

CSG Government Solutions

EXPERTISE IN ACTION



UNEMPLOYMENT INSURANCE

www.CSGdelivers.com

ABOUT CSG

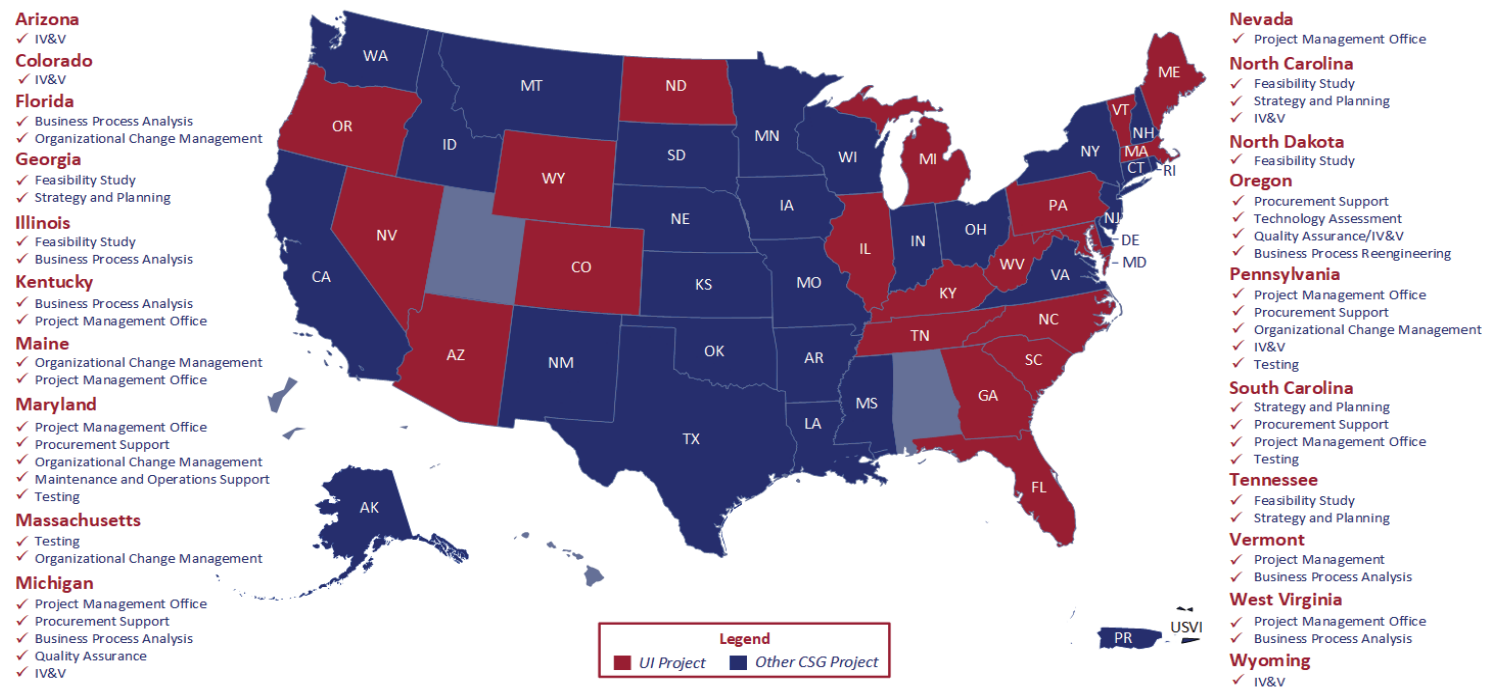
CSG Government Solutions is a national leader in planning, managing, and supporting complex projects that modernize the information technology and business processes of large government programs. We provide high-value strategy, planning, and project assurance services that lead your most challenging modernization projects to successful outcomes.

