

UWC Annual National UI Issues Conference
An Ocean of Innovation in Unemployment Insurance
San Diego, CA
State UI IT Systems Development & UI SIDES
Joe Vitale – ITSC Director

June 18, 2015

Who is the ITSC?

WHO ARE WE?

The **I**nformation **T**echnology **S**upport **C**enter is an innovative national collaboration of all state workforce agencies, the U.S. Department of Labor and private sector partners. The ITSC is a non profit organization supporting the unemployment insurance (UI) program.



1994

established by

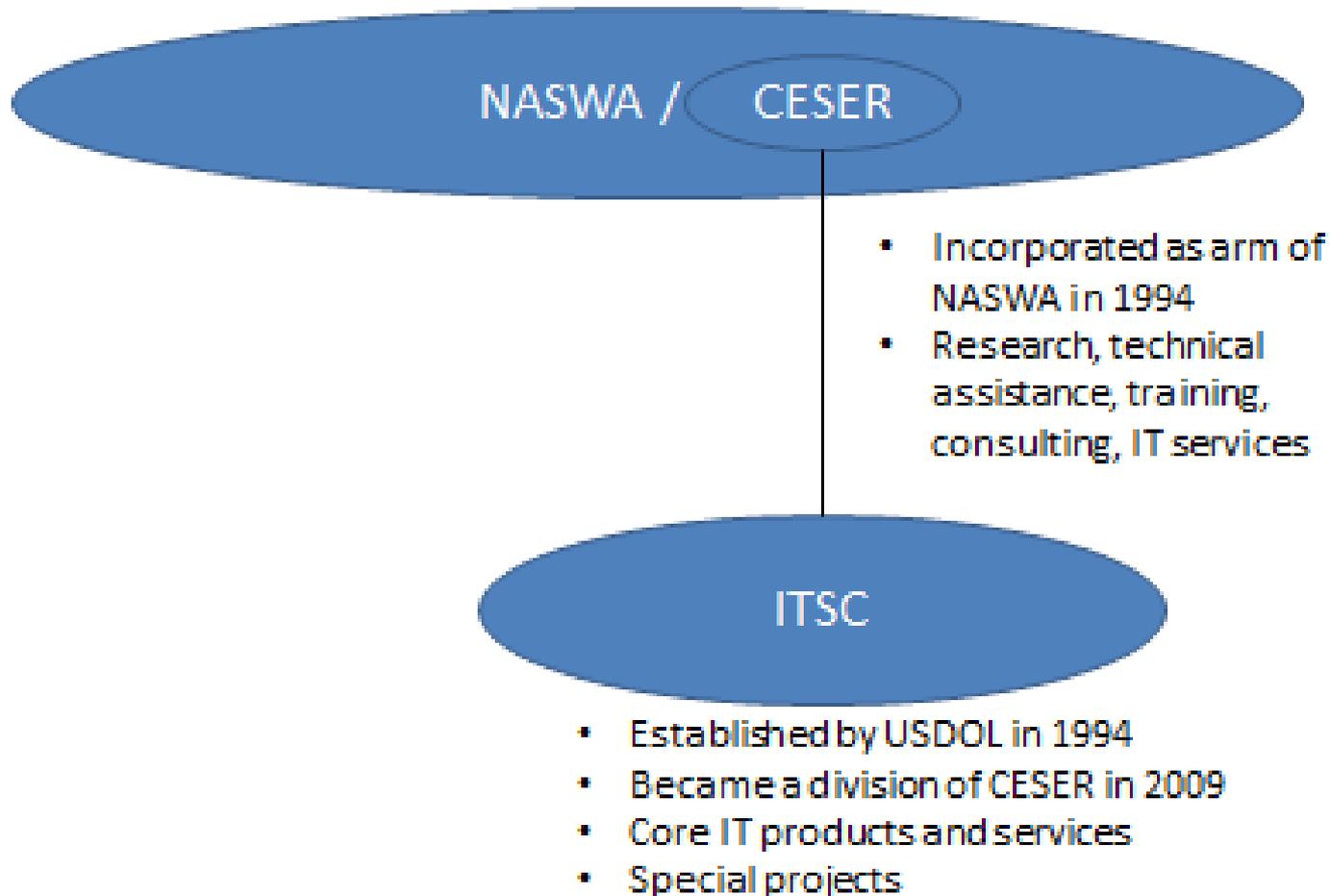


2009

merged with



NASWA Structure



ITSC Steering Committee Governance

- **Unemployment Insurance Directors**
 - Laura Boyett – State of Maine (Chair)
 - Brett Flachsbarth – State of Kansas
 - Benjamin Peirce – State of Wisconsin
- **Information Technology Directors**
 - Sriram Vilayanur – State of New Jersey
 - David Haws – State of Nevada
 - Gail Overhouse – State of California
- **State Administrators**
 - Dale Smith – State of Mississippi
 - Ellen Golombek – State of Colorado (Vice-chair)
- **Member-at Large**
 - Lisa Marsh – State of Washington
- **U. S. Department of Labor**
 - Jim Garner – Deputy Administrator
- **ETA/OUI**
 - Betty Castillo – Chief, Division of UI Operations
- **Grant State Representative**
 - Dave McClone – UI Director State of Maryland (non-voting)
- **ITSC Director**
 - Joseph Vitale (non-voting)

ITSC Members Website

Information Technology Support Center John Quichocho

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Search this site:

ITSC Members | **ITSC Products** | **UI IT Modernization** | **UI Learning Center** | **Project Portals** | **UI SIDES** | **UI CoP**

Members

- Change Password

About ITSC

- The ITSC
- NASWA/CESER

ITSC Contact Information

- ITSC Steering Committee Members
- ITSC Staff Directory

Technology

- IT Security
- UI Integrity Cross Matches and Data Exchange Checklist (PDF)
- Security Assessment Preparation Checklist (PDF)

Product Support

- SDDS

Training Announcement
Business Analyst Boot Camp for UI SMEs

ITSC is pleased to announce a new course, **Business Analyst Boot Camp for UI Subject Matter Experts (SMEs)**. This course will be offered on April 21-23, 2015 in Washington, D.C. at the NASWA/ITSC offices. Space is limited to 16 participants for the April session.

