



EXPERTISE IN ACTION.

www.CSGgovernmentsolutions.com

ABOUT CSG

CSG Government Solutions is a national leader in planning, managing, and supporting complex projects that modernize the information technology and business processes of large government programs. We provide high-value strategy, planning, and project assurance services that lead your most challenging modernization projects to successful outcomes.

CSG GOVERNMENT SOLUTIONS "AT-A-GLANCE"

BUSINESS: Government Operations Consulting	HEADQUARTERS: Chicago, IL	FOUNDED: 1997	EMPLOYEES: 250	CHIEF EXECUTIVE: John Walsworth
CLIENTS: 44 state governments U.S. Department of Health and Human Services U.S. Department of Labor Large municipal governments				
SERVICE OFFERINGS: <i>PMO by CSGSM</i> <i>QA by CSGSM</i> <i>IV&V by CSGSM</i> <i>STRATEGY by CSGSM</i>		PROGRAM EXPERTISE: Healthcare Human Services Child Support Unemployment Insurance Revenue/Tax Motor Vehicle		

OUR SERVICES

PMO by CSGSM

CSG brings you all the expertise and experience you need to establish and operate a "full-service" PMO, including project management, risk analysis and mitigation, requirements management, architecture assessment, business process reengineering, organizational change management, testing support, and other functions. These services utilize CSG's unmatched expertise in program operations and technology architectures to maximize the value of your PMO.

IV&V by CSGSM

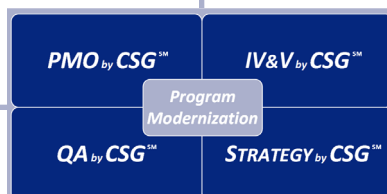
CSG serves as your "eyes and ears" into the inner workings of your program modernization effort. Independent of implementation vendors and others, we provide insight into all aspects of the project, with a focus on risk identification, analysis, and mitigation. Our Life Cycle and Periodic IV&V methods are based on IEEE standards and provide a structured approach to assessment, analysis, review, evaluation, and testing throughout the modernization life cycle.

QA by CSGSM

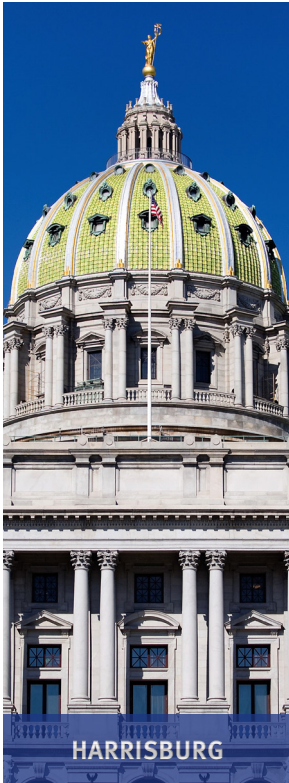
CSG deploys highly experienced teams and innovative methods, knowledge, and tools to assure that complex projects are completed on time and achieve your program objectives. Our quality assurance methodologies are based on industry standards and best practices, and provide a structured approach to quality management, quality assurance, quality control, testing, and operations/maintenance.

STRATEGY by CSGSM

CSG is your trusted advisor in crafting program modernization strategies and addressing foundational aspects of your projects. From enterprise IT strategy and technical architecture, to business process reengineering, requirements definition, procurement support, and other critical functions, CSG's high-value resources provide insight into best practices and help guide your modernization efforts.



PMO by CSGSM



PENNSYLVANIA UNEMPLOYMENT COMPENSATION BENEFIT SYSTEM

The Pennsylvania Department of Labor & Industry (DLI) administers employment services to the Commonwealth's 6.4 million workers and almost 300,000 employers. In an effort to improve services, DLI has launched a strategic initiative to modernize its Unemployment Compensation (UC) Benefits System.

PROCUREMENT SUPPORT AND **PMO BY CSGSM**

DLI selected CSG to provide procurement support and PMO services throughout the UC Benefits System implementation. CSG analyzed existing systems and workflows, developed the project strategy and technology roadmap, and gathered business and technical requirements to develop an RFP. CSG also established a full-service PMO and is providing technical oversight, UC subject matter expertise, requirements management, and testing support throughout the program modernization.

DLI is committed to delivering timely and accurate UC benefits to Pennsylvania's unemployed workers. CSG is here to help the commonwealth achieve its program modernization goals.



THE MW CONSORTIUM AND CSG GOVERNMENT SOLUTIONS

The states of Maryland and West Virginia (MW Consortium) have joined in a collaborative effort to modernize their UI Tax, Benefits, and Appeals systems.

