



Team Sagitec

Kansas Department of LABOR (KDOL), Unemployment Insurance (UI) System

September 28, 2021

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Siva Sambasivam

Senior Partner

Mr. Sambasivam is the Lead Client Service Delivery Partner for the Sagitec Labor and Employment Practice and has extensive experience working as the lead solution architect for our framework-based solutions. We selected our experienced project manager for the UI Modernization Project based on his Labor and Employment solutions expertise and his record of accomplishment for managing projects using effective communication, efficient execution, and the successful completion of each phase of his projects.

With more than 30 years of large systems integration experience, Mr. Sambasivam has 20 years of experience as a dedicated UI professional, serving state clients by successfully leading multiple State UI system modernization efforts. His shared experience with the project team implementing UI systems in Minnesota, Massachusetts, Washington DC, South Carolina and Maryland, gives KDOL the cohesive team leadership and advanced management skills required to secure the KDOL UI Modernization Project's complete success. He has demonstrated project quality, results clients expect, and the highest levels of customer satisfaction.

Mr. Sambasivam is certified as a project management professional from the Project Management Institute.



Chris Peretto

Business Development Director

Mr. Peretto brings 31 years of experience managing UI programs and delivering services to UI agencies. Mr. Peretto worked with the National Association of State Workforce Agencies (NASWA) as the Director of SIDES and as the project manager for USDOL's Integrity Project. Prior to that position, he spent 20 years with the Michigan Unemployment Agency in numerous positions including Agency Director, Deputy Director, Director of Projects, Planning and Improvements, Chief Financial Officer, Collections Manager, and Internal Audit Manager.



Karthik Sadasivam

Lead Technical Architect

Mr. Sadasivam has led multiple state government projects over the last 20 years by building flexible, scalable, and resilient technology solutions for clients. He offers more than 18 years of experience in large-scale public sector systems implementation, with a focus on unemployment insurance systems. Mr. Sadasivam has acquired deep business domain knowledge in all areas of Unemployment Insurance with specialization in monetary calculation, benefit payments, employer charging, overpayments, and non-monetary issues. His work includes UI modernization efforts for Massachusetts, Minnesota, Washington D.C., Maryland, West Virginia, and Ohio.



Patrik Svensson

Sagitec Project Management Office (PMO) – PMO Lead

Mr. Svensson has more than 19 years of experience serving state governments—primarily in Unemployment Insurance and Pension Administration Solutions. He has served five states over the last 19 years, working to implement integrated UI Tax and/or Benefits systems in Minnesota, Massachusetts, South Carolina, Maryland, and Ohio.

On these projects, Patrik managed various aspects of the project software development lifecycle covering UI Tax, Benefits and Appeals functionality. He brings significant UI modernization experience to the team and understands the UI program and policies, and the technology required to enable the required business processes. He is PMI and Scrum Alliance certified, and brings the real-world experience required to deliver results.



Shane Cox

Director

Shane Cox is a project manager and business analyst with extensive functional experience in the public sector. He has worked in the Labor and Employment industry for more than 25 years, including for the Kansas Department of Labor for 12 years. He served in many roles with the state, including chief operating officer, change management officer, assistant chief of contributions, training supervisor, and state auditor II.

Mr. Cox also brings a depth of experience as a functional UI Tax Subject Matter Expert, with work on UI modernization projects in Kansas, Florida, Texas, Washington DC and Oklahoma. He brings to Kansas years of acquired knowledge in UI processes, UI law, systems, and policies.

As a Lead UI Project Manager for these projects, Mr. Cox's has been responsible for planning and delivering client benefit and tax-related functional team activities. He has also been responsible for facilitating efficient and effective requirements confirmation sessions to define the project functional baseline, as well as facilitating planning, execution and review activities for product configuration sessions.



Sindhu Nair

Product Manager

Ms. Nair has over 20 years of experience in design and delivery of large-scale systems and is responsible for the implementation and delivery of the Neosurance™ product. In her role, she is the key manager responsible for the design and planning of Neosurance™ solution to keep Neosurance™ current as technology changes and to meet UI client needs. Her role includes the planning and management of Neosurance™ product releases to all clients, with a focus on managing changes/configurations and releases to maintain the high-quality clients expect and Sagitec requires.

Ms. Nair has acquired deep business domain knowledge in several areas of Unemployment Insurance with specialization in employer registration, wage reports and payments, initial claim registration, special programs, benefit payments, employer charging, and collections. Her work includes UI tax and benefits modernization projects in Minnesota, Massachusetts, Maryland, South Carolina, Ohio and Texas. Ms. Nair is certified as a project management professional from the Project Management Institute and a certified scrum master.



Neil Adcox

Director

Mr. Adcox has more than 19 years of experience in public and private enterprise system modernization and 12 years of experience in the Labor and Employment industry.

Prior to joining Sagitec, Mr. Adcox held various roles in his ten years with the South Carolina Department of Employment and Workforce (SCDEW) including Chief Information Officer (CIO) and Chief of Staff where he provided executive direction and oversight of the agency. During Mr. Adcox's tenure, SCDEW fully modernized their unemployment insurance tax, benefits and appeals solutions. Mr. Adcox served in numerous roles during the modernization efforts including as an IT SME producing and validating technical and business requirements, CIO providing IT project oversight, and executive sponsor providing oversight of the projects and conducting quality assurance over the design, development, and implementation. During his public sector service Mr. Adcox has acquired deep business domain knowledge of all areas of Unemployment Insurance.

Prior to his public service, Mr. Adcox served in a leadership position with a firm providing full scale enterprise solutions for city and county governments.

General Overview

The following summarizes the key staff proposed for KDOL's UI System Project:

- Sagitec's proposed team has over 250 years of cumulative UI modernization experience
- Sagitec's proposed team average over 10 years of UI modernization experience
- Sagitec's proposed team has worked successfully together over the last 15 years to deliver multiple UI modernization projects with exceptional outcomes
- Sagitec's proposed team includes Microsoft to host the application and MTW with their Field Audit Module

Our Proposed Solution Components



- ☐ A comprehensive solution featuring
 - ☐ Employer portal
 - ☐ Claimant portal
 - ☐ Third-party Administrators portal
 - ☐ Staff portal
- ☐ Mobile device compatible solution
- ☐ Separate Mobile App for claimants and employers for commonly used functions
- ☐ Hosted in Microsoft Azure Government Cloud
- ☐ Comprehensive set of services from inception through implementation and post-implementation support
- ☐ Training and Self-service videos
- ☐ Chosen, through competitive procurement, by six states in the last seven years to modernize their UI systems