- Course Announcement and Description (PDF)
- To Register, click **here**. Select "UI BA Boot Camp" in the drop down menu.

ITSC Products

The UI Business Process and IT Modernization Guidebook and Wiki

A wiki collection of UI IT modernization project information from across the nation including best practices and lessons learned from single state and consortia based UI IT projects.

ITSC IBM Rational Requirements Composer

A requirements gathering tool that provides rich requirements definition capability in a single Web-based application.

UI Learning Center

Online UI program and technical training for all federal and state employees within the UI Program.

Project Collaboration Portals

A collaborate environment for the UI community and state project teams to interact with each other and share information.

News

- Business Analyst Boot Camp for UI Subject Matter Experts (SMEs)
- UI Learning Center Launches a UI IT Security Course on "Access Control"
- 2015 UI Technical Training Courses (In Person)
- UI IT Security Resources
- OccuCoder, ITSC's Job Matching Tool
- Access to Best Practices and Benchmarking Tools from APQC
- Featured Products and New Website Changes
- Successful Practices on UI CoP
- UI Claimant and Employer Message Toolkit FAQs

ITSC Partners

- United States Department of Labor
- Maryland Department of Labor Licensing and Regulation
- National Association of State Workforce Agencies (NASWA)
- Center for Employment Security Education and Research (CESER)

External Links

- ETA Advisories
- USDOL
- NASWA
- Unemployment Insurance (UI) Community of Practice

UI Learning Center

- Provides a platform to deliver content, monitor participation, and assess learner performance Single Sign-on
- A central area for an online community, allowing interactive communication among learners and trainers
- Delivers e-learning, electronic versions of print materials, facilitator materials
- Is SharePoint-based
- Available from the ITSC member site www.itsc.com



The screenshot displays the ITSC UI Learning Center website. The top navigation bar includes links for Home, My Learning, Learning Catalog, Instructor-Led Training Management, Course Management, Reports, Administration, and ITSC Members Site. The main content area features a welcome message, a navigation sidebar on the left, and an announcements section with a table of recent updates.

ITSC
Information Technology Support Center

Home | My Learning | Learning Catalog | Instructor-Led Training Management | Course Management | Reports | Administration | ITSC Members Site

Welcome to the UI Learning Center

The Unemployment Insurance Learning Center provides Unemployment Insurance training for all federal and state employees within the UI Program. This learning center is sponsored by the U.S. Department of Labor's Employment and Training Administration's Office of Unemployment Insurance. The learning center provides both program and technical training on a wide range of UI and IT topics. Currently you may access online training and training materials. Moving forward, you will be able to register for classroom training and webinars.

The UI Learning Center is comprised of training modules that are designed to supplement existing state training. These modules provide a general understanding of UI topics for employees at all levels. The UI Learning Center seeks to provide UI Federal and state employees training on UI and IT processes and share available UI resources.

Use the navigation on the left to access the full course catalog under "Learning Catalog." To view your current enrolled courses, click "My Learning."

Announcements
new announcement or edit this list

✓	Title	Modified
	BA Boot Camp to be held in Washington, D.C. April 21-23, 2015	February 24
	ITSC Learning Center Upgrade Complete	September 24, 2014
	Reuse and Customize Instructor-led Materials for UI 101 Training for Vendors	May 22, 2014
	Centralized Access to UI IT Training	October 7, 2013

Business Analyst Boot Camp for UI Subject matter Experts

Transitioning from the Role of UI SME into UI BA

Improving UI Business Processes

Gathering, Documenting, and Managing UI Requirements

Writing Effective UI Use Cases and Requirements

Selecting and Working with Development Vendors

Agenda

- What is Business Analysis and What Does a Business Analyst Do?
- The UI BA's Role in Modernization Readiness and the Software Development Life Cycle
- The UI BA's Contribution in Discovering and Documenting Requirements

Activities

- Participate in a Group Session to Elicit and Document Requirements

Notes

- Classes are 'standalone' and can be taken out of order
- The classes are instructor-led, in-person training
- Content is adjusted to meet the needs of each class
- The complete curriculum requires 3 full days of training

Agenda

- What is a Business Process?
- Top-down Development
- As Is vs. To Be Analysis
- Business Process Improvement Methodologies
- Other State/Consortium Processes
- Traceability in Business Process Improvement

Activities

- Lighthearted look at a large organization improving its business processes
- Write an Improved Business Process

Notes

- Not intended to be a complete class in Business Process Reengineering
- Discusses the UI Business Analyst's role in Refining Business Processes

Agenda

- What is a Requirement?
- RFP-ready Requirements and how they fit into Modernization Readiness and the Software Development Life Cycle
- Business Rules and What Drives Them
- Categorizing Requirements
- Gathering Quality Requirements
- Documenting Requirements
- Validating and Packaging Requirements
- Leveraging the Work of Other States and Consortiums

Activities

- Identifying Good Requirements
- Changing Poor Requirements to Good Requirements
- Good and Bad Business Rules
- Functional and Non-functional Requirements
- Tracing Business Rules to Use Cases/ Functional Requirements

Agenda

- What is a Use Case?
- Advantages of Use Cases
- Discussion of concepts as they arise in the use case review
- Use Cases and Project Scope
- Writing an RFP-ready Use Case
- Use Case Diagrams
- Traceability and Use Cases
- Managing Use Cases

Activities

- Compare and Contrast a List of Requirements from Other States
- Comparing and Contrasting Use Cases from Other States
- Complete an Incomplete Use Case
- Write a Use Case

Notes

- Use Cases are high-level, suitable for use in an RFP

Agenda

- The UI BA Role in the Development Initiation Stage of Modernization Readiness
- How the UI BA may be Involved in the RFP Review Process
- Role of the Vendor in the Modernization Project
- Relationship of UI BAs to Vendor BAs
- Varying Vendor Development Methodologies and How they Affect the Role of the UI BA
- UI BA Interaction with the Vendor throughout the Software Development Life Cycle

