

Unemployment Insurance Information Technology Support Center

CHARTER

ARTICLE ONE

Formation

The Unemployment Insurance Information Technology Support Center (ITSC) was established on September 27, 1994, following a nationwide competitive process, through a cooperative agreement between the United States Department of Labor (USDOL) and the State of Maryland, Department of Labor, Licensing and Regulation (DLLR).

ARTICLE TWO

Vision

ITSC will provide best practice services and products that multi state consortiums and individual states can leverage cost-effectively. ITSC will lead states individually and through consortiums in the design and development of highly configurable and transferable Unemployment Insurance IT systems, subsystems and components. ITSC will be the trusted independent resource states and USDOL will turn to for guidance and support when modernizing Unemployment Insurance IT systems.

Mission

The ITSC is a national collaboration of state workforce agencies and the US Department of Labor to maximize the sharing of UI Information Technology best practices and to facilitate the appropriate application of Information Technology in state Unemployment Insurance programs. The goal of ITSC is to provide accurate, efficient, cost effective and timely service to all Unemployment Insurance customers. ITSC partners with multi-state collaborative initiatives as well as single state project engagements to assist, aid, help ensure success, and to the promote the replication or sharing of these successes.

Guiding Principles of ITSC

- Leverage ITSC expertise in UI Modernization projects across the nation;
- Serve as a conduit between state and consortium projects to ensure lessons learned and methodologies are effectively shared;
- Create project management standards and procedures;

- Create application development standards and recommended architectures for states to model;
- Promote where applicable the use of open source design and development principles and tools for interoperability amongst states and to reduce the TCO (Total Cost of Ownership) of UI IT systems;
- Encourage states to build non proprietary systems, subsystems, and components, and make these systems, subsystems, and components available to all states through the ITSC e-Library;
- Develop, distribute, and support UI components/modules, products or model projects for cost-effective multi-state use.

ARTICLE THREE

Partners

The partners established under the USDOL/DLLR cooperative agreement include:

- United States Department of Labor (USDOL), Employment and Training Administration, Office of Workforce Security; the Federal partner
- State of Maryland, Department of Labor Licensing and Regulation (DLLR), a State Workforce Agency.
- National Association of Workforce Agencies, Center for Employment Security Education and Research.
- Affiliated Computer Services, Inc. (ACS) a commercial corporation with a significant history of developing and operating complex systems using advanced technology, and is an industry leader in business process outsourcing.

ARTICLE FOUR

Core Services

Application Development

ITSC develops, distributes, and supports UI components and independent modules or products for high-payoff and cost-efficient multi-state use. ITSC develops RFPs to procure the required programming and other technical services.

Standards Development

ITSC in conjunction with the states develops suggested technical standards and guidelines to help states in developing systems that are highly configurable and can be used by multiple states and consortiums.

Independent Verification and Validation (IV&V)

ITSC provides Independent Verification and Validation (IV&V) consultative services to help states safeguard USDOL and State dollars.

UI Modernization Services

ITSC provides best practice services for UI Modernization initiatives, including:

- Strategic planning and visioning

- Business process re-engineering
- Pre-RFP requirements development
- RFI and RFP development
 - Evaluation criteria development
 - Proposal evaluation
 - Contract negotiations
- Hands-on Quality Assurance assistance
- Program Management Office support including Project Management

Advisory Services

ITSC provides advisory assessments of technologies that UI agencies may review and or adopt.

ITSC Website

The ITSC website plays an important role in increasing communication and content sharing between states. The website provides a channel for interested parties to keep abreast of current IT related issues and needs within the UI community. The website will be the main resource for states to access applications, shared state information and UI Modernization data. ITSC will leverage its partnership with NASWA-CESER to integrate the two unique websites with up-to-date and accurate information.

The ITSC core product suite including ITSC core applications and tools will be hosted, documented and made available to states through the ITSC.org website. Project-based collaborative workspaces or portals housed on the ITSC website serve as comprehensive online repositories for the project team. Real time, secure communication capabilities provide the opportunity for IT leaders to discuss active projects, the UI program and technical problems and solutions.

Steering Committee

Section 1. Powers and Duties

The Steering Committee, as detailed in the cooperative agreement, acts as a Board of Governors in guiding the ITSC's work and initiatives. The Steering Committee shall have all the powers necessary to carry out the mission of the ITSC. The Steering Committee may authorize the Director of the ITSC to make appropriate contractual arrangements to secure necessary goods and services as may be deemed appropriate to fulfill the ITSC mission.