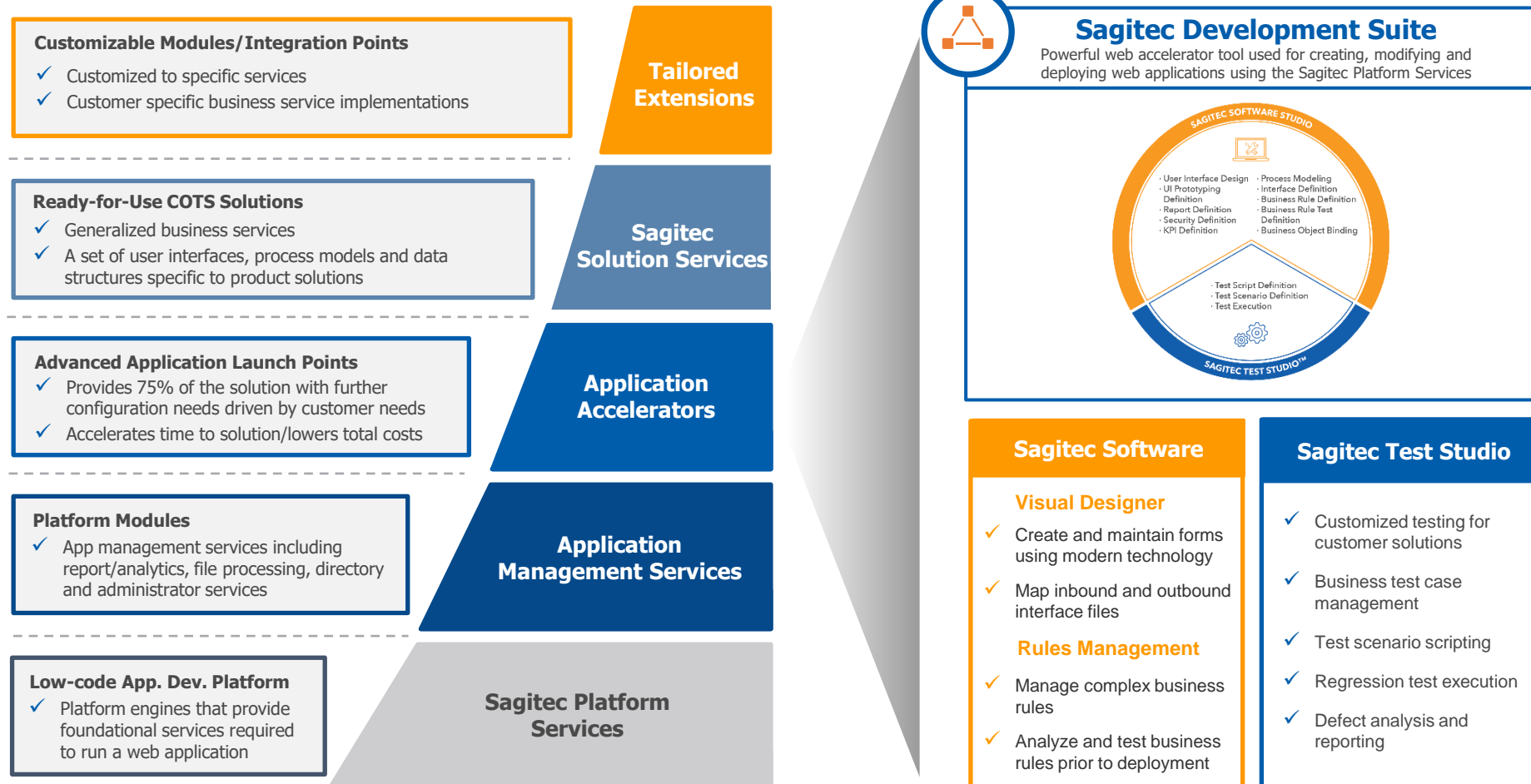
Benefits of Our Solution Approach



- ❑ Proven methodology used to delivery modernization solution by our experienced project team
- ❑ Avoids technology obsolescence
- ❑ Drives self-service adoption for employers, agents, and claimants
- ❑ Reduces reliance on third party software products – The only major third-party software required for Neosurance is content/document management and database software
- ❑ Provides the ability to configure business rules and processes based on KDOL's business processes
- ❑ Meets 75-80% of typical state UI tax and benefits requirements out of the box
- ❑ Administrative efficiency – Huge saving in manual efforts, staffing, and paper processing
- ❑ Improved accuracy and federal performance measurements
- ❑ Cost and speed of development
- ❑ Reduced annual costs
- ❑ Chosen, through competitive procurement, by six states in the last seven years to modernize their UI systems

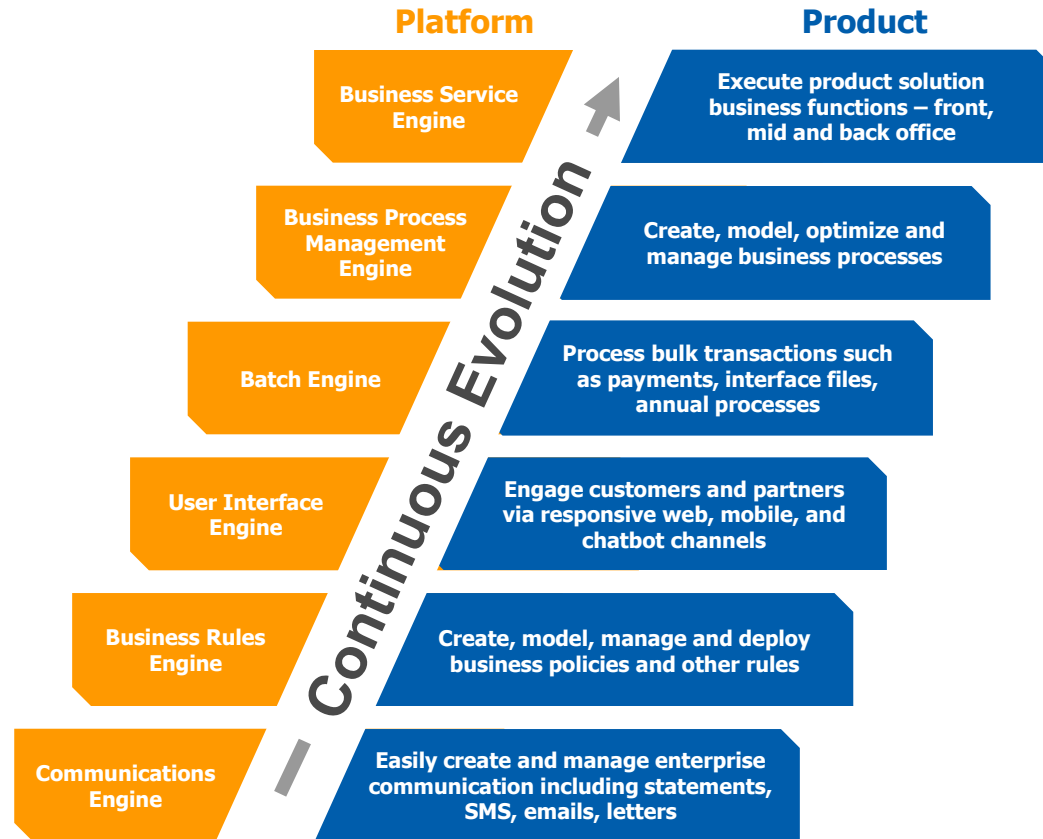
Sagitec offers a leading product for flexibility, extensibility, and business functionality.

Sagitec's layered platform architecture optimizes its ability to meet customer needs



Sagitec's technology evolution allows its customers to continually evolve.

Sagitec's technology evolution allows its customers to continually evolve



Sagitec Advantage



Shared
Services



Application
Development



Domain
Expertise

Sagitec Advantage



- Premier technology solutions provider delivering best-in-class shared services through its platform
- Flexible technology platform that provides cloud enablement using IaaS or SaaS model



- Powerful web-based application accelerators greatly reduce implementation timeframes and cost
- Layered platform architecture builds and supports tailored solutions upon an evolving platform avoiding technology obsolescence



- Premier portfolio of product solutions provides an ability to serve a variety of distinct but adjacent markets



Innovative solutions for customers that can be used to service different administrative stages



Continuous evolution along upgrade cycle that mitigates legacy "rip-and-replace" model



Serves key stakeholders through **continuous touchpoints** across **customer lifecycle**



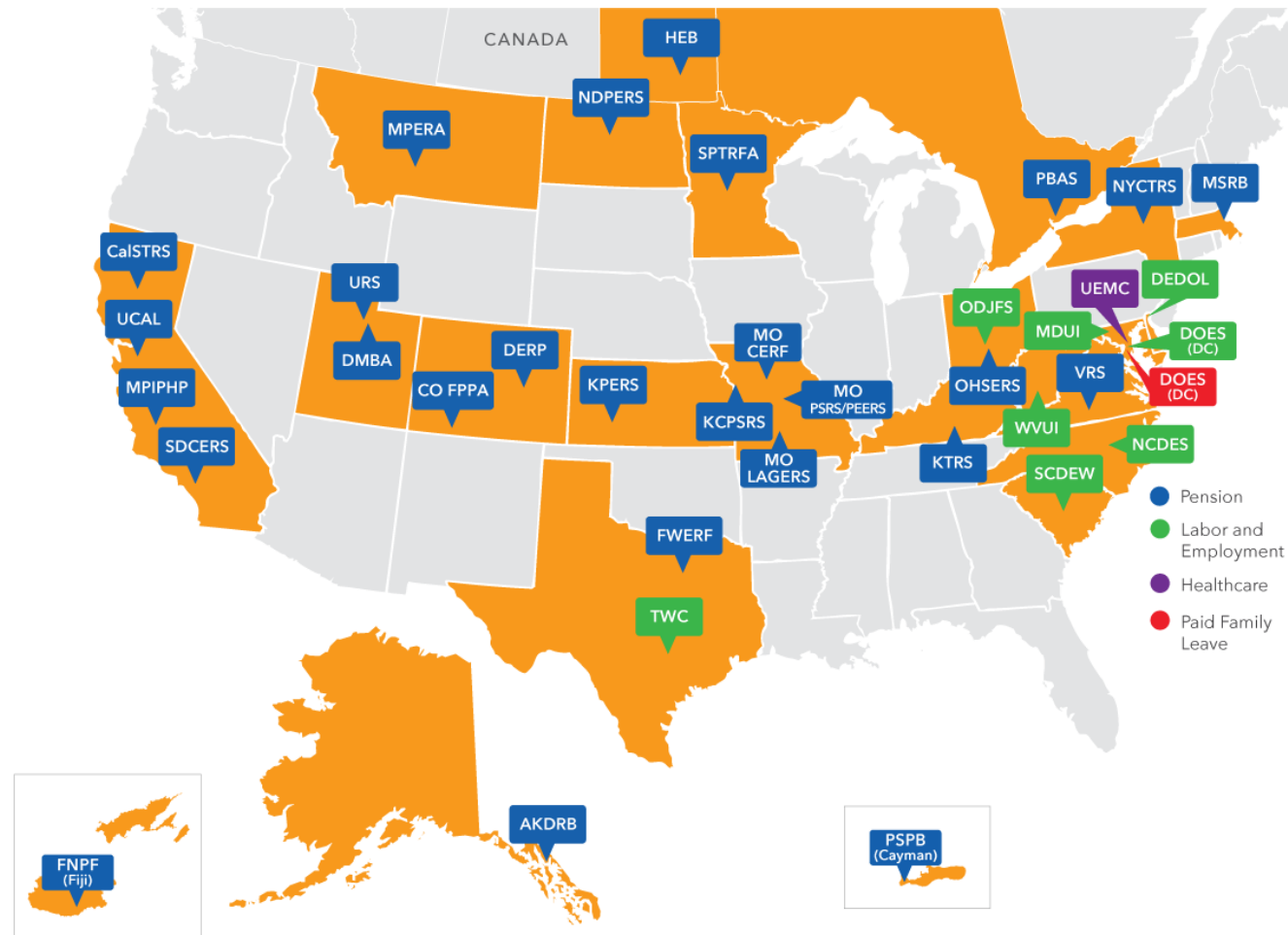
Best-in-class software allows customers to implement organizational change that **transforms legacy business processes**

Sagitec's platform addresses all key Labor and Employment market trends.



