Video Demonstration Notes for Kansas Department of Labor Unemployment Insurance System

Bid Event Number: EVT0007951, RFP No: RFX0001764

September 24, 2021

Agenda & Introduction

About us and our experience: TCS transforming the business of Unemployment Insurance

Product overview: The TCS UI 4.0 Platform – Enabling Targeted Outcomes

Targeted, persona-based demonstrations enabled by the TCS UI 4.0 Platform

Project timeline and delivery plan: Achieving targeted outcomes on an accelerated basis with mitigated risk

Summary: The TCS Commitment to the Success of Kansas and its investment in Modernizing Unemployment Insurance

Building on belief

About us and our experience: TCS transforming the business of Unemployment Insurance

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Key Takeaways:

- ✓ TCS is one of the largest and most accomplished information technology (IT) services providers.

- ✓ Our history of growth as a company stems from helping our customers continuously innovate and transform.

- ✓ TCS believes in strong communities and invests over 50% of our profits into Corporate Social Responsibility programs.

- ✓ We are currently delivering for some of the most well-known private sector businesses in Kansas.
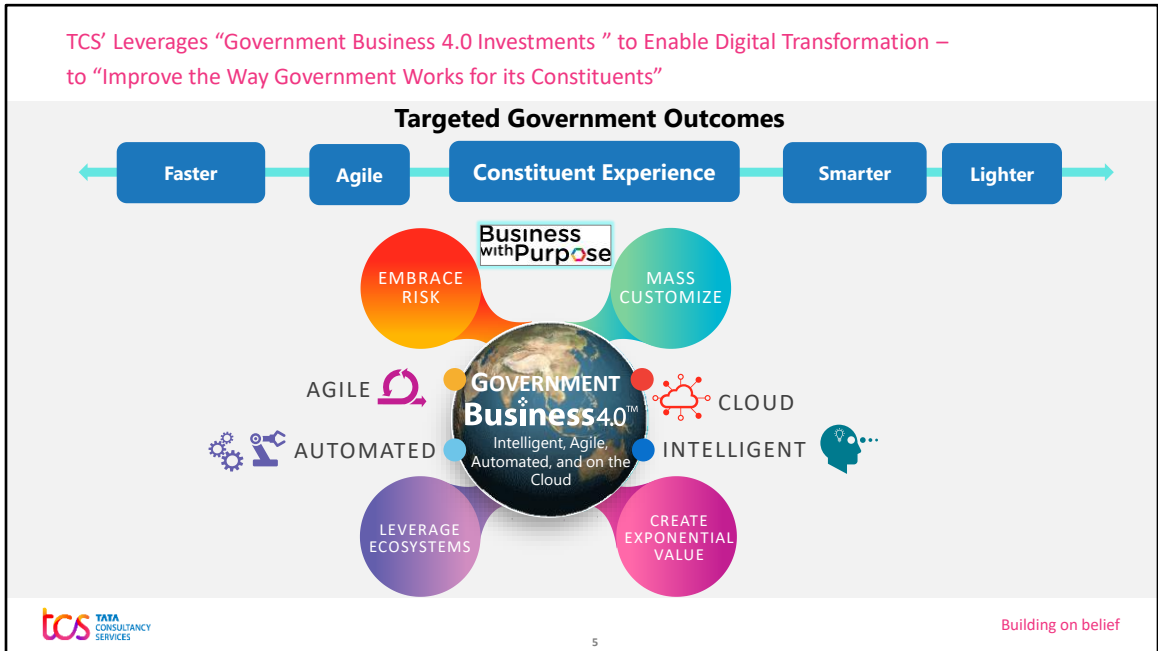
Key Takeaways:

- ✓ Government Business 4.0 is all about enabling a better delivery of government services.

- ✓ Government Business 4.0 is rooted in accelerating meaningful outcomes through disruption and transformation.

- ✓ TCS continues to make investments in agile processes and innovative technologies to better deliver for our government partners by ensuring they can work smarter, faster, and with an improved constituent experience.
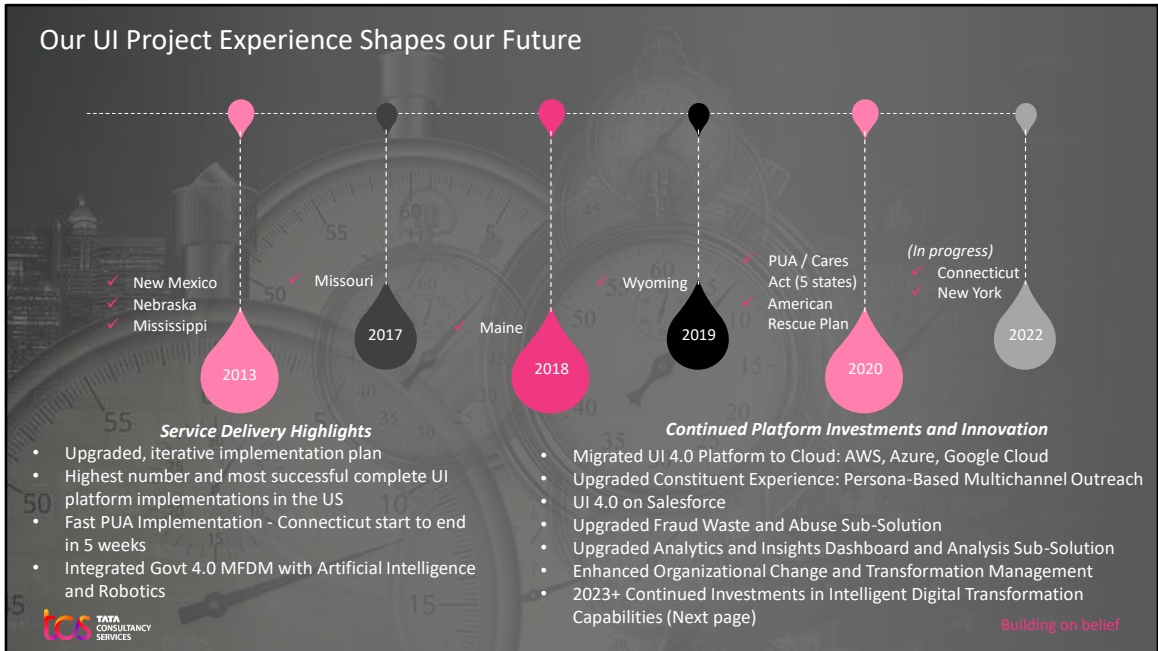
Key Takeaways:

✓ TCS is the most experienced partner in Unemployment Insurance, spanning over 20 years of experience. New Mexico and Nebraska were early TCS customers.

✓ By the end of 2022, we will have 6 complete Unemployment Insurance systems in production.

✓ Mississippi, Missouri, Maine and Wyoming are complete systems in production. Additionally, Connecticut PUA is in production, delivered in five weeks.

✓ Connecticut and New York will be live in 2022.

✓ Our platform has evolved over time with the expectations and needs of our customers and the industry.

✓ Recent innovations include improving our cloud-based infrastructure, upgrading our fraud and abuse solutions, and introducing artificial intelligence and robotics as part of the back-office process to increase productivity and effectiveness within an agency.

The Investments Continue Into the Future

2020
Rapid Machine First Advances

- Progressive Web App design, mobile-ready
- Self-healing functions
- Self-service options for ease of use by citizens and staff
- Highly scalable cloud-hosted solutions to handle exponential increases in claims volumes

2021
Address the 'New Normal' in UI

- Microservices based for security, correspondence, PUA, federal reporting, workflow and re-determination as a service
- Enhanced fraud and analytics, including fraud prevention techniques
- TCS Happy Workforce to address Workforce Needs Assessment, Reskill Planning, and Job Matching
- Integrate constituent interaction and return to work analytics

2022
Focus on Workforce Reemployment

- Expanded platform capabilities into Workforce Reemployment and Career Services functions
- Enhances workforce analytics and automation to improve skill analytics and job placement capabilities
- Continued upgrade of our 'Machine First' approach to further increase agency productivity and effectiveness
- Further extend UI 4.0 variants on Salesforce, Oracle, Microsoft, Amazon and Google Technologies

2023+
Intelligence-based Outcomes for Users

- Develop market-driven analytics and advanced data science practices to assist the unemployed in procuring a new job
- Introduce AI-driven intelligent interactions with unemployed workers to improve job matching processes
- Streamline an employer's ability to identify and engage with unemployed workers in a State with required skills match
- Leverage 'Machine First' approach to guide Employers and UI Claimants to common reemployment goals

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Key Takeaways:

✓ TCS will continue to invest in our solution platform in response to our partners' needs and desired outcomes.

✓ We will apply artificial intelligence and machine-first concepts to provide service options and automation for faster, more reliable constituent service.

✓ Similarly, our solution roadmap continues to invest in analytics solutions to further prevent program fraud, and to increase data driven decision making.

✓ Lastly, we intend to use technology and process improvements to focus on improving reemployment engagement efforts in support of helping citizens find appropriate, fulfilling opportunities in the workforce.
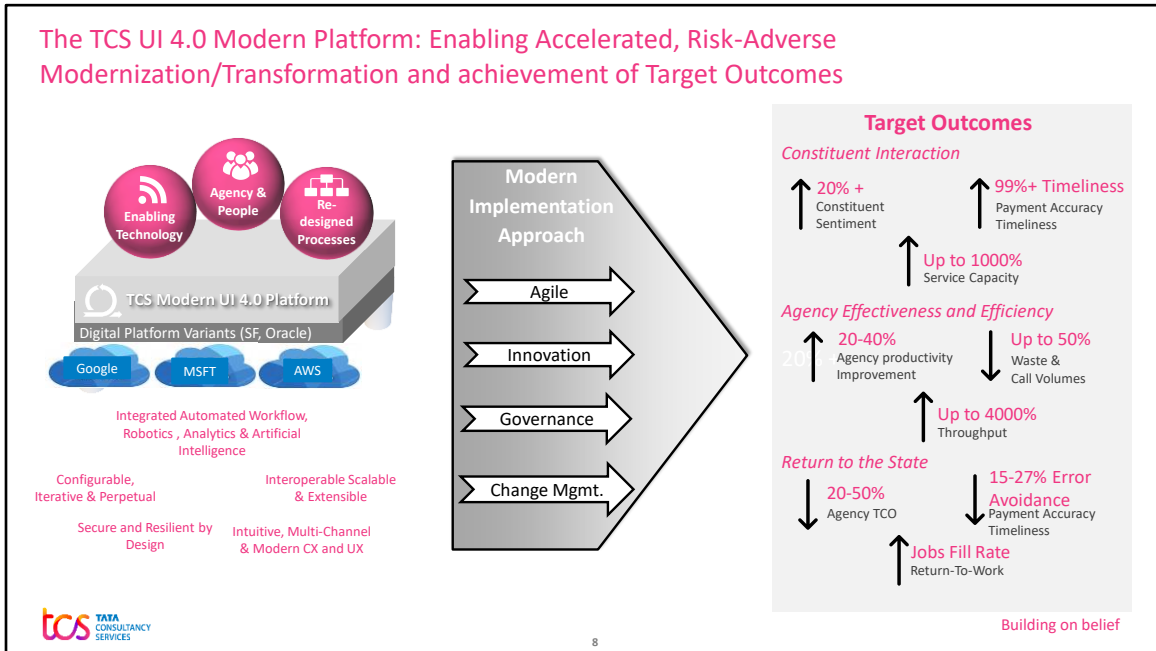
Key Takeaways:

✓ We start with an advanced platform that is modern and configurable, one that can drive perpetual transformation for today and the future.

✓ The modern approach starts with being agile, coupled with innovation, to deliver in a nimble, meaningful way.

✓ Outcomes just don't happen. In order to achieve the maximum success for an Unemployment Insurance modernization, governance and change management is critical to make sure that the technology delivers the needed outcomes, and that all stakeholders, internal and external, to the State of Kansas are ready for the new modern system.

Experience and Platform: Delivering Outcomes

273,500 Initial claims	2,061,000 Weekly Certifications	Non-Separation Decisions	Separation Decisions	Appeals
97%	**99%**	**90%**	**80%**	**96%**
Claims Processed Timely	Weekly Certifications Processed Timely	Determined Timely	Determined Timely	Timely Appeals Decision
Initial claims processed within 5 days considered timely	Weekly certification processed within 1 day considered timely	Determinations Within 21 days	Determinations within 21 days	By best-in-class state Decisions within 21 days

Citizens Served	Initial Claims Processed	Weekly Certs Processed	Benefits Amount Paid
849,000	**2.77 Million**	**12.3 Million**	**$11.81 Billion**
800 % Increase	1,300 % Increase	1,600 % Increase	4,000 % Increase

○ Based on data for year 2019   ● Based on data for pandemic year Mar 2020 to Feb 2021

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Key Takeaways:

✓ Our solutions are measured by our customer's outcomes. The representative outcomes shown represent improved agency efficiency and the ability to serve constituents in an effective manner.

✓ The common thread among all these outcomes is capacity, and the ability to leverage both technology and process transformation and provide increased capability to handle substantial volume increases without service degradation.

"Forever Modern": TCS's Transformation Approach for Delivering Successful UI Outcomes

Key Takeaways:

- ✓ The forever modern approach is a mix of a modern platform and an innovative implementation approach in order to effectively deliver UI transformation.

- ✓ This project is more than just a system implementation. It is a transformation project that needs governance, a tight partnership, and effective communication to reduce risk and optimize success.

- ✓ The TCS approach focuses upon readiness, and making sure that the agency, government, external constituents are ready, in addition to the system, data and processes.

- ✓ Our modern, agile approach will help ensure that key stakeholders are informed and aligned, that issues are surfaced and resolved quickly, and that the project stays on-time and on-budget.

Product Overview: The TCS UI 4.0 Platform – Enabling Targeted Outcomes

Complete, Integrated and Proven UI 4.0 Modern Platform – Applications Portfolio
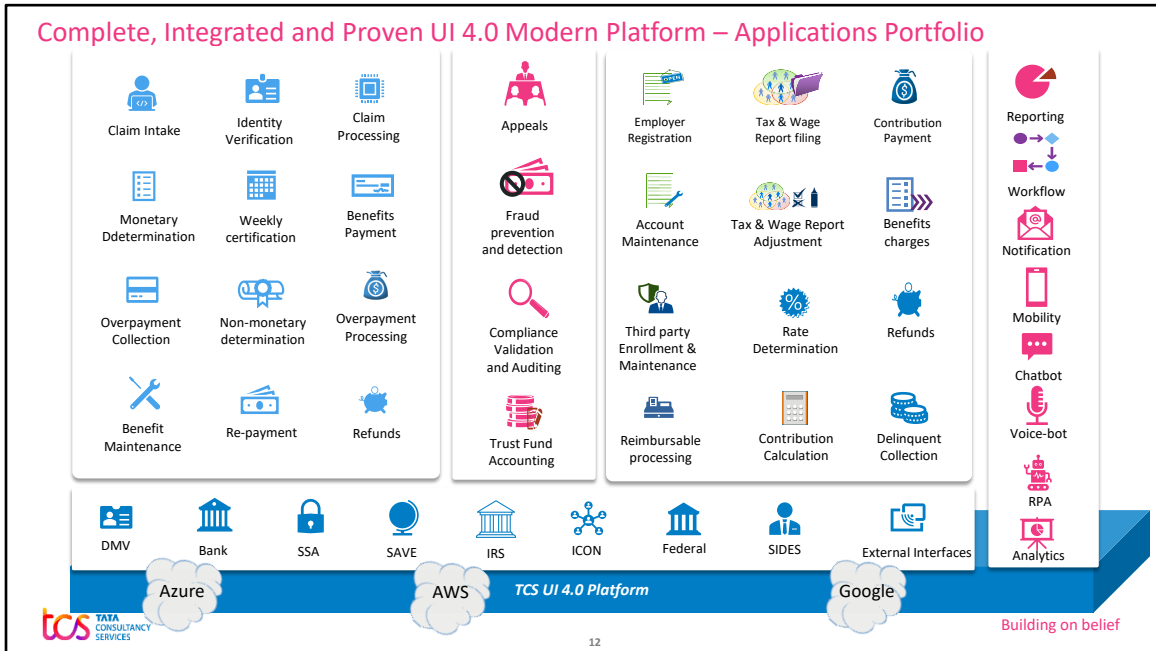
Key Takeaways:

✓ The proposed solution for the State of Kansas is based upon our proven platform.

✓ As stated in our proposal, the solution meets over 85% of the stated requirements, which will provide the State a significant start on the overall implementation.

✓ As you will see in the demonstrations, our solution is equipped to provide a superior user and constituent experience while providing automation and analytic capabilities for KDOL staff to improve productivity and enable data-driven decisions.
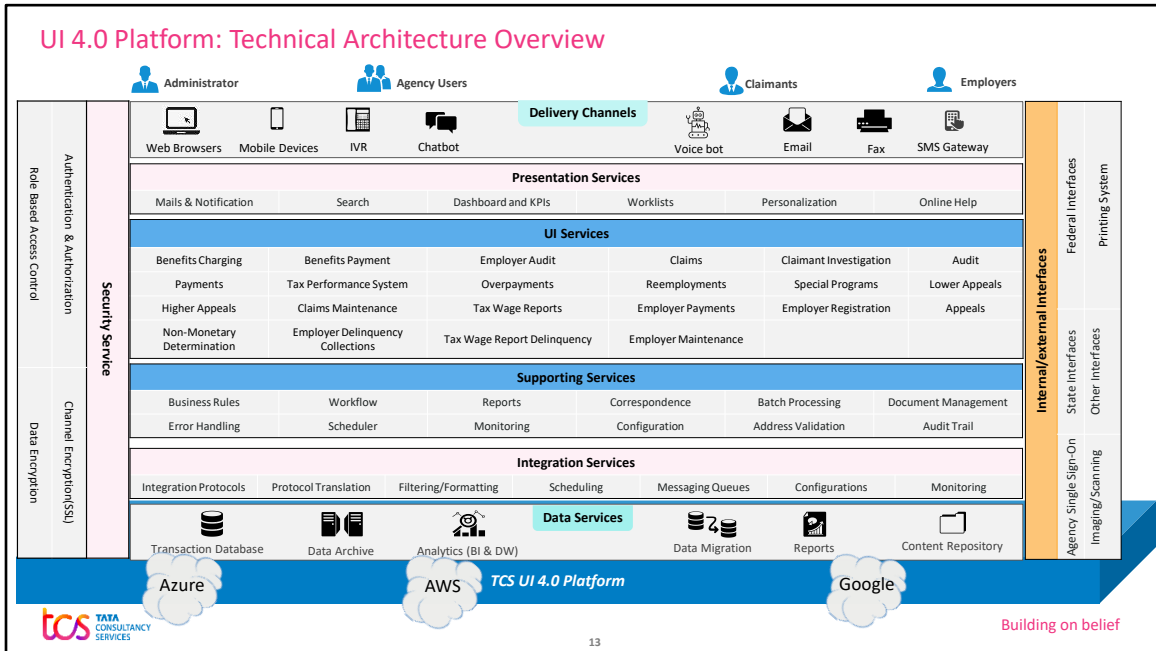
Key Takeaways:

- ✓ The TCS UI Solution is a modern, open, flexible technology solution that promotes innovation and interoperability.

- ✓ We have proposed a cloud-based solution on the AWS platform.

- ✓ The State of Kansas will own the application code. The application code, together with the modular design of the TCS solution, provides the state with the flexibility to perpetually transform with technology advances without being tied to any one vendor.

Key Takeaways:

✓ The TCS UI Solution has a robust set of security functions within the solution platform. Upon request for a private session, TCS would be pleased to further discuss those components.

✓ The TCS platform is compliant with each of the required and recommended standards.

✓ Our security components are expandable to adapt and additional services and measures in a seamless manner.

Implementation Case Study Highlights

2021 — Transformation towards forever modern
- Leveraged RPA for automation
- New communication channels for claimants – Chatbot and Voice bots

2020 — CARES Act Implemented
- All CARES Act programs implemented rapidly for live states
- Migrated to AWS cloud – further cost saving

2018 — Second Consortium State Goes Live
- First Consortium UI system to be in production for two States
- Second state goes live with benefits in 2017 and tax in 2018

2017 — Lead State Migrated to Cloud
- First UI system to be fully deployed in Cloud, IRS and SSA approved solution
- Lead State migrated to cloud with benefits and tax

2016 — Another State Joins Consortium
- Addition of new state members to consortium
- Reusable components with common core

2015 — UI Benefit for Lead State Goes Live
- First & only live consortium system in US at that time
- Mobile App for claimants launched

2013 — UI Consortium
- Two more states joined to form UI Consortium
- Lead state system to be transformed to multi state system

2012 — TCS Modernizes Lead State
- Self-service for claimants and employers
- Reduced operations cost

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Key Takeaways:

✓ TCS has a track record of successful, proven, on-time implementations.