UI CONSORTIUM STRATEGY, PLANNING, AND **PMO by CSGSM**

The MW Consortium selected CSG to assist with strategy and planning activities during phase 1 of the implementation. CSG developed an in-depth feasibility study for the establishment of a common core information system to replace large portions of the states' legacy systems. The study contained comprehensive functional and technical requirements and processes of each state, identifying commonalities, variations, and a core system architecture. It also contained a plan for moving the Consortium forward through system design, development, and implementation.

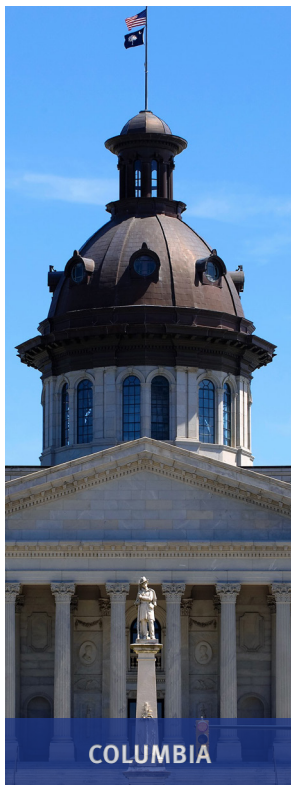
CSG is also providing PMO and procurement support services throughout phase 2 of the project. CSG is assisting with RFP activities and providing DDI vendor oversight; identification and management of risks and issues; control of the project integrated master schedule; and accurate tracking and reporting of project status throughout the implementation.

Maryland and West Virginia are committed to working together to realize the benefits of a multi-state consortium approach. CSG is here to help.

[READ MORE ABOUT **PMO by CSGSM**](#)



PMO by CSGSM



UI TAX SYSTEM ANALYSIS IN SOUTH CAROLINA

The South Carolina Department of Employment and Workforce (DEW) administers UI benefits, collects unemployment taxes, and provides job matching support for the State's 2.2 million workers and 70,000 employers. In order to better serve the State's workforce and businesses, DEW is modernizing its UI Tax System.

CSG PROVIDES IMPLEMENTATION ANALYSIS AND OVERSIGHT

DEW selected CSG to provide planning and procurement support, business process analysis, and PMO services throughout its UI Tax System modernization. CSG created the project management plan, developed a business and operational process improvement report, and provided RFP development and evaluation support throughout the procurement of the new system.

CSG is now providing project monitoring and control and implementation oversight of the DDI vendor to assure the system recommendations are properly implemented.

South Carolina is committed to a customer-driven UI program that facilitates financial stability and economic prosperity for employers, individuals, and communities. CSG is here to help assure the State's program meets these objectives.

IV&V by CSGSM



U.S. DEPARTMENT OF LABOR UI ICON

The U.S. Department of Labor established the UI Interstate Connection Network (ICON) to enable the 53 State Workforce Agencies to electronically exchange information to enable making timely, accurate UI benefit payments and tax collections, and to assure displaced workers who have moved to another state are able to continue receiving UI benefits while looking for work.

IV&V by CSGSM

U.S. DOL selected CSG to provide periodic IV&V services to assess current ICON operations to reduce risks and provide recommendations and requirements for maintaining the system. CSG completed an initial baseline assessment to gauge the health, efficiency, and effectiveness of current ICON operations and maintenance processes, including careful review of all associated documentation, applications, and vendor processes. Going forward, CSG will assess operations and management processes against the baseline assessment to identify new risks, provide pragmatic risk mitigation strategies, and identify areas for improved operational efficiencies.

The U.S. DOL is committed to providing a seamless exchange of information among its participating state and federal agencies. CSG is here to assure these goals are achieved.

READ MORE ABOUT IV&V by CSGSM.



STRATEGY by CSGSM



SALEM

MODERNIZING OREGON'S UI PROGRAM

The Oregon Employment Department (OED) administers the UI programs that support the State's 1.9 million person workforce and 113,000 employers. To provide better services for the people of the State, OED is undertaking a large program modernization effort. As a part of this modernization, OED launched a project to improve UI Division business processes and performance by utilizing Lean Six Sigma concepts.

CSG APPLIES LEAN SIX SIGMA TO IMPROVE BUSINESS PROCESSES

OED turned to CSG for their UI Division Lean Six Sigma Process Improvement project. CSG is analyzing and reviewing key UI processes, providing Lean Six Sigma Yellow Belt and Green Belt training and mentoring State staff in fundamentals, concepts, and process improvement strategies. CSG is also assisting the State in developing an implementation plan that leverages Lean Six Sigma techniques to realize long-term process efficiency and sustainability.

