

**UI Internet Applications:
“The Next Generation”**

UI Technology Connection Conference
Whitefish, Montana

June 10, 2003

John Yost

Agenda

- The State of UI Internet Applications
- The Characteristics of UI Internet Applications
- Some Examples of UI Internet Applications
- The Next Generation of UI Internet Applications

The State of Internet Applications

Why Are We Using the Internet for UI Applications?

- Convenient, global, (nearly) ubiquitous access
- Faster, cheaper:
 - ☛ Delivery of services (time to market)
 - ☛ Development of applications (cost of development)
- A key enabler technology for eGovernment, which demands:
 - Interactivity (Scripting, Multimedia)
 - Usability (“User-Friendly”)
 - Accessibility (Section 508, ADA, WAI)
 - Security (Authentication)
 - Privacy (Secure Socket Layer)
 - ☛ Integration (Portals)

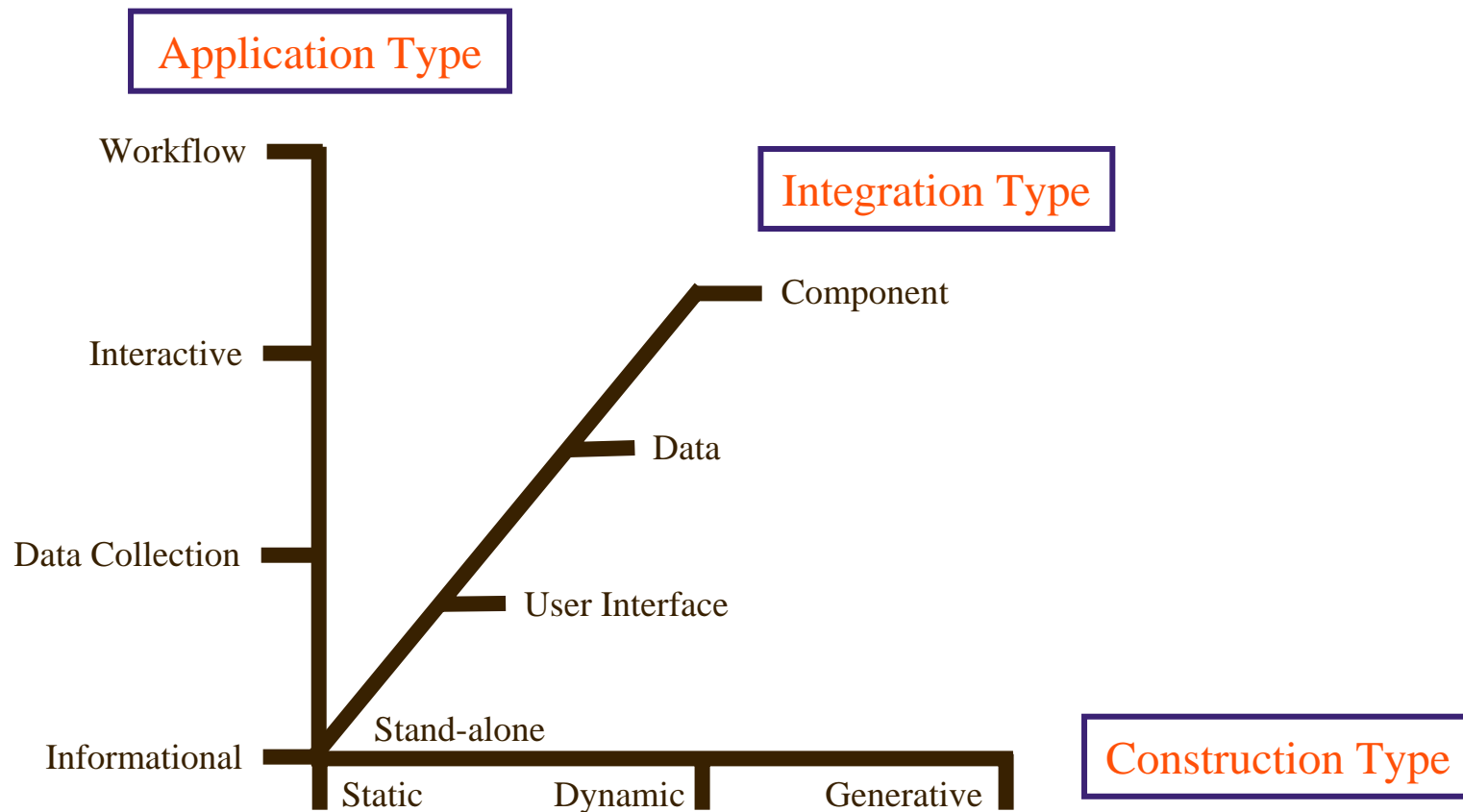
Where Are We Going With Internet UI Applications?