Neosurance Implementations and Existing Clients

- 37 successful state government system modernization engagements
- Singularly focused on providing software solutions for the labor and employment, healthcare and life sciences and pension administration industries
- Solution accelerators for implementing innovative software solutions
- End-to-end implementation services



System has been successfully operating in production since October 2014 of processing agent/employer registrations, wage filing, payments, account maintenance, and other agent/employer services.

Highlights and Achievements

- **Paper-based wage filings have been reduced by 93%** since implementation of ESSP.
- **97% of employers filed wages online through the ESSP self-service portal.**
- Employers continue to transition from paper checks to electronic payments. **Paper checks have been reduced by approximately 49%** since the implementation of ESSP. In the most recent quarter, **71% of total payments were processed using ACH debit or the Agent "Super Check" process.**
- **100% of employer registrations are completed by employers online** through the self-service portal.
- **100% of account maintenance is completed by employers online** through the self-service portal including address, units, owner/officer, contacts, communication preferences, and POA/agent assignment.
- **35,000 active employers** using the system

The SUITS project was successfully implemented in production in March 2018 with integrated UI tax processing including agent/employer registrations, wage filing, payments, account maintenance, mergers/acquisitions, benefit charging, rating, Federal reporting, TPS, field audit, management reporting, and other agent/employer services.

Highlights and Achievements

The SUITS system has achieved the following significant results:

- **94% of wage reporting is completed by employers online** through the self-service portal and paper-based wage filings have been reduced by 94 percent since implementation.
- **90% of employer registrations were completed by employers online** through the self-service portal.
- **82% of account maintenance is completed by employers online** through the self-service portal.
- **68% of tax payments were made electronically** through the self-service portal using ACH debit/credit virtually eliminating paper checks in the first quarter of implementation.
- **105,000 active employers** using the system

The BEACON System was implemented in April 2020. The solution provides integrated UI tax, benefits and appeals functionality including comprehensive self-service portals for claimants, employers and third-party administrators (TPAs).

Highlights and Achievements

- **Comprehensive UI Benefits functionality** featuring Regular UI, CWC, Work-Share, PUA, PEUC, EB, MEUC, FPUC and LWA program claims processing
- **135,000 Active Employers**
- **99% of employers filed wages online** through the BEACON self-service portal
- **95% of employer tax payments were processed** using ACH debit or credit
- **Over 800,000 non-fraud claims filed** during the pandemic
- **Over \$12.5 Billion in Benefit payments issued** during the pandemic
- **90% of initial claims filed online** in the claimant self-service portal for all benefit programs
- **More than 94% of weekly certs filed online** in the claimant self-service portal for all programs
- **More than 50% of claimants** access UI benefits services using **mobile phones and tablet devices** to independently manage their accounts; **20% of the weekly certifications** were filed using **Mobile App**

The Pandemic Unemployment Assistance System was implemented in May 2020. The solution provides integrated Pandemic Unemployment Assistance program functionality including comprehensive self-service portal for claimants.

Highlights and Achievements

- **PUA, PEUC, EB, MEUC, FPUC and LWA** program claims processing
- **Fully developed, tested, and implemented this program in just under 4 weeks.**
- **First group of PUA payments were released within two weeks of going live.**
- **100% of the initial claims and continued claims are processed online in the claimant self-service portal for all pandemic programs.**
- **100% of the account maintenance is completed by the claimants online** through the self-service portal including address, contact, payment method, tax withholding and communication preference.
- **100% of the pandemic program payments processed by the PUA system are via Debit Card or Direct Deposit.**
- **Approximately 40,000 claimants were paid on the pandemic programs.**

Lessons Learned – During Design, Development and Implementation

- **Start data conversion, interfaces, reports and correspondences** related processes in parallel with other functional iterations during design, development and implementation phase.
- **Review and approve** the solution design timely.
- **Manage project scope** during the entire project lifecycle.
- **Plan and staff** the project adequately.
- **Continually monitor** project risks and issues and resolve them timely.

Lessons Learned – Post go-live

- **Anticipate Fraud and proactively** take measures to mitigate
- **Anticipate surge in user traffic** be ready to dynamically address system processing needs
- **Be ready to implement legislative changes** in short timeframe

High Level Technical Infrastructure

Sagitec Hosting Includes:

- Neosurance Application Hosted in Azure Government Cloud
- Neosurance Disaster Recovery and Business Continuity
- Enterprise Content Management Hosting – IBM FileNet and Microsoft SharePoint

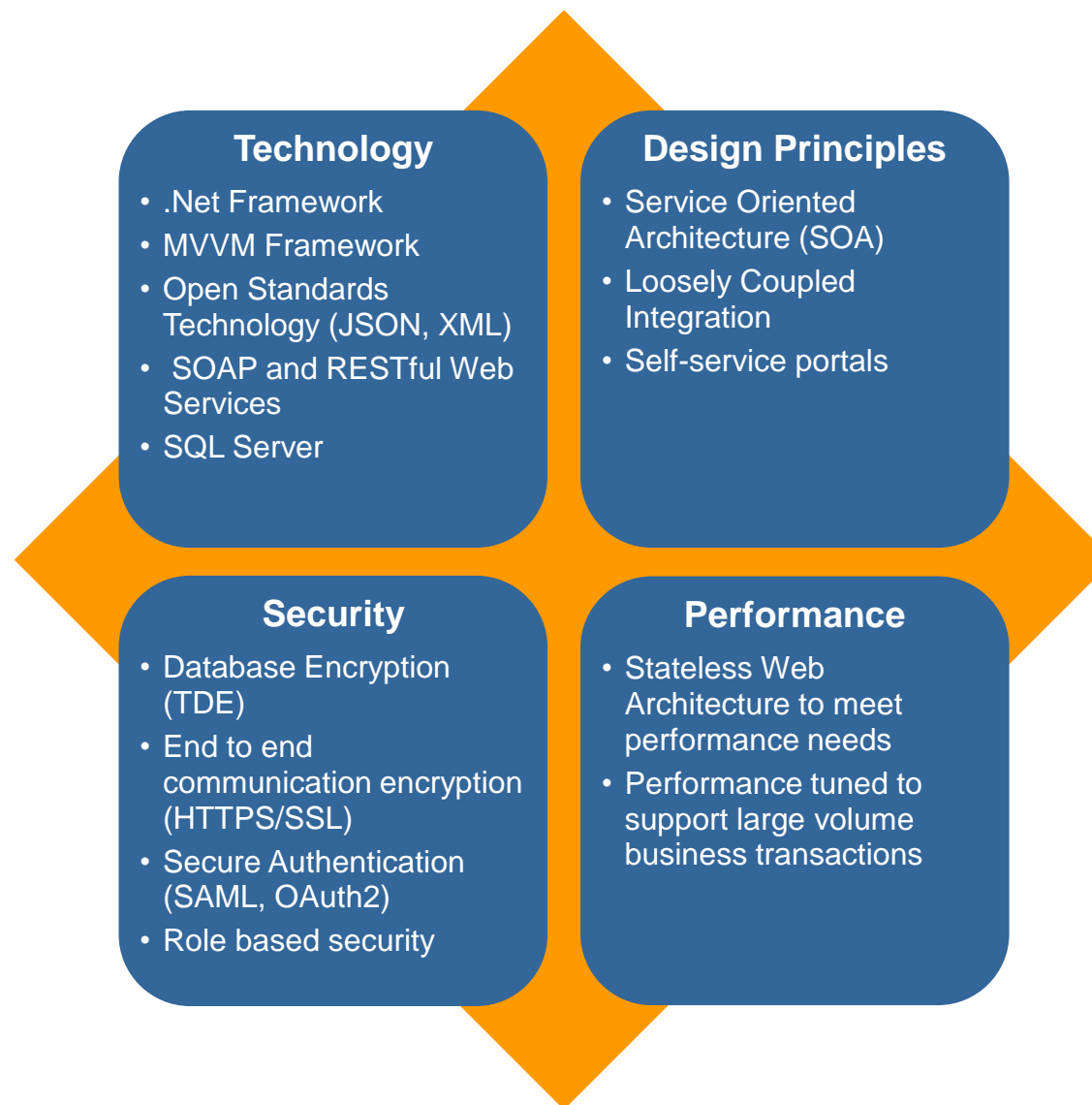
Sagitec Hosting Environments:

- Development/Unit test
- System Integration test
- User Acceptance test
- Training
- Conversion
- Performance Test
- Staging
- Production

The Neosurance™ solution Infrastructure includes components for Security, Availability, Scalability, Monitoring and Authentication

- Azure Front Door/Web Application Firewall
- Intrusion Detection Prevention Systems (IDPS)
- Firewall Protection
- Load Balancers
- Highly available Virtual Servers with 99.95% availability
- Cloud Storage
- Azure Key Vault for secure key management
- Identity Management
- Multi-factor Authentication
- Integration with Third-party identity verification services

