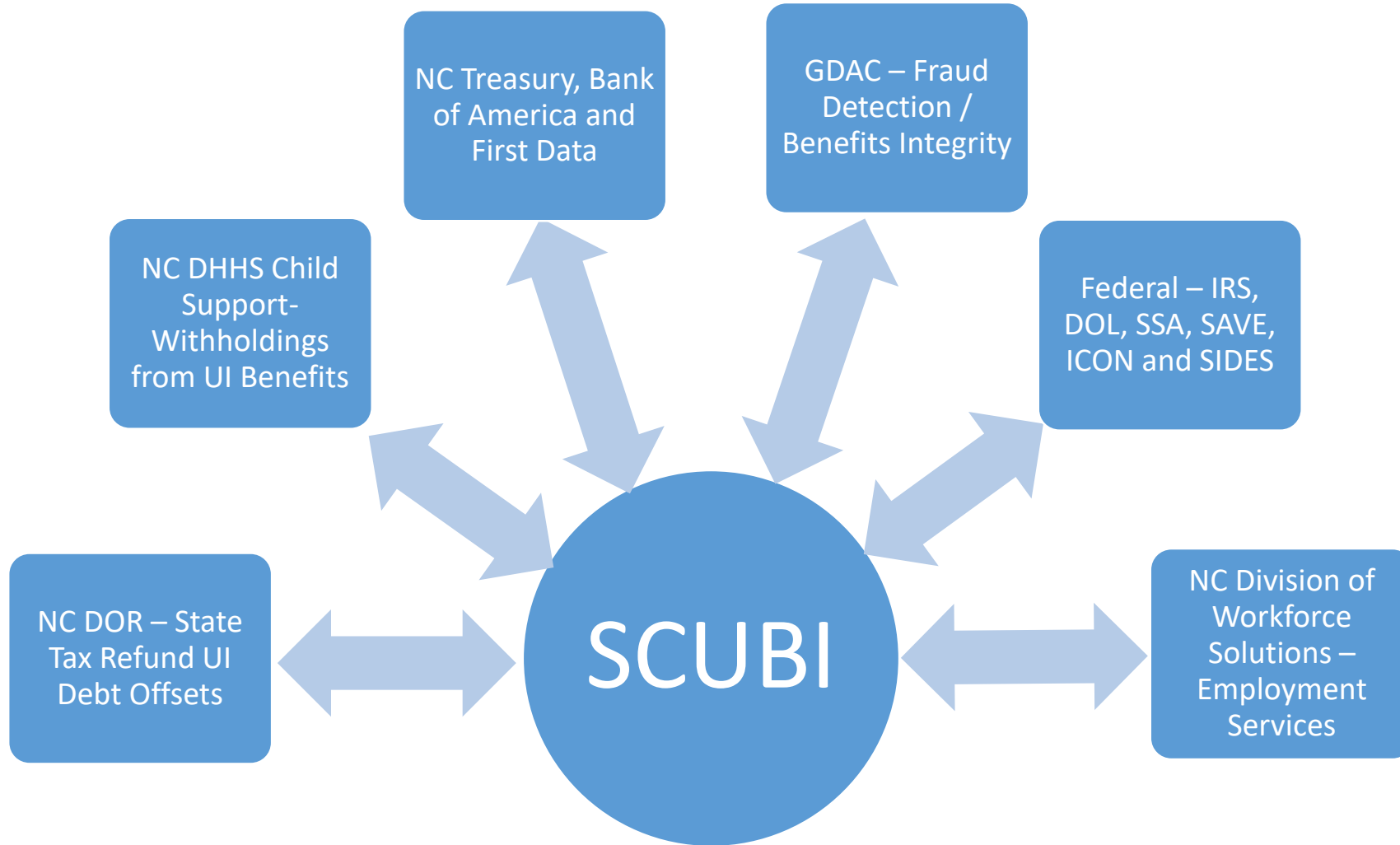## One core system with state specific variations

- State specific interfaces took longer to design, develop and test than anticipated