We are building applications that:

- Implement new and increasingly complex functions
- Integrate into the enterprise
- Use new techniques for application construction

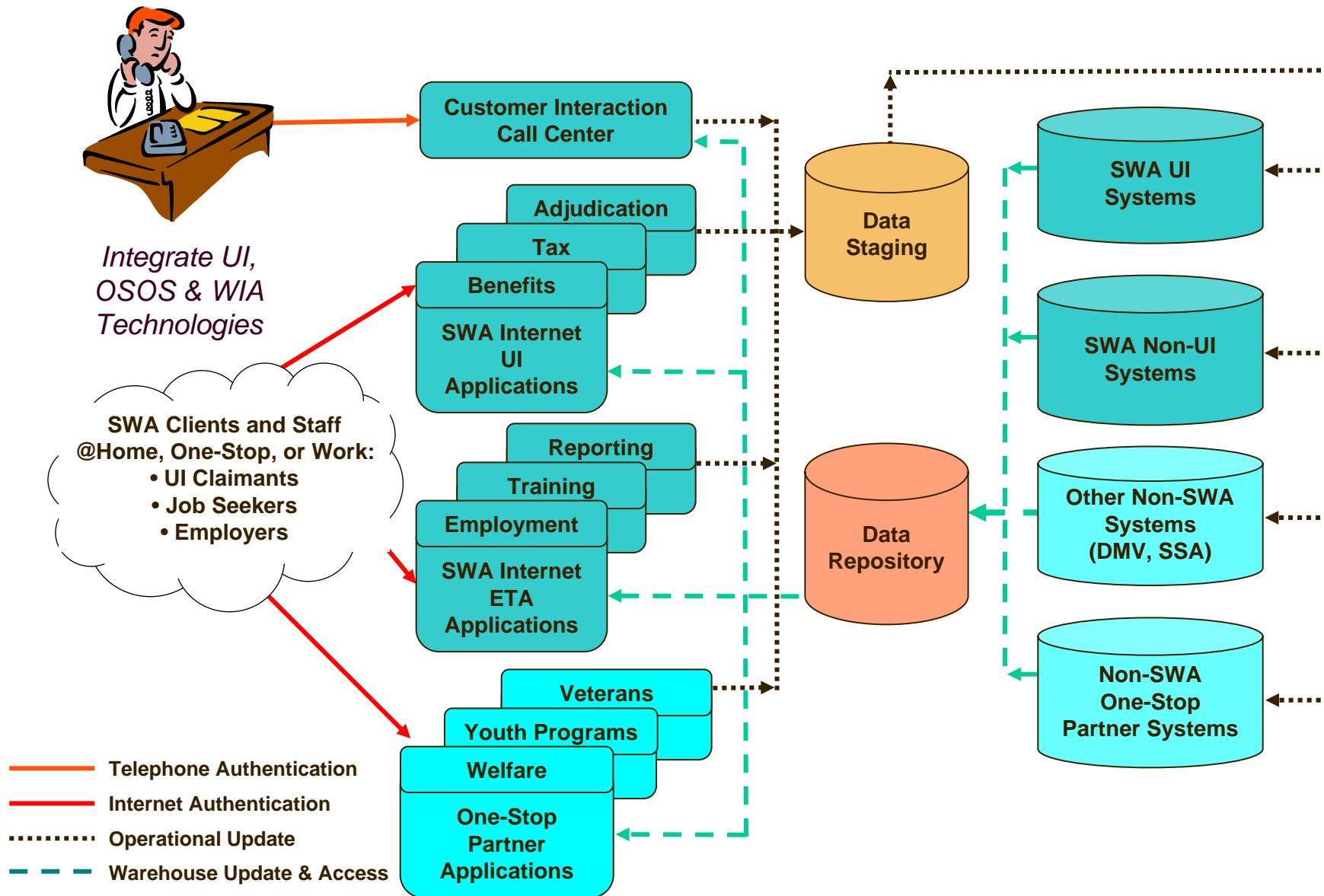
The Characteristics of Internet Applications