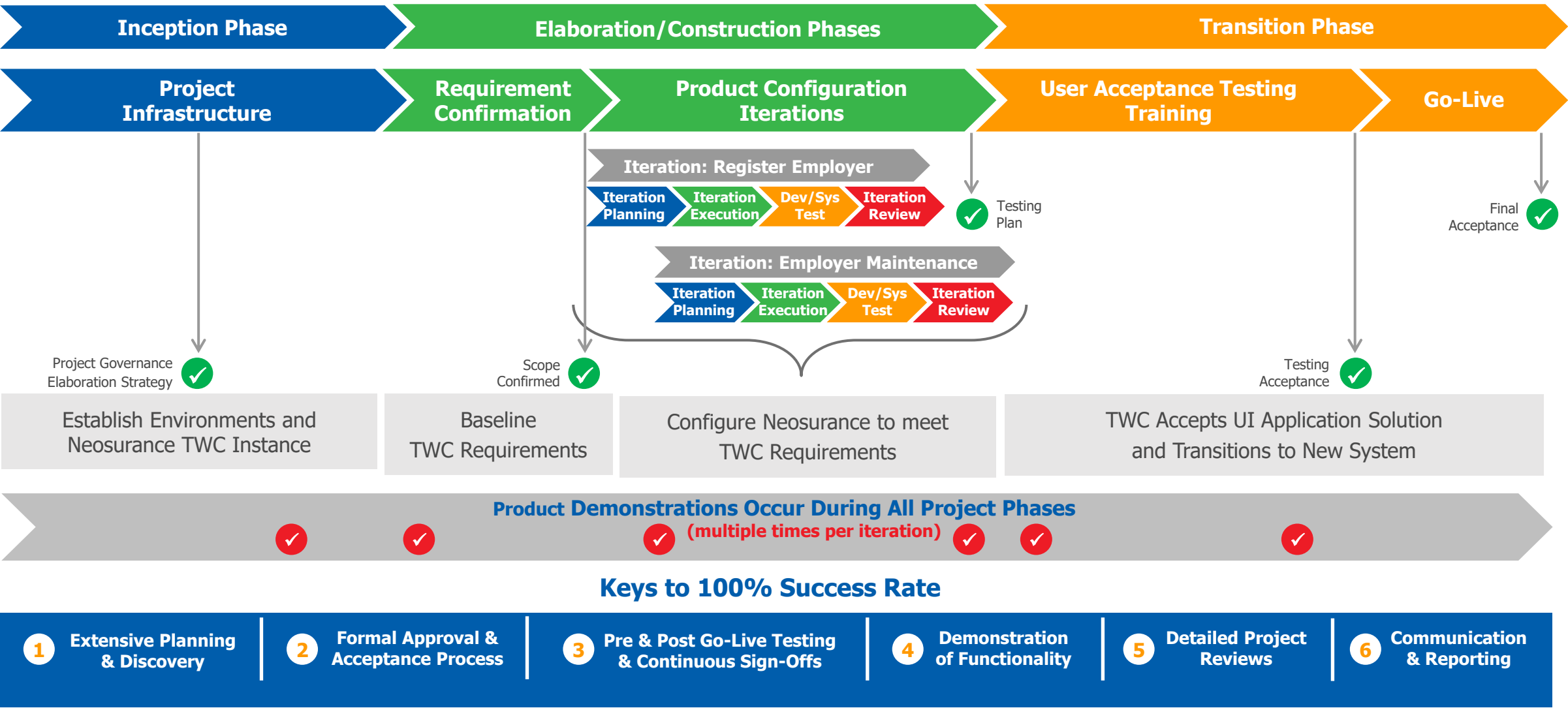
- **The Neosurance™ solution architecture's high scalability supports the business trends and transaction volume**
- **Microsoft Azure Cloud deployment supports both "Horizontal" and "Vertical" scaling of virtual infrastructure with minimal disruption**
- **Microsoft Azure auto scaling achieved through a configurable rule driven metric or time-based scalability options**
 - **Metric based** – resource metrics such as CPU, memory, thread count, queue length, and disk usage collected from Azure diagnostics
 - **Time based** – resources deployed or removed based on business transaction trends



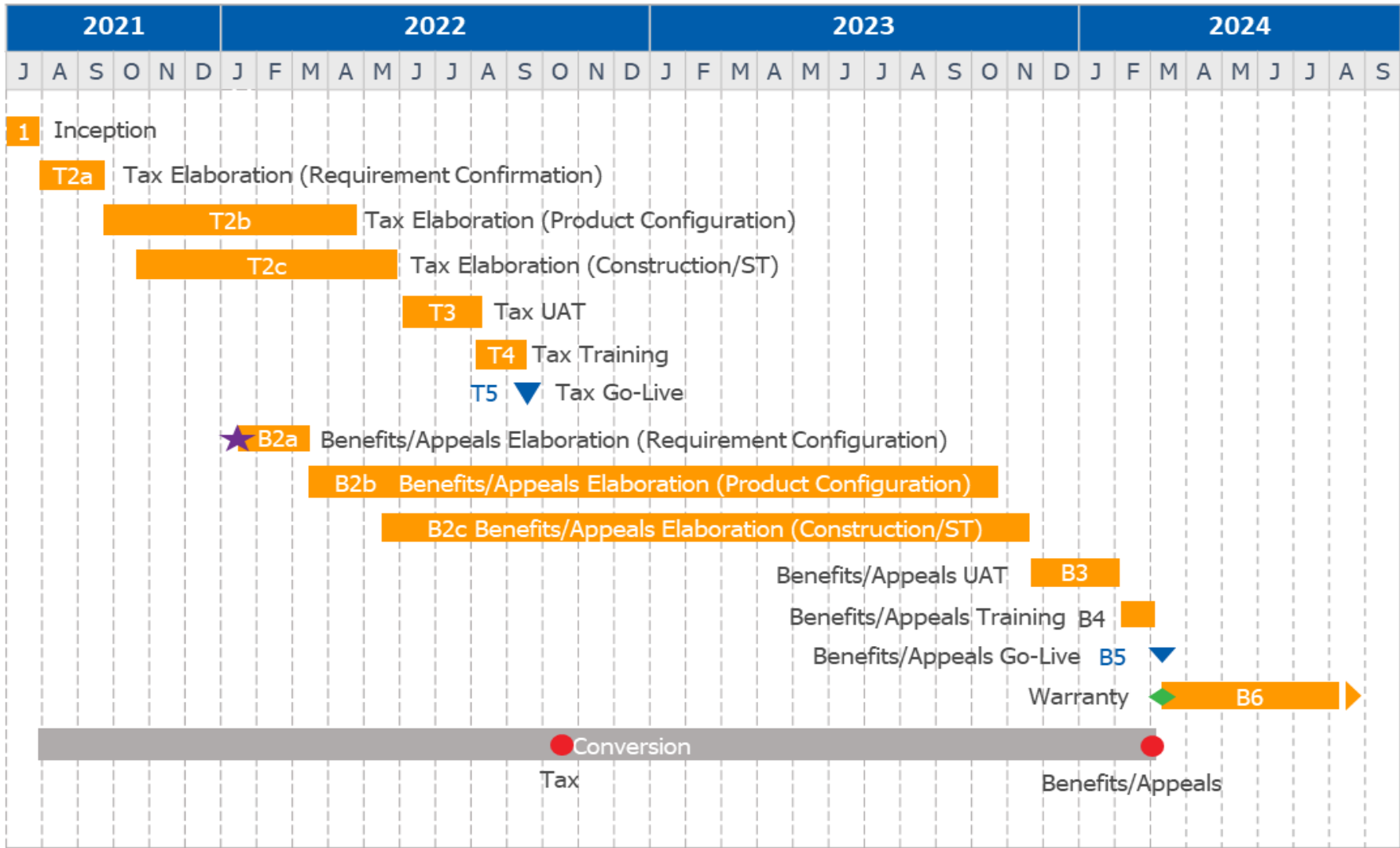
Neosurance Demonstration

Project Timeline

Sagitec employs a unique “Product Configuration Approach” based on experience.

