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TRANSCRIPT OF PROCEEDINGS
BEFORE THE
TEXAS WORKFORCE COMMISSION
AUSTIN, TEXAS

COMMISSION WORK SESSION RE:)
QUARTERLY INFORMATION)
TECHNOLOGY PROJECT UPDATE)

WORK SESSION
TUESDAY, MAY 4, 2010

BE IT REMEMBERED THAT at approximately
1:30 p.m., Tuesday, the 4th day of May 2010, the
above-entitled matters came on for hearing at the
Texas Workforce Commission, TWC Building, 101 East
15th Street, Room 244, Austin, Texas, before TOM
PAUKEN, ANDRES ALCANTAR, and RONALD G. CONGLETON,
COMMISSIONERS, of the Texas Workforce Commission; and
the following proceedings were reported by Janis
Simon, a Certified Shorthand Reporter of:

1 P R O C E E D I N G S

2 TUESDAY, MAY 4, 2010

3 (1:30 p.m.)

4 CHAIRMAN PAUKEN: All right.

5 Mr. Temple.

6 MR. TEMPLE: Yes, sir.

7 Mr. Chairman, Commissioners, you know
8 we -- you know we do a quarterly IT session. We've
9 had quite a bit of activity between this one and our
10 last one, and I will -- we'll kick that off with Dee
11 on the DIR, on the consolidation.

12 MR. MEADOR: Okay. Thank you, Larry.

13 I'm going to give y'all a brief update
14 on the Data Center Services contract before we move
15 into the project reports.

16 Overall service delivery of production
17 services has been stable for the past several months.
18 Since January's IT Work Session, we have not
19 experienced any major system outages. Also, in March
20 a comprehensive disaster recovery exercise was
21 performed on our PeopleSoft systems for Human
22 Resources, Payroll, and Financial in San Angelo. This
23 test was successful and met the agency's recovery
24 objectives, a major improvement over a similar test
25 conducted in August of 2009.

1 Server transformation of TWC's Windows
2 servers is still on hold pending negotiations between
3 DIR and IBM, and critical transformation is taking
4 place at other agencies. This delay involves
5 approximately 120 TWC servers, including several
6 located at remote locations, such as Tele-Centers and
7 Tax Offices with a balance residing at our Annex Data
8 Center. These servers will continue to meet the
9 agency's needs while the issues of transformation are
10 worked out in the coming months. Also, we have a
11 major project planned for Fiscal Year '11 to install
12 fire protection and power backup to the Annex Data
13 Center, which will protect any remaining servers, as
14 well as the network equipment that is housed there.

15 In April our mid-range servers at the
16 Austin Data Center were upgraded and reconfigured to
17 better -- better meet the future needs of our Internet
18 systems and our data sharing with other agencies.
19 Other mid-range servers are scheduled for installation
20 or upgrade in the next six months to support our
21 Enterprise Document Management in our TWIST Child Care
22 initiatives. This server infrastructure is critical
23 to the success of those projects, and we will be
24 pushing hard to get the installations and
25 configurations implemented timely.

1 As you know from Gene's e-mails
2 regarding Data Center Service's Leadership Council,
3 improvement efforts for the Data Center Services
4 contract are still underway. As you may recall, DIR,
5 with the guidance of the Governor's Office, engaged a
6 company called EquaTerra to develop a holistic
7 remediation strategy for the Data Center Services
8 contract. In their first three months they developed
9 several work streams and a set of agreements in
10 principle which provided the starting point for
11 identifying solutions and for negotiations between the
12 state and IBM.

13 Those negotiations have been ongoing
14 since the beginning of the year, but thus far we have
15 not seen any changes. On May 13th, we, TWC, are
16 hosting a meeting with DIR -- DIR management and our
17 executive management and that of the other agencies in
18 our partnership. And at that point we may learn of
19 some more definite plans and time lines for the Data
20 Center Project.

21 Any questions about DCS, sirs?

22 CHAIRMAN PAUKEN: Commissioner
23 Congleton?

24 COMM. CONGLETON: How long before we are
25 fully implemented into DIR?

1 MR. MEADOR: Before we're fully
2 transformed?

3 COMM. CONGLETON: Yeah. Yeah.

4 MR. MEADOR: We do not have a date now.
5 Transformation has been postponed indefinitely --

6 (Simultaneous discussion)

7 COMM. CONGLETON: What percentage would
8 you say we are at this point?

9 MR. MEADOR: Good question. I would say
10 we're probably 80 percent there. Most of our critical
11 applications are already at the Austin Data Center and
12 at San Angelo. Our print and mail is almost entirely
13 over there, with the exception of some stay-back
14 printers and mail services that we're going to retain
15 here.