- All functionality must be tested in each state's system with their own data

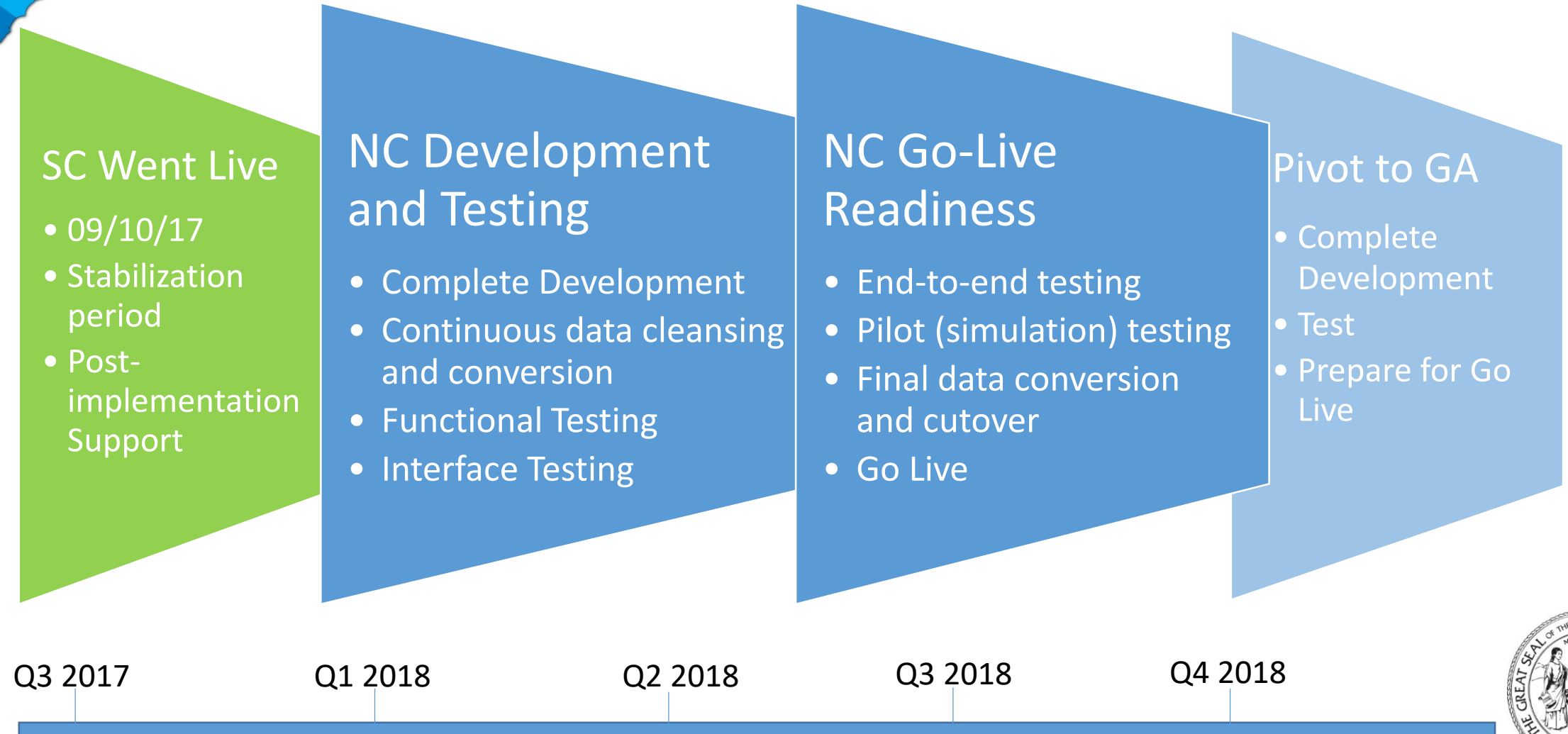- Federal security requirements for IRS and SSA interfaces

SCUBI Key State and Federal Interfaces

NC Treasury, Bank of America and First Data

GDAC – Fraud Detection / Benefits Integrity

NC DHHS Child Support-Withholdings from UI Benefits

Federal – IRS, DOL, SSA, SAVE, ICON and SIDES

SCUBI

NC DOR – State Tax Refund UI Debt Offsets

NC Division of Workforce Solutions – Employment Services

Current State of the Project

SC Went Live
- 09/10/17
- Stabilization period
- Post-implementation Support

NC Development and Testing
- Complete Development
- Continuous data cleansing and conversion
- Functional Testing
- Interface Testing

NC Go-Live Readiness
- End-to-end testing
- Pilot (simulation) testing
- Final data conversion and cutover
- Go Live

Pivot to GA
- Complete Development
- Test
- Prepare for Go Live

Q3 2017   Q1 2018   Q2 2018   Q3 2018   Q4 2018

Ensuring Success – Preparing for a successful go-live

- Applying lessons learned from SC go-live and post go-live experiences

- Thorough testing with converted data and connectivity testing with partners

- Detailed cutover and post-implementation contingency plans

- Organizational change management

- Ensuring customer readiness

- Consortium Executive Steering Committee and Project Steering Committee

- Quarterly SCUBI Consortium project updates to US DOL

- DIT Enterprise PMO

- Office of the State Auditor engagement

Questions?