CSG GOVERNMENT SOLUTIONS "AT-A-GLANCE"

BUSINESS: Government Operations Consulting	HEADQUARTERS: Chicago, IL	FOUNDED: 1997	EMPLOYEES: 300	CHIEF EXECUTIVE: John Walsworth
CLIENTS: 49 state and territory governments U.S. Department of Health and Human Services U.S. Department of Labor Large municipal governments		SERVICE OFFERINGS: <i>STRATEGY by CSGSM</i> <i>OCM by CSGSM</i> <i>PMO by CSGSM</i> <i>QA by CSGSM</i> <i>IV&V by CSGSM</i>		
PROGRAM EXPERTISE:				
Unemployment Insurance	Workers' Compensation	Healthcare	Child Support	
Workforce	Paid Family & Medical Leave	Human Services	Child Welfare	

OUR UNEMPLOYMENT INSURANCE EXPERIENCE

CSG is at the forefront of Unemployment Insurance system modernization efforts. Our experience includes more than 20 Unemployment Insurance modernization projects across the nation, spanning the entire system development life cycle from planning through deployment and into maintenance and operations.



OUR SERVICES

**STRATEGY
by CSGSM**

CSG is your trusted advisor in crafting program modernization strategies and addressing foundational aspects of your projects. From enterprise IT strategy and technical architecture, to business process reengineering, requirements definition, procurement support, and other critical functions – CSG’s high-value resources provide insight into best practices and practical recommendations to help guide your modernization efforts.

[READ MORE ABOUT STRATEGY by CSGSM](#)

**PMO
by CSGSM**

CSG brings you all the expertise and experience you need to establish and operate a "full-service" PMO, including project management, risk and issue management, requirements management, architecture assessment, business process reengineering, organizational change management, testing support, and other functions. These services utilize CSG’s unmatched expertise in program operations and technology architectures to maximize the value of your PMO.

[READ MORE ABOUT PMO by CSGSM](#)

**QA
by CSGSM**

CSG deploys highly experienced teams and innovative methods, knowledge, and tools to assure that complex projects are completed on time and achieve your program objectives. Our quality assurance methodologies are based on industry standards and best practices, and provide a structured approach to quality management, quality assurance, quality control, testing, privacy and security, and operations/maintenance.

[READ MORE ABOUT QA by CSGSM](#)

**OCM
by CSGSM**

CSG's OCM methodology operates on the principle that people are the key to realizing the benefits of program modernization. Our approach begins with thorough planning to achieve effective sponsorship, stakeholder engagement, proactive communication, targeted learning and development, and reinforcement of the change. Throughout, we use meaningful metrics to measure change adoption progress to assure our OCM strategies and plans sustain the change needed to achieve your modernization objectives.

[READ MORE ABOUT OCM by CSGSM](#)

**IV&V
by CSGSM**

CSG serves as your “eyes and ears” into the inner workings of your program modernization effort. Independent of implementation vendors and others, we provide insight into all aspects of the project, with a focus on risk identification, analysis, and mitigation. Our Life Cycle and Periodic IV&V methods are based on IEEE standards and provide a structured approach to assessment, analysis, review, evaluation, and testing throughout the modernization life cycle.

[READ MORE ABOUT IV&V by CSGSM](#)



STRATEGY by CSGSM and PMO by CSGSM



ANNAPOLIS

MARYLAND UI TAX, BENEFITS, AND APPEALS MODERNIZATION

The Maryland Department of Labor supports the economic stability of the State by providing businesses, the workforce, and the consuming public with high quality customer-focused regulatory, employment, and training services. To better provide its constituents, businesses, customers, and stakeholders with more timely, accurate, accessible, and transparent services, DOL embarked on an effort to replace its core legacy systems that support the Unemployment Insurance Benefits, Tax, and Appeals functions.

UI STRATEGY, PLANNING, AND PROJECT MANAGEMENT OFFICE

The Maryland Department of Labor selected CSG to provide Project Management Office, UI business and technical subject matter expertise, and organizational change management services to support the State throughout the UI modernization project life cycle, including procurement support and transition to the design, development, testing, and implementation phases of the project. CSG has continued to provide PMO and testing services for DOL through system implementation and maintenance and operations. The new UI solution was implemented in September 2020, making Maryland the first state to have their modernized Benefits, Tax, and Appeals systems go live at the same time.

Maryland is committed to realizing the benefits of a modernized UI system to best support its workers and employers. CSG is here to help.



HARRISBURG

PENNSYLVANIA UNEMPLOYMENT COMPENSATION BENEFIT SYSTEM

The Pennsylvania Department of Labor & Industry (DLI) administers employment services to the Commonwealth's 6.4 million workers and almost 300,000 employers. In an effort to improve services, DLI has launched a strategic initiative to modernize its Unemployment Compensation Benefits System.

