

Select Five Number SF0094

Requesting Entity Name Office of MN.IT Services

Request Title Unemployment Insurance Project/Program Manager

Request Description The UI program must continually prepare for new challenges that test current business processes and organizational capacity. Federal and State legislative initiatives require not just a quick fix to implement the new requirements, but a deeper analysis that anticipates further change and builds longer term capacity to be more adaptable and flexible. Two immediate examples are the recently passed extended benefits program and the employer tax reduction. Capacity exists to implement both of these changes, but doing so limits the capacity of the program to make other changes. There is a temptation, therefore, to attempt to meet these new requirements by making only very minimal changes. However, this approach ignores the opportunity to address structural, cultural and technical barriers. Over time, this reactive practice of making only the most minimal adjustments, creates a fragile program constructed of exceptions. Large changes become overwhelming and even small changes can create a collapse. Ultimately, this jeopardizes the program's capacity to respond well to larger events, such as recessions. The UI program is looking to develop an approach to process re-engineering that focuses more on longer term goals, strategic thinking and user-centered design. This project will require a skilled project manager with experience in helping agencies align their business processes into a modern, adaptable framework that leverages technical capacity. This project manager will help develop the strategic plan by collaborating with program management. In addition this position will be responsible for providing project management oversight on program initiatives created during the strategic planning exercises. This oversight will include establishing a set of tools to be used to manage project initiatives, working with other program managers to establish timelines, outline resource needs, and a to develop a methodology to move forward with the initiatives. A key goal of this project is to identify opportunities within UI business processes where current or emerging technologies could aid in delivering the program more effectively and efficiently. This aspect of the project is intended also to help the program develop a perspective in program management that more deeply embraces the opportunities that technology provides we desire to not just be better consumers of technology but better understand how it can fundamentally change how we transact business and manage the program. Once defined the plan, associated methodologies and tools will guide the UI program in defining business and technical project initiatives for the future. The deliverables for this project will include the following: Strategic Plan outlining goals for the future initiatives; Tool Kit to be used for management of upcoming initiatives; A documented methodology to be used for future initiatives.

Contract(s) Awarded

Contract ID 109963

Entity Type State Agency

Information on contracts executed by an entity type of State Agency can be found using the contract ID in the MN Open CheckBook under TransparencyMN located at <http://mn.gov/mmb/transparency-mn/>.

For information on contracts executed by an entity type other than State Agency you will need to contact that entity directly using the contact information that was provided in the Select Five.