

# Project Closeout Report

Submitted to Project Oversight on 03/25/2024

## GENERAL INFORMATION

**Project Name:** Unemployment Insurance Incremental Modernization Phase 1 (UIIMP1)

**Agency Name:** Job Service North Dakota (JSND)

**Project Sponsor:** Darren Brostrom

**Project Manager:** Heather Raschke

## PROJECT DESCRIPTION

Job Service North Dakota (JSND) has contracted with Unisys Corporation through a Statement of Work against the current Master Services Agreement to rewrite the ICON (Interstate Connections Network) Disk Operating System (DOS) batch programs as well as the IBIQ (Interstate Benefits Insurance Query) message queuing application. The solution will natively connect with the proprietary Unisys mainframe but will have reusable components for the Unemployment Insurance (UI) Modernization project.

## SCHEDULE AND COST METRICS

	Project Start Date	Baseline End Date	Baseline Budget	Funding Source	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Original Baseline	11/1/2021*	8/3/2023	\$759,580	Federal Funds	3/26/2024	166 days	\$900,968.23	\$146,419.08
Final Baseline		8/3/2023	\$759,580	Federal Funds	3/26/2024	166 days	\$900,968.23	\$146,419.08

**Notes:** None

## MAJOR SCOPE CHANGES

None

## OBJECTIVES

Business Objective	Measurement Description	Met/Not Met	Measurement Outcome
1.1 Increase the number of developers available to maintain ICON	1.1.1 At time of implementation, confirm at least ten available developers can support the ICON application.	Met	Deliverable is met. The vendor is a global company with more than 10 available developers to maintain the ICON application.
2.1 Increase the number of developers available to maintain IBIQ	1.1.2 At time of implementation, confirm at least ten available developers can support the IBIQ application.	Met	Deliverable is met. The vendor is a global company with more than 10 available developers to maintain the IBIQ application.

## KEY LESSONS LEARNED AND SUCCESS STORIES

A lessons learned effort is performed after the project is completed. This process uses surveys and meetings to determine what happened in the project and identifies actions for improvement going forward. Typical findings include, “What did we do well?” and “What didn’t go well and how can we fix it the next time?”

Key Lessons Learned and Success Stories
Conduct a proof of concept for new technology before committing to it.
Build more contingency time into the plan to cater to unexpected issues.
For teams that span the globe, account for the limited communication and meeting times in the project schedule. Add float to the schedule.
Where possible, have backups for key roles.
Where possible, have staff on the project who are dedicated solely to the project. However, it should be acknowledged that funding must cover long-term staffing at this level.