✓ TCS continues to adopt digital technologies to improve customer experience and enhance agency efficiency.

✓ Data migration is a critical success factor for a UI transformation project; our structured and mature data migration methodology will ensure successful data migration for State of Kansas.

✓ TCS delivered an accelerated implementation of all pandemic related programs.
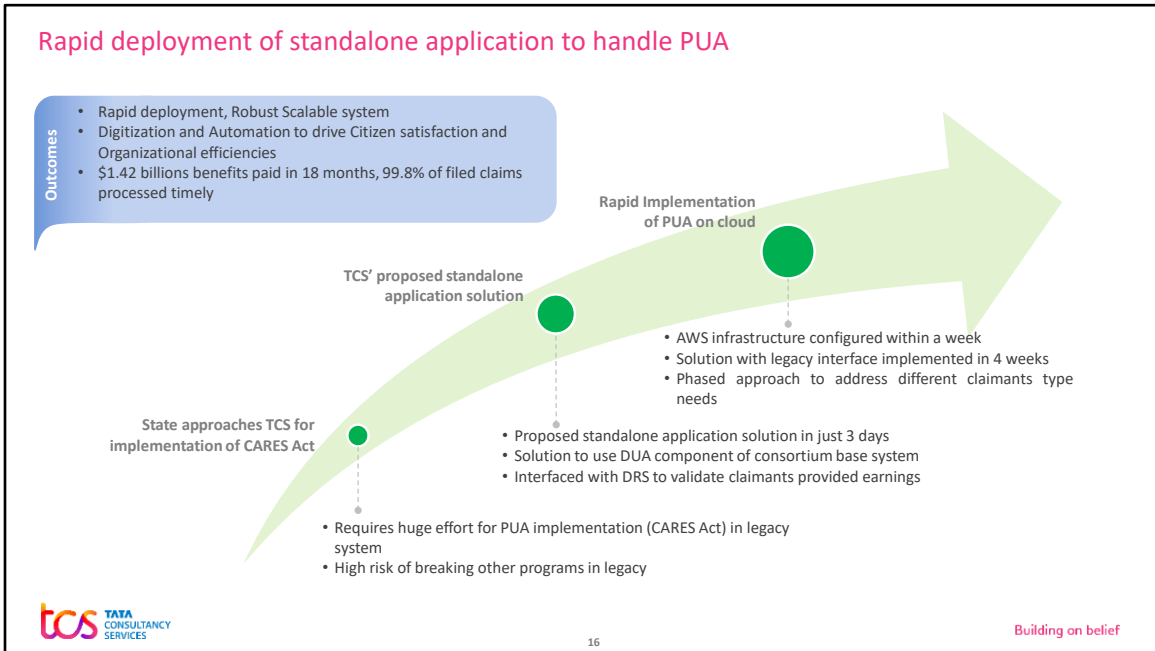
Key Takeaways:

✓ TCS implemented the end-to-end pandemic program within a few weeks.

✓ Our solution offers high configurability which enabled a quick implementation.

✓ Scalable solution architecture supported up to 4000% increase in volumes.

✓ Leadership support and executive decision-making were key to the program success.

Targeted, persona-based demonstrations enabled by the TCS UI 4.0 Platform

Persona 1: Kansas Claimant

Description

Age: 29 years old

Prior Role(s): Carpenter, Construction company

Location: Wichita, KS

Description: Recently unemployed, Highly Organized Multitasker, Father of 2

Expertise

Carpentry ●●●●●

Industry Proficiency ●●●●●

Relationship Building ●●●○○

John Jacob

"I'm looking for a friendly digital claims experience while I search for re-employment."

Motivations
- Providing for his family
- Keeping busy while unemployed
- Receive unemployment benefits quickly

Pain Points
- Traditional claims portal(s) not user-friendly
- General lack of transparency
- Entire process is lengthy & time consuming

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Key Takeaways:

✓ The TCS UI 4.0 provides a comprehensive solution for all the claims processes. It's the one stop digital answer for all the claimant's unemployment related needs.

✓ The TCS UI 4.0 solution notifies claimants about the required documents based on their selection. The information is updated in real-time based on the answers.

✓ The system is smart to start communications with various agencies as soon as the claimant completes any section.

✓ Context-Sensitive help icons are strategically placed to assist claimants with additional information.

✓ The DL/State ID section verifies the claimant information with DMV in real-time.

✓ Using the role-based access control matrix in the TCS UI 4.0 solution, the system can control what data and information can be seen for different individuals and roles.

Persona 2: Kansas Employer

Description

Age: 50 years old

Role: Owner – Brown Automotive

Location: Topeka, KS

Description: Recently started his own business (Brown Automotive), Long term KS resident

Expertise

Industry Proficiency ● ● ● ● ●

Auto Mechanicals ● ● ● ● ●

Accounting ● ● ● ○ ○

Barry Brown
"I'm looking for a UI system which will simplify my tasks as an Employer

Motivations

- Provide automotive services to community
- Concentrate on growing his business
- Provide for his family

Pain Points

- Cumbersome Employer portal
- General lack of transparency
- Lengthy & time-consuming processes

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Key Takeaways:

✓ The TCS UI 4.0 solution provides one stop digital solution to complete all processes performed by the employers.

