

JOINT COMMITTEE ON INFORMATION TECHNOLOGY

GUEST LIST

DATE: APRIL 27 2011

NAME	REPRESENTING
Shane Cox	
Rodney Hess	
CAREY BROWN	KITO
Susan Korman	HOUSE OF REPS.
GLENN MEYER	KANSAS REPORTER
Loren Westerdale	DISC
Linda Eagan	KITO
JAVIER ZARAZUA	KITO
MOREY SULLIVAN	DISC
Ivan Weichert	DISC
El Arpa	Division of the Budget
Alan Weiss	Legislative
Kevin Brownlee	KDOL
Bob Hasslinger	" / IT21



Karin Brownlee, Secretary

Department of Labor

Sam Brownback, Governor

Testimony before JCIT

Secretary Karin Brownlee, Dept of Labor

March 16, 2011

Thank you for this opportunity to give you an update on the Unemployment compensation Insurance Modernization (UIM) project. This committee has had updates on this in the past and there have been significant changes since I started Jan. 10, 2011. Before coming to work at DOL, I was quite familiar with the computer project and equally concerned that an uncompleted project started in 2004 costing over \$50M has major problems. Before my first day, I met with an IT consultant to get a jumpstart on diagnosing and correcting these problems.

IT21 Solutions started on Jan. 31. They set out to diagnose the computer problems and assist with personnel issues in our call center and IT shop. When I started, we had 70 people in IT and 59 contractors. You will see in our latest contract with IT21 Solutions that we have included the expected savings due to their work. You will notice that we have deliverables, time frames and capped per month amounts in this contract. They have measured everything we do by industry standards.

Please compare this with the contract which the prior leadership at DOL had with Perficient. There were no expectations in this contract. Please also see the "Receiving Report" off of which the bill is paid to Perficient. The contractors on this job were allowed to work excessive hours/week and bill DOL. No one was checking the hours worked by the contractors. Even worse, the work product was not being monitored. There was very little accountability. Bob Hasslinger will speak to the technology or technical findings on the project. I think you will find that there is not a lot to show for the nearly \$51 million spent on the UIM.

Briefly, I will mention the call center. This has totally turned around to the point that we actually have good customer service. We can tell because of the data which Bob will share and because the Governor's office and our lobby are receiving fewer calls.

In my fourteen years in the Senate, I do not believe I observed the state implementing a large computer project on time, on budget and that worked properly. IT services in the Legislature have always been substandard. Why is this? Additionally, we need to examine why our current structures did not protect the state from spending literally tens of millions of dollars more than necessary to do the UIM. Why did purchasing not require a contract that protected the state? Why were deliverables not required? Why was every contract with all five IT contractors written to provide the maximum cash to the contractor? Our intellectual property was protected but nothing else.

I would recommend that the state utilize the private sector or at least a public private partnership to deliver IT services. My consultants have utilized industry standards against which to measure all the anomalies they have found at DOL.

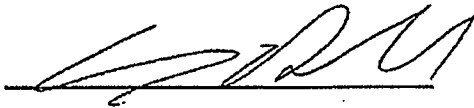
Attachment 1
JCIT 4-27-11

KDOL - UIM Project

Name	Invoice Position	KDOL Role	Non-Travel Rate	On-Site Rate
Jeremy Bartlow	Solution Architect (local resource)	Perficient Team Lead	N/A	\$179
Steve Migotti	Siebel Solution Architect	Siebel UI Lead	\$164	\$194
Sujit George	Siebel Solution Architect	Siebel Objects Lead	\$164	\$194
Sunil Kumar	Siebel Solution Architect	Siebel Workflow Lead	\$164	\$194
Murali Sankaran	Siebel Solution Architect	Siebel EIM/ETL Dev Lead	\$164	\$194
Michael Poulshock	Siebel Solution Architect	OPA Lead	\$164	\$194
Srikanth Seshadri	Siebel Lead Technical Consultant	Siebel UI Developer	\$149	\$179
Surendra Nutalapati	Siebel Sr Technical Consultant	Siebel Workflow Developer	\$129	\$159
Sanoj Shadangi	Siebel Sr Technical Consultant	Siebel Objects Developer	\$129	\$159
Frances Dumaguin	Siebel Sr Technical Consultant	Siebel EIM/ETL Developer	\$129	\$159

Name	Invoice Position	KDOL Role	Non-Travel Rate	On-Site Rate
Doug Bennett	.Net Web Services Lead	.Net Web Service Lead	\$137	\$167
Nicholas Gagliardi	.Net Web Portal Lead	.Net Web Portal Lead	\$137	\$167
Luis Bocaletti	.Net WS Developer	.Net WS Developer	\$115	\$145
Prerit Bhakta	.Net WS Developer 2	.Net WS Developer	\$115	\$145
Aaron Adams	.Net Portal Developer	.Net Portal Developer	\$95	\$125

KDOL Rate Approval:



George Hubka, CIO

Kansas Department of Labor

Perficient, Inc.

Master Services Agreement for RFP 12501

January 27, 2010

The Provisions found in Contractual Provisions Attachment (Form DA-146a, Rev. 1-01), which is attached hereto, are hereby incorporated in this contract and made a part thereof.

1.0 Scope of Work

Kansas Department of Labor (KDOL) is engaging Perficient per RFP 12501.

2.0 Period of Performance

Start: Feb ___, 2010
End: Dec ___, 2011

3.0 Resources

Perficient will provide the resources who will work on a full-time basis during the project. The billable rates for resources engaged in this project are itemized in the 12501 BAFO dated 12-23-2009 and attached as exhibit 1.

For purposes of managing resources and project management, we are engaging with The Persimmon Group (TPG) on this project. They will be the first point of contact for day to day management of resources.

The KDOL reserves the right to review and disapprove all Perficient staff prior to the commencement of work. This may include but is not limited to review of resumes, interviews and contacting references. The KDOL also reserves the right to review and disapprove all contract staff prior to the start of a different phase of the SOW. In the event that a resource's performance is not meeting expectations, an alternate resource will be provided with 10 days. Resources that are negatively impacting the project may be dismissed without notice. TPG has the right to remove a resource on behalf of KDOL.

In the event that a resource is removed, replaced, promoted away from the project or leave the company, there will be an on boarding period for the replacement resources of 1 week at no charge. In the case of senior positions, this period will be 2 weeks.

Perficient may be requested to provide a desktop computer and/or office supplies to support Perficient resources on the project, at the request of KDOL. Any computer provided will conform to KDOL configuration and security requirements. KDOL will load its desktop image on the provided computer. All work products and documentation will remain on KDOL servers or locally on the desktop. At the end of the project KDOL will remove all documents and files from the desktop before it is released back to the Perficient.

Jeremy Bartlow will serve as the Siebel Solution Architect and overall Team Lead during this engagement.

4.0 Status Reporting

Perficient will provide weekly status reporting that outlines the tasks accomplished for the prior week and anticipated tasks for the upcoming week. Issues will be identified on the report. Perficient agrees to the formal time reporting process that is established and managed by our project management team and TPG.

5.0 Work Location and Facilities

Perficient resources will work on-site and off-site as agreed to by the KDOL Chief Information Officer. Off-site work will require KDOL to provide VPN access. KDOL will provide adequate desk, Internet and phones for all on-site workers. This does not constitute a phone per person. Only leads will have their own phone.