PROCUREMENT AND PROJECT MANAGEMENT SUPPORT

DLI selected CSG to provide procurement support and PMO services throughout the Unemployment Compensation Benefits System implementation. CSG analyzed existing systems and workflows, developed the project strategy and technology roadmap, and gathered business and technical requirements to develop an RFP. CSG also established a full-service PMO and is providing technical oversight, Unemployment Insurance subject matter expertise, requirements management, and testing support throughout the program modernization.

DLI is committed to delivering timely and accurate Unemployment Compensation benefits to Pennsylvania's unemployed workers. CSG was there to help the Commonwealth achieve its program modernization goals.

STRATEGY by CSGSM and PMO by CSGSM



COLUMBIA

UI TAX SYSTEM ANALYSIS IN SOUTH CAROLINA

The South Carolina Department of Employment and Workforce administers UI benefits, collects unemployment taxes, and provides job matching support for the State's 2.2 million workers and 70,000 employers. In order to better serve the State's workforce and businesses, DEW is modernizing its UI Tax System.

IMPLEMENTATION ANALYSIS AND OVERSIGHT SERVICES

South Carolina selected CSG to provide planning and procurement support, business process analysis, and PMO services throughout its UI Tax System modernization. CSG created the project management plan, developed a business and operational process improvement report, and provided RFP development and evaluation support throughout the procurement of the new system.

CSG then provided project monitoring and control and implementation oversight of the DDI vendor to assure the system recommendations were properly implemented.

South Carolina is committed to a customer-driven UI program that facilitates financial stability and economic prosperity for employers, individuals, and communities. CSG was there to help assure the State's program met these objectives.



CARSON CITY

NEVADA UI SYSTEM REPLACEMENT

The Nevada Department of Employment, Training and Rehabilitation (DETR) administers workforce-related services, unemployment insurance benefits, and more to the State's 1.5 million workers and 70,000 employers. To better adapt to the State's workforce and business needs, DETR is modernizing its legacy UI System.

INTEGRATED PMO SERVICES

DETR selected CSG to provide PMO services throughout the development and implementation of a modernized UI system. CSG is executing a comprehensive, integrated project management plan that defines project controls and processes for project governance, communications, risk and issue management, requirements validation and management, OCM, and cost and schedule management. The execution of these plans provides DETR with project oversight, information about project progress, reporting structures, and management processes to support the delivery of a modernized UI system that meets the needs of the State of Nevada.

DETR is dedicated to delivering a modernized UI system that efficiently supports Nevada's workers and Employers. CSG is here to help assure the State's program meets these objectives.

PMO by CSGSM



PENNSYLVANIA WORKERS' COMPENSATION SYSTEM MODERNIZATION

The Pennsylvania Department of Labor and Industry's State Workers' Insurance Fund (SWIF) division oversees workers' compensation benefits for businesses across the Commonwealth. SWIF completed a modernization of its business processes and technology with the goals of enhanced customer service, process efficiency, and operational and IT flexibility. The Commonwealth used a hybrid-Agile development methodology over a phased implementation, with Claims functionality being implemented first, followed by Policy and Billing.

AGILE PMO SERVICES

Pennsylvania selected CSG to establish a Project Management Office to oversee all aspects of the SWIF modernization project. The CSG team managed project risks, issues, changes, communications, and schedule. CSG employed industry best practices for managing, tracking, and controlling project activities and documentation, assuring SWIF maintained a strong project governance framework, and utilized resources effectively. The CSG team also performed quality assurance reviews of vendor work products and reported on user story metrics that measured the ability to complete the planned vendor work sprint-by-sprint.

Pennsylvania updated its business processes and technology to provide an efficient and high-value workers' compensation system for employees across the Commonwealth. CSG helped SWIF meet its goals.



KENTUCKY STATE WORKFORCE PROGRAM ADMINISTRATION

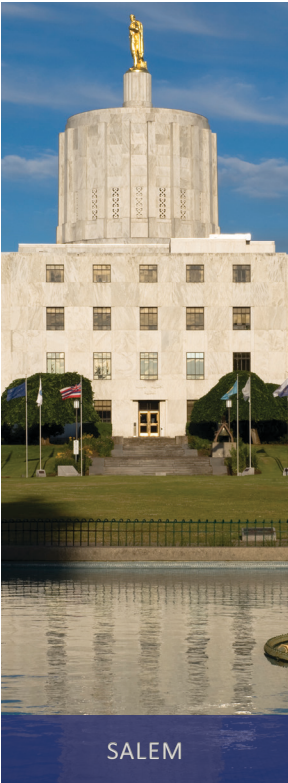
The Kentucky Department of Workforce Investment (DWI) faced a large number of program and technology modernization challenges across the enterprise including upgrading to a new technology platform, designing a common registration application, and implementing other strategic business process improvements. In order to assure the success of these efforts, DWI turned to CSG.