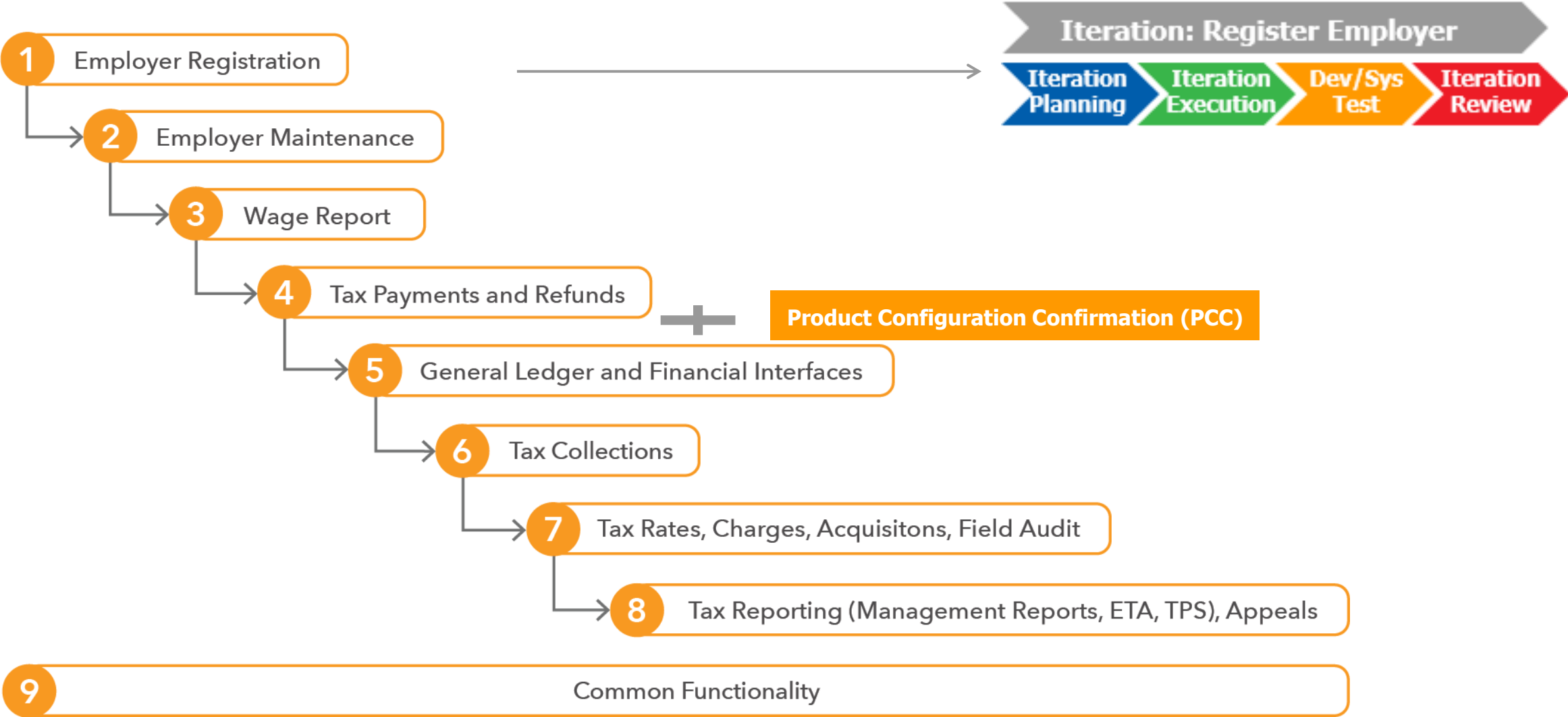


Tax and Benefits Phased Implementation

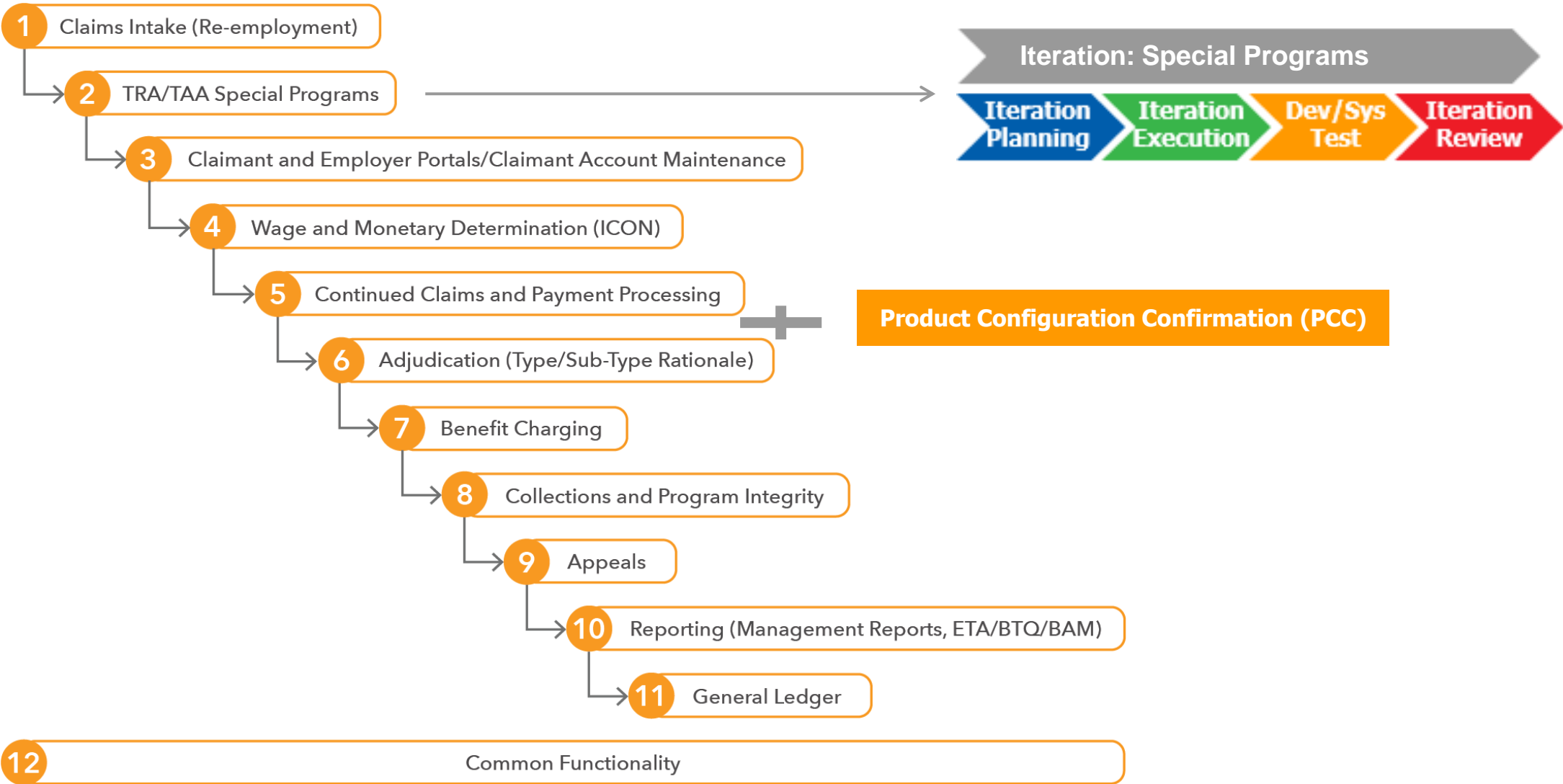


- Project Phase
- Go Live
- Warranty lasts 12 months
- Conversion Complete
- Start of Benefits

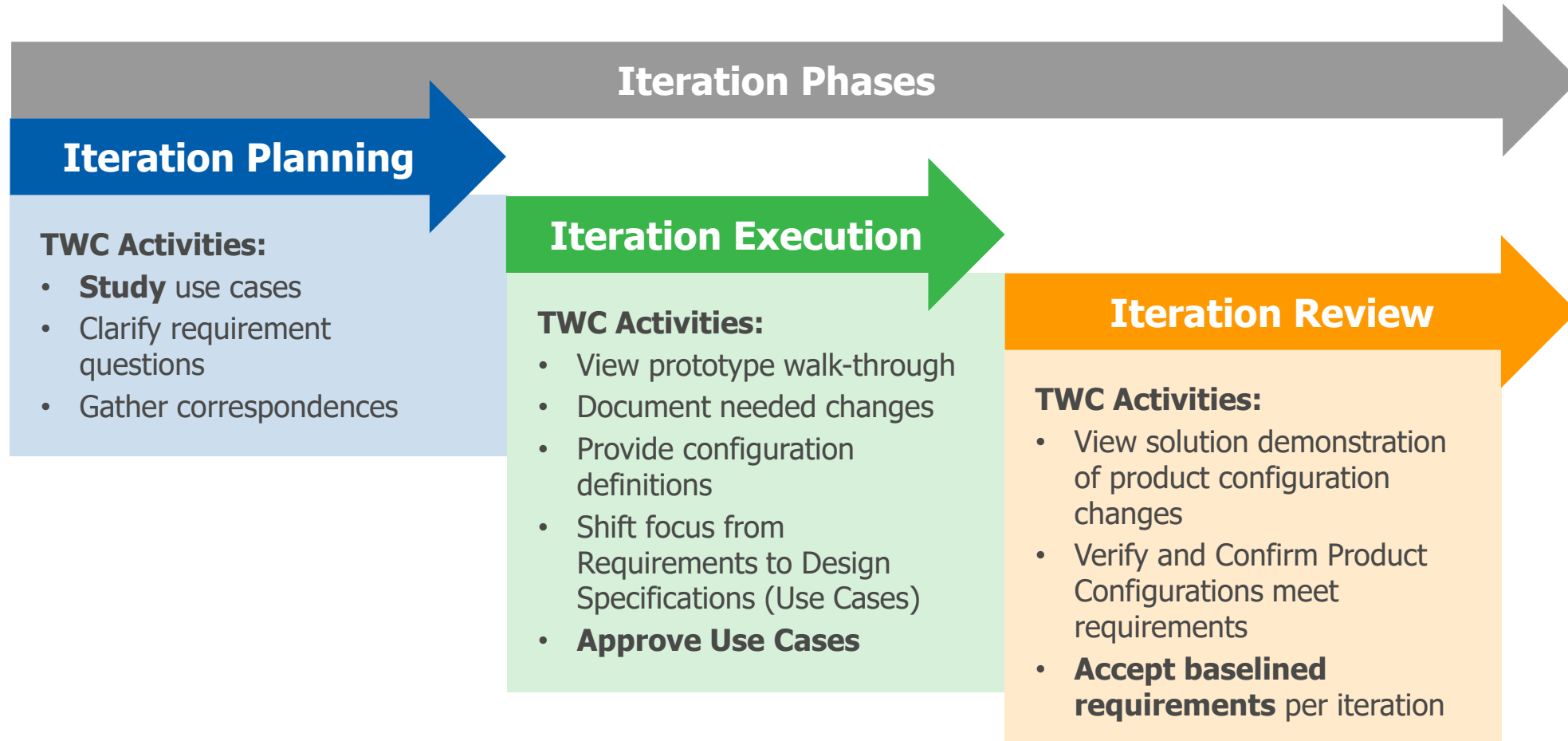
Each iteration focuses on specific functionality...based on RFP requirements.