6.0 Rates

Services will be provided on a time and materials hourly basis. Expenses will not be billed separately. On-site work will be performed for contiguous weeks. In other words the rates below assume a resource on-site from Monday through Friday. The rates will be honored for three and four day work weeks if the week includes a holiday. Non-travelling rates assume a remote resource that is working via VPN and does not need to travel.

The billable rates for resources engaged in this project are itemized in the 12501 BAFO dated 12-23-2009 and attached as exhibit 1.

7.0 Billing

The total value of this MSA is not to exceed \$5,000,000 unless mutually agreed in an amendment. Resource needs and timing will be based on the project plan that is being executed by KDOL for its Unemployment Insurance Build and Deployment project. Billing will be Monthly and will be Net 30. Invoices may be sent electronically to the TPG Project Support person. Invoices will be based on the timesheets approved by the UIM-3 project management team.

8.0 Proprietary Rights and Ownership

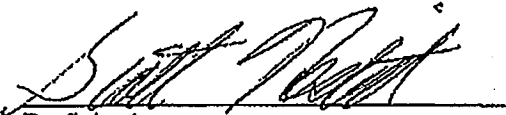
All original Intellectual property developed or created by Perficient in the performance of its obligations under this SOW shall become the sole property of the Kansas Department of Labor. Perficient will surrender all original written materials, including any reports, studies, designs, drawings, specifications, notes, documents, software and documentation, computer-based training modules, electronically or magnetically recorded material, used to develop this software and/or software code and related Intellectual property to the Kansas Department of Labor.

9.0 Termination

The KDOL reserves the right to terminate this SOW by providing written notice 15 working days prior to the effective date of termination. Cause for termination may include, but is not limited to (a) personnel originally offered by Perficient cease affiliation with Perficient, (b) funding terminates, (c) Perficient fails to make delivery of goods or services as specified in this SOW, or (d) termination is in the best interest of the KDOL.

This Master Service Agreement and all work performed hereafter as defined in subsequent SOW's and/or Project Plans will be governed by the terms and conditions of the Master Services Agreement between the Buyer and Supplier dated the effective date of this Agreement.

Witness the signatures of the parties to this agreement.


Perficient

2-3-2010
Date


Kansas Department of Labor

11 Feb 2010
Date

COST PROPOSAL

Date: 10/05/2009 (update per KDOL request for BAFO on 12/23/2009)

Company Name: Perficient, Inc.

Authorized Signature: Scott Nesbitt

Title: Scott Nesbitt - General Manager

Proposals must include all costs and descriptive information on the various staff associated with this proposal, as well as a projected charge for each component and estimated travel costs (if not included in base cost proposal).

Attach table of rates

KDOL
Perficient Rates (Rates Inclusive of Travel)
Sobol R.1.1 public
sector staff sup
enhancements
FileNet
Enhancements

Position	# AVAIL	Role	Comments	Non Traveling Hourly Rate (\$/hr)	Local Resource	Traveling Resource
Sobol Solution Architect	1	Team Lead	Team Lead, Infrastructure Experience, Sobol R.1.1 Upgrade			
Sobol Lead Technical Consultant	1	Configurator	Integration Experience, Sobol Upgrade - Configuration, Update Work Flows	\$ 164.00	\$ 178.00	\$ 164.00
Sobol Sr. Technical Consultant	2	Configurator	Sobol Upgrade - Configuration, Update Work Flows	\$ 149.00	\$ 164.00	\$ 170.00
Sobol Lead Business Consultant	1	BA	Sobol Upgrade - Configuration, Update Work Flows, Sobol Business Analyst - Documentation and Requirements for new functionality	\$ 129.00	\$ 144.00	\$ 169.00
Genesys Gplus Integration	1	Tech Config	Genesys OTT Gplus Integration Experience	\$ 149.00	\$ 164.00	\$ 170.00
FileNet Solution Architect	1	Team Lead	Team Lead, Experience includes eForm, Record Mgr, (may need some part time SMEs)	\$ 144.00	\$ 159.00	\$ 174.00
FileNet Sr. Technical Consultant	5	Configurator	Build FileNet requirements per above components	\$ 124.00	\$ 139.00	\$ 154.00

IMPORTANT. Attach proposed staff resumes for each position.

RFP # 12501
Cost Proposal, Perficient, Inc

- 1 -

Exhibit 1

1-7

Receiving Report

Building Split	FISCAL USE Service Location	Project I.D.	FISCAL USE	Activity I.D.	Dollar Amount or Percentage
<input type="checkbox"/>		6 0 8		0 5 0	80%
Building Location (use only if Building Split)		2 6 9		0 5 0	20%

FEIN Number: 74-2853258

1-8.



520 Maryville Centre Drive
Suite 400
Saint Louis, MO 63141

Invoice
INV0076717

Perficient

BILL TO	DATE	3/1/2011
Kansas Department of Labor George Hubka - CIO 1309 SW Topeka Blvd	PO.NO.	
George.Hubka@dol.ks.gov	TERMS	Net 30
	PROJECT	KDOL - UIM

DESCRIPTION	QTY	RATE	AMOUNT
Invoice Summary			
Total Consulting Fees =			\$587,386.00
Total Expenses =			\$0.00
Total Other =			\$0.00
Total Discounts =			\$0.00
Tax =			\$0.00
Invoice Total =			\$587,386.00
Consulting Fees: Karthik Arunachalam - .Net WS Developer (onsite)	160	\$145.00	\$23,200.00
2/1/2011 - 2/4/2011 = 32 hours			
2/7/2011 - 2/11/2011 = 40 hours			
2/14/2011 - 2/18/2011 = 40 hours			
2/21/2011 - 2/25/2011 = 40 hours			
2/28/2011 - 2/28/2011 = 8 hours			
Consulting Fees: Jeremy Bartlow - Solution Architect (local resource)	188	\$179.00	\$33,652.00
2/1/2011 - 2/5/2011 = 39 hours			
2/6/2011 - 2/12/2011 = 48 hours			
2/13/2011 - 2/19/2011 = 51 hours			
2/20/2011 - 2/24/2011 = 40 hours			
2/27/2011 - 2/28/2011 = 10 hours			
Consulting Fees: Doug Bennett - .Net Web Service Lead (onsite)	167	\$167.00	\$27,889.00
2/1/2011 - 2/5/2011 = 25 hours			
2/6/2011 - 2/12/2011 = 40 hours			
2/13/2011 - 2/19/2011 = 50 hours			
2/20/2011 - 2/25/2011 = 44 hours			
2/28/2011 - 2/28/2011 = 8 hours			
Consulting Fees: Prerit Bhakta - .Net WS Developer 2 (offsite)	133	\$115.00	\$15,295.00
2/1/2011 - 2/5/2011 = 39.5 hours			
2/6/2011 - 2/11/2011 = 43.5 hours			
2/21/2011 - 2/25/2011 = 40 hours			
2/28/2011 - 2/28/2011 = 10 hours			
Please send questions to AccountsReceivable@perficient.com or call 314.529.3567			