Internet Application Characteristics

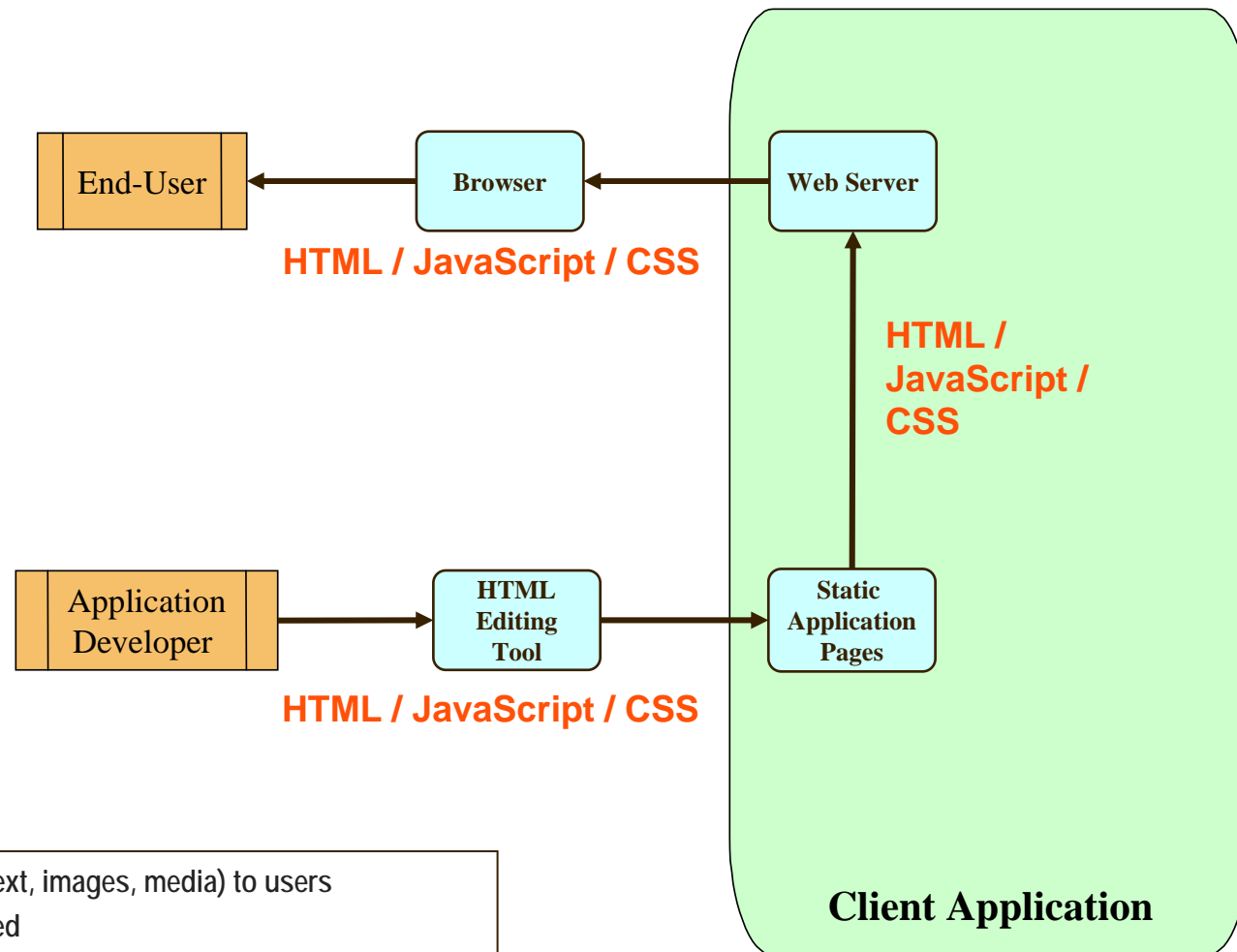


An architecture is necessary to control all these characteristics...

