



UI Technology Connection 2003

Breakout Sessions

Vendor Perspective Panel

June 11, 2003

Agenda



- Introductions
- Bio's
- Breakout Session Overview
- Topics
- Open Discussion
- Questions

Panelist



- Lynnette Stern, Northrop Grumman Mission Systems
- Mike Talley, Vector Solutions
- Ron Dischert, Deloitte Consulting
- Tim Peterson, Integrity Solutions Group (Moderator)

Bio for Lynnette Stern



Lynnette Stern is the Labor, Tax and Revenue Practice Manager for Northrop Grumman Missions Systems with over 20 years of consulting and management experience. She is nationally recognized as a subject matter expert in the Unemployment Insurance program. Ms. Stern has served as the project manager for unemployment insurance tax system implementations for the District of Columbia and Montana.

Prior to joining Northrop Grumman Mission Systems in 1997, Ms. Stern served 14 years in various leadership positions with the Montana Department of Labor and Industry. She participated in the design and development of several Unemployment Insurance Program initiatives including the Tax Performance System and Data Validation.

Her management experience encompasses both state government and private sector positions. Along with project management, Ms. Stern has skills and experience in planning, system analysis and design, business process reengineering, organizational change management, quality assurance, systems testing and user training.

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Bio for William M. “Mike” Talley

Mike is a Senior Program Manager with Vector Solutions, Inc, based in Tallahassee, Florida. Mike and Vector provide Project Management, Business Process Reengineering, Systems Architecture & Design, Web Development, Mainframe Development and Consulting Services for the State of Florida, Agency for Workforce Innovation. In the past 5 years Mike has managed the following projects: Automated UC Employer Notification and Response, Internet based Fact Finding, No Touch Processing, Internet Appeals, Internet Continued Claims, Internet Initial Claims, Appeals System Reengineering, as well as Benefits Overpayment System Reengineering.

In particular, Mike has managed the FLUID project, which has allowed unemployment claims to be filed and managed over the Internet. Over 50% of all UC claims in Florida are now taken on the Internet. The State’s team members have received two Davis Productivity Awards from Florida Tax Watch for the dramatic increase in customer service and reduction of costs that were enabled by the systems implemented with this project.

Mike has many years of experience managing Internet, client/server and mainframe projects having managed and participated in all aspects of system development for the large enterprise. His projects have spanned industry categories as diverse as manufacturing, utilities, insurance and government

Mike is a graduate of Georgia Institute of Technology with a degree in Electrical Engineering. He is a member of the Project Management Institute (PMI) and the Institute of Electrical and Electronics Engineers (IIEE). Mike is married and the father of four daughters (two sets of twins!!)

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Bio for Ron Dischert



Ron is an Austin-based Director in the Public Sector practice of Deloitte Consulting with over twenty-nine years experience in state and local government large-scale systems planning, design, development and implementation. He has been with Deloitte Consulting for twenty years. Over the last eight years Ron has been focused in designing, developing and implementing unemployment insurance (UI) benefits systems. Ron is currently serving as Project Manager for the state of Ohio Job Insurance (OJI) project. When complete OJI will provide a fully web-enabled benefits application to support claimant, employer and third party administrator self service as well as a web-based staff view in support of Ohio's migration to call centers. The current project team is comprised of approximately 80 state of Ohio and Deloitte Consulting personnel.

Ron has also served as Project Manager for the state of Washington Employment Security Department's GUIDE (Government Unemployment Insurance Development Effort) project assisting the department with the successful implementation of their unemployment insurance benefits system. The project team of seventy people was comprised of client, subcontractor and Deloitte Consulting personnel. Ron has provided leadership in the development of the Deloitte Consulting web-based unemployment insurance application (e-QUIP). Deloitte Consulting's e-QUIP solution set contains functionality to support UI benefits as well as UI tax functions in support of state DOLs. Ron was a systems analyst at the County of San Diego for six years prior to working in public sector consulting.

Ron is a certified Project Management Professional (PMP) and is a member of the Project Management Institute (PMI)

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Bio for Tim Peterson



Tim is the Managing Director of the Integrity Solutions Group, LLC based in Helena, Montana where he provides Project Management, Planning, Design, and Implementation consulting services to Unemployment Insurance clients nationally. He focuses on supporting UI Modernization efforts including Benefits and Tax System Replacement, Internet Self Service Extensions, and Imaging and Workflow integration.

As a Senior Manager with KPMG Consulting, Tim led the team that developed the MISTICS system for the State of Montana, Department of Labor & Industry. The MISTICS system was recipient of the the 2002 winner of the Compass Award for Leading Tools and Technology. Each year the U.S. Department of Labor and the National Association for State Workforce Agencies present one Compass Award. The award is designed to recognize outstanding contributions to the development of new delivery methods for agency services; increasing access to information for customers; improved efficiencies for service delivery; timesaving automation; or other tools that improve customer services. In addition to the Montana Department of Labor, Tim has provided (and continues to provide) UI Modernization services to several other states.

Tim has many years of systems integration experience serving both public and private sector clients. In addition to providing consulting services to state government clients, Tim worked for several years as the Manager of Applications Development for the State of Montana Legislative Branch. He has extensive experience solving business problems using information technology solutions and proven business process reengineering techniques. His areas of specialty include project management, planning, system design, development, conversion, and implementation services. Tim has worked on several projects that have required coordination of complex multi-level government relationships, including federal agencies, states, internal agency departments, and oversight agencies such as federal and state auditors.

Tim is a graduate of Montana State University and has received the designation of Certified Project Management Professional (PMP) from the Project Management Institute (PMI).

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Breakout Session Overview



The purpose of this session is for the panel to share their thoughts on how to establish a positive vendor client relationship foundation and maintain that relationship for the duration of the project.

The take away from this session should be a clear understanding of what your vendor needs from you for a successful project (from the RFP to the final product).

Topics



1. Developing the RFP
 - Contract
 - Fixed Price versus Time and Materials
 - Technical Architecture
 - Scope / Function Definition and Control
2. Total cost of ownership
3. Risk management
4. Project Championship and guidance
5. Deliverables and the Approval Processes
6. State Participation
7. Incremental delivery versus bulk delivery
8. Solution Decision

Questions & Discussion