Remit to: Perficient, Inc.
Box 200026
Pittsburgh, PA 15251-0026

DRF00102361

1-9



520 Maryville Centre Drive
Suite 400
Saint Louis, MO 63141

Invoice
INV0076717

Perficient

BILL TO

Kansas Department of Labor
George Hubka - CIO
1309 SW Topeka Blvd

George.Hubka@dol.ks.gov

DATE	3/1/2011
PO.NO.	
TERMS	Net 30
PROJECT	KDOL - UIM

DESCRIPTION	QTY	RATE	AMOUNT
Consulting Fees: Prerit Bhakta - .Net WS Developer 2 (onsite) 2/14/2011 - 2/17/2011 = 36 hours	36	\$145.00	\$5,220.00
Consulting Fees: Varghese Daniel - Siebel Solution Architect (onsite) 2/1/2011 - 2/5/2011 = 50 hours 2/6/2011 - 2/11/2011 = 47 hours 2/14/2011 - 2/18/2011 = 49 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 10 hours	196	\$194.00	\$38,024.00
Consulting Fees: Frances Dumaguin - Siebel Sr Tech Consultant (onsite) 2/1/2011 - 2/4/2011 = 45.5 hours 2/7/2011 - 2/11/2011 = 41 hours 2/14/2011 - 2/18/2011 = 41 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 10 hours	177.5	\$159.00	\$28,222.50
Consulting Fees: Nicholas Gagliardi - .Net Web Portal Lead (offsite) 2/1/2011 - 2/5/2011 = 35 hours 2/7/2011 - 2/12/2011 = 47 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 8 hours	130	\$137.00	\$17,810.00
Consulting Fees: Nicholas Gagliardi - .Net Web Portal Lead (onsite) 2/14/2011 - 2/19/2011 = 44 hours	44	\$167.00	\$7,348.00
Consulting Fees: Sujit George - Siebel Solution Architect (onsite) 2/1/2011 - 2/5/2011 = 59 hours 2/6/2011 - 2/11/2011 = 72 hours 2/13/2011 - 2/19/2011 = 75 hours 2/20/2011 - 2/25/2011 = 47 hours	253	\$194.00	\$49,082.00
Consulting Fees: Sunil Kumar - Siebel Lead Tech Consultant (onsite) 2/1/2011 - 2/4/2011 = 29 hours 2/7/2011 - 2/12/2011 = 68 hours	216	\$179.00	\$38,664.00
Please send questions to AccountsReceivable@perficient.com or call 314.529.3567			
Remit to: Perficient, Inc. Box 200026 Pittsburgh, PA 15251-0026			

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BILL TO	DATE
Kansas Department of Labor George Hubka - CIO 1309 SW Topeka Blvd	3/1/2011
George.Hubka@dol.ks.gov	PO.NO.
	TERMS
	Net 30
	PROJECT
	KDOL - UIM

DESCRIPTION	QTY	RATE	AMOUNT
Consulting Fees: Sunil Kumar - Siebel Lead Tech Consultant (onsite) 2/13/2011 - 2/19/2011 = 69 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 10 hours			
Consulting Fees: Eyob Lube - .Net Portal Developer (onsite) 2/1/2011 - 2/4/2011 = 32 hours 2/7/2011 - 2/11/2011 = 40 hours 2/14/2011 - 2/18/2011 = 40 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 8 hours	160	\$125.00	\$20,000.00
Consulting Fees: David Marshall - Siebel Lead Business Consultant (onsite) 2/1/2011 - 2/4/2011 = 33 hours 2/7/2011 - 2/11/2011 = 40.5 hours 2/14/2011 - 2/18/2011 = 40 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 7 hours	160.5	\$179.00	\$28,729.50
Consulting Fees: Steve Migotti - Siebel Solution Architect (onsite) 2/1/2011 - 2/5/2011 = 37 hours 2/6/2011 - 2/11/2011 = 46 hours 2/14/2011 - 2/18/2011 = 40 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 8 hours	171	\$194.00	\$33,174.00
Consulting Fees: Surendra Notalapati - Siebel Sr Tech Consultant (local) 2/1/2011 - 2/5/2011 = 59 hours 2/6/2011 - 2/11/2011 = 51 hours 2/14/2011 - 2/18/2011 = 40 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 9 hours	199	\$144.00	\$28,656.00
Consulting Fees: Michael Poulshock - Siebel Solution Architect (onsite)	136	\$194.00	\$26,384.00
Please send questions to AccountsReceivable@perficient.com or call 314.529.3567			

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Kansas Department of Labor
George Hubka - CIO
1309 SW Topeka Blvd

George.Hubka@dol.ks.gov

DATE	3/1/2011
PO.NO.	
TERMS	Net 30
PROJECT	KDOL - UIM

DESCRIPTION	QTY	RATE	AMOUNT
Consulting Fees: Michael Poulshock - Siebel Solution Architect (onsite) 2/1/2011 - 2/5/2011 = 26 hours 2/7/2011 - 2/11/2011 = 39 hours 2/14/2011 - 2/18/2011 = 39 hours 2/22/2011 - 2/25/2011 = 25 hours 2/28/2011 - 2/28/2011 = 7 hours			
Consulting Fees: Ken Ratzlaff - Siebel Sr Tech Consultant (offsite) 2/1/2011 - 2/5/2011 = 33 hours 2/7/2011 - 2/11/2011 = 46 hours 2/14/2011 - 2/18/2011 = 44 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 8 hours	171	\$129.00	\$22,059.00
Consulting Fees: Murali Sankaran - Siebel Solution Architect (onsite) 2/1/2011 - 2/5/2011 = 43 hours 2/6/2011 - 2/11/2011 = 48 hours 2/14/2011 - 2/18/2011 = 51 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 10 hours	192	\$194.00	\$37,248.00
Consulting Fees: Srikanth Seshadri - Siebel Lead Technical Consultant (local) 2/1/2011 - 2/5/2011 = 57 hours 2/6/2011 - 2/12/2011 = 83 hours 2/13/2011 - 2/19/2011 = 70 hours 2/20/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 8 hours	258	\$164.00	\$42,312.00
Consulting Fees: Sanoj Shadangi - Siebel Sr Tech Consultant (local) 2/1/2011 - 2/5/2011 = 55 hours 2/6/2011 - 2/12/2011 = 69 hours 2/13/2011 - 2/19/2011 = 81 hours 2/20/2011 - 2/24/2011 = 40 hours	253	\$144.00	\$36,432.00

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BILL TO
Kansas Department of Labor George Hubka - CIO 1309 SW Topeka Blvd
George.Hubka@dol.ks.gov

DATE	3/1/2011
PO.NO.	
TERMS	Net 30
PROJECT	KDOL - UIM

DESCRIPTION	QTY	RATE	AMOUNT
Consulting Fees: Sanoj Shadangi - Siebel Sr Tech Consultant (local) 2/28/2011 - 2/28/2011 = 8 hours			
Consulting Fees: David Strickland - .Net WS Developer (onsite) 2/1/2011 - 2/5/2011 = 36 hours 2/6/2011 - 2/12/2011 = 53 hours 2/13/2011 - 2/18/2011 = 56 hours 2/21/2011 - 2/25/2011 = 40 hours 2/28/2011 - 2/28/2011 = 8 hours	193	\$145.00	\$27,985.00
Please send questions to AccountsReceivable@perficient.com or call 314.529.3567	Total \$587,386.00		

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Pittsburgh, PA 15251-0026

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UIM Project

Kansas Department of Labor

April 27, 2011

JCIT STATUS REPORTING

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What we found when we got here as of 2/18/2011

UI Project

- a. 3 releases which would not stay running long enough to provide support.
- b. 111 known errors.
- c. 127 known bugs.
- d. 2.5 years late.
- e. Nearly out of allocated funding.
- f. No Test environment.
- g. No regression, load, or user acceptance before releases.
- h. 14 known Memory errors within the base Infrastructure (Primarily in the EAI (Enterprise application interface)).
- i. Plans to continue on with delivery dates for reporting to JCIT and Management.
- j. Improper and poorly documented system code.
- k. KDOL Management relinquished to the vendor with little or no oversight of the budget, deliverables, testing, or quality control.
- l. Timeline driven and delivered as interfaces that do not necessarily connect. This application looked like A Movie Set.