Systems Modernization Architecture

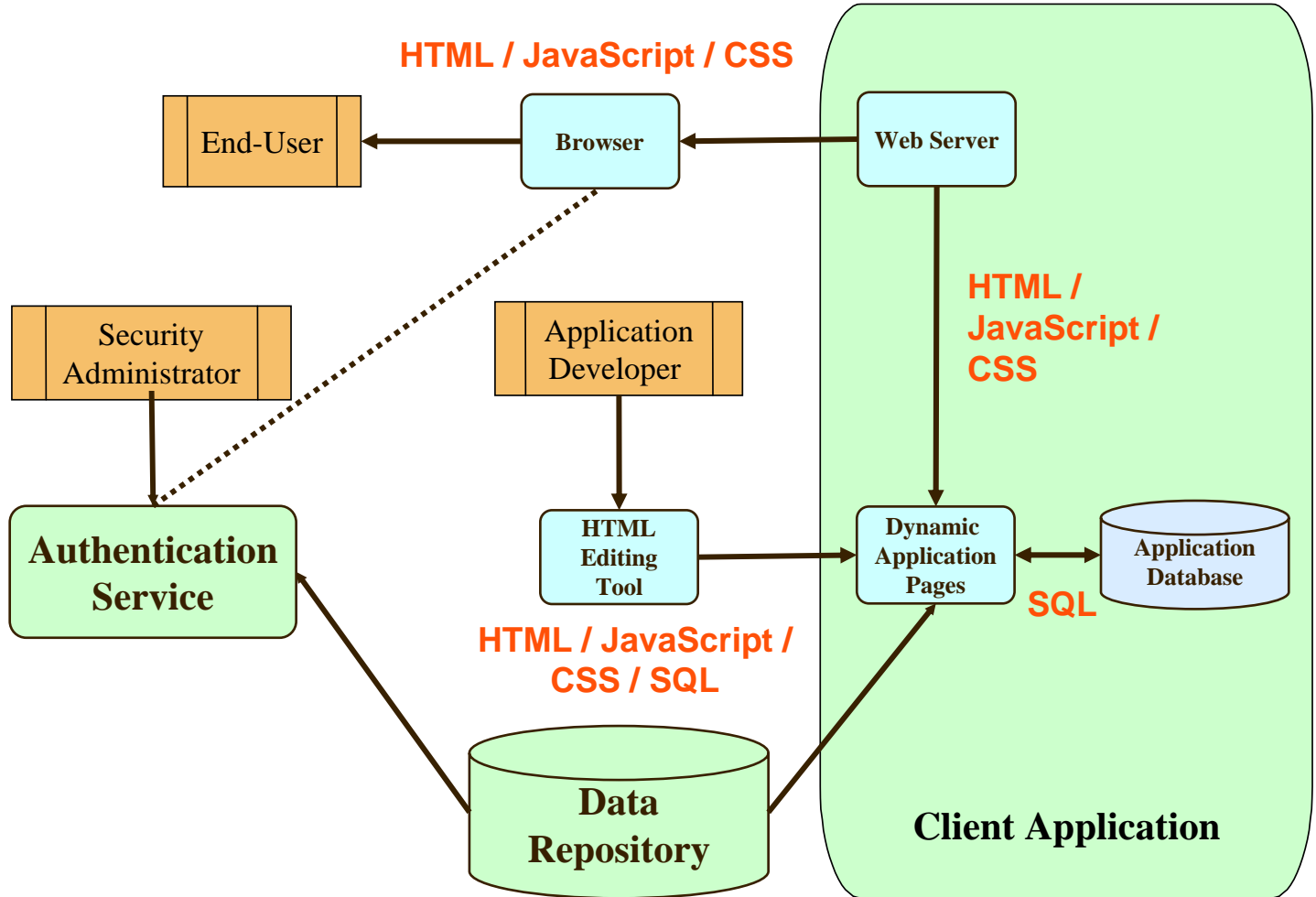


Static Application Technology



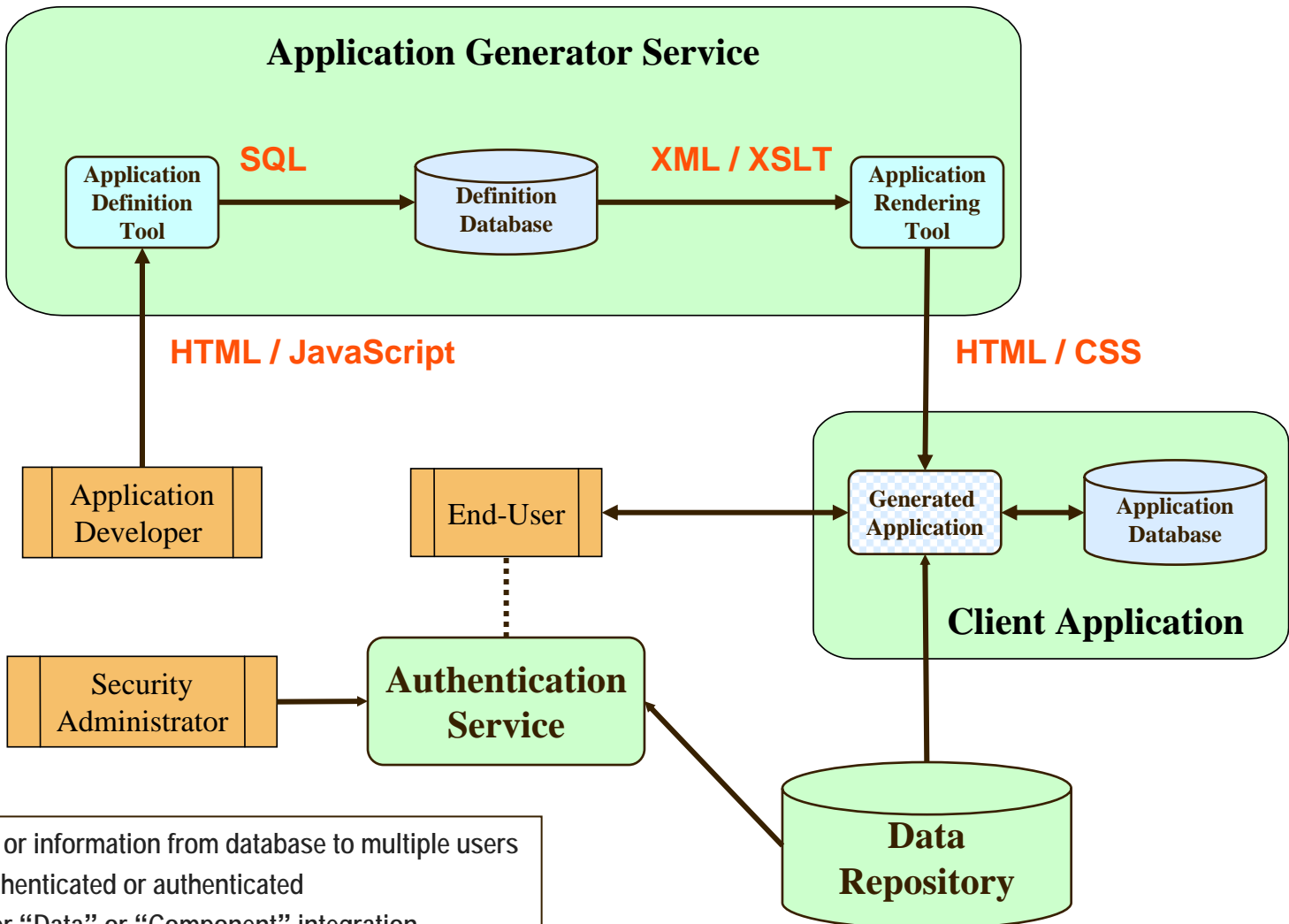
- Display information (text, images, media) to users
- Always unauthenticated
- Typically either "Stand-alone" or "User Interface" integration