The Steering Committee shall:

- Approve the appointment and periodically evaluate a full-time ITSC Director who can not be an employee of any Operations contractor.
- Develop a strategic plan for the ITSC and update it annually.
- Provide specific direction to the Director regarding the management and operation of the ITSC.
- Communicate with USDOL and the states regarding UI-related needs to be addressed in the ITSC's work plan.
- Review and approve all main grant and Separately Funded projects, including work plans and budgets for each of the Project Task Orders (PTOs).
- Review the progress of the ITSC's main grant projects against stated objectives and monitors corrective action where necessary to ensure that all goals are met.
- Respond to modifications of the PTO due to Project Change Orders or other events.
- Approve the ITSC's operating budget, within the guidelines of the Grant Agreement.
- Approve an annual report to DLLR, USDOL and the National Association of State Workforce Agencies (NASWA) on the accomplishments of the ITSC.

Section 2. Composition, Selection, Terms, Voting, Removal

The Steering Committee shall comprise of: 2 State Administrators, 3 State UI Directors, 3 State Information Technology (IT) Directors, a host state representative, an at-large state member, and 2 USDOL representatives.

NASWA will be invited to select the members representing state agencies. State representative members will be appointed to serve terms of three years. Terms will be structured so that one UI Director and one IT Director are replaced each year.

The host state and the USDOL will name their respective representatives who will serve at the pleasure of their respective organizations.

A quorum of at least seven voting members of the Steering Committee is necessary for an official voting session to occur. Voting by proxy on any issue is prohibited. The host state representative is not a voting member.

Consensus will be sought on all Steering Committee matters. For project proposals, modifications, issue resolution and/or any other action, agreement will be reached by a poll asking the members to: (a) approve; or (b) to reject.

Failure to attend more than one meeting per year shall be considered grounds for removal from the Steering Committee. The Chairperson will make any recommendation for removal to the Steering Committee. Membership changes should maintain the balance between Unemployment Insurance and Information Technology expertise.

Section 3. Chairperson

The chairperson will:

- Preside at Steering Committee meetings.
- Set the meeting agenda in consultation with the ITSC Director in accordance with the meetings prescribed in the Charter, including recommendations from the previous

meeting and new business that must be addressed.

- Approve meeting times and locations.
- Ensure the Steering Committee adheres to the Charter.
- Notify the Vice Chair to chair meetings in his/her absence or identify another Steering Committee member to chair in the absence of both.
- Represent the ITSC at meetings and conferences.

Each year at the September meeting a Chairperson-elect will be elected from among the state representatives and serve an annual term as Chairperson-elect followed by an annual term as Chairperson. Terms will be the federal fiscal year, i.e., from October 1 through September 30.

Section 4. Meetings and Notices

There shall be a minimum of four Steering Committee meetings per year unless the STCO votes by majority to alter this schedule due to unusual circumstances. Normally, meetings shall be scheduled as follows:

- Annual report and budget approval meeting. This meeting will be held during the third calendar quarter prior to September 15.
- Strategic planning meeting. This meeting will be held during the fourth calendar quarter prior to December 15 to review input from states and identify new project areas.
- Midyear budget/project review meeting. This meeting will be held during the first calendar quarter, usually in March, to select specific projects to be developed for the next budget year and review status of current projects.
- Year-end project outcome review and approval of new/continuing projects for next budget year. This meeting will be held during the second calendar quarter, usually in June, to review completed project outcomes and approve new projects for the next budget year.

At the close of each meeting a tentative date and agenda will be established for the next Steering Committee meeting and a determination of whether a facilitator is needed at the next meeting.

Notice of meetings shall be given to each member of the committee at least thirty (30) days before the meeting. Tentative meeting agendas shall be transmitted to ITSC Steering Committee members at least 15 days before each meeting. Committee members may request that additional items be added to the agenda by advising the ITSC Director.

Travel expenses (in accordance with federal guidelines) for State committee members will be paid for from the basic grant for the ITSC upon submission of appropriate requests and documentation.

