CSG
Government Solutions

EXPERTISE IN ACTION.

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:	HEADQUARTERS:	FOUNDED:	EMPLOYEES:	CHIEF EXECUTIVE:
Government Operations Consulting	Chicago, IL	1997	250	John Walsworth

CLIENTS:

47 state and territory governments

U.S. Department of Health and Human Services

U.S. Department of Labor

Large municipal governments

SERVICE OFFERINGS:

PMO by CSG℠

QA by CSG℠

OCM by CSG℠

IV&V by CSG℠

STRATEGY by CSG℠

PROGRAM EXPERTISE:

Unemployment Insurance

Workers' Compensation

Paid Family & Medical Leave

Healthcare & Human Services

Child Support

Revenue/Tax

OUR UNEMPLOYMENT INSURANCE EXPERIENCE

CSG is at the forefront of Unemployment Insurance system modernization efforts. Our experience includes 18 Unemployment Insurance modernization projects across the nation, spanning the entire system development life cycle from planning through deployment and into maintenance and operations.

Illinois
- ✓ Feasibility Study
- ✓ Business Process Analysis

North Dakota
- ✓ Feasibility Study
- ✓ IV&V

Michigan
- ✓ Project Management Office
- ✓ Procurement Support
- ✓ Business Process Analysis
- ✓ Quality Assurance

Vermont
- ✓ Project Management
- ✓ Business Process Analysis

Maine
- ✓ Organizational Change Management
- ✓ Project Management Office

Oregon
- ✓ Procurement Support
- ✓ Technology Assessment
- ✓ Quality Assurance/IV&V

Massachusetts
- ✓ Testing

Pennsylvania
- ✓ Project Management Office
- ✓ Procurement Support
- ✓ Organizational Change Management
- ✓ IV&V
- ✓ Testing

Wyoming
- ✓ IV&V

Nevada
- ✓ Project Management Office

Colorado
- ✓ IV&V

Arizona
- ✓ IV&V

Missouri
- ✓ IV&V

Maryland
- ✓ Project Management Office
- ✓ Procurement Support
- ✓ Organizational Change Management
- ✓ Maintenance and Operations Support
- ✓ Testing

North Carolina
- ✓ Feasibility Study
- ✓ Strategy and Planning
- ✓ IV&V

Kentucky
- ✓ Business Process Analysis
- ✓ Project Management Office

Tennessee
- ✓ Feasibility Study
- ✓ Strategy and Planning

Georgia
- ✓ Feasibility Study
- ✓ Strategy and Planning

South Carolina
- ✓ Strategy and Planning
- ✓ Procurement Support
- ✓ Project Management Office
- ✓ Testing

Florida
- ✓ Business Process Reengineering

OUR SERVICES

STRATEGY by CSG℠

CSG is your trusted advisor in crafting program modernization strategies and addressing foundational aspects of your projects. From feasibility study, 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 CSG℠*

PMO by CSG℠

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 CSG℠*

QA by CSG℠

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 CSG℠*

OCM by CSG℠

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 CSG℠*

IV&V by CSG℠

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 CSG℠*

STRATEGY by CSG℠ and PMO by CSG℠
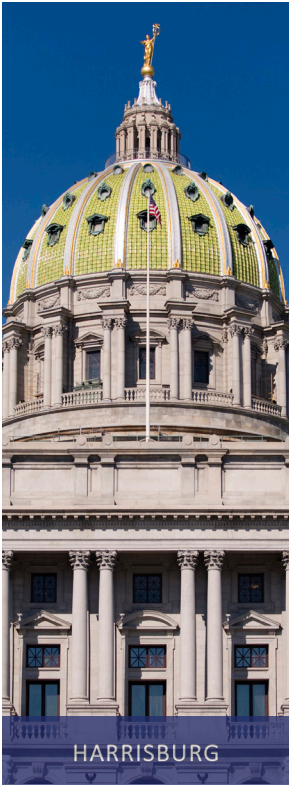
PENNSYLVANIA UNEMPLOYMENT COMPENSATION BENEFIT SYSTEM

The Pennsylvania Department of Labor & Industry 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 SUPPORT AND *PMO by CSG℠*

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 is here to help the Commonwealth achieve its program modernization goals.

HARRISBURG

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.

STRATEGY by CSG℠ AND *PMO by CSG℠*

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.

ANNAPOLIS

READ MORE ABOUT *STRATEGY by CSG℠*.

PMO by CSG℠

PMO SERVICES FOR THE 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.

PMO by CSG℠

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.

CARSON CITY

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.

CSG PROVIDES IMPLEMENTATION ANALYSIS AND OVERSIGHT

DEW 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 is here to help assure the State's program meets these objectives.

COLUMBIA

READ MORE ABOUT *PMO by CSG℠*.

PENNSYLVANIA STATE WORKERS' INSURANCE FUND 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 is completing a modernization of its business processes and technology with the goals of enhanced customer service, process efficiency, and operational and IT flexibility.