16 COMM. CONGLETON: Do you have any idea
17 what the cost will be to us to get the remaining 20
18 percent --

19 MR. MEADOR: Gene, did you --

20 COMM. CONGLETON: -- or what the total
21 cost is going to be us for the whole --

22 MR. CRUMP: Commissioner Congleton --
23 for the record, Gene Crump -- no, sir, we don't know
24 that yet. Right now we're going through the process.
25 We've received templates from DIR for estimates for

1 Fiscal Years '12 and '13. We're still operating under
2 the Fiscal Year '11 numbers right now. We're
3 approaching 18 and a half million dollars for this
4 year. I would anticipate with our volume and the
5 transformation cost it will be in approximately that
6 range for Fiscal Year '11, also. And then for '12 and
7 '13 the numbers actually go up.

8 COMM. CONGLETON: How many of the state
9 agencies are already fully operational out of this
10 consolidation stuff?

11 MR. MEADOR: I'm trying to think if
12 there's any. There's some very small agencies that
13 are. DIR, for example, the Texas State Library and
14 Archives is fully implemented there.

15 COMM. CONGLETON: I think there's about
16 four, is what I --

17 (Simultaneous discussion)

18 MR. MEADOR: That's probably --

19 COMM. CONGLETON: -- would that be about
20 right? How many are there total?

21 MR. MEADOR: TVC, Texas Veterans
22 Commission. There's 27 -- 28 agencies now --

23 MR. CRUMP: 28 total.

24 MR. MEADOR: -- that TxDOT is separated
25 into the DMV and TxDOT.

1 COMM. CONGLETON: So, we've got four out
2 of 28. How many -- how long have we been at it now, a
3 couple -- two or three years?

4 MR. CRUMP: Since April of '07, sir.

5 COMM. CONGLETON: '07.

6 MR. MEADOR: Three years.

7 COMM. CONGLETON: Okay. Thanks.

8 MR. MEADOR: Sure. Okay.

9 CHAIRMAN PAUKEN: All right. Who's
10 next?

11 MR. TEMPLE: Steve Riley.

12 MR. RILEY: Good afternoon,
13 Mr. Chairman, Commissioners. I'm Steve Riley with the
14 UI Division. We have two ongoing projects in UI that
15 we'll report on today.

16 The first project is our direct deposit
17 of UI benefits. The completed project will allow
18 claimants to choose direct deposit as an alternative
19 to debit cards. The pilot project started on time,
20 April 14th. It's proceeding as planned, providing us
21 an opportunity to work out the details, how to deal
22 with the banking exceptions, and refine our marketing
23 strategy. We have a little over 2500 participants in
24 the pilot so far, which is -- which is restricted to
25 the San Antonio area.

1 The second project for UI, and one we're
2 very excited about, is the Unemployment Insurance
3 Information Technology Strategic Plan. Dee is going
4 to provide a summary of that project and update the
5 status.

6 MR. MEADOR: The UI Strategic Planning
7 Project is nearing its end with the assessment and
8 recommendations phases now complete. The planning
9 deliverable has been reviewed by the Steering
10 Committee and is undergoing final modifications by
11 Gartner Consulting. As you all know from the
12 individual briefings with Gene and me, 22 initiatives
13 had been defined for a total time line of six years.
14 We believe these initiatives represent a reasonable,
15 low-risk approach to position our UI systems, both
16 technically and functionally, to support the UI
17 business areas for the next ten years or more. They
18 include several projects to refurbish and enhance our
19 existing systems for Tax, Benefits, Appeals, and
20 Regulatory Integrity, as well as projects to better
21 position the IT organization to meet the needs of the
22 agency and support new technologies.

23 Working with our Unemployment Insurance
24 and Regulatory Integrity business partners we've
25 decided not to request an out-of-cycle authority for

1 these UI projects. We already have several UI
2 projects planned for this rest of this fiscal year and
3 Fiscal Year 2011, and they will consume most of our UI
4 business area and IT staff. These projects include
5 LAR projects for Electronic Document Management and
6 the addition of several claim types to the Apply for
7 Benefits claimant Self Service application, as well as
8 SBR-funded projects to implement the Separation
9 Information Data Exchange System, otherwise known as
10 SIDES, and case waiting for new hires.