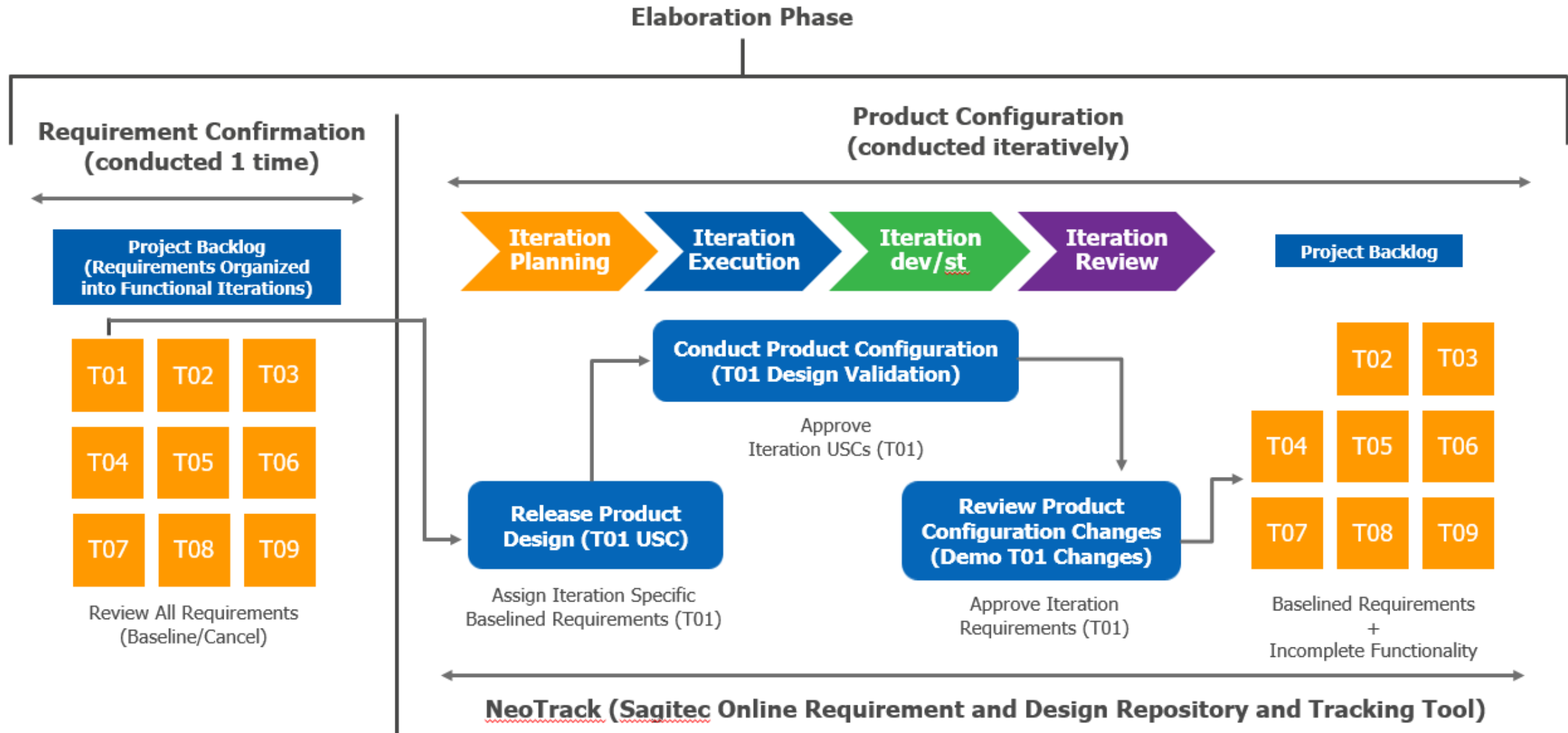
Each iteration focuses on specific functionality...based on RFP requirements.



For each iteration, TWC will be involved with iteration planning, execution, and review.



Sagitec uses a consistent approach to manage requirements and design artifacts.





Key Benefits with our Iterative Approach

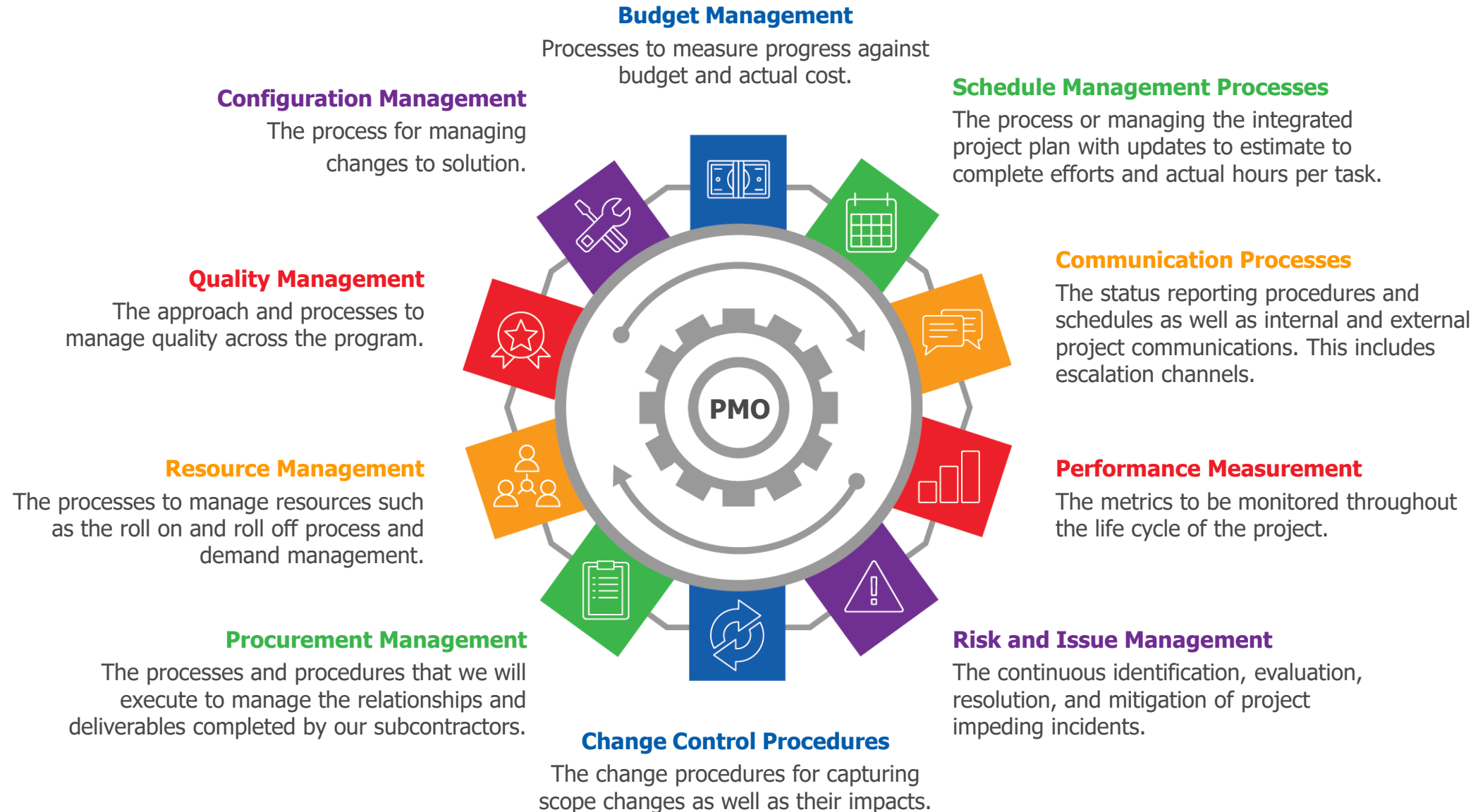
- Aligns with SDLC Lifecycle Phases – Inception, Elaboration, Construction, and Transition
- Organizes requirements into logical and manageable functional modules (Iterations)
- Baselines requirements early and reconfirmed continuously – ensures accurate and detailed scope
- Supports frequent Neosurance™ application demonstrations – often and early via various exercises
- Engages and empowers senior leadership to gain alignment on progress and direction
- Maintains transparent and comprehensive requirement traceability
- Optimize training and limit retraining
- Manages stakeholder expectations – drives buy-in and prevents burnout

Other Considerations

- Lessons learned from previous implementations

What this Means for You

- Market leading solution
- Experienced UI team
- Ongoing value delivery
- Faster ROI
- Reduce risk
- Better user experience
- Expedite transformation
- Simplified maintenance



Technical Infrastructure and Hosting

A government-community cloud that extends world-class security and control for dedicated U.S. Public Sector workloads



Provides a physical and network-isolated instance of Microsoft Azure.