Activities

- Participate in a Vendor-led JAD Session
- Build a Test Case
- Compare Design-Ready Use Cases from States & Consortiums

Notes

- Overall scope of this class is to provide SMEs with skills and understanding to effectively interact with the development vendor

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An Introduction to the Business Analyst Role for UI Managers

AN INTRODUCTION TO THE BUSINESS ANALYST ROLE FOR UI MANAGERS

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Software Development Life Cycle (SDLC)

Business Analysis occurs in the defining requirements phase and **everywhere** throughout the project.

```
graph TD; BA[Business Analysis] --> RG[Requirements Gathering]; RG --> D[Design]; D --> DEV[Development]; DEV --> T[Testing]; T --> I[Implementation]; I --> MS[Maintenance / Ongoing Support]; MS --> BA;
```

AN INTRODUCTION TO THE BUSINESS ANALYST ROLE FOR UI MANAGERS

20

State UI Trainers Forum for Sharing Best Practices

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State UI Trainers' Forum

Search this site

State UI Trainers' Forum EDIT LINKS

UI IT Trainers' Forum Home

Trainers Contact Info

Training Documents

State Examples and Models

Government Specs

Trainers' Best Practices Discussion Group

EDIT LINKS

State UI Trainers' Forum

This UI Trainers' Forum is a meeting place where state UI training personnel, responsible for creating and distributing UI training to state UI employees and other end users of UI software, can share resources provided by ITSC and training personnel from other states.

Examples of materials you will find on this site are:

- training plan templates that can be used to create justification and supporting text for desired training initiatives
- tips on how to write learning objectives for UI content
- guidelines for performing task analyses, including a task analysis spreadsheet with common UI tasks populated that can be traceable to learning objectives
- templates customized for UI content for leading elearning development systems, including Adobe Captivate, Camtasia, and Articulate Storyline
- guidelines for complying with government requirements for the distribution and display of online training, including the Shareable Content Object Reference Model (SCORM) and accessibility standards called out in Section 508 of the Federal Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998.

Use the **Best Practices Discussion Group** to see what other states are finding successful, to post you own best practices, or to direct questions to state trainers' who are facing the same challenges that you are.

Receive announcements of online learning segments and webinars that ITSC offers via the **ITSC Learning Center**, accessible from the ITSC.org members-only site.



UI Business Process and IT Modernization Guidebook

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UI Business Process and IT Modernization Guidebook

Search this site

ITSC Members ITSC Products UI IT Modernization UI Learning Center Project Portals UI SIDES UI CoP

WELCOME TO

The UI Business Process and IT Modernization Guidebook

[How To Guide | Set up Alerts | Manage Alerts](#)

[CLICK HERE](#) to watch the kickoff webinar for this guidebook.

CHAPTERS

- Executive Summary
- Executive Advocacy
- Strategic Planning | Abstract
- Funding
- Request for Proposal, Terms and Conditions, and Statement of Work | Abstract
- Appropriate Levels of Staffing
- Project Management | Abstract
- Selecting and Managing the Development Vendor
- Requirements | Abstract
- Data Conversion and Migration | Abstract

The UI Business Process and IT Modernization Guidebook and Wiki is a collection of UI IT Modernization project information from across the nation including best practices and lessons learned from single state and consortia based UI IT Modernization projects. This is a SharePoint Wiki site where state users can access the document, provide updates on any section, collaborate with other states, research key factors of success on these large IT projects and continue to grow this online encyclopedia of UI IT Modernization projects.

The focus of the guidebook is to:

- PROVIDE** a snapshot overview of UI IT Modernization projects across the nation.
- PRESENT** a compilation and discussion of key UI IT Modernization projects best practices and lessons learned organized by the life cycle of these projects in both an abstract or summary view and a detailed chapter discussion with references and examples.

The UI Business Process and IT Modernization Guidebook

Executive Summary

Executive Advocacy

Strategic Planning (Abstract)

Strategic Planning

Funding

Request for Proposal (Abstract)

Request for Proposal

Appropriate Levels of Staffing

Project Management (Abstract)

Project Management

Selecting and Managing the Development Vendor

Requirements Abstract

Requirements

Data Conversion and Migration (Abstract)

Data Conversion and Migration

Design and Architecture Patterns (Abstract)

The objective of this online electronic library is to aid in the sharing and reuse of information and best practices as related to UI IT Modernization.

- Provide costs, schedule scope and a snapshot overview of UI IT Modernization projects across the nation.
- Present a compilation and discussion of key UI IT Modernization projects best practices and lessons learned organized by the life cycle of these projects
- Both a summary view and a detailed chapter discussion with references and examples are included.
- Promote the leveraging of successful practices by states and consortia embarking on UI IT Modernization projects

UI IT Modernization Guidebook and Wiki

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ITSC Information Technology Support Center
Pre-Implementation Planning

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Search this site

UI IT Modernization Pre-Implementation Planning Checklist

Pre-Implementation Planning Checklist.xlsx

UI Modernization Pre-Implementation Planning Checklist

Functionality is Fully Available or Workaround in Place for the following:

Before Go-Live	After Go-Live	Tasks	Status	Comments
		All benefit and tax functions have been fully tested and are fully operational (unless work around planned for and tested) including, but not limited to:	Not Started	
		1. Claim Filing (For all supported programs: UI, Unemployment Compensation for Federal Employees, Unemployment Compensation for Ex-Servicemembers, Combined Wage Claim, Disaster Unemployment Assistance, Trade Readjustment Allowances, any extensions, etc.);		
		2. Monetary determinations;		
		3. Non-monetary determinations (separation and non-separation issues);		
		4. Continued Claims processing;		
		5. Benefit payment mechanisms (direct deposit, debit card, checks);		
		6. Employer liability determinations;		
		7. Tax rate computation;		
		8. Employer Delinquency Enforcement;		
		9. Employer Tax and Wage report processing;		
		10. Benefit Charging; and		
		11. Appeals.		
		Federal reporting, including data validation		
		State UI program management reporting (for example, tracking of initial and continued claims by age), management dashboard, ad hoc and system logging reports,		
		Interfaces with call center operations;		
		Interstate Connection (ICON) network interface		
		Other external interfaces, such as those required to retrieve wage record data, automatic cross matches for identity or other integrity purposes, etc.		
		System generated forms and correspondence		
		Printing processes		
		Imaging and scanning, as needed		
		Batch Processes, including execution timelines		
		Workflows verified and adjusted, as needed		
		Conduct thorough review of system generated issue flags/triggers to ensure		

The UI Business Process and IT Modernization Guidebook
 Executive Summary
 Executive Advocacy
 Strategic Planning (Abstract)
 Strategic Planning
 Funding
 Request for Proposal (Abstract)
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 Project Management (Abstract)
 Project Management
 Selecting and Managing the Development Vendor
 Requirements Abstract
 Requirements
 Data Conversion and Migration (Abstract)
 Data Conversion and Migration
 Design and Architecture Patterns (Abstract)

All benefit and tax functions have been fully tested and are fully operational including, but not limited to:

1. Claim Filing (For all supported programs: UI, Unemployment Compensation for Federal Employees, Unemployment Compensation for Ex-Servicemembers, Combined Wage Claim, Disaster Unemployment Assistance, Trade Readjustment Allowances, any extensions, etc.);
2. Monetary determinations;
3. Non-monetary determinations (separation and non-separation issues);
4. Continued Claims processing;
5. Benefit payment mechanisms (direct deposit, debit card, checks);
6. Employer liability determinations;
7. Tax rate computation;
8. Appeals.

Federal reporting, including data validation
 State UI program management reporting (for example, tracking of initial and continued claims by age), management dashboard, ad hoc and system logging reports,
 Interfaces with call center operations
 Interstate Connection (ICON) network interface
 Other external interfaces, such as those required to retrieve wage record data, automatic cross matches for identity or other integrity purposes, etc.
 System generated forms and correspondence
 Printing processes
 Imaging and scanning, as needed
 Batch Processes, including execution timelines
 Workflows verified and adjusted, as needed
 Conduct thorough review of system generated issue flags/triggers to ensure

Sheet1 Sheet2

UI & Workforce Connectivity Tools

Shared Vision

- A single, integrated workforce system with UI as a core program providing income support
- UI claimants are job seekers too and a customer of the entire workforce system
- A workforce system with a “common front door”
- Enhanced reemployment services for all job seeker customers

A National View of UI IT Systems

(NASWA/ITSC Study – July 2010)

- States developed systems for UI operations generally in the 1970s and 1980s, and many are using the same “legacy” mainframe technology based systems today.
 - Note: In the NASWA/ITSC survey, over 90 percent of states reported using benefits or tax systems running on outdated hardware and software programming languages, such as COBOL.
- The survey found the average age of a state benefits IT systems is 22 years, and the oldest benefits system is 42 years. The average age of a state tax system is 24 years, and the oldest tax system is 41 years.
- Only eight states have a modernized benefits system, only three have a modernized tax system, and only one has modernized benefits and tax systems.

A Call to Innovate

Transformational Elements of New Vision:

- Common “Front Door” supported by integrated customer registration/common customer record
- “Real Time Triage” – integrated/automated data & information driving service delivery/customer choice throughout service delivery cycle
- Focus on Skills Transferability
- Social Media for Outreach & Service Delivery

Integrated Workforce Registration System

- A framework allowing for common data collection to be centralized
- Fully customizable customer platform
 - Questionnaire layout, length, and format
 - Data collected
- Single authentication with other workforce systems (Single Sign On)
- Built using open source technologies and methodologies
- Cloud ready system

The image displays two screenshots of the Integrated Workforce Registration System. The top screenshot is titled "Registration Step 1 of 6" and features a "Personal" section. It includes a "Welcome to IWRS" message with links for "Cloud Hosted IWRS" and "State Hosted IWRS". The registration form asks for personal information: First Name (Micky), Middle Initial, Last Name (Mouse), Date of Birth (02/10/1985), Birth City (Albany), Race (Asian), Ethnic Group (Hispanic), Name Alias, and Social Security Number (111-11-1111). The bottom screenshot is titled "Registration Step 2 of 6" and features a "Work Experience" section. It asks for Occupation (computer engineer), Current Employment status (Actively Looking), Authorization to work in the US (Yes), and Highest Level of Education (Associates Degree). Both screenshots include "Previous" and "Next" navigation buttons.

Making the Web A Communication Channel

- The internet has become the primary communication method for job seekers
- Job Seekers get a personalized real-time views
- Data spans all workforce partners
- Self service becomes a more enhanced experience

The screenshot displays a web application interface for a 'Workforce Integrated Profile Page' for New York State. The page is viewed in a Google Chrome browser window. At the top, the user is identified as 'John Doe' with a login date of 'January 12, 2014'. The main content area is divided into several sections:

- UI Claim Info:** Shows 'Unemployment Insurance Claim' with a 'Weekly Benefit Amount' of '\$500'. Below this, a calendar view displays key dates: 'Date of Claim: 01 Jan 2013', 'Claimed Date: 31 Oct 2013', 'Next Payment: 31 Sep 2013', and 'Last Payment: 31 Aug 2013'.
- UI Online Tools:** Includes a 'File UI Claim' button and contact information for the 'NY State Department of Labor' (Building 12, W.A. Hartman Campus, Albany, NY 12240).
- LMI/Job Forecast:** Provides statistics such as 'Avg Annual Openings within (State): 15700', 'Avg Annual Openings within (Zipcode): 1200', 'Avg Wage: \$1200', 'Employment Prospects: Good', 'Apprenticeship: Yes', 'Certification Requirements: Java, J2EE', 'Educational Requirement: True', and 'Years of Experience: 5 Years'.