11 We do plan to proceed with procurement
12 planning for the Fiscal '12 and '13 projects so as to
13 position ourselves to proceed with them as quickly as
14 possible when and if they are approved by the
15 Legislature in the spring of 2011. We are currently
16 in the process of building the budget and other
17 required documents for the Fiscal '12 and '13 biennium
18 to put forth for -- for legislative approval. The key
19 projects for the Fiscal '12 and '13 biennium will be
20 to refurbish the Tax system, improve the Benefits
21 system user interface, particularly for Tele-Center
22 staff, provide tools to improve our discovery of
23 fraud, and improve Tele-Center call handling.

24 We appreciate the Commission's support
25 of this very important project and look forward to

1 working with you as we move ahead on the development
2 of the LAR.

3 CHAIRMAN PAUKEN: Okay. Any questions?

4 COMM. CONGLETON: No questions.

5 COMM. ALCANTAR: (Shake head)

6 CHAIRMAN PAUKEN: Okay.

7 MR. MEADOR: All right. Thank you.

8 CHAIRMAN PAUKEN: Next.

9 MR. TEMPLE: Larry Jones on Child Care
10 Tracking system.

11 MR. JONES: Good afternoon. Good
12 afternoon, Commissioners. For the record, I'm Larry
13 Jones with Workforce Development. This afternoon,
14 Commissioners, I have five projects to present to you.
15 All of these have been presented to you before.

16 The first of these is our Child Care
17 Automated Attendance Tracking system. As you may
18 recall, Affiliated Computer Systems Government
19 Solutions was selected as the vendor for this project.
20 Waves 1 and 2 have already rolled out. Wave 3 is in
21 the process of rolling out and began earlier this
22 week.

23 A change to our rollout schedule is that
24 Gulf Coast is not the Wave 3. We moved Gulf Coast to
25 the end of the rollout. So, we just moved the other

1 two waves up. So, Wave 4 has moved up now, and it's
2 the one that was just rolled out this week.

3 We continue to encounter complaints when
4 we initially roll the project out. Those complaints
5 primarily resolve around point of service devices and
6 parents not receiving their cards. Those types of
7 complaints we have been able to resolve fairly
8 quickly.

9 Two providers, one in Central -- one in
10 Heart of Texas and one out in the Midland area, have
11 been very vocal about the new Child Care Automated
12 Attendance Tracking system. We've managed to resolve
13 those differences. In at least one case the provider
14 has now come around and is actually endorsing the
15 system.

16 So, I tell you this because I think as
17 we continue to roll this out we should anticipate that
18 we'll continue to hear similar complaints, and our
19 challenge is just to work with those and to try to
20 correct any deficiencies that we might have. So, the
21 project is rolling out well. It's on time, and it's
22 on budget.

23 And I would answer any questions that
24 you might have.

25 CHAIRMAN PAUKEN: Any questions?

1 COMM. CONGLETON: No.

2 MR. JONES: The second project to brief
3 you on is also a Child Care Project, which is our
4 TWIST Child Care Consolidation Project. This is a
5 major information resource project that will
6 consolidate the Workforce Information System of Texas
7 and the Child Care Service Delivery system, CCSD, and
8 better manage the various programs that are now
9 currently tracked under two programs. So, this will
10 give us compatibility, gentlemen, and make it much
11 easier for us to incorporate existing functionality
12 from the CCSD system into TWIST.

13 We started this project several months
14 ago. A Steering Committee meeting was held initially
15 back in February. The Steering Committee was
16 comprised of members here from TWC and board executive
17 management.

18 At that point we approved -- we reviewed
19 and approved the architectural scope and requirements
20 for the project. The Project Team, with board
21 representatives also, met in March to present project
22 deliverables and to collect inputs. The next
23 deliverables for this project include preliminary
24 design, project plan review, and a detail design. And
25 those are due in June, at the end of June. These

1 deliverables are in progress and are projected to be
2 completed as scheduled.

3 Again, this project is also on -- on
4 target and within budget, and I would answer any
5 questions that you might have.

6 CHAIRMAN PAUKEN: Okay.

7 All right. What's next, Gene or Larry?

8 MR. JONES: The -- sir. Yes, sir,
9 you're not done with me yet. I still have three
10 more --

11 (Laughter)

12 MR. JONES: -- unfortunately. But I'll
13 be brief, sir.

14 CHAIRMAN PAUKEN: Oh, I see. Okay.

15 MR. JONES: The third project I have to
16 brief is the Rapid Reemployment System Redesign. This
17 project will incorporate the RRES functionality within
18 Work In Texas. Sir, this is the system that is right
19 now known as profiling. We have tried to get away
20 from that term, but it's always a good reminder so
21 that you know what we're talking about. Right now
22 that system resides on the mainframe. So, to access
23 that system requires staff to go through the various
24 green screens to pull down information regarding RRES.

