

Information Technology Capital Investment Program  
Project Close Out Report

---

**To:** Information Technology Strategy and Investment Committee  
John Vittner, Office of Policy and Management

**From:** Brian Batalis

**Email:** brian.batalis@ct.gov

**Agency:** Department of Labor

**Project:** IIC (Online New Claims)

**Project Start Date:** 10/3/2016



**Project End Date:** 5/4/2017



**Project Manager:** Brian Batalis

**Total Funds Requested:** \$280,100

**Total Funds Allotted to Agency:** \$280,100

**Accumulative Total Capital Fund Expenditures to Date:** \$280,100

**Brief Project Description/Summary:**

In order to complete Phase 1 of the IIC system, enhancements are needed so that current online claims data will be electronically transferred to the mainframe to complete the unemployment benefits process. At the current time, all data collected through the Internet Initial Claims (IIC) must now be manually entered into the DOL IBM mainframe which is inefficient, time consuming and a needless allocation of scarce resources. Phase 2 of IIC will greatly enhance claims processing efficiencies and will allow our staff to improve customer service delivery.

**List Project Goals and Deliverables Completed:**

*(Please provide a brief summary of the goals and deliverables that were implemented. Please reference the IT Capital Investment Brief for the initial goals of the projects.)*

Replaced call center operations; customers afforded a more efficient method to file UI claims; significant decrease in call volume & customer wait times; increased efficiency of claims processing enables staff to do more with less; automated transfer of data reduces human error, improving overall quality of claim intake process; faster response time/payments for claimants

**Project Replication Opportunities:**

*(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)*

Automating the transfer of data; eliminating many labor-intensive manual operations to greatly improve customer service and operational efficiency/productivity

**Key Lessons Learned:**

*(Provide any lessons learned or experienced during this project that may be helpful to other agencies starting a similar project.)*

Ensure business requirements are clear & complete

Good communication/cooperation among team members is vital to the success of the project