The left sidebar contains navigation icons for Dashboard, Claim, Job Forecast, Messages, Training & Activities, and Job Postings. An 'Inbox (1) / Secure Message Center' notification is visible at the bottom of the main content area.

State Consortia

- **UI IT modernization through state consortia is a new approach currently underway**
- **Multiple states pooling their resources in pursuit of a single common system they can each use**
- **The Unemployment Insurance State Information Data Exchange System (SIDES) is an example of a successful consortium project**
- **DOL began funding state consortia in FY 2009**

First Phase of the Consortia Model

- In FY 2010 USDOL funded two consortia to determine if a consortia model could be used to build a new UI IT Benefits and or Tax System.
- Was it feasible and could the states work together?
- In addition was there a high enough level of commonality of the requirements between the states in the consortium to make building a common system practical?
- AWIN consisting of Arizona, Wyoming, Idaho and North Dakota and SCUBI consisting of Georgia, North Carolina, South Carolina and Tennessee were the first two consortiums formed to test out this model.

Consortia Model (cont.)

- **AWIN – developed both common Benefits and Tax requirements**
- **SCUBI – developed common Benefits requirements**
- **The Good News:**
 - **States discovered they can actually work together on a UI IT Modernization project leveraging fiscal and staff resources**
 - **States had more in common than they initially realized going into the project**
 - **Common requirements were in the range of 80% to over 85%**
 - **Obviously there were still 15% to 20% of unique state requirements**

Consortia Model (cont.)

- In FY 2011 USDOL provided funding for AWIN and SCUBI to move on to the next phase of their UI IT Modernization project
- Publish and RFP and Select a Vendor to Design, develop and Implement the new common UI IT System
- Note:
 - AWIN changed to WyCAN as Idaho dropped out and decided to use the requirements developed to build a single state system for Idaho. Colorado joined the consortium and did a fit gap analysis of their requirements with the existing consortia requirements
 - In SCUBI the consortium was reduced to three states as Tennessee decided to also go the way of a single state model
- In FY 2011 USDOL also funded an additional consortium VMW (Vermont, Maryland and West Virginia) to do a phase one feasibility study and develop a common set of requirements

Consortia Model (cont.)

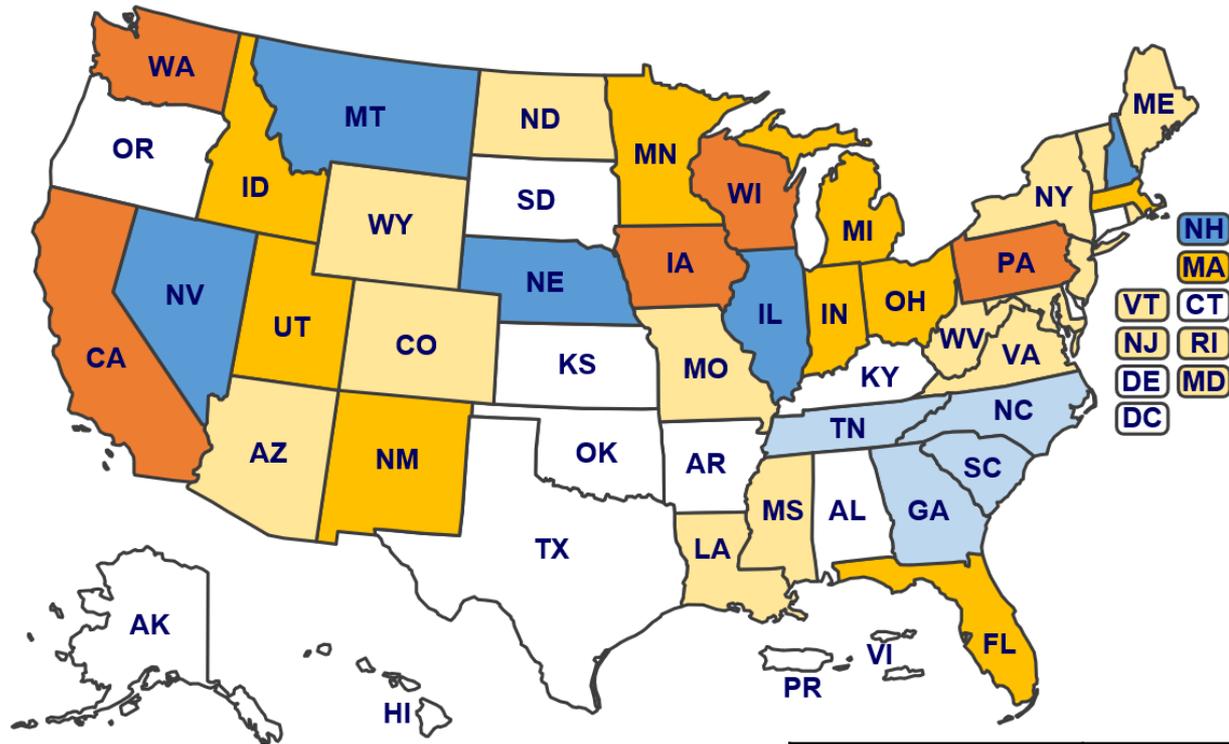
- In FY 2012 DOL funded another consortium MRM (Mississippi, Rhode Island and Maine) for development of a common system
- NY and NJ Funded to develop their requirements
- Mississippi was one of the first states to successfully modernize its UI IT system
- They discovered early on that they were not going to be able to support this system as a single state
- The MRM concept leveraged the already built modern UI IT system and are making it a common system for all three states
- This month MRM successfully went into production with the first phase of Benefits in MS