INTEGRATED PROJECT MANAGEMENT SUPPORT

CSG established a full-service PMO with integrated CSG and State resources. The PMO staffs projects, supports operations, manages vendor contracts, and provides executive insight into mission critical projects. CSG provided UI and workforce expertise, monitored staff resource allocation, oversaw testing efforts, and assured the success of program modernization activities.

DWI connects Kentucky residents to employment, workforce information, education, and training. CSG helped assure DWI's services meet the needs of the workers and employers who depend on it.

QA by CSGSM



OREGON UNEMPLOYMENT INSURANCE SYSTEM MODERNIZATION

The Oregon Employment Department (OED) has launched the Modernization Program effort, a multi-year initiative focused on transforming business processes and core technology systems. OED is replacing its 30-year-old UI system with a configurable COTS solution that integrates multiple UI business and tax functions. These new systems will improve UI benefits payments and delivery of employment services through transformed business processes and system capabilities.

INDEPENDENT QUALITY MANAGEMENT SERVICES

OED selected CSG to provide full life cycle independent quality management services for the planning, procurement, and implementation of the new system. During the planning phase, CSG conducted reviews of procurement documents, requirements, and project management plans. CSG also performed a maturity assessment on proposed solutions to provide the State with a rating of each solutions' adherence to ISO standards, providing independent and objective insight into the proposed solutions. CSG continues to provide monthly Quality Assurance Status and Improvement Reports that provide OED with observations on overall project health and actionable recommendations for process improvement and risk mitigation.

OED supports the State's diverse people and businesses to realize their full potential. CSG is committed to helping the State achieve its system modernization goals.



OREGON PAID FAMILY AND MEDICAL LEAVE IMPLEMENTATION

The Oregon Employment Department is taking an innovative approach to establishing its new Paid Family and Medical Leave Insurance (PFMLI) program by designing, developing, and implementing the PFMLI system as part of the larger Unemployment Insurance system modernization. OED made the strategic decision to integrate the PFMLI benefits and tax program within the new modernized UI system, including creating a single contribution account to achieve operational efficiencies.

EFFICIENT QUALITY MANAGEMENT SERVICES

CSG is providing independent quality management services for the implementation of the PFMLI system. CSG assures the project activities and deliverables produce high quality outcomes throughout the system modernization life cycle. Our team focuses on risk identification, analysis, and mitigation, identifying and correcting deficiencies in project artifacts and processes and reviewing work products to assure compliance with quality standards and acceptance criteria.

OED's goals are to ensure the best experience for customers and employers, create an integrated state workforce that is well positioned to service both programs, and align programs that serve common customers and goals. CSG is serving as OED's trusted partner throughout this implementation to ensure project success.

OCM by CSGSM



MARYLAND UNEMPLOYMENT INSURANCE SYSTEM MODERNIZATION

The Maryland Department of Labor recently implemented a new UI Benefits, Tax, and Appeals system. CSG has worked with the State throughout the implementation to provide a range of services to ensure successful implementation, from procurement support and project management, to operational oversight, testing, and organizational change management.

SUPPORTING THE TRANSITION TO A NEW SYSTEM

CSG conducted an Organizational Change Readiness Assessment, developed plans and roadmaps to guide OCM and communications activities, assured engagement from project stakeholders, completed a Job Classification Analysis, and supported training and knowledge transfer activities. Our Job Classification Report helped map job titles, roles, and responsibilities from the current legacy systems to the new modernized systems.

The new UI solution was fully implemented in September of 2020, making Maryland the first State to have their modernized Benefits, Tax, and Appeals systems go live at the same time. CSG's OCM services assured the people of DOL were ready.

Maryland is committed to safeguarding and protecting Marylander workers. CSG is there to assure they realized the full benefits of their modernized system.