The ITSC Director will ensure that minutes are taken at all Steering Committee meetings and disseminated to all Steering Committee members within 21 days of each meeting. Steering Committee members shall have 14 days to return comments or corrections. Changes submitted by Committee members in response to the draft minutes shall be submitted to all Committee members by the ITSC Director who will distribute revised minutes at least 5 days before the next meeting. Approval of the final copy of the meeting minutes shall be part of the next Steering Committee meeting.

The agenda should identify:

- Topics
- Presenters
- Issues
- Recommendations (if any)
- Discussions
- Times for presentations

Section 5. Project and Work Plan Approval

The Steering Committee shall have the sole authority to approve the annual work plan and all Project Task Orders for the ITSC. A majority vote of the members is required for approval. In situations where decisions on proposed projects and/or modifications to the work plan are necessary between meetings, the ITSC Director may solicit decisions via fax, e-mail and/or teleconference. In addition, telephone conferencing and chat rooms may be used for an issue resolution process in lieu of a scheduled meeting.

Proposed projects must be submitted to Steering Committee members using an approved project format prior to asking the Committee members to reach a decision. When possible, such information should be sent to Committee Members prior to the meeting at which the project is to be considered. When questions are raised by Steering Committee members about a proposal prior to a scheduled meeting, both the question and answer are to be provided by ITSC staff to all Committee members.

Parties interested in issues related to UI information technology may suggest projects. The ITSC Steering Committee shall have the authority to request that the ITSC staff more fully develops the proposal and that a cost estimate be made.

All projects and work plans must contain, at a minimum, the following elements:

- Background
- Originator
- Purpose and Statement of Work
- Benefits (to a state process or UI in general)
- Cost
- Benchmarks/Milestones
- Measurable Deliverables
- Assurance of Quality
- Evaluation in meeting Benchmarks/Milestones and Measurable Deliverables

Status reports for each approved project should be given quarterly to the Steering Committee. Each should identify:

- Progress as related to schedule
- Cost as related to budget (under, over or within proposed budget)
- Success toward goal
- Issues and corrective action (if applicable)
- Lessons Learned (if applicable)

ARTICLE FIVE

Committees

The Steering Committee, by a majority vote of those members present, can establish subcommittees as it may deem necessary. The Steering Committee can decide if ITSC staff is needed to assist the subcommittees.

ARTICLE SIX

Budget and Expenses

The costs incurred by the ITSC shall be funded by a grant award received by DLLR from USDOL and a Separately Funded ITSC Budget (see the "Grant Agreement between DLLR and CESER for the Operation of the ITSC" document.)

Directed Activities (projects funded with monies other than core funding) must be presented in the same manner as other projects for the approval of the Steering Committee members as stated in Article Four. Directed Activities may be funded by the following methods:

- Grant Funds (SBRs)
- Separately Funded
 - De-obligation of UI program funds through USDOL
 - State Workforce Agencies
 - USDOL (special tasks)

The Separately funded projects may be approved at the discretion of the Steering Committee if they meet the following criteria:

- Do not adversely affect or conflict with core ITSC projects
- Support the goals of the UI program
- Support states' efforts in carrying out the UI program

USDOL or States may make minor changes to the scope of projects without explanation to the Steering Committee when there is no increase in time or resources supplied by ITSC and there is no significant change in the original statement of work. Federal appropriations law prohibits significant changes in the scope of work after the end of the Fiscal Year of the funds used to fund the separately funded project.

Certain funds are authorized for establishing core capacity. Subsequent obligations of funds will be at the direction of the ITSC Steering Committee, subject to a determination by the host grant state, or the USDOL, that there are funds available for this obligation by the Steering Committee.

The ITSC Director is responsible for ensuring that complete and accurate records are submitted and accessible as needed.

ARTICLE SEVEN

Dissolution

In the event that the ITSC is dissolved, any grant funds remaining after the settlement of all bills and expenses shall revert to the USDOL and/or the State of Maryland, in accordance with the USDOL—DLLR cooperative agreement.

Records and reports shall be maintained and retained as prescribed in the original cooperative agreement between USDOL and DLLR.

All equipment purchased with grant funds shall revert to the State of Maryland or the USDOL in the event of the dissolution of the ITSC, and the disposition of the property shall be in accordance with the USDOL—DLLR cooperative agreement.

ARTICLE EIGHT

Amendments

This charter may be amended, repealed, or altered in whole or in part by a two-thirds vote of the full membership of the Steering Committee of the ITSC.