Call Center

- m. Management that could not pass the minimum qualifying test for a call center agent.
- n. Massive backlogs in 13 areas.
- o. Call staff utilizations of 15% or less.
- p. Numbers Reporting was both inaccurate and biased.
- q. Baselines of ;
 - i. 348 calls completed per day average
 - ii. Average wait times of 24 minutes or more on inbound calls
 - iii. Average of 3500 call abandons
 - iv. Average of 1868 forced disconnects Where we hang up on them
- r. Backlog Email Correspondence - 518 Replies
- s. Backlog Email Call Backs – 111 Calls
- t. Backlog form 44/45's - 3609
- u. Backlog Extended Benefits – 797
- v. Backlog EUC - 1301
- w. Backlog AA Claims Pending – 2758
- x. Backlog Adjudications - 1822

What we did to stop the bleeding.

- a. Eliminated 3 layers of Management in the call center.
- b. Eliminated 2 layers of management in IT.
- c. Stopped all Releases until re-evaluated.
- d. Stopped all incorrect development.
- e. Stopped all excessive vendor billing.
- f. Returned all control to KDOL Personnel.
- g. Eliminated 46 out of 59 contractors.
- h. Developed and implemented a code Blue response to system errors to keep the call center open to the public.
- i. Put "all hands" on Phones for at least a portion of every day.
- j. Published quantifiable metrics and expectations.
- k. Empowered the supervisory level to execute.

What is the Rehabilitation Plan?

- a. Remove 2 layers of Management in IT and replaced with 1 Layer.
- b. Remove 3 layers of management in the call center and replaced with 1 layer.
- c. We have taken the approach of returning to basics, metrics management and complete system methodologies.
- d. Teams have been divided into (1.) maintain (Keep what we have running - this is the Code Blue staff) while (2.) the rest of the team is assigned to correct and implement as quickly as possible.
- e. Reviewed all errors and omissions in Release 1, 2, and 3 using DSSD (Data Structured System Development) Methodology. Methodology taught by John Rigby.
- f. Begun a 16 week implementation of RTSP (Rolling Tactical and Strategic Planning) Methodology. Methodology being taught by Bob Hasslinger.
- g. In an effort to get the recovery into manageable pieces that can be effectively monitored, we have:
 - i. Separated the project into two halves, Tax and Benefits.
 - ii. Separated tax into the original 3 releases.
 - iii. Separated each release into 8 to 11 different modules that address all of the discrepancies associated with that release (See the 238 Errors and omissions).
- h. We have Broken Tax into 5 separate initiatives.
 - iv. Stabilize the Infrastructure.

- v. Release 1.
- vi. Stabilize the Mainframe feeds.
- vii. Release 2.
- viii. Release 3.
- i. We have re-engaged Oracle to resolve the EAI issues and stabilize the infrastructure
- j. We are renegotiating the seat licensing with Oracle.
- k. We are renegotiating the module licenses with Oracle
- l. All coding is henceforth deliverable based with acceptance based on a correct and compatible product.
- m. Assigned all code corrections with deliverable definitions, and date requirements.
- n. Reused Corrected code and accept only after complete UAT Testing.
- o. Returned to metrics management in the call center.
- p. Execute staff shifting on 15 minute increments based on call loads.
- q. Re-prioritized backlogs.
- r. Re-evaluated staff skills to keep best on best.

What have been the Measures of Success in our Turnaround efforts?

Financial

- | | |
|---|----------------------------|
| a. Reduced TPG spending by \$ 712,000 per month. | Annual=\$8,544,000 |
| b. Reduced Proficient spending by \$ 132,000 per month. | Annual =\$1,584,000 |
| c. Reduced Nuance spending by \$ 44,000 per month. | Annual =\$ 528,000 |
| d. Reduced AA spending by \$ 92,000 per month. | Annual =\$1,104,000 |
| e. Expect a 19% reduction in Siebel seat Licenses. | Annual= \$ 105,000 |
| f. Expect a 21% reduction in module maintenance Fees. | Annual= \$ 103,000 |
| g. Reduced Mainframe Charges from DISC | Annual=\$ 336,000 |
| | Total =\$12,304,000 |

Staff Reductions

- a. Reduced TPG staff of 28 to 0.
- b. Reduced Proficient staff from 19 to 8.
- c. Reduced Nuance staff from 5 to 3
- d. Reduced AA from 7 to 0.
- e. Reduced KDOL Staff by 4
- f. Reduced Call Center Staff by 18
- g. Total Contractor reductions = 46
- h. Total KDOL reductions = 22

April 27, 2011

JCIT STATUS REPORTING

UIM Delivery

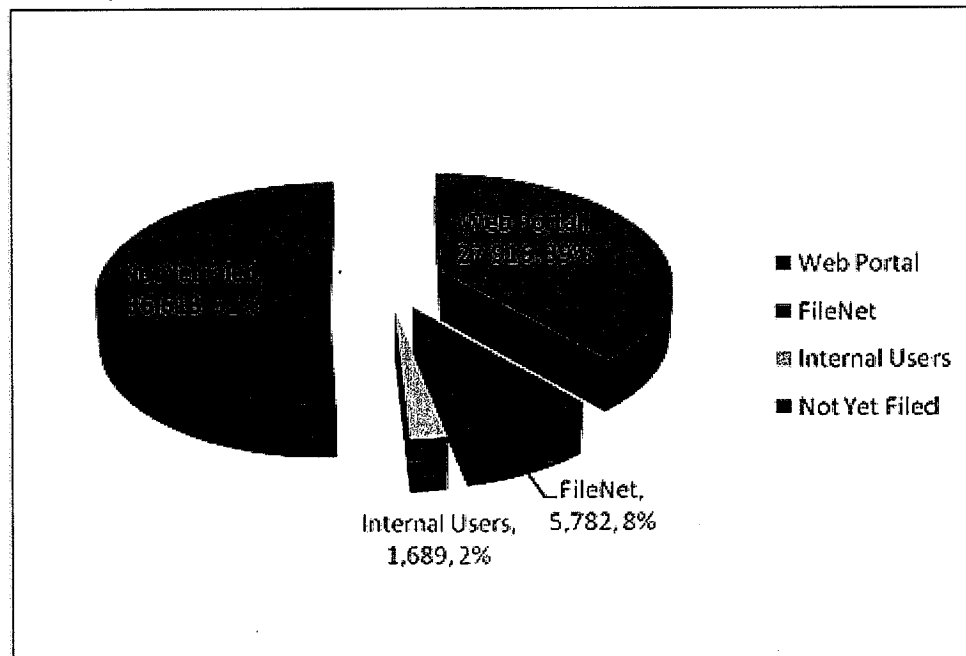
- a. After 8 weeks of development effort, we are 2 weeks ahead of schedule.
- b. Systems are spiking to 77%, down from 97%.
 - ix. This keeps us running while we fix the rest of the issues
- c. Implementations of sub modules have been ahead of production schedule in each of 3 cases.
- d. Implemented sub modules have corrected 121 of the 238 errors and omissions
- e. All Deliverables have met or exceeded deadlines.
- f. Call center up 99.93% of time
- g. Quarterly Wage Report sent to Business – Out in 9 hours down from 39 Hours
 - a. First Time in Memory out on Time