Provides screened U.S. citizens and policies to help protect customer data and applications.



Stores data within the United States.



Offers continuous commitment to meet rigorous compliance demands (i.e. FedRAMP, CJIS, and HIPAA) of a government-community cloud.



Provides rich infrastructure, storage, and identity management capabilities delivered through cloud, on-premises, and hybrid solutions.



Provides significant cost saving by only paying for infrastructure that is being used at any given time.



Security

- FedRAMP security program
- Strict controls and protection of PII/directory Information
- Internal and external security audits and penetration testing
- Dedicated security team that monitors malware, spam, vulnerabilities, and conducts internal training for employees
- Centralized security code base

**FedRAMP Security
Compliance**



Scalability/Performance

- Fully automated Power-script based infrastructure
- Horizontal auto-scaling and vertical scaling options
- Utilization of Azure scaling when required
- Significant and active cost management – automated startup and shutdown process based on load
- Ability to serve the smallest and the largest customer with the same Infrastructure base

**Elastic Capacity to
Scale up or Down**



Cloud Infrastructure

- Enterprise-based multi-tenant Microsoft Azure environment primarily hosted on commercial and/or government cloud
- Cloud assessments and migrations
- One-touch automatic NeoRecovery
- Deep insight and expertise about Microsoft Azure deployments
- Microsoft Azure's largest state and government partner
- Easily portable to other public clouds like AWS and Google

**Enterprise-Based
Multi-tenant Microsoft
Azure Environment**

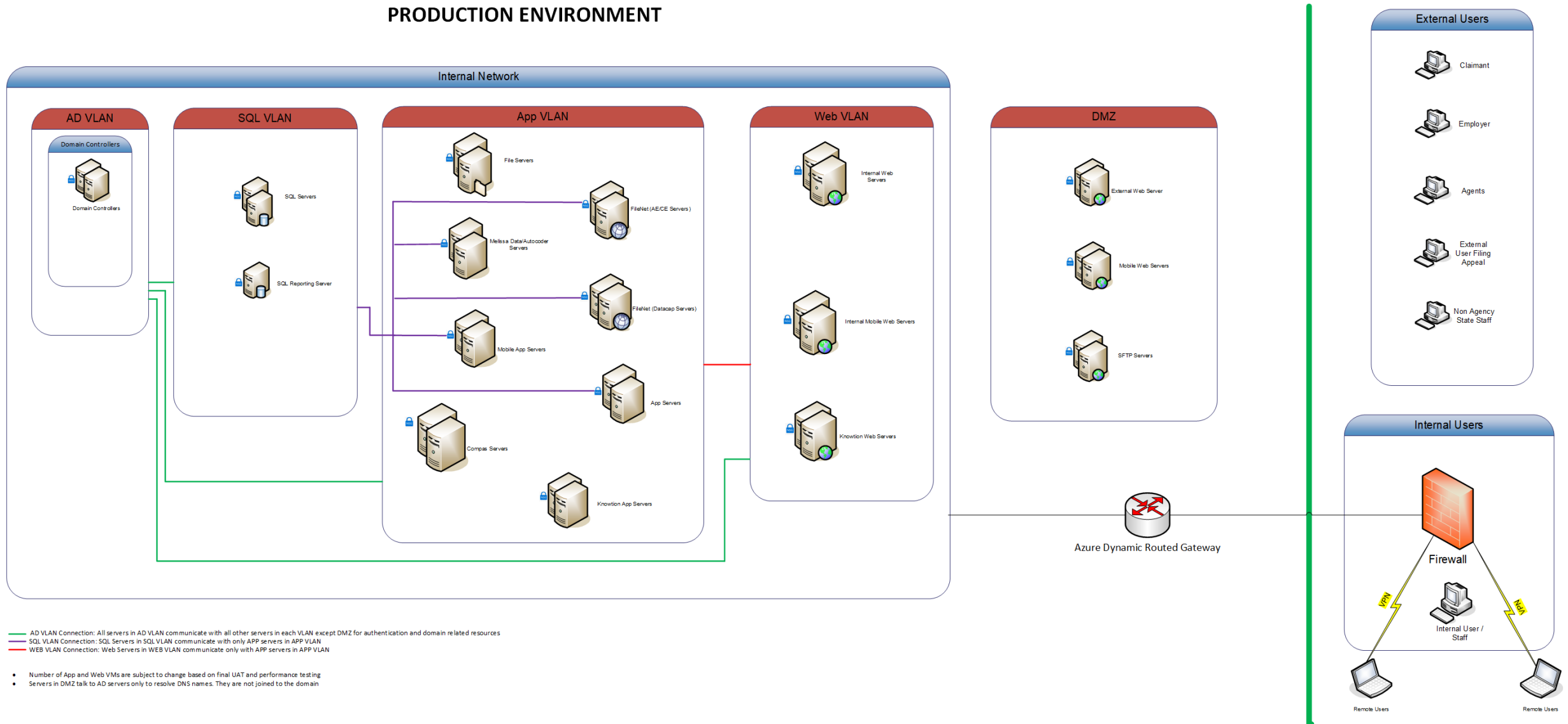


Monitoring/Support

- ITIL based service management
- Services include provisioning, operations, patching and monitoring
- Sagitec customized Azure-Log Analytics provides real-time centralized monitoring and diagnostics
- Customer Service portal provides dashboard, notifications, infrastructure maintenance, and ticket status
- Manage 1000+ Virtual machines (VM) across multiple customers, growing over 20% YoY

**Real-Time, Centralized
Monitoring and Diagnostics**

PRODUCTION ENVIRONMENT



Network Monitoring Tools

Overview

contosoretail-it

Refresh Add Analytics

Last 24 hours

Filter by name...

Active Directory Health Check

2

Servers Assessed
in last 21 days

0

High Priority Recommendations

2

Low Priority Recommendations

106

Passed checks

AD Replication Status

0

Critical Replication Errors

0

Total Replication Errors

Agent Health

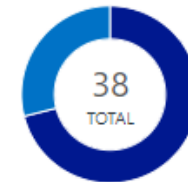
38

Total count of agents

0

Count of unresponsive agents in the last 24 hours

Agents



Windows
27
Linux
11

Antimalware Assessment



Active Threats
0

Remediated Threats
0

Insufficient Protection
13

Application Insights



Request
32.2K

PageView
29K

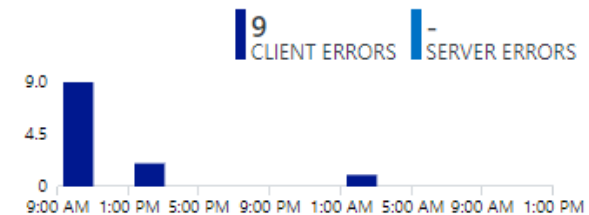
Availability
19.3K

Azure Activity Logs

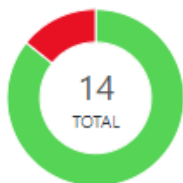
40.9K

Number of Activity Records

Azure Application Gateway Analytics



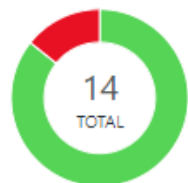
Azure Backup Monitoring Solution



Completed
12

Failed
2

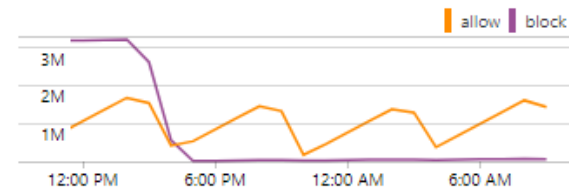
Azure Backup Monitoring Solution Copy



Completed
12

Failed
2

Azure Network Security Group Analytics



Azure SQL Analytics (Preview)