✓ The TCS UI 4.0 solution screen presents visually attracted cards on the employer's homepage for ease of navigation and information access.

✓ The card can either alert the employer to act on the pending activities or provide information related to the current or past account.

✓ The quick links provide easy navigation for the employer's account-related activities.

✓ TCS UI 4.0 solution accepts payments in a fast and secure way using any payment method.
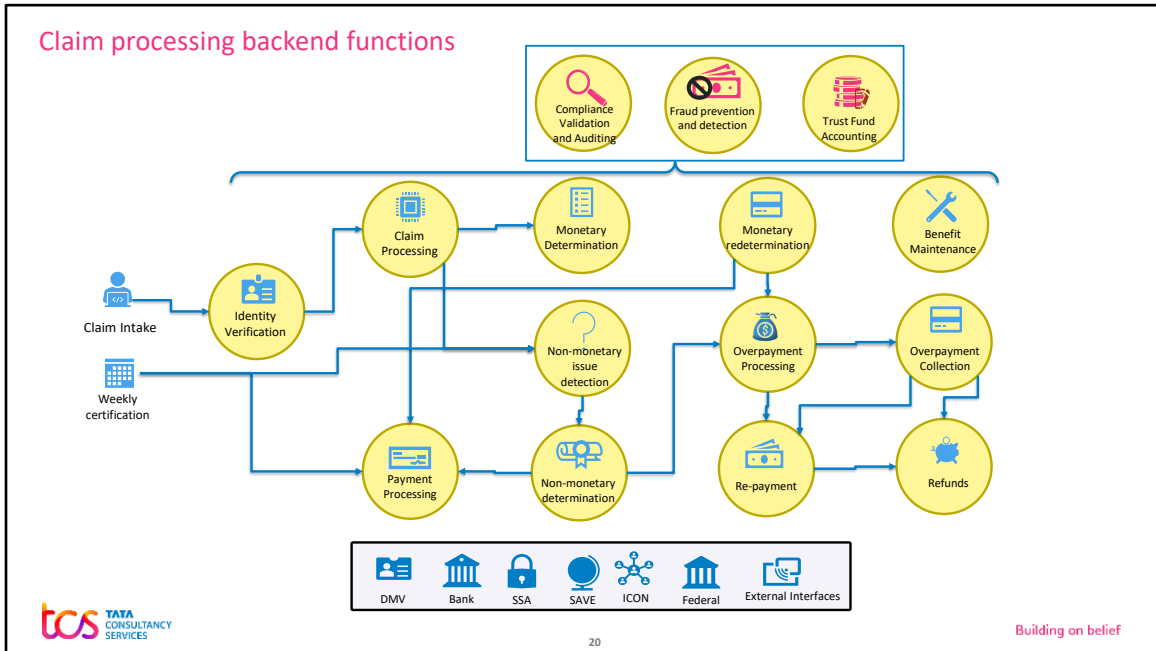
Key Takeaways:

✓ The claim processing backend functions are available for the UI processes for internal and external users.

✓ Pre-built implementation of complex federal and state interfaces are available.

✓ There is seamless data flow across the UI functions.

✓ Multi-faceted fraud prevention and detection techniques are native to the existing solution. To further discuss the technical specifics of these features, TCS would require a separate, private session.

✓ The solution has data integrity checks to avoid duplicate claims.

Persona 3: Kansas UI Claims Adjudicator

Description

Age: 32 years old

Role(s):   UI Claims Adjudicator; Employer Response specialist

Location: Topeka, KS

Description: Working as UI Claims Adjudicator for 5 years

Expertise

Claim Investigation   ● ● ● ● ●

Claim Adjudication   ● ● ● ● ●

UI Proficiency   ● ● ● ● ○

Sara Smith

"I'm looking for a modern system which will enable me to work more efficiently to help KS constituents."

Motivations

- Enable hassle free services for citizens
- Ensure Taxpayer money is spent wisely
- Social Welfare

Pain Points

- Outdated system & manual processes
- Multiple systems; no single source of truth
- Lack of system agility to handle new program

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Key Takeaways:

✓ The TCS UI 4.0 solution for adjudication effectively communicates data about cases which were or are currently assigned to the user in simple way using various cards.

✓ The cases by status card provide a glimpse of the status of the completed and open cases assigned to a user in the last 30 days.

✓ The case timeline card categorizes the scheduled cases by presenting information about their aging and alerts the user to plan daily and future activities.

✓ The action Items card intelligently picks the action items through various predefined parameters and acts as a checklist for the user to take timely action.

✓ The cases to Focus card provides a summary of the cases assigned to a user by presenting case data in a compact manner and highlights the case importance.

✓ The TCS UI 4.0 solution screen provides the snapshot of all the case information along with links to access detailed claim information, thereby assisting users to complete the decision rendering process from just one screen.
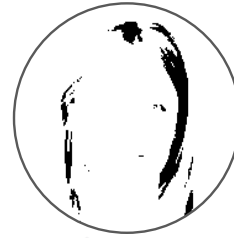
Persona 4: Administrative Law Judge

Description

Age: 35 years old

Role(s):   Administrative Law Judge

Location: Topeka, KS

Description: Working as Administrative Law Judge for 5 years

Expertise

UI Laws   ● ● ● ● ●

Adjudication   ● ● ● ● ●

UI Proficiency   ● ● ● ● ○

Kathy Lopez

"I'm looking for an integrated system which will enable me to work more efficiently."

