April 29, 2010

Mr. David J. Rosen  
Legislative Budget and Finance Officer  
State House Annex, P.O. Box 068  
Trenton, NJ 08625-0068

Dear Mr. Rosen:

On the ensuing pages is the response to the question posed by Assemblyman Malone during the Department of the Treasury’s budget hearing before the Assembly Budget Committee on April 21, 2010.

Specifically, the Assemblyman requested an update regarding Office of Information Technology projects that “enhance the ability of the unemployed to file unemployment insurance claims for the Department of Labor and Workforce Development, and the project to improve the performance of the information technology infrastructure at the Motor Vehicle Commission.”

Please feel free to contact my office with any questions or comments.

Regards,

Adel Ebeid  
CTO/CIO
Motor Vehicle Commission  
Motor Vehicle Automated Transaction System (MATRX)

**Project Status:** The overall project is on schedule and on budget. Release 1 implementation will run May - October 2010.

**Schedule of Releases:** MATRX will be implemented in three phases; functions will be added with each phase until the entire system is complete.

- **Release 1** – The first release will enable Motor Vehicle Commission (MVC) employees to digitally scan license and registration applications as well as agency universal receipts as part of Content Management. This process eliminates the storage and processing of over 10 million documents annually. In addition, Identity Management allows for each employee to be assigned access to system functions appropriate to their job responsibilities. MVC is anticipating full rollout of this release by October 2010.

- **Release 2** – Scheduled for August 2011, this release supports Customer Manager, Vehicle Information, Privilege Manager and the Web Based Transaction System. Content Management will be enhanced to include the scanning of transaction documentation. Customer Manager provides a single view of customer information to MVC employees, the call center, self-service channels and correspondence units. Vehicle Information’s primary focus is on the titling, registration and inspection indicators for vehicles. For this release, Privilege Manager manages all privileges to register and own a vehicle or vessel in the State of New Jersey. Web Base Transaction system allows for MVC customers to perform certain vehicle transactions on-line.

- **Release 3** – This release supports Case Management, Driver Licenses, Driver History, Business Licensing and Web Storefront and enhances Privileges Manager and the Web Base Transaction system. This release is scheduled for January 2012. The Case Management process includes the collection of documents, tracking of all interactions, issuance of orders and other actions involving a customer and their privileges. Driver Licenses provides for the issuance of Driver Licenses and interfaces with the Enhanced Digital Driver License System. Driver History manages the history and transactions of all licensed drivers. Business Licensing provides the issuance of privileges to all motor vehicle related business such as dealers, driving schools, limos etc. Web Storefront provides an on-line service for motor vehicle business to purchase privilege documents. Current legacy systems will be discontinued when all three releases are completed.
At the FY2010 budget hearings, former Labor and Workforce Development Commissioner David J. Socolow informed the OLS that the balance of the NJ SUCCESS initiative was put on hold due to increased demands on the Unemployment Insurance (UI) system which resulted in the need to “devote technical and business resources to the many other technology challenges related to implementing the extended benefits program.”

At that time, the unemployment rate stood at 8.9% up from 7.5% three months prior (an increase of 19% over the 90-day time period). By August 2009 the unemployment rate rose to 9.7% and leveled off at 10.0% in December 2009.

The professional service contract for NJ SUCCESS initiative ended on August 1, 2009. To prepare the state for the change over, between May 2009 and July 2009 vendor services were redirected towards a knowledge transfer to Labor and Workforce Development (LWD) IT staff and relevant OIT staff to ensure that state resources were provided with the skill set to support and maintain the two completed phases of the project.

Also, prior to the August 1st end date, a significant deliverable was met. That deliverable, the completion of the “functional and technical design specification,” established a framework which will allow for the streamlined development and deployment of self-service initiatives by the state’s IT staff. Several of those self-service initiatives are currently in progress to state residents including the ability to register for the direct deposit option of UI benefits after the filing of the initial claim; allowing the entry of the claimant’s change of address; and the ability for the claimant to obtain basic claim information without the need to speak to an agent.

The combination of the virtual call center and the enhancements to the existing online Internet claim filing application resulted in reduced wait periods for claims filed over the telephone and permitted approximately 21 full-time equivalent staff to be redirected to other operational priorities within LWD. Since the implementation of the virtual call center and online Internet claim enhancements installed in November 2008 through April 10, 2010 a total of 1,134,980 claims were filed. Of those claims 54% were filed over the Internet. The online enhancements resulted in a net savings in excess of 28,000 staff hours.

Presently, the department is committed to the completion of the electronic data exchange with employers phase utilizing both department IT staff and OIT staff. The department requested and was granted a Supplemental Budget Request by the USDOL in excess of $600,000 for the implementation and maintenance of this final phase.