25 What this project will do is move that

1 to the Work In Texas system, and that will make it
2 much easier for staff to work with the RRES system,
3 both here at TWC and out in the field, of course. The
4 project will span two fiscal years. FY '10 will
5 basically convert the RRES into the Work In Texas,
6 that is, rewrite the existing functions. And then FY
7 '11 will add enhancements to the RRES system.

8 Do you have any questions regarding this
9 project?

10 (No response)

11 MR. JONES: The fourth project that I
12 have is the ongoing project, and I've been briefing
13 you on this for probably the last two and a half
14 years, WorkInTexas.com continuing enhancements. We've
15 completed three enhancements since our last IT Work
16 Session. This included the ability to provide
17 announcements in WorkInTexas.com, to provide a full
18 text search of given categories. So, if you wanted
19 to, for instance, search Work In Texas for a certain
20 educational level, you have the ability now to do
21 that. And it also includes now a memorandum of
22 understanding for us to upload and access law
23 enforcement jobs through TCLEOSE.

24 So, those three enhancements are
25 completed, and this project will continue with further

1 enhancements as we proceed. Do you have any questions
2 regarding --

3 CHAIRMAN PAUKEN: Dee, with regard to --
4 I don't know whether -- if it's in here or not, but
5 I've had -- I still have -- occasionally employers
6 complain that our system is complicated and hard to --
7 sometimes hard to get into. What -- your thoughts?
8 Is that -- are these aberrations, or is it -- are we
9 addressing it?

10 MR. MEADOR: We take a lot of input from
11 the employer community, as well as job seekers through
12 the Work In Texas Support Group. And that input is
13 given consideration, and there's been a -- a lot of
14 things that have happened as a result of that input.
15 So, I -- I'm not sure how to address this without
16 knowing the specifics that the --

17 (Simultaneous discussion)

18 CHAIRMAN PAUKEN: So, you're not getting
19 many complaints to speak of?

20 MR. MEADOR: I personally don't. Now,
21 they may be coming through another avenue.

22 CHAIRMAN PAUKEN: Okay. You're not
23 hearing any --

24 MR. CRUMP: No, sir, I have not received
25 any.

1 CHAIRMAN PAUKEN: Okay. All right.

2 That's good.

3 COMM. CONGLETON: And I get -- I get a
4 lot of complaints about claimants who can't get into
5 job applications or -- or that kind of thing. That's
6 what I -- I get the most of, but --

7 MR. TEMPLE: In Work In Texas?

8 COMM. CONGLETON: Yeah. Well, I get --
9 that's where it's at. Right?

10 MR. TEMPLE: Yes, sir.

11 COMM. CONGLETON: Okay.

12 Where's the budget for this thing? Is
13 it all paid for? Is that what you're saying?

14 MR. JONES: I think most of this budget
15 that remains is in-house, staff work, sir.

16 COMM. CONGLETON: Okay.

17 MR. EYCHNER: Yes, sir. For the record,
18 Scot Eychner, Workforce Development. There's no
19 project budget that's provided this. It's all done
20 in -- there's ongoing maintenance costs of the system,
21 upkeep, just like there are for the mainframe or any
22 other system --

23 (Simultaneous discussion)

24 COMM. CONGLETON: It's just part -- it's
25 just part of the Work In Texas budget?

1 MR. EYCHNER: -- and all the work is
2 done under that. Yes, sir.

3 COMM. CONGLETON: Okay. Good.

4 CHAIRMAN PAUKEN: All right.

5 MR. JONES: Sir, the last project that I
6 have to present to you today is the Science,
7 Technology, Engineering, and Mathematics (STEM) Web
8 Site. It's a project that has been briefed to all of
9 your offices on several occasions. The contract --
10 the major contractor for this project is a company
11 called IDEA, and they are to design the Web site and
12 develop the project for us. IDEA is the same company
13 that has been contracted to redesign the TWC home
14 page.

15 IDEA projected 14 weeks from
16 finalization of the contract to complete the STEM Web
17 site design. That's on track. Following their
18 completion then, IT staff will code test and implement
19 what has been given to us. That will take an
20 additional six to eight weeks. Our projection for
21 completion would be in August of this year, and all of
22 that is on track.

23 To this date, the contractor conducted
24 interviews with TWC staff in February. Following that
25 then, focus groups were held in March and April of

1 this year with 18 students from various high schools
2 around the state, and you have those listed. But
3 basically what we were after there was a mixture of
4 urban, rural, and -- and so forth so you can see that.
5 They were recruited -- the individuals for the focus
6 groups were recruited from various STEM academies so
7 they would have a knowledge of, you know, the types of
8 things that kids might be looking for and so forth in
9 a STEM Web site.