New Baselines

- h. Results of Changes

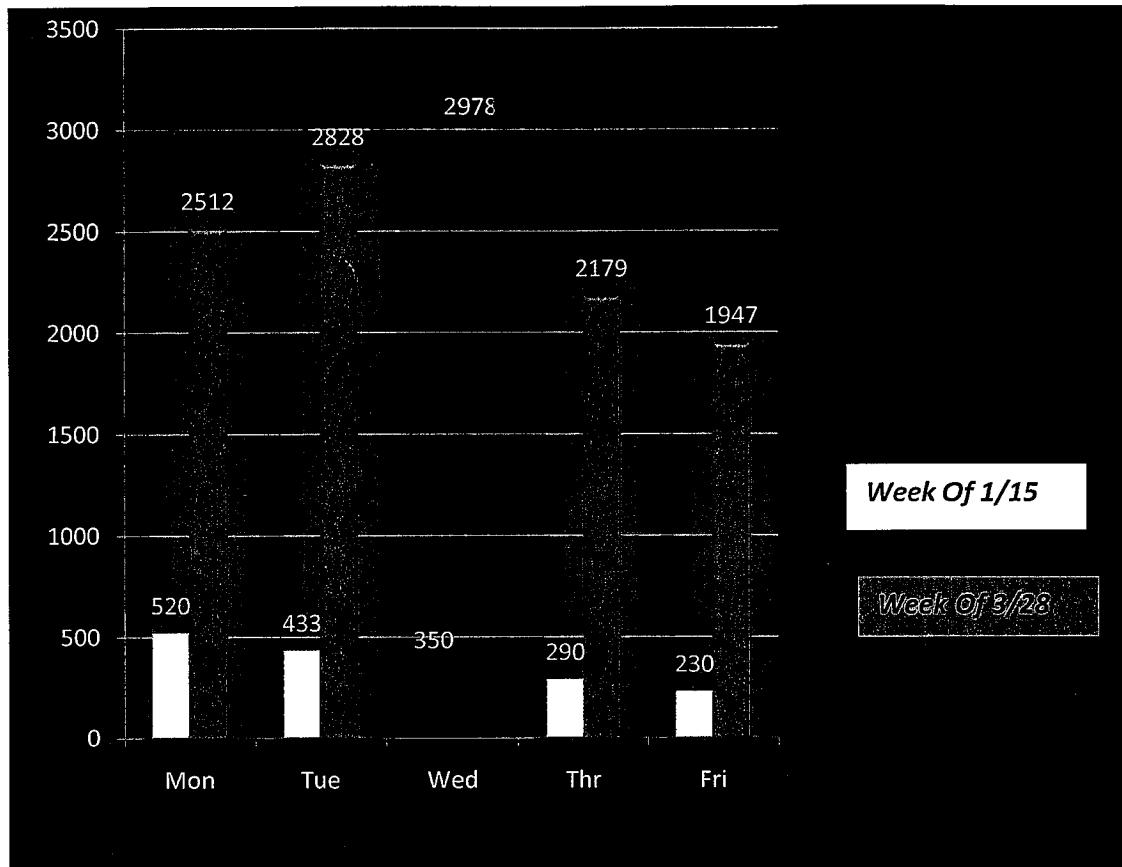
Total QWRS Returned	35,387
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Quarterly Wage Reports filed by 4/25/2011 at 4:00pm