Dynamic Application Technology



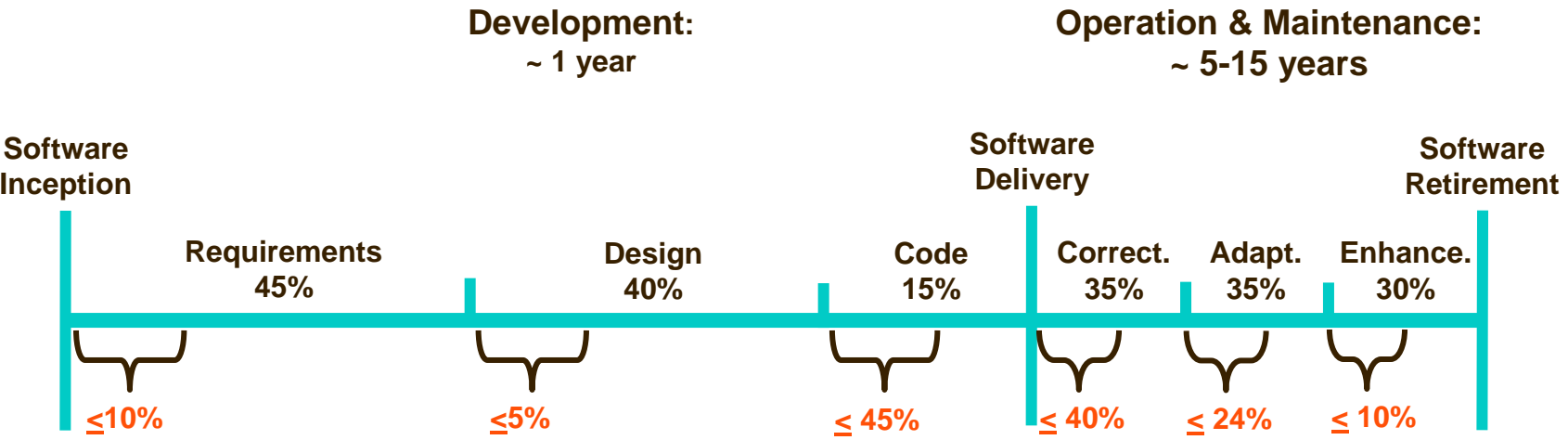
- Display forms or information to users
- Either non-authenticated or authenticated
- Typically either “User Interface” or “Data” integration

Generative Application Technology



- Display forms or information from database to multiple users
- Either non-authenticated or authenticated
- Typically either "Data" or "Component" integration

Generative Construction Savings***



- Reduction of operational and development costs
 - Faster and cheaper application development (~1% less overall)
 - Faster and cheaper application maintenance (~24% less overall)
 - Reusability by application “Component” integration
 - ☛ Modification by non-technical UI staff
- Improvement in Service
 - ☛ Faster application deployment and update


*** Estimated using best engineering judgment

Some Examples of UI Internet Applications

Informational Applications

- Display text, images, & media to users
- Typically “Static” construction
- Typically non-authenticated
- Typically either "Stand-alone" or "User Interface" integration
- Examples:
 - The MD DLLR website [Operational] (<http://www.dllr.state.md.us>)
 - The US DOL website [Operational] (<http://www.doleta.gov>)

Informational Application - USDOL Web Site

 **U.S. Department of Labor**
Employment & Training Administration

Directing business, adults, youth, dislocated workers, and workforce professionals to training and employment services.

www.doleta.gov Search: GO | [Advanced Search](#)

[Business](#) | [Grants/Contracts](#) | [Job Seekers](#) | [Research](#) | [Workforce Community](#) | [Youth](#) | [Find it! in DOL](#)

Monday, June 2, 2003

[Budget](#) | [UI Weekly Report](#) | [UI Alternate Site](#) | [Subscribe](#)

What's New in ETA

- [Labor Grant Will Aid Dislocated Oklahoma Workers](#)
- [Workforce Investment To Be Topic of Research Conference in Washington, D.C.](#)
- [Secretary of Labor Awards \\$53.1 Million For Workers Displaced By Foreign Trade](#)
- [U.S. Education And Labor Departments Announce Incentive Awards Totaling \\$29.8 Million](#)
- [U.S. Labor Department Hosts Biotechnology Industry Executive Forum In Newark, Delaware](#)

[Next 5 Items](#)

ETA News Headlines

[New Labor Grant To Maine Will Help Trade-Impacted Workers Pay For Health Insurance](#)
U.S. Secretary of Labor Elaine L. Chao announced a National Emergency Grant of over \$9.3 million that will pay 65 percent of qualified health insurance premiums for an estimated 2,800 Maine workers eligible for assistance under the Trade Adjustment Reform Act of 2002 and certain individuals who receive pension benefit payments from the Pension Benefit Guaranty Corporation (PBGC).