Motivations

• Enable hassle free services for citizens

• Ensure Taxpayer money is spent wisely

• Social Welfare

Pain Points

• Outdated system & manual processes

• Multiple systems; no single source of truth

• Lack of system agility to handle new program

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Key Takeaways:

✓ The TCS UI 4.0 solution presents visually distinct cards to the Administrative Law Judge users to present information in a simple manner. The platform provides a snapshot of the appeal information along with links to get detailed claim and case information thereby assisting users to complete the decision rendering process.

✓ The appeals by status card presents details about the status of the appeals assigned to the user during the last 30 days.

✓ The appeals timeline card categorizes the scheduled appeals by aging and alerting the user.

✓ The action items card intelligently picks the action items through various predefined parameters and act as a checklist for the user to take timely action.

✓ The hearing agenda card provides a summary of the open appeals assigned to the user.

✓ From the same screen, user can start the hearing process by completing the attendance for the involved parties and can add, edit or delete the participants.

✓ The TCS UI 4.0 solution provides the capability for the user to view, add or delete exhibits that are linked to the case or are presented during the hearing.

✓ Based on the hearing, the user can render the decision by selecting the case decision, issue category, and subcategory, and provide a decision description.

Project Timeline and Delivery Plan

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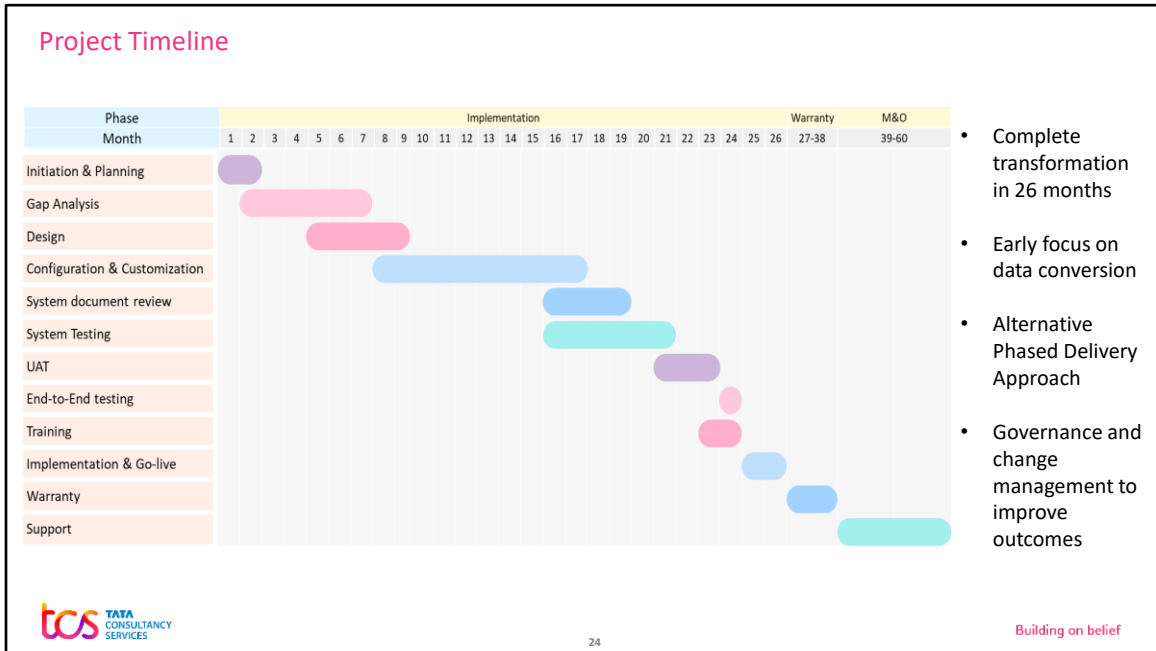
Key Takeaways:

✓ TCS has proposed a 26-month single-phase implementation plan.

✓ TCS has ability to modularize the implementation into multiple phases. For example, our proposal referenced an option to start with Benefits and complete within 14 months, while delivering the complete functionality within the 26-month timeframe.

✓ TCS will plan for data migration activities to start early in the project cycle.