OED is committed to improving operational efficiency and the delivery of services to the workers and employers who depend on them. CSG is here to help OED achieve their UI program modernization goals.



AUGUSTA

THE MAINE DEPARTMENT OF LABOR AND THE MRM CONSORTIUM

The Maine Department of Labor Bureau of Unemployment Compensation (BUC), along with the states of Rhode Island and Mississippi, formed the MRM Consortium - a collaborative effort to share the costs and benefits of a new UC Tax and Benefits System. The new UC System affects the work processes of hundreds of employees, and as it is put in place, BUC is preparing staff for the transition.

CSG PROVIDES ORGANIZATIONAL CHANGE MANAGEMENT

The State selected CSG to provide organizational change management and development services to prepare BUC staff for the management and cultural changes related to the new UC system. CSG assessed the impact on current job functions; identified new and modified positions needed for successful implementation; and developed communication, training, and governance programs to prepare staff.

MDOL has made a large investment in their UC program to promote the safety and economic well-being of the workforce and businesses in Maine. CSG is here to help the State achieve their program modernization goals.

READ MORE ABOUT *STRATEGY by CSGSM*.



TEAMCSGSM PMO AND STRATEGY TOOLS

TEAMCSGSM PLATFORM

CSG deploys our automated suite of high-value TeamCSGSM tools on all of our *PMO by CSGSM* and *STRATEGY by CSGSM* projects. These integrated tools maximize the quality of CSG's services and the productivity of our teams. Our tools incorporate CSG's accumulated knowledge and experience on similar projects around the country, enhanced by our own research.

CSG deploys TeamCSGSM tools on a SharePoint, cloud-based collaboration platform that is supported by our internal technology organization, CSG Tech.

TEAMCSGSM PMO AND STRATEGY TOOLS

✓ TeamCSGSM Project Management

Provides full-featured tracking and reporting on scope and change management, issues, risks, key decisions, and action items. Includes multiple dashboard and trending reports that provide deep insight into key areas such as schedule, budget, scope, quality, and organizational readiness.

✓ TeamCSGSM Risk Assessment Model

Assures complete identification, tracking, and reporting of project issues and risks and is fully integrated with TeamCSGSM Project Management. The model contains more than 300 potential risks across 22 risk categories.

✓ TeamCSGSM Requirements Management

Provides a requirements repository that supports capturing and approving business and technical requirements and traceability to multiple RFPs, contracts, and ultimately to the deployed solutions.

✓ TeamCSGSM Operational Readiness

Provides tracking and reporting capabilities for monitoring and assessing readiness for operations and implementation of a system, including powerful dashboard reporting capabilities to support decision-making.

✓ TeamCSGSM UI Maturity Model

Provides a valuable guide for validating the UI program goals and objectives and business process strategies along with assuring the modernization objectives align with targeted areas of increased program maturity.



TeamCSGSM Project Management and TeamCSGSM Operational Readiness

UI Maturity Model			
Functional Area: CLAIMS FILING			
Functional Attribute: General			
Functional Question	Level 1	Level 2	Level 3
How does the claimant complete and submit the application?	Paper submissions being faxed, hand-delivered or mailed.	Claimants can utilize call centers to file UI claims over the phone or one-stop centers to file a claim in person. Claims transferred to the call center require staff to reenter or query for information entered on the IVR. Limited internet filing of claims but only for "clean" regular UI claims.	Claimants can complete and submit applications via an IVR system or utilizing an internet portal for all covered programs. Claims filed through IVR are routed to call center staff when an issue arises that needs staff assistance.
How is the claim program type determined?	Staff must manually determine the type of claim.	The system can determine claim type for initial, reopened and continued claims; but, DWA staff must manually determine if the claim is being filed for Federal or State extended benefits, Federal Emergency Unemployment Compensation (EUC), Trade Readjustment Allowance (TRA), and Disaster Unemployment Assistance (DUA).	The benefits system automatically determines the claim program type.
How does the system process general claim updates?	The claimant must contact a service representative to make all changes/updates?	The claimant can make some changes via self-service or IVR.	The claimant can make all changes via self-service or IVR.

TeamCSGSM UI Maturity Model



Schedule your TeamCSGSM tool demo today! E-mail info@csgdelivers.com.