10 The findings from the focus groups and
11 the individual interviews were used to determine
12 the -- the Web site design. And as I said, that's
13 ongoing.

14 I guess I'll conclude my comments here.
15 We bolded some information there for you on the design
16 and so forth on your pages, but I'll -- I'll skip over
17 that, unless you have any questions. This project,
18 again, is on time, gentlemen.

19 CHAIRMAN PAUKEN: Okay. Next?

20 MR. TEMPLE: Gene is going to give an
21 update on the Web Page Redesign that Larry alluded to.

22 MR. CRUMP: Again, good afternoon,
23 Commissioners.

24 Very quickly, on the TWC Internet Home
25 Page Redesign, the contractor -- our contractor, IDEA,

1 is completing the prototypes. The next big step is
2 our focus groups. That will occur in May. We'll be
3 going to Austin, Dallas, McAllen, and I was just
4 notified we're going Post, Texas.

5 So, we'll do four focus groups, gather
6 data from those focus groups for the Commission to
7 consider, bring those three prototypes back, along
8 with the data from the focus groups for the
9 Commissioners to make a decision on how to move
10 forward on which exact -- how the prototype is going
11 to look that we'll implement. And we'll be
12 implementing in October of this year. So, we're
13 currently on time and on budget.

14 That's a high-level brief,
15 Commissioners, if you have any questions.

16 COMM. CONGLETON: You're going to Post,
17 Texas, West Texas?

18 MR. CRUMP: Post. Post, Texas.
19 P-o-s-t. We have a satellite workforce center there,
20 as I understand it.

21 COMM. CONGLETON: Okay.

22 COMM. ALCANTAR: It's a good idea.

23 COMM. CONGLETON: Okay. It works for
24 me.

25 (Laughter)

1 CHAIRMAN PAUKEN: Is that where you're
2 from?

3 COMM. ALCANTAR: No. But, you know, I
4 think it's -- I think it's important to go to these
5 satellite offices --

6 COMM. CONGLETON: Well, I agree the
7 rural areas are important.

8 COMM. ALCANTAR: Absolutely, and I think
9 it's important to get their feedback in the design as
10 we finalize the product here. And Post is a good
11 place to go.

12 COMM. CONGLETON: Oh, well, I like Post,
13 but most people don't even know where Post is.

14 COMM. ALCANTAR: Do you know how to get
15 there, Gene?

16 MR. TEMPLE: You got a map, buddy?

17 MR. CRUMP: No, sir. I was asking was
18 it bigger than Copeland, and I --

19 (Laughter)

20 COMM. CONGLETON: Probably not.

21 MR. TEMPLE: Commissioners, I -- I -- I
22 would be remiss if I did not commend LaSha and her
23 staff and Steve Riley and with Dee's -- Dee and his
24 staff and IT. It was the big question of "Would
25 extended benefits make it? Would we be able to bridge

1 the gap and the time?" And they -- they did a great
2 job of keeping up with that. Allison kept on -- up
3 with it real good in D.C. and let us know what was
4 going. And when it finally did, it was seamless to --
5 to our claimants.

6 So, a lot of other states haven't had
7 that kind of success, but I do want to commend them
8 for being able to -- to pull that together and -- and
9 make it seamless for our claimants to get their
10 payments.

11 COMM. CONGLETON: I appreciate that,
12 too, Steve.

13 CHAIRMAN PAUKEN: Okay.

14 MR. TEMPLE: That's all we have,
15 Commissioners.

16 CHAIRMAN PAUKEN: Okay. All right.
17 Thank you.

18 (Proceedings concluded: 1:50 p.m.)

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C E R T I F I C A T E

STATE OF TEXAS)
COUNTY OF TRAVIS)

I, JANIS SIMON, a Certified Shorthand Reporter in and for the State of Texas, do hereby certify that the above-mentioned matter occurred as hereinbefore set out.

I FURTHER CERTIFY THAT the proceedings of such were reported by me or under my supervision, later reduced to typewritten form under my supervision and control and that the foregoing pages are a full, true, and correct transcription of the original notes.

IN WITNESS WHEREOF, I have hereunto set my hand and seal this day of 2010.

JANIS SIMON
Certified Shorthand Reporter
CSR No. 7076 - Expires 12/31/11
Firm Registration No. 276
Kennedy Reporting Service, Inc.
1801 Lavaca Street, Suite 115
Austin, Texas 78701