President Bush signed the Health Coverage Tax Credit (HCTC) program into law last year as part of the Trade Adjustment Assistance Act. The Department of Labor grant allows the State of Maine to immediately fund the costs of the program, ensuring that eligible Maine workers and their families have the help they need to pay their health insurance premiums. The grant provides health insurance premium assistance to recipients until the advance tax credit is operating in August 2003. The HCTC program is under the jurisdiction of the Internal Revenue Service.

[Compliance Assistance](#)
[Trade Reform Act 2002](#) **NEW**
[Personal Reemployment Accounts](#)
[Find it! in ETA](#)
[Regional Web Sites](#)
[ETA Organizational Information](#)
[Adult Programs](#)
[Apprenticeship](#)
[Career OneStop O*Net](#)

Data Collection Applications

- Display forms to users
- Typically "Dynamic" or "Generative" construction
- Typically non-authenticated
- Typically either "User Interface" or "Data" integration
- Examples:
 - Arizona Initial Claims, Continued Claims, Wage & Tax [Operational] (<http://www.de.state.az.us/esa/wtfilinginstr.asp>)
 - Rhode Island Initial Claims System [Operational] (<https://uiclaims.state.ri.us/RI-ICS/Intro/Index.asp>)
 - Delaware Initial Claims [In Test] (<http://iitf.itsc.org/DE-UICS/Claim/Index.asp>)
 - Wyoming Internet Claims Filing System [Operational] (<http://wyui.doe.state.wy.us/>)

Data Collection Application - Wyoming Internet Claims Filing System

PI1

Social Security Number (Required)

Format: 999-99-9999

Meaning: Enter your 9 digit Social Security Number.

Personal Information

Social Security Number *

Last Name *

First Name *

Middle Initial

Mailing Address *

Is your street address different from your mailing address? * Yes No

City *

State *

Data Collection Application - Delaware Initial Claims

Initial Questions	
Monday, June 2, 2003	
Page: IQ1	
Please answer the following questions to determine your eligibility to continue filing over the Internet:	
* Have you filed an unemployment insurance claim during the last twelve (12) months?	<input type="radio"/> Yes <input type="radio"/> No
If yes, against what state?	<input type="text" value="Please select a state"/>
* Has all of your work been in the State of Delaware during the last two (2) years?	<input type="radio"/> Yes <input type="radio"/> No
* Have you worked for the railroad during the last two (2) years?	<input type="radio"/> Yes <input type="radio"/> No
Click "Continue Filing My Claim" to continue.	
Back	Continue Filing My Claim
Cancel Filing My Claim	Print

Self Service Applications

- Allow authenticated users to interact with the UI system
- Typically “Dynamic” construction
- Always authenticated
- Typically either “User Interface” or “Data” integration

- Examples:
 - “Futura” Claimant Self-Service [**Prototype**]
(<http://iitf.itsc.org/uiclaimantservices/index.aspx>)
 - “Futura” Employer Self-Service [**Prototype**]
(<http://iitf.itsc.org/UI/SMAPilot/IES/Index.aspx>)

What are the Benefits of Self-Service?

- Reduced telephone inquiries
 - Lower demand on staff
 - Lower telephone charges
 - Help desk staff can focus on more productive areas
- Better customer service
 - Quicker interaction
 - More convenient

Note: For a more complete explanation of the benefits of Self Service prototypes, Concept of Operations documents are available on the ITSC website:

- (http://www.itsc.org/ITSC/FY2002/Deliverables/N_Series/N2_ISUIE_CONOPS.pdf)
- (http://www.itsc.org/ITSC/FY2002/Deliverables/N_Series/N1-ISUIC_CONOPS.pdf)

Employer Self Service Application

Interactive Employer Services (IES) Main Menu
Monday, June 02, 2003

Welcome to the Interactive Employer Services (IES). This application provides several prototype Internet-based services that enable employers to access, view, and manage various aspects of their unemployment insurance (UI) account information in the state of 'Futura' over the Internet. Please select a service from the menu below.

Employer ID	Employer Name	UI Account Number	FEIN
Main Menu			
<ul style="list-style-type: none"> ● View and update my employer UI account information View and update my UI account information including registration, business location, and contact information. ● View notice of benefit payments charged to your experience rating account View a listing of Quarterly Benefits and penalties charged to my experience rating account occurring over the past eight quarters/two years. ● View all recent notices of benefit determinations affecting my UI account View all notices of benefit determinations made within the past 15 days that have been found in favor of your former employees. This service may also be used to file an appeal based on a determination if it is necessary and in a timely manner. ● View my recent Quarterly Unemployment Insurance Reports Access my most recent Quarterly Employment Reports and Quarterly Contribution Returns. ● View pending and decided appeals affecting my UI account Select from a listing of all pending and decided appeals. ● Complete the employer satisfaction survey Please take a moment to fill out the employer satisfaction survey so that we may obtain feedback and better improve your future experiences using Interactive Employer Services. ● Termine la encuesta sobre la satisfacción del patrón Por favor lleve un momento completan la encuesta sobre la satisfacción del patrón de modo que poder obtener la regeneración y mejorar mejor su futuro experimente el usar de Servicios Interactivos del Patrón. 			