2

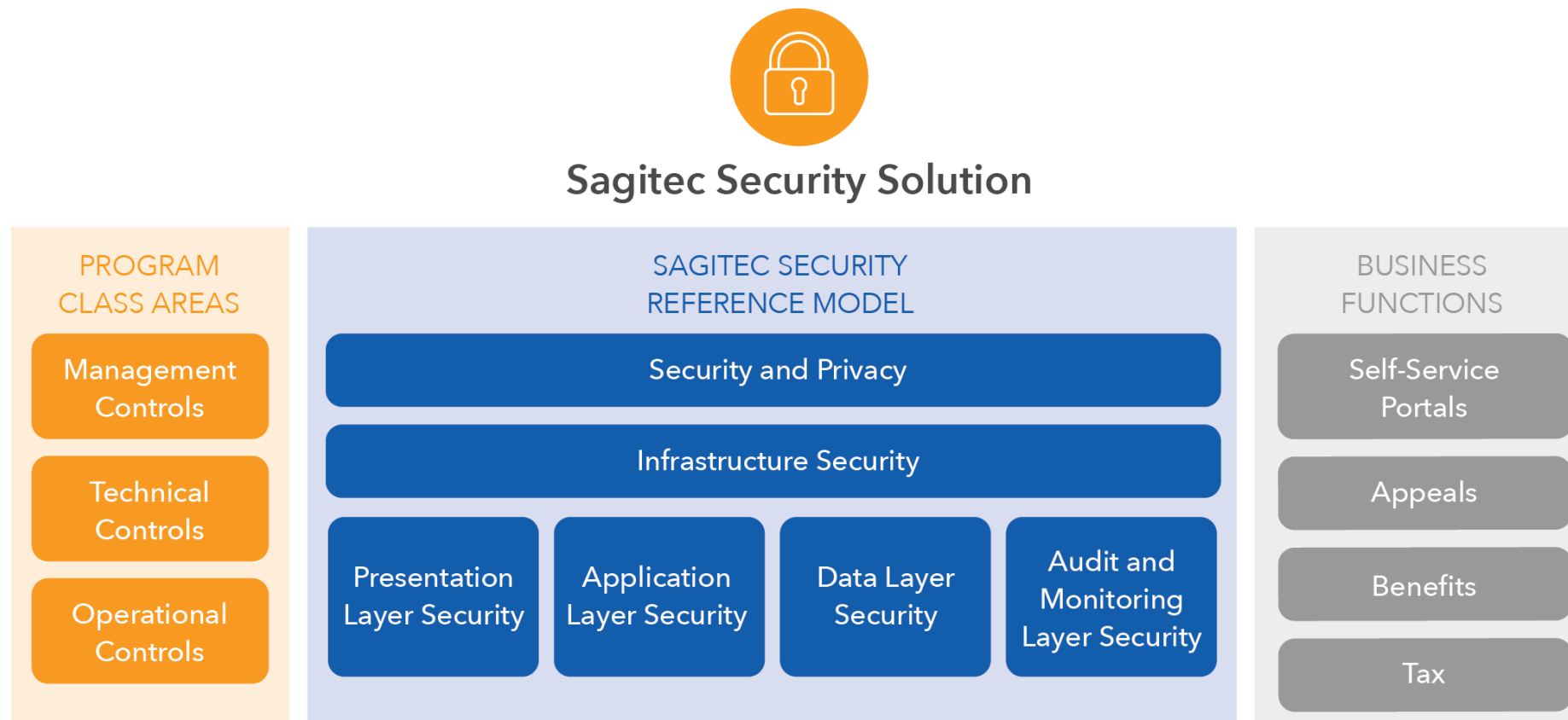
Total Azure SQL Databases

0

Total Azure SQL Elastic Pools

Security

Sagitec uses a layered approach towards implementing the security design that provides the security defense in-depth concept. Below is the illustration of the layered approach for securing the business functions through the use of management, technical, and operational controls.



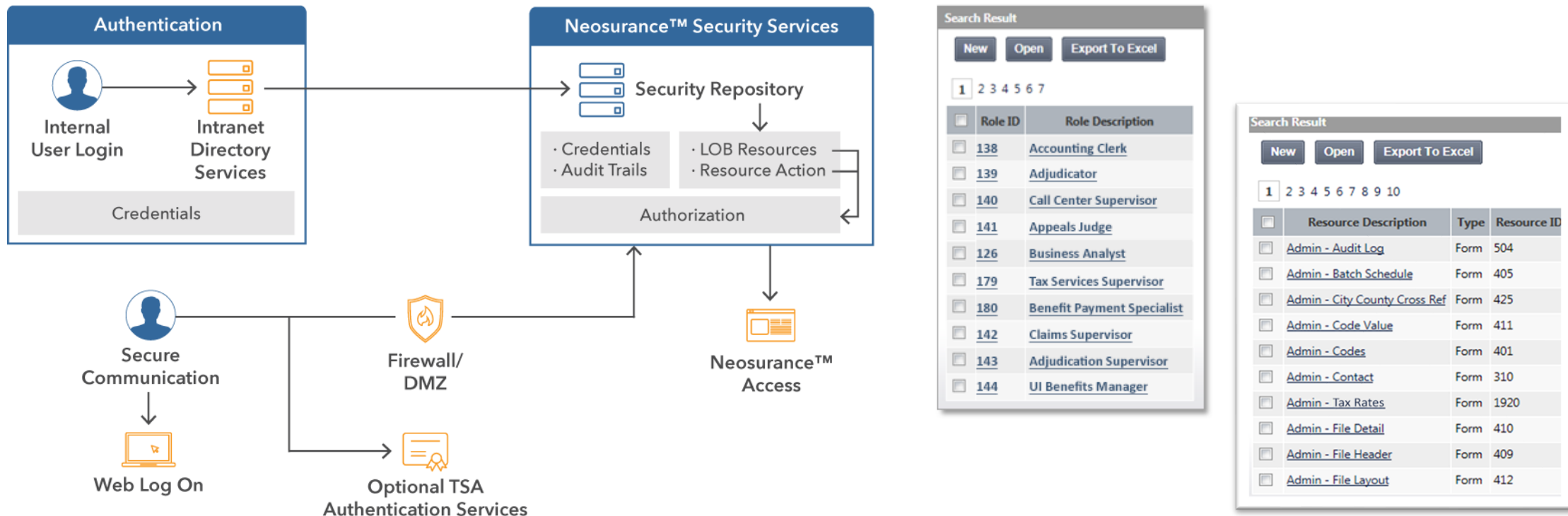
Sagitec's solution protects data through the phases of development and implementation, when it is stored, accessed, or transmitted, by using security solutions as described in the following table.

Security Area	Security Solution	Data Protection and Safeguards
Rationalizing Federal, State Laws and Regulations, Industry Standards and State Policies	Security Risk Framework	A Security Risk Framework provides a formal risk-based approach to understanding, rationalizing, evaluating, and reporting on the applicable industry standards and regulations.
Identity and Access Management	Sagitec Framework	Identity and access management solutions manage and control user access to the security solution. User profiles will determine the level of access available to the user. Audit trail functions of these solutions are supported to trace historic information.
Web Application and Network Vulnerability Testing	Burpsuite and Fortify	Burpsuite and Fortify will be used to perform web application vulnerability testing.
Data Protection	Encryption	Protection of data when it is stored, accessed or transmitted is enabled using encryption techniques. For example, SSL/TLS encryption between the solution components offers data protection during transit. Audit trail functions are supported to trace historic information.
Audit Logging and Reporting	Sagitec Framework and Azure Log Analytics	Azure Log analytics solution to channel audit data/events from the KDOL system's components to a centralized system to facilitate event correlation and reporting and to support compliance.
Infrastructure Security	Azure Front Door, Web Application Firewall, Azure IDPS	Infrastructure security capabilities in Azure such as firewalls, application firewalls, anti-virus, patching, configuration management, vulnerability scanning, and intrusion detection & prevention are leveraged to provide mechanisms to defend the security solution from internal and external threats. Audit trail functions of these solutions are supported to trace historic information.

The following table contains a list of security features that safeguard the KDOL system's data.

Data	Data Protection Methodology
Security of Data at Rest	<ul style="list-style-type: none">• SQL server's encryption features will be used to encrypt specific data sensitive columns.• SQL server transparently encrypts data before writing it to disk and then decrypts data after an application user has successfully been authenticated and authorized. Data masking techniques will be used to protect confidentiality of data in lower environments.
Security of Data in Transit	<ul style="list-style-type: none">• The communication channel between the end user and the KDOL system is encrypted using at the minimum, 128-bit key encryption, through HTTPS using TLS/SSL technology. Using TLS/SSL v3 helps provide a secure connection between a client browser and a server.• Encryption can be used for internal data transfers where applicable.• TLS/SSL technology for server to server communication channel encryption.
Security of Data in Use	<ul style="list-style-type: none">• The KDOL system will employ a number of security controls to appropriately restrict access to the identified sensitive data, based on the principle of least privilege on a need-to-know/need-to-use basis.• The Sagitec Framework provides the authentication and role-based security authorization when a user attempts to access the KDOL system. The KDOL system will use fine grained access control for security of data in use within the application.

The authority to maintain and alter data in the KDOL system will be restricted to users with sufficient privileges and will be based on roles granted to them as part of function groups to which they are assigned.





World-class security and the broadest compliance

Find vulnerabilities and protect against threats

Leverage advanced analytics with **Azure Security Center** and **Microsoft Intelligent Graph** to learn from and mitigate evolving attacks.

Defend your data with active and passive security measures

Encrypt keys and secrets in FIPS 140-2 validated hardware security modules, provision and centrally manage keys in seconds and audit for further analysis and threat detection with **Key Vault**.

Ensure business continuity

Geographically distributed datacenters to support disaster recovery scenarios, with built-in replication services, and **Azure Site Recovery**, and **Backup**.

Control permissions and access efficiently

Get access to on-premises and cloud applications in a secure way with **Azure Active Directory**.

Guarantee regulatory compliance

Get the broadest coverage for compliance and regulatory standards and be on the fast track to certification and compliance with the **Azure blueprint program**.

Duplicate Claims

Fraud Detection and Prevention



Wrap Up



Thank You