Where are The Consortia Today

Current UI IT Modernization Consortia Projects

Consortium Name	Scope	Status	Contractors
WyCAN (WY, CO, AZ, ND) FY 2009 – Feasibility FY 2011 - Development	UI Benefits, UI Tax, UI Appeals	In development	HCL America
SCUBI (SC, NC, GA) FY 2009 – Feasibility FY 2011 - Development	UI Benefits, UI Appeals	In development	CapGemini
MRM (MS, RI, ME) FY 2012 - Development	UI Benefits, UI Tax, UI Appeals	In development	Tata Consultancy Services.
VMW (VT, MD, WV) FY 2011 – Feasibility FY 2013 - Development	UI Benefits, UI Tax, UI Appeals	RFP Phase	
NJ/NY FY 2013 Feasibility	UI Benefits, UI Tax, UI Appeals	Developing Requirements	
NM/MA/FL FY 2013 - Build Components	UI Benefits and UI Tax Common Module Development	Requirements for and Implementation of Common Modules under Development	

State Unemployment Insurance Information Technology Modernization Status



COMPLETED	IN DEVELOPMENT	
		Benefits System Only
		Tax System Only
		Benefits and Tax System

UI SIDES

State Information
Data Exchange System

Brief Overview

June 18, 2015

Background - UI SIDES

SIDES streamlines information exchange for both states and employers by:

- Defining and using nationwide standard data exchange formats;
- Developing and maintaining technology infrastructure to facilitate secure exchange of information for state UI agencies, employers and third party administrators; and
- Providing a secure single point of contact.

SIDES facilitates data exchange formats for different types of UI functions:

- Separation Information
- Earnings Verification
- Monetary and Potential Charges
- Determinations and Decisions

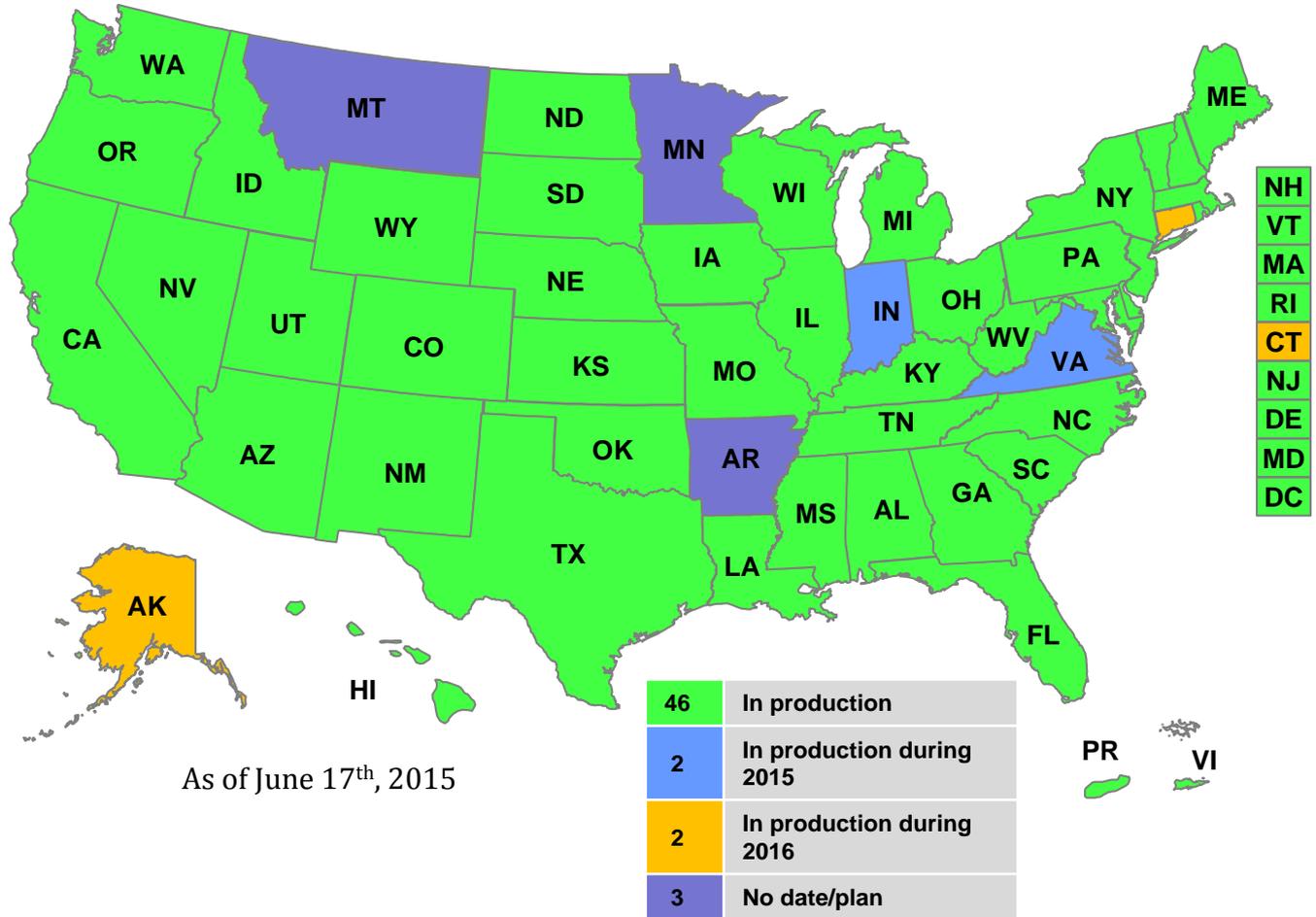
Advantages of UI SIDES

- Secure electronic exchange
- Standard format for data w/ edits and validations
- Quality and timely information.
- Significant % of determinations possible made w/o further contact (i.e. telephone).
- Single point of contact for both states and employers
- Fewer resources needed to gather information.
 - Reduce follow-up phone calls
- Fewer unnecessary appeal hearings and overpayments

UI State Information Data Exchange System (SIDES) Separation Information Exchange