THE MAINE DEPARTMENT OF LABOR AND THE MRM CONSORTIUM

The Maine Department of Labor, Bureau of Unemployment Compensation, along with the States of Rhode Island and Mississippi, formed the MRM Consortium - a collaborative effort to share the costs and benefits of a new Unemployment Compensation Tax and Benefits System. The new UC System affected the work processes of hundreds of employees, and as it was put in place, Maine needed to prepare staff for the transition.

ORGANIZATIONAL CHANGE MANAGEMENT AND STAFF DEVELOPMENT SUPPORT

Maine selected CSG to provide organizational change management and development services to prepare Bureau staff for the management and cultural changes related to the new UC System. CSG assessed the impact on current job functions; identified new and modified positions needed for successful implementation; and developed communication, training, and governance programs to prepare staff.

Maine has made a large investment in their UC program to promote the safety and economic well-being of the workforce and businesses in Maine. CSG helped the State achieve their program modernization goals.

IV&V by CSGSM



LANSING

MICHIGAN UNEMPLOYMENT INSURANCE SOLUTION IMPLEMENTATION

Michigan’s Department of Labor and Economic Opportunity, Unemployment Insurance Agency administers the unemployment insurance program that provides temporary financial assistance to the State’s workforce and collects unemployment taxes from more than 200,000 employers. To better meet current and future business needs, LEO-UIA has embarked on a modernization project to reengineer business processes and replace the IT systems that support UI tax and benefits functions.

ONGOING IV&V SERVICES

Michigan selected CSG to provide IV&V services for this complex, multi-year effort to implement a modernized UI tax and benefits solution. Throughout the implementation, CSG is reviewing, analyzing, and evaluating the project’s artifacts, processes, and vendor deliverables to provide the State with an independent perspective on project activities and support adherence to the new Human Centered Design approach. The CSG team also assists with management and mitigation of project risks and monitors, assesses, and reports on project health metrics.

The priority of Michigan’s UI agency is to deliver a modernized UI system that is customer-centric and user-friendly to better serve its workforce. CSG is here to help meet their goals.



JEFFERSON CITY

MISSOURI WORKERS’ COMPENSATION SYSTEM MODERNIZATION

The Missouri Department of Labor and Industrial Relations, Division of Workers’ Compensation is embarking on a program to modernize its core legacy systems that support administration of the workers’ compensation program. As part of this initiative, the State is implementing a new Work Comp Connect system using a three-phase approach, with the first phase covering case management, adjudication, and related functionality.

COMPREHENSIVE IV&V SERVICES

Missouri selected CSG to provide comprehensive IV&V services for their Modernization Program, including oversight of the Work Comp Connect system implementation. CSG is providing ongoing risk and issue management, conducting reviews of solution vendor deliverables, and assessing project processes and progress to assure the implementation is successful and the new Work Comp Connect system meets the Division’s needs and objectives.

Missouri is committed to modernizing its business processes and systems to support the State’s workforce. CSG is here to help the State achieve its Modernization Program goals.

IV&V by CSGSM



PENNSYLVANIA UNEMPLOYMENT SYSTEM MODERNIZATION

The Commonwealth of Pennsylvania invested in independent oversight to support the successful implementation of a new Unemployment Compensation system.

FULL PROJECT LIFE CYCLE IV&V

The Pennsylvania Department of Labor & Industry contracted CSG to deliver full life cycle IV&V for the replacement of their Unemployment Compensation legacy IT systems with a COTS solution. CSG provided monthly assessments to track and trend progress and project health. The CSG team provided proactive, independent observations and recommendations to leadership to assure risks and issues were identified early, and provided insight into quality concerns with practical, actionable recommendations. CSG managed the UC project's risk and issue processes, including assuring risks and issues are proactively identified, evaluated, planned for, and responded to timely. In addition, CSG was contracted to provide independent testing services. This system was successfully implemented in September 2020.

The Department of Labor & Industry works to help Pennsylvania's workforce remain worldclass and globally competitive. CSG was there to support its goals



U.S. DEPARTMENT OF LABOR UI INTERSTATE CONNECTION NETWORK

The U.S. Department of Labor established the UI Interstate Connection Network (ICON) to enable the 53 State Workforce Agencies to electronically exchange information to enable making timely, accurate UI benefit payments and tax collections, and to assure displaced workers who have moved to another state are able to continue receiving UI benefits while looking for work.