Employer Self Service – View/Update Account Registration Information

View and Update UI Account Registration Information
Monday, June 02, 2003

The Employer Account Review (EAR) service allows employers to review and update business critical information such as its core registration information, locations of business, and key contacts. Use the various view buttons to display the corresponding information. To make changes to your information, click "edit" in the top of the record you wish to change. Be sure to provide information for all required fields. Once you have finished making changes to a record, click "Update" to store your changes. If at any time you wish to remove your changes, click "Cancel".

[View Registration](#) | [View Business Locations](#) | [View Personnel Contacts](#)

Employer Registration

[Edit](#)

Employer ID: 100000

Employer Name: Kirk & Gamble Suppliers Incorporated

DBA Name: K & G Supply Inc.

FEIN: 111111119

UI Account Number: 0123456789

NAICS Code: 111116

Type of Ownership: Corporation

Employer Status: Active

Employer State: FU

Registration Status: Accepted

Registration Received: Wednesday, April 03, 2002

Employer Self Service – Benefit Charges

Notice of Benefit Payments Charged to Experience Rating Account

Monday, June 02, 2003

The benefit charges appearing on this notice will be used in the calculation of your contribution rate for a future fiscal year. The total amount of checks for a quarter is the total amount of money that has been paid to the claimant by the state UI agency. The total benefit charges during a quarter reflect the charges that the employer pays to the state UI agency. If you believe a charge is in error, you may request a review of the charge by filing the necessary appeal form. A request must be filed within (15) days from the date of this notice. Failure to protest the charges now will preclude any appeal of the charges when they are used in the calculation of your contribution rate.

Review your quarterly benefit charge summaries by selecting a "Quarter and Year" from the drop-down list below and clicking the "Show Benefits History" button. Your benefit charges are displayed in a list that may run several pages long. Click on a number at the bottom of the list to jump to certain pages of charges.

Employer ID 100000	Employer Name Kirk & Gamble Suppliers Incorporated	UI Account Number 0123456789	FEIN 111111119
------------------------------	--	--	--------------------------

Select a Quarter and Year:

Year 2002	Quarter 3	Total Claimants 5	Total Benefit Charges \$396.00
---------------------	---------------------	-----------------------------	--

Claimant Name	Claimant SSN	Total Number of Checks	Employer Liability (%)	Total Amount of Checks	Benefit Charges
Baker, Lydia M	039-83-7731	2	100	\$152.00	\$117.00
Rubio, Christina N	127-55-2772	1	100	\$71.00	\$58.00
McDougall, Jason P	293-32-7781	1	100	\$95.00	\$76.00
Smith, Charles W	654-32-1987	2	100	\$100.00	\$65.00
Lincoln, Roger M	765-43-2123	1	100	\$100.00	\$80.00

1

You are currently on page 1
There are a total of 1 pages.

Employer Self Service - Quarterly Contributions

Quarterly Contribution Report

Monday, June 02, 2003

The quarterly contribution report offers employers the ability to view each step in the process of calculating their quarterly contribution amount owed to the state UI agency, as well as view details of payment. This service allows is strictly a reporting feature and does not allow employers to make payments online.

Quarterly contribution reports for the past 8 quarters, or 2 years, are available for viewing. To view a report, select a quarter and year from the drop down menu and click "Show Quarterly Wages".

Employer ID	Employer Name	UI Account Number	FEIN
100000	Kirk & Gamble Suppliers Incorporated	0123456789	111111119

Select a Quarter and Year:

Quarterly Contribution Details	
Quarter End Date	Sep 30, 2002
Payment Due Date	Oct 31, 2002
Current Status of Payment	Filing Completed
Report Filing Date	Oct 04, 2002
Method of Payment	Electronic Transfer
Amount of Payment	\$14,589.89
Payment Confirmation No.	2983742938
Date of Payment	Oct 01, 2002

Claimant Self Service Application

Interactive Services for Unemployment Insurance Claimants

Menu of Questions

John K Doo - 123-45-6789

Click on the Desired Question

- When was my last benefit check mailed?
- Can I see a list of all my benefit checks?
- Are there any problems with my claim?
- What is the status of my appeals?
- What UI benefits should I report on my taxes?
- How much more can I receive in benefits?
- How can I file an appeal on a claim problem?
- Who did I work for and what were my wages?
- How can I review/change personal data on my initial claim form?
- How can I review my eligibility data?