Multi-State Third Party Administrators and Employers

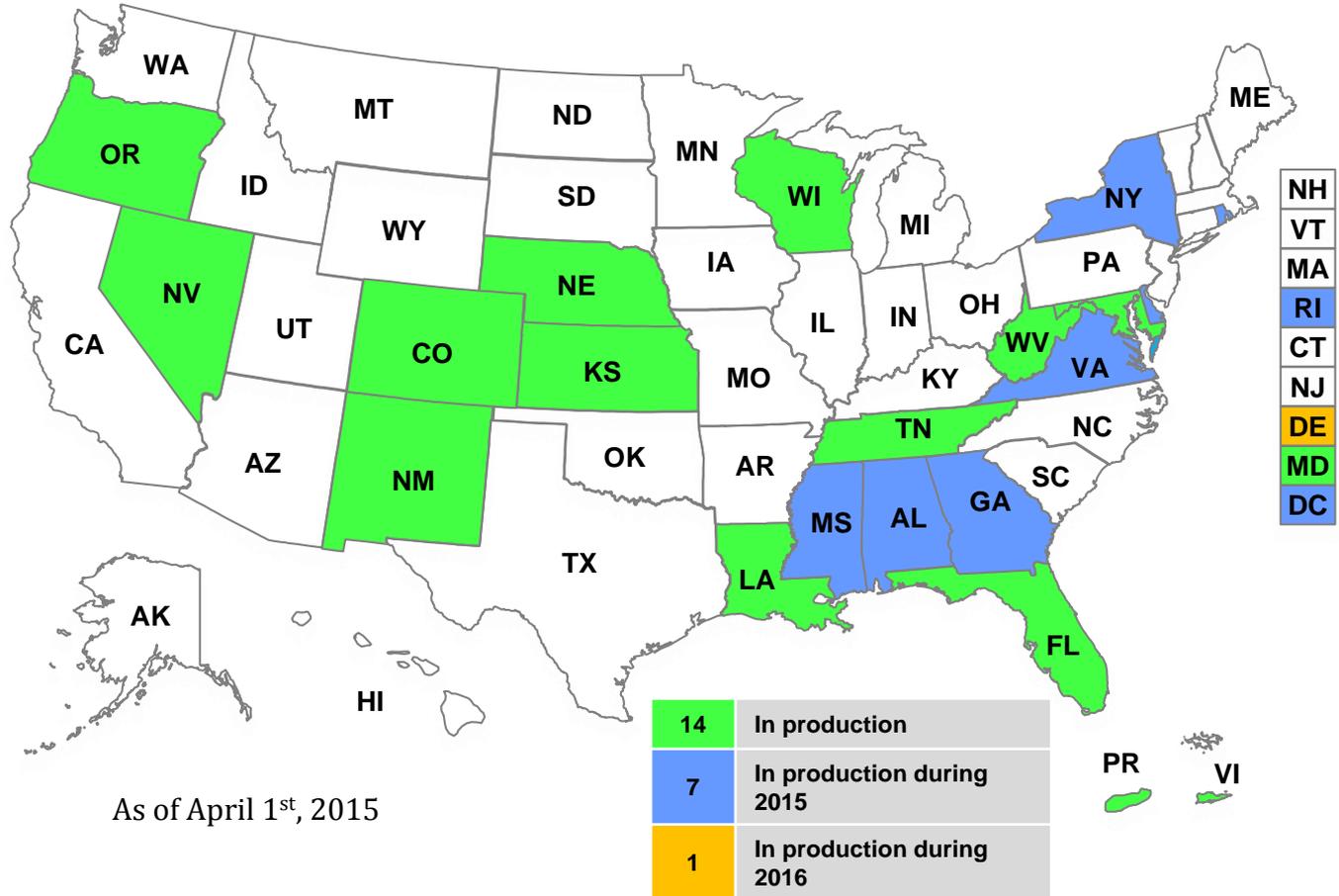
Equifax
ADP St. Louis
Employers Edge
Personnel Planners
Thomas and Thorngren
Caterpillar
Corporate Cost Control
Price Waterhouse Coopers
Intelligent Employee Solutions
ADP New Hampshire
AZ Labor Force
People Systems
Ernst and Young
Premier Employee Solutions
Dunn Corporate Resources