TEAMCSGSM QA AND IV&V TOOLS

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TEAMCSGSM QA AND IV&V TOOLS

✓ TeamCSGSM Risk Assessment Model

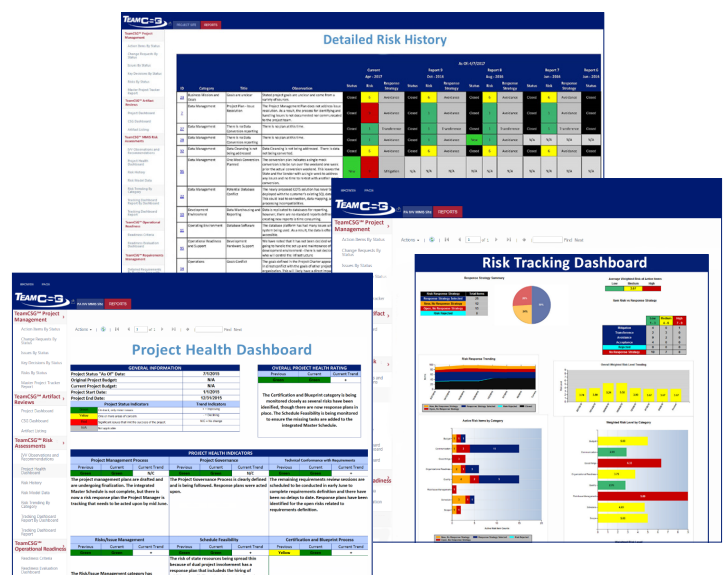
Assures complete identification, tracking, and reporting of project risks and their potential impact on overall project health. The model contains a baseline set of more than 300 potential risks across 22 risk categories.

✓ TeamCSGSM Risk Assessments

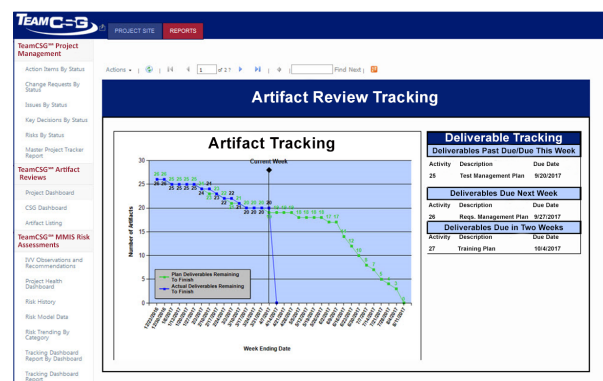
Provides the ability to capture and track risks, observations, and recommendations across all assessment efforts and to determine increasing or decreasing risk levels and project health not only at an item level, but also within categories. Provides configurable real-time management reports reflecting the status of all project risks, as well as powerful trending reports for analyzing the ongoing progress and effectiveness of risk response plans.

✓ TeamCSGSM Artifact Reviews

Facilitates review and tracking of vendor artifacts and deliverables, including key artifact attributes such as due date, delivery date, reviewing authority, review status, and final sign-off. Reporting features identify past-due deliverables along with upcoming deliverables to support resource planning for reviews.



TeamCSGSM Risks Assessments



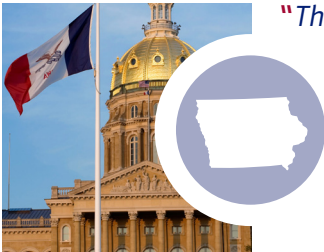
TeamCSGSM Artifact Reviews



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OUR CLIENTS

The CSG story is the story of our clients. We are totally dedicated to their success. For more than 20 years, we have applied our expertise, innovation, and results-oriented mindset to the most complex program modernization projects of over 150 government and other organizations. We work with our clients in a spirit of partnership and collaboration to deliver the right results at the right time, for the right price.



"The CSG PMO Team collaborates and works closely with State staff as part of the PMO on a daily basis and they also work effectively with our implementation vendors. CSG is a good partner and they share the same goal as the State, which is a commitment to the success of our program modernization."

Lorrie Tritch, Chief Information Officer
State of Iowa



"CSG's IV&V reporting is timely and informative. Their national experience serves them well in developing reporting that is both clear and concise and that provides us with well-defined, actionable items that move our project forward."

Sharon Roberts, Senior Project Manager
State of Colorado



"CSG staffed a highly qualified team providing forward-looking Quality Assurance reviews for our project. The CSG team's emphasis on communication, coordination, and collaboration has proved valuable as we move forward."

Karen Coleman, Project Executive
State of Oregon



"CSG's expertise enabled the modernization of our system and moving to shared-services in a Service Oriented Architecture. Their knowledge of requirements definition, alternatives analysis, and feasibility studies positioned them well to help us achieve our goals. I recommend CSG as a strong partner in modernization strategy and planning."

Debra Meier, Program Manager
State of Minnesota



PUT CSG TO WORK FOR YOU TODAY.

For more information or to discuss the challenges you face and how CSG can help, e-mail us at info@csgdelivers.com.

www.CSGgovernmentsolutions.com