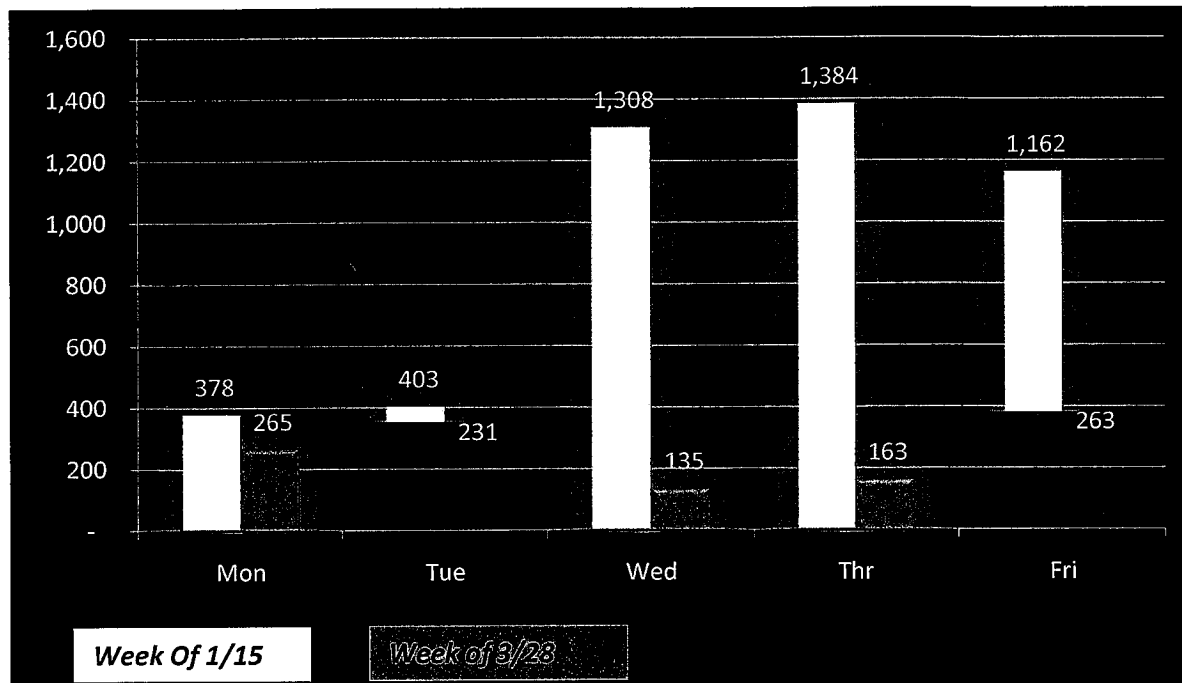
April 27, 2011 JCIT STATUS REPORTING₁

2489 calls completed per day average – a 683 % Increase

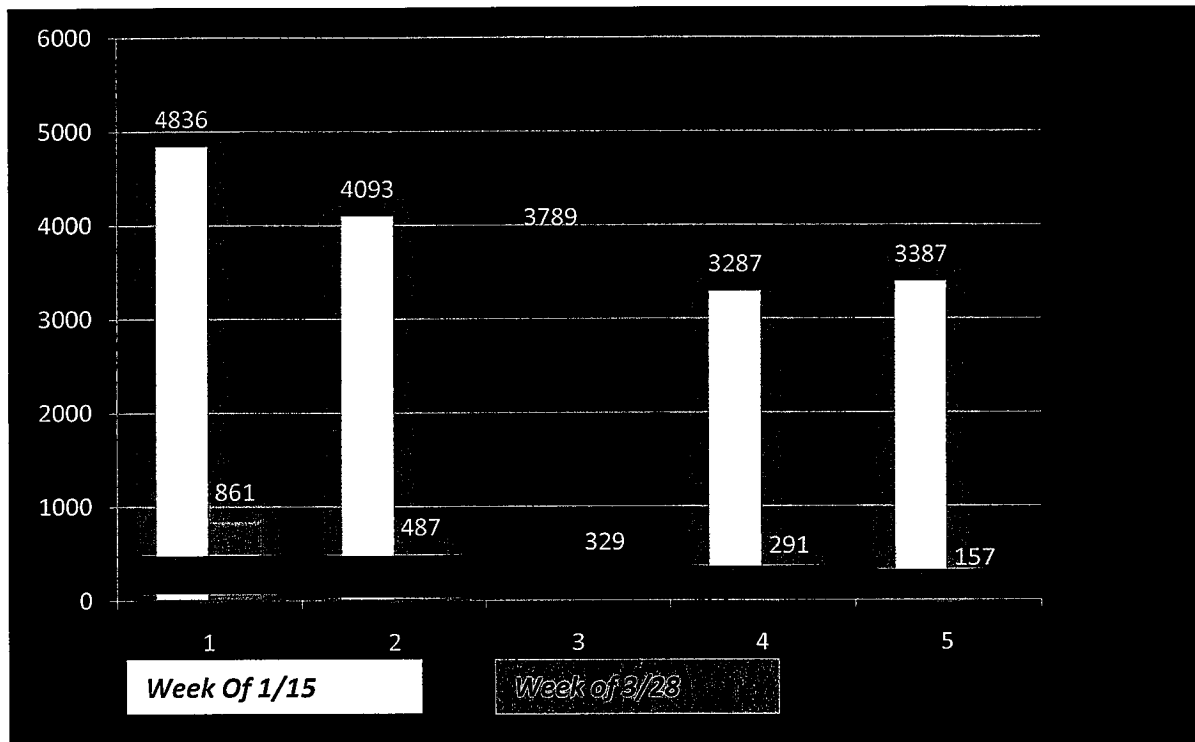


April 27, 2011 JCIT STATUS REPORTING

Average wait times of 3 minutes on inbound calls – an 800% Reduction



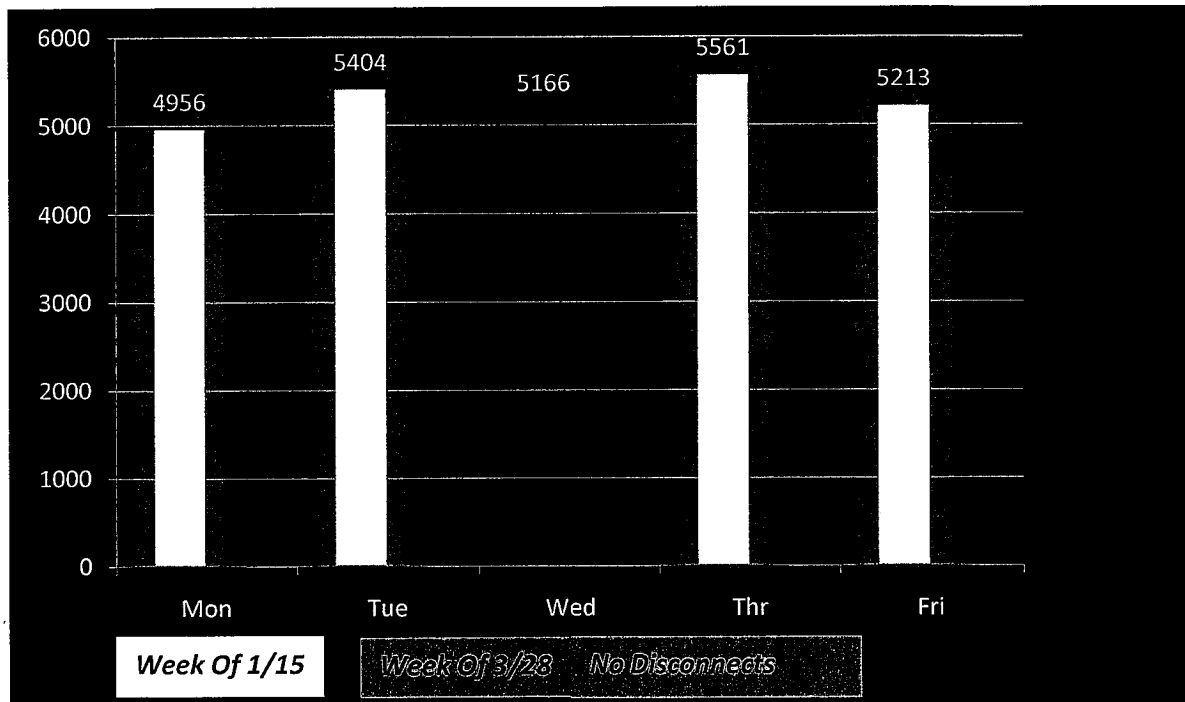
Average of 425 Call Abandons – a 913% reduction



As of 3/28/2011

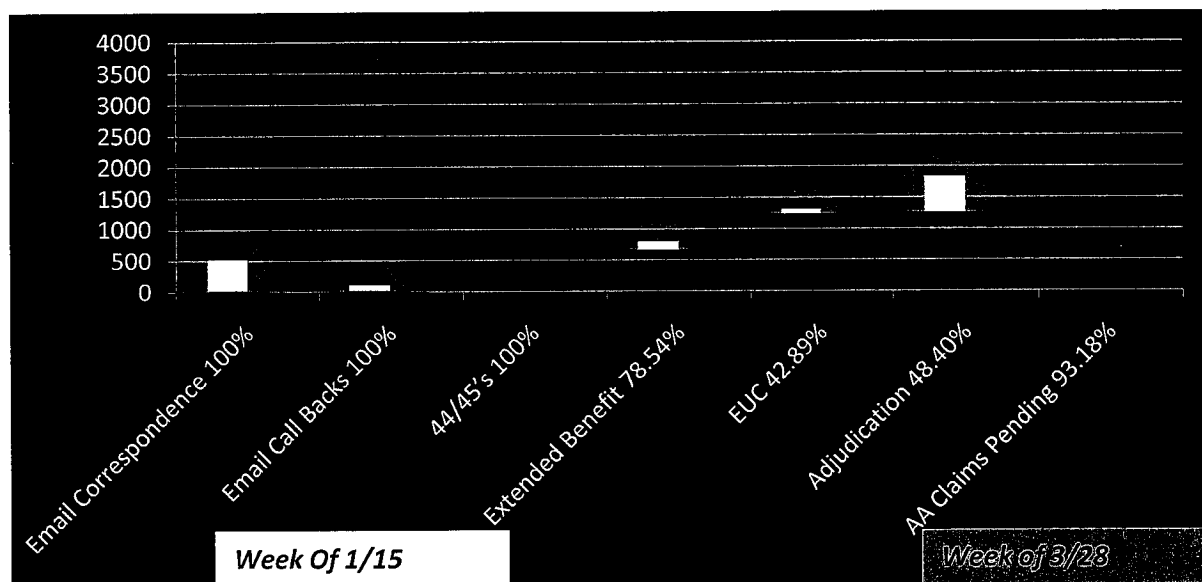
Zero Forced Disconnects in the last 16 working days