UI State Information Data Exchange System (SIDES) Earnings Verification Exchange

Multi-State Third Party Administrators and Employers

None

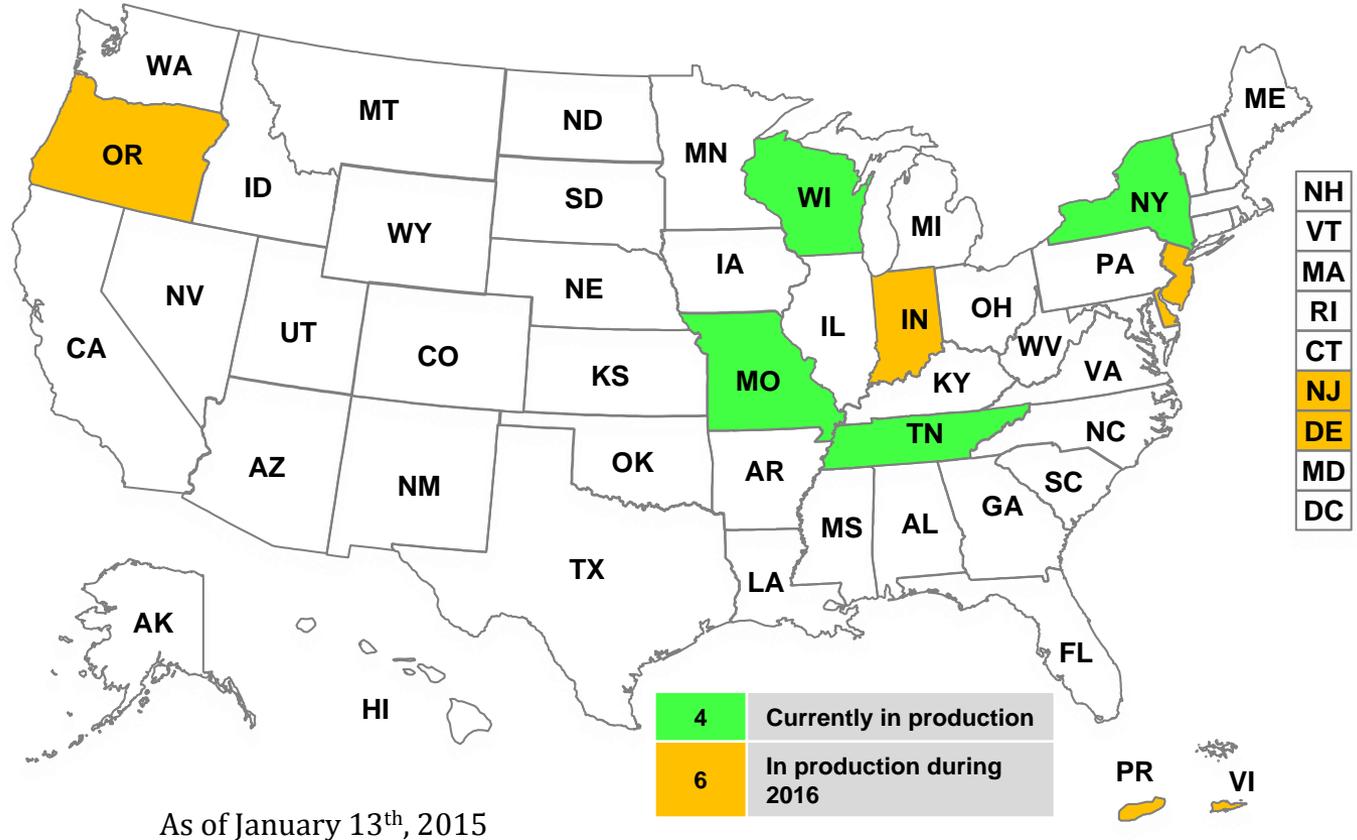


As of April 1st, 2015

UI State Information Data Exchange System (SIDES) Monetary and Potential Charges Exchange

Multi-State Third Party Administrators and Employers

People Systems

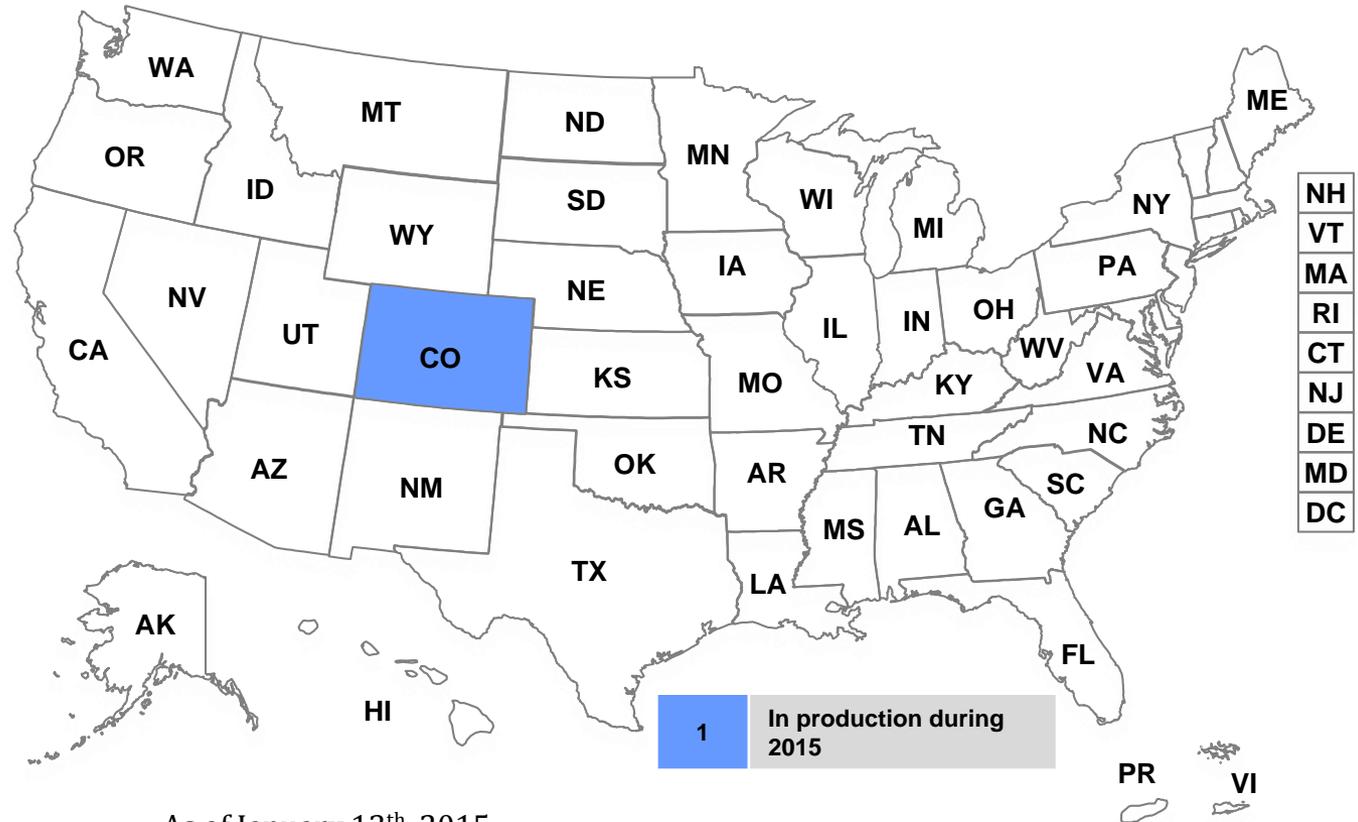


As of January 13th, 2015

UI State Information Data Exchange System (SIDES) Determinations and Decisions Exchange

Multi-State Third Party Administrators and Employers

None



As of January 13th, 2015



ITSC Information: <http://itsc.org>
Joseph Vitale, ITSC Director
Joe.vitale@itsc.org or (202) 650-5151