IV&V FOR IMPROVED ICON OPERATIONS

U.S. DOL selected CSG to provide periodic IV&V services to assess current ICON operations to reduce risks and provide recommendations and requirements for maintaining the system. CSG completed an initial baseline assessment to gauge the health, efficiency, and effectiveness of current ICON operations and maintenance processes, including careful review of all associated documentation, applications, and vendor processes. CSG then assessed operations and management processes against the baseline assessment to identify new risks, provide pragmatic risk mitigation strategies, and identify areas for improved operational efficiencies.

The U.S. DOL is committed to providing a seamless exchange of information among its participating state and federal agencies. CSG was there to assure these goals were achieved.

TEAMCSGSM TOOLS

TEAMCSGSM PLATFORM

CSG deploys our automated suite of high-value TeamCSGSM tools on all of our projects. These integrated tools maximize the quality of CSG's services and the productivity of our teams. Our tools incorporate CSG's accumulated knowledge and experience on similar projects around the country, enhanced by our own research. CSG deploys TeamCSGSM tools on a SharePoint, web-based collaboration platform that is supported by our internal technology organization, CSG Tech.

TEAMCSGSM TOOLS

✓ **TeamCSGSM UI Maturity Model**

Provides a valuable guide for validating the UI program goals and objectives and business process strategies along with assuring the modernization objectives align with targeted areas of increased program maturity.

✓ **TeamCSGSM UI Requirements Management**

Provides a requirements repository that supports capturing and approving business and technical requirements and traceability to multiple RFPs, contracts, and ultimately to the deployed solutions.

✓ **TeamCSGSM Project Management**

Provides full-featured tracking and reporting on scope and change management, issues, risks, key decisions, and action items. Includes multiple dashboard and trending reports that provide deep insight into key areas such as schedule, budget, scope, quality, and organizational readiness.

✓ **TeamCSGSM Operational Readiness**

Provides tracking and reporting capabilities for monitoring and assessing readiness for operations and implementation of a system, including powerful dashboard reporting capabilities to support decision-making.

✓ **TeamCSGSM Risk Assessment Model**

Provides a range of powerful capabilities and features to support IV&V assessments. The Model contains the IV&V checklists, developed based on industry standards and federal requirements, and customized for the system modernization project. The IV&V checklists guide IV&V assessments and support the identification of project risks.

✓ **TeamCSGSM Risk Assessment Tracking and Reporting**

Captures and tracks risks, observations, and recommendations across all assessment efforts and helps to determine increasing or decreasing risk levels and project health not only at an item level, but also within categories. Provides real-time management reports reflecting the status of all project risks, as well as trending reports for analyzing the ongoing progress and effectiveness of risk response plans.



*TeamCSGSM Project Management and
TeamCSGSM Operational Readiness*



Schedule your TeamCSGSM tool demo today! E-mail info@csgdelivers.com.

OUR CLIENTS

The CSG story is the story of our clients. We are totally dedicated to their success. For more than 25 years, we have applied our expertise, innovation, and results-oriented mindset to the most complex program modernization projects of over 200 government and other organizations. We work with our clients in a spirit of partnership and collaboration to deliver high-quality results.



"CSG was very good to work with in planning and executing our project. CSG excelled at working with us to devise the project scope, timeline, and approach and transitioning knowledge and expertise to our internal teams. Throughout, they maintained excellent communication, and were responsive to agency staff."

David Gerstenfeld, UI Division Director
State of Oregon



"CSG's IV&V reporting is timely and informative. Their national experience serves them well in developing reporting that is both clear and concise and that provides us with well-defined, actionable items that move our project forward."

Sharon Roberts, Senior Project Manager
State of Colorado



"CSG is an industry leader in providing technical and managerial expertise for modernization projects. They have been instrumental in developing a first ever comprehensive set of foundational project management and procurement processes for the Bureau to plan and execute its enterprise system procurement."

Kevin Nielsen, Strategic Business Office and Modernization Project Manager
State of Idaho



"CSG's organizational change management and implementation readiness services have helped our team proactively address the major changes that come with an implementation. Our team feels prepared for this major undertaking thanks to CSG's partnership and experience."

Treena Mazzotta, Bureau Chief of Strategic Planning
State of Connecticut



PUT CSG TO WORK FOR YOU TODAY.

For more information or to discuss the challenges you face and how CSG can help, e-mail us at info@csgdelivers.com.

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