**NHES**

**New Hampshire Employment Security**

www.nhes.nh.gov

"We're working to keep New Hampshire working"

ADMINISTRATIVE OFFICE
*45 SOUTH FRUIT STREET*
*CONCORD, NH 03301-4857*

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GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

January 27, 2016

Her Excellency, Governor Margaret Wood Hassan
  and the Honorable Council
State House
Concord, NH 03301

## REQUESTED ACTION

Pursuant to RSA 4:8, authorize New Hampshire Employment Security (NHES) to accept a donation from the National Association of State Workforce Agencies (NASWA aka CESER) in the form of payment for travel-related expenses for up to two NHES employees to attend a State Agency SIDES (State Information Data Exchange System) Training Seminar in Kansas City, Missouri. The estimated value of the donation is $2,000.

## EXPLANATION

A donation of an estimated $2,000 will be made to NHES for the purpose of funding travel-related expenses for up to two employees in the NHES Unemployment Compensation Bureau to attend a scheduled SIDES Training Seminar. SIDES is a national method of communication between States and employers regarding the separation of individuals from employment, managed by NASWA and sanctioned by United States Department of Labor (USDOL). The SIDES Training Seminar will be held on April 5 – 7, 2016 (a copy of the agenda is attached).

Your consideration of our request is appreciated.

Respectfully submitted,

George N. Copadis
Commissioner

GNC/jdr

*NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary aids and services are available upon request of individuals with disabilities*

*Telephone (603) 224-3311   Fax (603) 228-4145   TDD/ TTY Access: Relay NH 1-800-735-2964   Web site: www.nhes.nh.gov*

# NATIONAL SIDES TRAINING SEMINAR

### April 5th – 7th, 2016

## Tuesday, April 5th

| | Implementation Training | Subject Matter Expert/Business Analyst Training |
|---|---|---|
| 8:30 – 10:15 | **Welcome**<br>**Introductions**<br>• Name, organization, role<br>• Your desired meeting take away<br>**Purpose of Meeting**<br>• SIDES orientation<br>• Understand How to Connect and Use SIDES<br>**Overview**<br>• Web Services<br>• SIDES E-Response<br>• State and Employer Status<br>• Governance<br>**High-Level Review - SIDES Processes**<br>• Current paper process<br>• New SIDES process (more information – sending and information returned)<br>• Review of flow from state through broker and return | **Welcome**<br>**Introductions**<br><br>**Business Analysis and the Role of the Business Analyst in UI IT Projects**<br><br>**Business Processes and How to Improve Them**<br><br>**Gathering and Documenting Requirements**<br>• Characteristics of Quality Requirements |
| 10:15 –10:30 | **Break** | |
| 10:30 – 11:45 | **Lessons Learned From Past Implementations**<br>**Operations**<br>• Services Provided<br>• System Availability / Maintenance Windows<br>• DR and COOP<br>• Error Resolution<br>• Broker Operations Help Desk<br>• Enhancement and Changes/Process | • **Characteristics of Quality Requirements Continued**<br><br>• **Business Rules and What Drives Them**<br><br>• **The Requirements Process** |
| 11:30 – 1:00 | **Lunch (on your own)** | |

| 1:00 - 5:00 | Implementation - Business Track | Subject Matter Expert/Business Analyst Training |
|---|---|---|
| | **General Business Items**<br>• Participation Agreement<br>• Parallel Systems<br>• Code 99 and 'Other'<br>• Due Dates (week end and holidays)<br>• Attachments<br>• Minimum Pick-up<br>• Model connector (Short comings and positives; placement of validations (where to validate [kick out at end or earlier)<br>• Standard formats (Separation, EV, Monetary) | • **Activity: Writing SIDES Requirements**<br><br>**Using Use Cases to Derive Your Requirements**<br>• **Activity: Using Diagrams to Document a Process Flow**<br><br>**Traceability throughout Software Development** |
| | **Go-live Checklist**<br>• Project Plan<br>• Notebooks<br>• Pre-Test Questionnaires | |
| | **Testing Overview**<br>**End-To-End Testing**<br>• Coordination<br>• Checklist<br>**Production Readiness**<br>• Coordination with Employers TPAs / States<br>• Coordination with Central Broker<br>• Setting up your Connector and Operational Information | **The Role of the Business Analyst in the Software Development Lifecycle** |

| 1:00 – 5:00 | **Implementation - Technical Track** | |
|---|---|---|
| | **Connector Requirements (all formats)** | |
| | **Model Connectors – Post and Pull** | |
| | **Reminder – can't just test with the e-Response; must test via model connector for round trip** | |
| | **Installation of model connector**<br>• Configuration<br>• Certificates (install cert and private key) / files to update | |
| | **Lessons Learned**<br>• Certificates (installing cert, private key, root certificates)<br>**Requirements Prior to Testing**<br>• Self-signed Security Certificate created and sent to SIDES team<br>• Download and install Model Connector<br>• Ability to create and inject test data<br>• No real data in testing<br>**Internal Testing**<br>• Setup with Broker<br>• Connectivity Testing<br>• Round-Trip Testing<br>**Production Readiness Review**<br>• Plan and Procedures<br>• Data Sets and Injecting Data<br>• Results | |

# NATIONAL SIDES TRAINING SEMINAR

April 5<sup>th</sup> – 7<sup>th</sup>, 2016

## Wednesday, April 6th

|  | Plenary |  |
|---|---|---|
| 8:00 – 10:00 | Admin Site - Reports<br>Additional Exchanges<br>Integrity Center Report | SIDES |
|  | USDOL Report on SIDES (tentative) | TBA |
| 10:00 – 10:30 | Break |  |
| 10:30 – Noon | Concurrent Workshops | TBA |
| Noon – 1:15pm | Lunch |  |
| 1:15 – 2:30pm | Concurrent Workshops | TBA |
| 2:30 – 3:00pm | Break |  |
| 3:00 – 4:30pm | Concurrent Workshops | TBA |

## Thursday, April 7th

| 8:00 – 9:45 | Concurrent Workshops | TBA |
|---|---|---|
| 9:45 – 10:15 | Break |  |
| 10:15 – 11:45 | Closing Plenary | SIDES |
| 11:45 | Adjourn |  |
| 1:00 – 4:30 | SIDES Operations Committee Meeting |  |

# NATIONAL SIDES TRAINING SEMINAR

April 5<sup>th</sup> – 7<sup>th</sup>, 2016

## WORKSHOP MATRIX

| Thursday | Room1 | Room2 | Room3 |
|---|---|---|---|
| 10:30am – Noon | Setting Up Model Connector and Installing Certificates (SIDES Technical Team) | Full Automation of SIDES with state system (Dianne Carpenter - NH, NE, OK) | SIDES Online Training Demonstration - Allan Alt |
| 1:15 - 2:30pm | State/Emp/TPA Model Connector Implementation (Jef, Ofer) | Market SIDES E-Response Success Stories (Maine, PA, NH) | SIDES Successful State Spotlight (Jamie Abbott - NE, AZ, KS) |
| 3:00 - 4:00pm | Single Sign On Functionality (SIDES Technical Team – 2 states TBA) | Issues Round Table | TPA - State Cooperation (led by AUTO) |
| Friday | Room1 | Room2 | Room3 |
| 8:00 - 9:30 | Other Exchanges Technical Discussion (SIDES Technical Team) | SIDES and other state activities role in Integrity (Integrity Center Staff) | View of SIDES in 2020 |