Zero left in queue for the last 24 working days



April 27, 2011 JCIT STATUS REPORTING

- As of 3/28/2011;
- Backlog Email Correspondence - Originally 518, now 0, reduced 100%
- Backlog Email Call Backs – Originally 111 Calls, now 0, Reduced 100%
- Backlog 44/45's – Originally 3609, now 0, reduced 100%
- Backlog Extended Benefits – Originally 797, now 171, reduced 78.54%
- Backlog EUC – Originally 1301, now 743, reduced 42.89%
- Backlog Adjudications – Originally 1822, now 940, reduced 48.40%
- Backlog AA Claims Pending – Originally 2758, now 188, reduced 93.18%



The Current Situation

- We are having our toughest week so far.
- We needed to know how far we could push production in the call center to determine the correct balance point.
- We added several issues to the call – In an effort to handle EUC's and some adjudication on the phone to reduce backlogs.
- 51% of the Reporting Employers still are required to file their QWR's (Quarterly Wage Report) by this Friday.
- All these factors raised our ACH (Average Call Handle) time to 9:34 per call.
- Because we are staying on individual calls longer, our AWT (Average Wait Time) increased to 6:34.
- Because our AWT is longer than 5:00 minutes, our Call Abandon (Where the claimant hangs up) increased to 708.
- Our analysis of this situation is that we are pushing too hard and need to slow the load slightly to allow the AWT to get down to 5:00 or less.

Current Statistics as of Tuesday, April 26, 2011

- However, please note the comparison of Tuesday Jan 16, 2011 and Tuesday April 26, 2011.
- Jan 16th is the Tuesday of our baseline week before changes in the Call Center were made.
- April 26th is yesterday and includes the additional EUC, Adjudication, and QWR loads.
- Day to Day comparison is:

Metric Category	Jan 16 th April 26 th		Result
Calls Answered	433	2195	507% more calls answered
Calls Abandoned	4093	708	Reduced 86.70%
Forced Disconnects	5404	5	Reduced 99.01%
Average Speed of Answer	6:43	6:34	Handling 5 X calls in 9 seconds less time
Average Handle Time	16:42	9:36	Reduced 43.51%
Calls answered < 2 minutes	5.51%	26.63%	483.30% more calls under 2 minutes
Calls answered < 4 minutes	13.29%	40.34%	303.54% more calls under 4 minutes

April 27, 2011

JCIT STATUS REPORTING

Summary

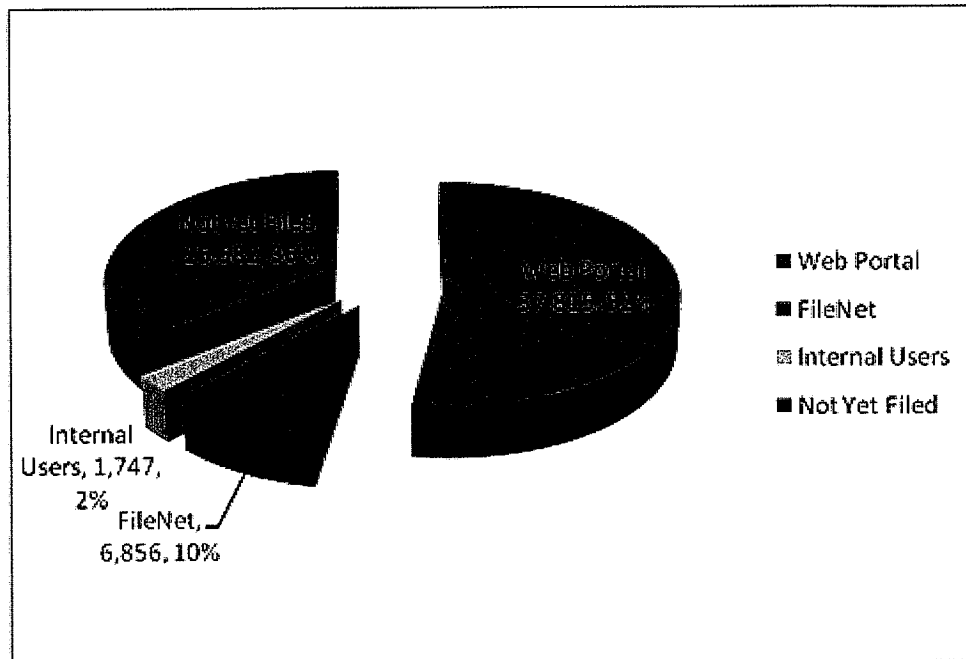
- Even our worst day is a substantial improvement over the standard baselines before Secretary Brownlee instituted these changes.
- Many Private Sector Call Centers would be quite happy to have our worst numbers.
- The Changes we put in place 2/21/2011 were not radical, but rather fundamental in nature.
- Improved numbers are being done with approximately 10% less Call Center staff.
- With the exception of Call Center Management, the remaining staff are the same staff before and after.
- We think we still have room for improvement and will continue to strive to find the correct balance point between acceptable response times and workloads.
- All the visibility of the Call Center is directly executed and supported by UIM technology which is being corrected and continues to be operational as we speak.
- UIM (Tax) Corrections were estimated to be an 18 month and \$8 million dollar effort.
- UIM is currently projected to be completed 5 months (July) for approximately \$600 thousand dollars.
- UIM Code Blue and Development Staff are with minor strategic exceptions all current KDOL Staff.

April 27, 2011 JCIT STATUS REPORTING

Late Breaking News:

Filed by 4/26/2010 at 4:00pm – 11,000 QWRs in the last 24 hours.

Total	46,418
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- ADP has reported and Processed with no errors.
- They are our largest single respondent and report more individual employees than any other reporting entity.

JCIT Priority Report on KLISS Deliverables
LCITO Priorities Report
April 27, 2011

KLISS Work Priorities

1. Close all Severity level 1 and 2 Propylon TRAC tickets within one day of opening for severity 1 and 2 days of opening for severity two. Post every two hours each day the status of tickets at these levels —**Propylon requirement**;
2. Obtain approval for implementing Office of Information Technology, obtain budget, and hire staff to insure success of KLISS in 2012 session—**State**
3. Finalize conflicts report by 4/27.
4. Implement SLIQ committee meeting agenda and testimony by 5/5 **State**
5. Clear June 1st punch list for chamber and Revisor Office -**Propylon Requirement**
6. Clear decision support outstanding issues by 6/1 -**Propylon Requirement**
7. Prepare phase 2 Propylon contract maintenance, support, and new features contract —**State/Propylon Requirement**
8. Prepare a release management test documentation folder for emergency and routine change control (assigned to LAS Computer Services for change control release management) --**State**
9. Propylon prepares a formal state support staff training plan. Propylon prepares state staff training and performance assessment report. By May 16 **State/Propylon**
10. Member page: change the number bar making it more useable and rely on the filter facility already on the page. Ask JHP to recommend usability features for finding members (**Propylon feature**)

Referenced deliverables in play script section of the contract

1. Develop an appointments back office data base for Legislative Research by May 2 --Propylon
2. Provide video database store and retrieval in model office by June 1 —State/Propylon
3. KLRD Fiscal Impacts report (not for the public site)
4. Final system maintenance documentation with run book by June 1 --Propylon
5. When available post interim committee reports and census reports to the site —State Propylon