PMO by CSG℠

Pennsylvania selected CSG to establish a Project Management Office to oversee all aspects of the SWIF modernization project. The CSG team manages project risks, issues, changes, communications, and schedule. CSG employs industry best practices for managing, tracking, and controlling project activities and documentation, assuring SWIF maintains a strong project governance framework, and utilizes resources effectively. The CSG team also performs quality assurance reviews of vendor work products.

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

HARRISBURG

OREGON UNEMPLOYMENT INSURANCE SYSTEM MODERNIZATION

The Oregon Employment Department 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. It is also creating a new system for Paid Family and Medical Leave contributions. These new systems will improve UI benefits payments and delivery of employment services through transformed business processes and system capabilities.

QA by CSG℠

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's 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 here to help.

SALEM

READ MORE ABOUT *QA by CSG℠*.

OCM by CSG℠

ANNAPOLIS

ORGANIZATIONAL CHANGE MANAGEMENT FOR MARYLAND

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.

OCM by CSG℠

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.

AUGUSTA

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 UC Tax and Benefits System. The new UC System affects the work processes of hundreds of employees, and as it is put in place, BUC is preparing staff for the transition.

### CSG PROVIDES ORGANIZATIONAL CHANGE MANAGEMENT

The State selected CSG to provide organizational change management and development services to prepare BUC 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 is here to help the State achieve their program modernization goals.
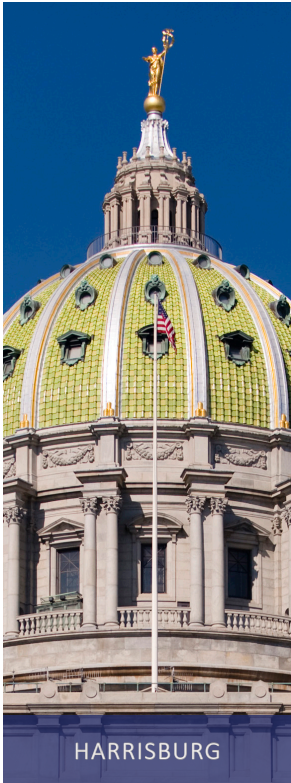
READ MORE ABOUT *OCM by CSG℠.*

INDEPENDENT VERIFICATION AND VALIDATION FOR PENNSYLVANIA

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

IV&V by CSG℠

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's 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 world-class and globally competitive. CSG was there to support its goals.

HARRISBURG

MISSOURI'S WORKERS' COMPENSATION SYSTEM MODERNIZATION

The Missouri Department of Labor and Industrial Relations, Division of Workers' Compensation (DWC) 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.

IV&V by CSG℠

DWC 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.

DWC 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.

JEFFERSON CITY

READ MORE ABOUT *IV&V by CSG℠.*

TEAMCSG℠ TOOLS

TEAMCSG℠ PLATFORM

CSG deploys our automated suite of high-value TeamCSG℠ 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 TeamCSG℠ tools on a SharePoint, web-based collaboration platform that is supported by our internal technology organization, CSG Tech.

TEAMCSG℠ TOOLS

✓ **TeamCSG℠ 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.

✓ **TeamCSG℠ 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.

✓ **TeamCSG℠ 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.

TeamCSG℠ Project Management and
TeamCSG℠ Operational Readiness

✓ **TeamCSG℠ 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.

✓ **TeamCSG℠ 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.

✓ **TeamCSG℠ 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.

OUR CLIENTS

The CSG story is the story of our clients. We are totally dedicated to their success. For 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
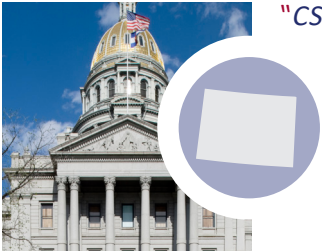
"CSG's IV&V reporting is timely and informative. Their national experience serves them well in developing reporting that is both clear and concise and that provides us with well-defined, actionable items that move our project forward."

Sharon Roberts, Senior Project Manager
State of Colorado
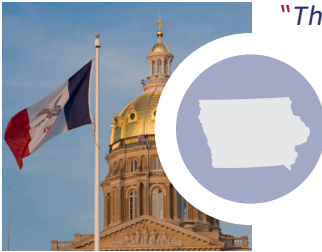
"The CSG PMO Team collaborates and works closely with State staff as part of the PMO on a daily basis and they also work effectively with our implementation vendors. CSG is a good partner and they share the same goal as the State, which is a commitment to the success of our program modernization."

Lorrie Tritch, Chief Information Officer
Iowa Department of Human Services

"CSG's expertise enabled the modernization of our system and moving to shared-services in a Service Oriented Architecture. Their knowledge of requirements definition, alternatives analysis, and feasibility studies positioned them well to help us achieve our goals. I recommend CSG as a strong partner in modernization strategy and planning."

Debra Meier, Program Manager
State of Minnesota

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.