- Complete the claimant satisfaction survey in English
- Termine la encuesta sobre la satisfacción del reclamante en Español

Finished

Claimant Self Service - Review Last Benefit Check

Review Last Benefit Check Mailed

John K Doo - 123-45-6789

[Return to Menu](#) [Finished](#)

Week End Date: 6/6/2002
Check Amount: \$192
Check Number: 123498957
Mailing Date: 6/11/2002

Claimant Self Service - Update Personal Data

Review/Change Personal Data

MESSAGE: This data reflects changes you made: 5/20/2003 3:26 PM

Select Action

Select Data Category

[Identification](#) [Contact](#) [Mail Address](#) [Residence Address](#)

Identification Information

SSN: **123-45-6789**

* Last Name:

* First Name:

Middle Initial:

* Gender: Male Female

* Date of Birth:

Claimant Self Service - Review IRS Form 1099

Review IRS Form 1099-G Tax Data

John K Doo - 123-45-6789

[Return to Menu](#) [Finished](#)

Calendar Year	Unemployment Compensation Paid	Repayment Amount	Federal Tax Withheld	State Tax Withheld
2001	\$2900	\$150	\$510	\$155
2002	\$3500	\$0	\$620	\$178

Payer's Federal Identification Number: 13674329

Future Claimant Self-Service Interface

Hello John K. Doo, SSN 123-45-6789. Here is information about your UI claim:

Benefit Information

- Your last UI benefit check, for week-ending 4-12-03 in the amount of \$230, was mailed to you on 4-14-03 (check #123498957).
- Click [here](#) to see all of the UI benefit checks that were sent to you.
- You did not get a check after 4-13-03 because you were denied benefits for not actively seeking work. Click [here](#) for details.
- There is a \$4370 remaining balance on your UI claim, but you must be eligible to collect it. Click [here](#) for details.
- In 2001, you were paid \$1600 in UI benefits. \$150 in federal taxes was withheld and \$75 in state taxes was withheld. Click [here](#) for details.

Eligibility Information

- There was a previous issue (determination) on your claim. Click [here](#) for details.
 - You may file an appeal until 5-7-03. Click [here](#) to file an appeal. To review previous appeals, click [here](#).
 - Your last employer was Kirk & Gamble. For the quarter ending 9-30-02 you earned \$5000. Click [here](#) for details
- To review or change your personal information, click [here](#).
 - To track of your work search contacts, click [here](#).
 - Please complete the customer satisfaction survey: click [here](#) for English or [here](#) for Spanish.

The Next Generation of UI Internet Applications

Conclusions***



We are building applications that:

- Implement new and increasingly complex functions
 - Increase service and reduce cost by moving toward interactive and workflow applications
- Integrate into the enterprise
 - More effectively use resources by moving toward data and component integration
- Use new techniques for application construction
 - Save development, maintenance, and operational costs by moving toward generative construction

Questions?

- John Yost, ITSC Internet Software Manager
 - yost@itsc.org
 - 301-982-1576

- Please visit our website:
 - <http://www.itsc.org/>

- Please visit our demonstration facility:
 - <http://iitf.itsc.org/>

Thank you!

Bonus Slides

Workflow Applications

- Display forms to multiple, authenticated users in work queues
- Typically “Dynamic” construction
- Always authenticated
- Typically either “Data” or “Component” integration

- Examples:
 - Louisiana Status Report (Employer Registration) Processing
[In Test]
(<http://iitf.itsc.org/LAStatusReport/Staff/Index.asp>)

Workflow Application - Louisiana Status Report Processing



Workflow States

State Main Workflow Main Admin Main

New State State Summary With selected state do: Edit

Records 1 thru 10 of 35 Records Per Page: 10 Change

Select	State Code	State Name	Description
<input type="radio"/>	CE	Complete	
<input type="radio"/>	AR	H-AcqROC	When an employer files an ROC and indicates that they've acquired a business, then the account the ROC is filed against is placed in this state
<input type="radio"/>	H3	H-Acquired	Employer acquired all or part of a business, route to status specialist.
<input type="radio"/>	ER	H-EAMDupROC	An ROC has been filed against the SRID/account that contains duplicate information. The source of the duplication is the EAMaster table in the LAER database.
<input type="radio"/>	H4	H-ExistAcc	Employer has an account number or previously had an account number, route to status specialist.
<input type="radio"/>	H5	H-Existing	The employer name, FEIN, revenue or withholding number already on file in LAER, route to status specialist.
<input type="radio"/>	FR	H-FEIN_WithROC	When an employer files an ROC with an FEIN or LA Withholding # that is different than what is on files, the the account the ROC is filed against is placed in this state.
<input type="radio"/>	HA	H-FUTA	If employer is subject to FUTA is the same year the employer became liable and/or became subject to FUTA in the state of LA, route to status specialist.
<input type="radio"/>	DR	H-LAERDupROC	An ROC has been filed against the SRID/account that contains duplicate information. The source of the duplication is the EmployerAccount table in the LAER database.
<input type="radio"/>	LR	H-LegalROC	When an employer files an ROC and indicates that the legal status of their business has changed then the account the ROC is filed against is placed in this state.

Claimant Self Service - Review Work and Wages

Review Employers and Reported Wages
John K Doo - 123-45-6789

Employer	Quarter End Date	Total Wages Reported
Kirk & Gamble Suppliers Incorporated	6/30/2002	\$13000
	3/31/2002	\$1750
	12/31/2001	\$2000
	9/30/2001	\$3000
	6/30/2001	\$2000
	3/31/2001	\$1500
	12/31/2000	\$2000
Kirk & Gamble	12/31/2001	\$9900
	9/30/2001	\$9200
	6/30/2001	\$9200
	3/31/2001	\$9000
	12/31/2000	\$9000