Attachment 3
JCH 4-27-11

KLISS Revisor and Chambers Issue List Status

No.	Critical Deliverables: April 27, 2011	%	Hrs	Test	Status
1	Consistent and reliable customer support. Reported problems are not recorded and tracked by Propylon, or are closed due to lack of extensive documentation that legislative staff is expected to provide. Assigned technical support often does not have knowledge of the function at issue or is unavailable when needed.	100%	5	MOU	Done-released
2	Documentation for lawmaking functions. There is no official administrative, user or technical documentation for any functions of the system. Because the system was delivered immediately prior to the legislative session, there has been less than adequate training for administrators and user.	100%	40	RO/RM	Done-released Training for CCR's completed 4/21. Wiki in place.
3	Accuracy and consistency in outputs. Documents generated by the system often contain inexplicable errors or are improperly formatted. The randomness of these occurrences causes a general lack of confidence in the accuracy and reliability of the outputs generated.	100%	40	RM	Done-released
4	Floor amendments. The delta document process is often unable to produce the desired amendatory language, or even language that is relatively close, requiring a complete rewrite of the amendatory language.	100%	8	CCB/ RM	Done-treleased Revisor Secretarial staff testied with Change Control Board test team. - All tickets closed.
5	Committee reports. As with floor amendments, the delta document process is unable to reliably produce the desired committee report language, requiring a complete rewrite.	100%	8	CCB/ RM	Done-released Revisor Secretarial staff testing with Change Control Board test team.- All tickets closed.
6	Importing text from existing legislative documents. The system is unable to maintain format and markup styles of text that is cut from an existing bill and pasted into a committee report, floor amendment or conference committee report.	100%	40	RO/RM	Done-released Revisor Secretarial staff testing with Change Control Board test team. Training complete 4/21. One enhancement ticket pending 4/25 client build.
7	Importing text from legislative enactments. The system is unable to maintain format and markup styles of text that is cut from existing session laws, passed bills and constitutional provisions and pasted into a bill draft.	100%	40	RO/RM	Done-released Revisor Secretarial staff testing with Change Control Board test team. Training complete 4/21. One enhancement ticket pending 4/25 client build.
	Bill status reports. The system does not produce reports of bills in	100%	10	RO/RM	Done-released LI lists bills in

KLISS Revisor and Chambers Issue List Status

No.	Critical Deliverables: April 27, 2011	%	Hrs	Test	Status
	conference or conflicting amendatory sections that appear in multiple bills.				conference. Conflicts report final edits delivered to RO 4/19.
9	Verifying statute unchanged. The system does not produce a report that can show all changes in an existing statute on the first run.	100%	4	RO/RM	Done-released
10	Lock of existing statutory text. Existing statutory text can be modified with inadvertent insertions and deletions that do not show as marked up text.	0% N/A	?	RO/RM	Not reproducible Need from Revisor's developer documentation of what was done to cause this problem. Propylon unable to reproduce problem.
11	Special bill draft formats. The system does not allow for special bill formats such as appropriations, tables and grids.	75%	200	CCB	In Progress Appropriations complete and in Production. Documentation provided. Propylon will create 3 table styles.(in process) These styles cause extensive changes to all templates; It is better for the purpose of code stability to do these changes after veto session.
12	Substitute bills. The committee report language for substitute bills is incorrect.	100%	20	RO/RM	Done-released Revisor Office training complete 4/21. Final enhancement request in 4/25 build.
13	Conference committee reports. The system does not produce a conference committee report.	100%	16	CCB/ RM	Done-released In production. Revisor Office training completed 4/21
14	Engrossing. The automatic engrossing function often produces incorrect markup text, making it unreliable. The system does not successfully merge multiple amendments adopted for a single bill.	100%	5	RO/RM	Done-released
15	Search capability. Search tool is only available for existing statutes. Search capability should include all legislative documents.	100%	5	RM	Done-released On external site

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KLISS Revisor and Chambers Issue List Status

No.	Critical Deliverables: April 27, 2011	%	Hrs	Test	Status
16	Locating and tracking documents. The system does not have a functioning process for locating legislative documents within the lawmaking base system.	100%	30	CCB/ RM	Done-released CR for re-provisioning of LM Server provided 4/26. Adding more memory allows navigation to run more effectively.
17	Multiple requests. The system locks out all users if attempts are made to generate multiple requests at the same time.	85%	8	RO/RM	In Progress Resolved using a data base design –recommend implementing after veto session to protect RN number integrity.
18	Open Office issues. The Open Office application often quits responding, resulting in loss of productivity because it is necessary to restart/reopen applications and files.	100%	0	CCB/ RM	Done-released Revisor's Office should not use OpenOffice separately when KLISS is open. Training and implementation of the soffice.bin solution workaround.
19	Notification between chambers and revisor's office. There is no notification system between the chambers and the Revisor's office with respect to bills moving through the process.	100%	8	RM	Done-released. RSS feeds for bill notification is done and released. In addition, chamber provides daily notification to RO for all bills having changes that day. State responsibility.
20	Reliable bill history. Bill history may appear as incorrect and legislative staff is unable to correct history.	100%	4	RM	Done-released
21	Calendar tails. Changes of reference are not reflected in the tails on bills shown in the calendar requiring manual insertion.	100%	24	CCB/ RM	Done-released
22	Calendar bill status. The system does not generate a calendar bill status report. The report must be done manually. There are inaccuracies in bill placement and status in calendar.	100%	16	CCB/ RM	Done-released – reports delivered to chamber for validation 4/21. Reports are acceptable.
23	Updates to long titles of bills. Titles are not updated in the metadata of a bill, resulting in publication of inaccurate titles in the journal and calendar.	100%	2	RO/RM	Done-released

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KLISS Revisor and Chambers Issue List Status

No.	Critical Deliverables: April 27, 2011	%	Hrs	Test	Status
24	Matching titles. Titles of bills received by the chambers do not always match the metadata for the document.	100%	1	RO/RM	Done-released Revisor Office training completed 4/21
25	Substitute bill identification. The system does not create the correct bill identification for substitute bills. This includes the chamber of origin and the chamber creating the substitute.	100%	1	RO/RM	Done-released Revisor Office training completed 4/21.
26	Substitute bill sponsor. When a substitute bill is introduced the sponsor history of the original bill is lost.	100%	1	RO/RM	Done-released Revisor Office training completed 4/21.
27	Reports on bills. The system does not create standard reports to track and manage bills. The daily action report does not include specific information that is needed, such as actions taken, votes, etc.	100%	40	CCB/ RM	Done-released LI reports are ready 4/26. Daily actions report completed
28	Flagging and enrolling. Flagging and enrolling process is unreliable and inaccurate due to deficiencies in the delta document process. The system does not show the date of signage of an enrolled bill by the Governor.	100%	20	CCB/ RM	Done-released Delta team process resolves reliability concerns and enrolling is in production
29	Recording of chamber actions. Recording chamber actions is a slow process due to system speed, interface design, lack of adequate training and speed of chamber action. Chamber interface functions to record actions to reconsider, replace conferees, refer bills separately and accede are not functioning.	100%	60	CCB/ RM	Done-released 12 gig RAM and 12 gig SWAP with a reconfiguration. CI functions completed
30	Journal elements. Journal elements require significant manual editing due to incorrect templates and lack of placeholder codes.	100%	2	CCB/ RM	Done-released Provided Chamber with JE editing instructions for power SME's to make changes.
31	Amendatory reports. Committee reports and floor amendments require manual editing.	100%	0	CCB/ RM	Done-released
32	Message elements. Message elements require significant manual editing due to incorrect templates.	100%	8	CCB/ RM	Done-released in test and production. Log tickets for anything not correct/complete.

RO = Revisor's Office; RM=Release Manager; CCB=Change Control Board