✓ As part of our planning discussions with the State of Kansas, TCS will discuss the implementation plan before baselining the program plan.
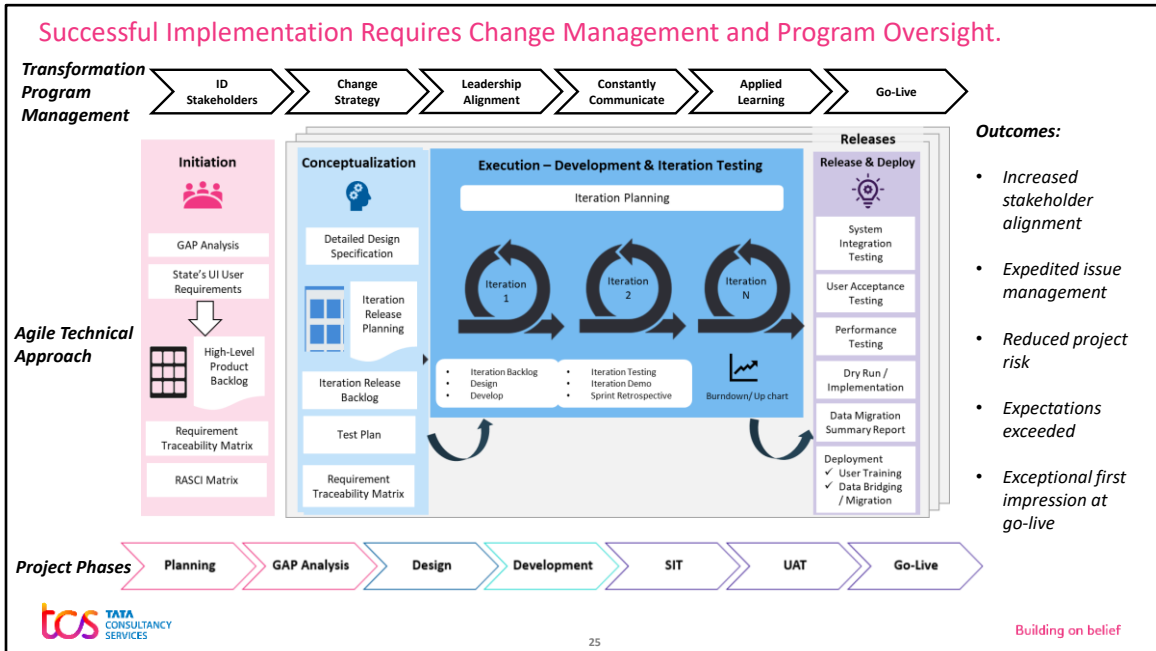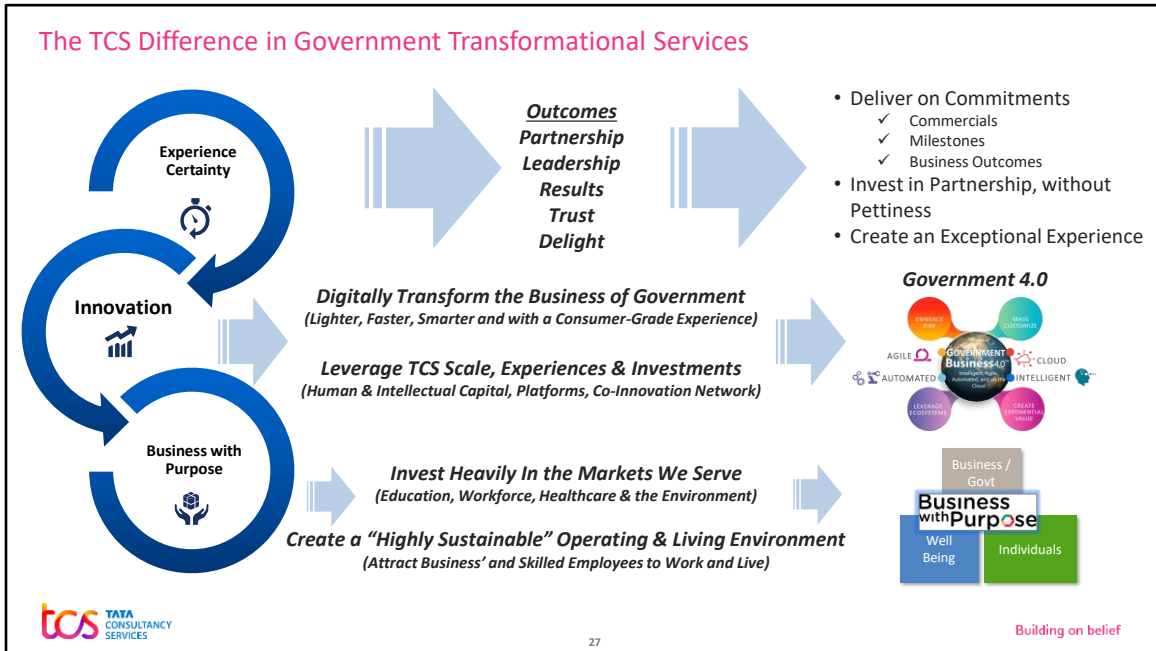
Key Takeaways:

✓ TCS proposes an agile, cooperative delivery plan that leverages lessons learned and experiences from our previous UI implementations.

✓ Our modern approach brings together our collective teams in the design and configuration process to eliminate confusion, create awareness and acceptance, and lower the risk of any implementation difficulties and acceptance.

✓ It is critical to manage both the system implementation as well as the change that this project will deliver for all involved stakeholders. Failing to manage the governance and organizational change process is one primary reason that some transformation efforts fail.

Summary: The TCS Commitment

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Key Takeaways:

- ✓ TCS's aggressive pursuit of outcomes sharpens the focus in a transformation project.
- ✓ Experiencing certainty and knowing that TCS completes its commitments is part of what will create an exceptional experience for the State of Kansas. More importantly, it creates a real sense of partnership and trust.
- ✓ Our focus on innovation will continue to invest in our solution for the State of Kansas and allow us to bring all our resources as needed to deliver and continue a "forever modern" mindset.
- ✓ Purpose is extremely important to TCS. We invest in the markets we serve to create a highly sustainable living environment, focusing on improving individual well-being, and creating an effective government and business partnership that is good for the State of Kansas.

Thank You

About Tata Consultancy Services (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge.

TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 469,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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