EXECUTIVE DOCUMENT SUMMARY

State Form 41221 (R10/4-06)

Received
MAY 18 2012
IDOA Contracts

Instructions for completing the EDS and the Contract process.

1. Please read the guidelines on the back of this form.
2. Please type all information.
3. Check all boxes that apply.
4. For amendments / renewals, attach original contract.
5. Attach additional pages if necessary.

5900

TG 9/14 #13 ML

1. EDS Number:	2. Date prepared:
C1-6-TLM-09-05	5/10/2012

3. CONTRACTS & LEASES

X Professional/Personal Services	___ Contract for procured Services
___ Grant	___ Maintenance
___ Lease	___ License Agreement
___ Attorney	X Amendment# 16
___ MOU	___ Renewal #
___ QPA	___ Other

FISCAL INFORMATION

4. Account Number:	5. Account Name:
62410-19000.531029	DWD DOL Fund
6. Total amount this action:	**7. New contract total:**
$4,000,000.00	46,004,361.00
8. Revenue generated this action:	**9. Revenue generated total contract:**
$0.00	$0.00

10. New total amount for each fiscal year :

Year 2005	$4,500,000.00	Year 2010	$3,634,759.00
Year 2006	$10,800,000.00	Year 2011	$6,123,342.00
Year 2007	$8,600,000.00	Year 2012	$4,000,000.00
Year 2008	$4,500,000.00		
Year 2009	$3,846,260.00		

TIME PERIOD COVERED IN THIS EDS

11. From (month, day, year):	12. To (month, day, year):
5/1/2012	6/30/2013

13. Method of source selection:
___ Bid/Quotation ___ Emergency ___ Negotiated
X RFP# 5-13 ___ Other *(specify)* ___ Special Procurement

AGENCY INFORMATION

14. Name of agency:	15. Requisition Number:
Dept of Workforce Development	

16. Address: DWD
10 N SENATE AVE RM SE0015
INDIANAPOLIS, IN 46204-2201

AGENCY CONTACT INFORMATION

17. Name:	18. Telephone #:
Barb Taylor	317/232-7471

19. E-mail address: bataylor@dwd.in.gov

COURIER INFORMATION

20. Name:	21. Telephone #:
Barb Taylor	317/232-7471

22. E-mail address: BATAYLOR@DWD.IN.GOV

VENDOR INFORMATION

23 Vendor ID # 0000051544

24. Name:	25. Telephone #:
HAVERSTICK CONSULTING INC	317-218-1734

26. Address: 6270 CORPORATE DR #100
INDIANAPOLIS, IN 46278-2900

27. E-mail address: bryan.orr@haverstickinc.com

28. Is the vendor registered with the Secretary of State? (Out of State Corporations, must be registered) X Yes ___ No

29. Primary Vendor: M/WBE	30. If yes, list the %:
Minority: ___ Yes X No	Minority: ___ %
Women: ___ Yes X No	Women: ___ %
31 Sub Vendor: M/WBE	**32. If yes, list the %:**
Minority: X Yes ___ No	Minority: 5.0 %
Women: X Yes ___ No	Women: 5.0 %
33. Is there Renewal Language in the document?	**34. Is there a "Termination for Convenience" clause in the document?**
___ Yes X No	X Yes ___ No

35. Will the attached document involve data processing or telecommunications systems(s)? X Yes: IOT or Delegate has signed off on contract

36. Statutory Authority *(Cite applicable Indiana or Federal Codes)*:
X

37. Description of work and justification for spending money. *(Please give a brief description of the scope of work included in this agreement.)*

This is Amendment #16 to an existing contract. Amendment #16 extends the date of the contract through 6/30/2013 and addresses legislative changes, changes in requirements and additional software maintenance. IDWD released a request for proposal ("RFP") for the Unemployment Insurance Modernization ("UIM") Project. This project is a multi-year initiative to modernize and replace a 17-year-old unemployment insurance ("UI") computer system in order to maximize servies to all customers while streamlining internal IDWD processes.

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MAY 21 2012
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38. Justification of vendor selection and determination of price reasonableness:

The UIM Steering Committee awarded the UIM Project contract to Haverstick Consulting, Inc. ("Haverstick") and its partners, including Tier Technologies, Inc., Number Six Software, Crew Technical Services and Source. The Haverstick proposal scored equal to or higher than all other proposals in every measurable category. The Haverstick proposal was over $7 million less than the second place bidder.

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39. If this contract is submitted late, please explain why: *(Required if more than 30 days late.)*

40. Agency fiscal officer or representative approval	41. Date Approved	42. Budget agency approval	43. Date Approved
Bryan Orr	5-10-2012		5/29/12
44. Attorney General's Office approval	**45. Date Approved**	**46. Agency representative receiving from AG**	**47. Date Approved**
M. Tyndall	7/31/12		

6567-018

Amendment #16

This Amendment #16 ("Amendment #16"), effective May 1, 2012 through June 30, 2013, by and between Haverstick Consulting, Inc. ("Haverstick") and the State of Indiana, acting through the Indiana Department of Workforce Development (the "State"), modifies the Unemployment Insurance Modernization Agreement entered into by and between the State and Haverstick effective September 6, 2005, as amended by Amendments #1 through #15 (the "UIM Agreement"). The State and Haverstick are hereinafter referred to as the "Parties."

WHEREAS, the Parties have deemed it necessary to enter into this Amendment #16 for the following reasons:

- to address legislative changes that have affected the work required under Amendment #15 and under the UIM Agreement generally;
- to address changes in requirements, including changes that impact the work required under Amendment #15 and under the UIM Agreement generally; and
- to address additional software maintenance, including modifications, enhancements and production support.

WHEREAS, in consideration of the mutual undertakings and covenants set forth in the UIM Agreement and hereinafter, the parties agree to amend the UIM Agreement as follows:

1. This Amendment #16 is intended to provide a mechanism for addressing the following:

    a) Modifications, as defined to mean a change to the behavior of the UIM System, including items oriented to data input and processing, that modify the behavior of existing, documented functionality;
    b) Enhancements, as defined to mean a change to the functionality of the UIM System that increases the capability of the system, typically through new features, new functionality, or improvements;
    c) Any changes in processing, data, or functionality as a result of state-to-state processing changes ("State-to-State"), legislation changes ("Legislative"), or federal extensions ("Federal") that have been enacted as of the date of this Amendment.

2. The Parties agree to continue following the Change Control Process as documented and agreed upon in the August 9, 2010 version of the UIM CCB Charter. The Parties agree that the Dispute Resolution process set forth in Article 12 of the UIM Agreement shall remain in full force and effect.

3. Configuration Change Requests (CCRs). The parties agree and stipulate that the Configuration Change Requests listed and identified on the project change request attached hereto as Exhibit A (the "Configuration Change Requests") shall be and hereby are included

in the Agreement Price, as hereinafter defined. The parties may hereafter agree to additional CCRs that are classified as an Enhancement, Modification, Production Support, State-to-State, Legislative, Federal, Services, or other classifications as may hereafter be agreed upon by the Parties. Any additional CCRs shall be agreed to in writing by the Parties.

4. The UIM Agreement is hereby amended to increase the Agreement Price for contractor services from Forty-Two Million Four Thousand Three Hundred Sixty-One Dollars ($42,004,361) by an additional amount not to exceed Four Million Dollars ($4,000,000). Therefore, the first two sentences of Section 4.1 of the UIM Agreement, Fees, as modified in Amendment #4, Amendment #8, Amendment #11, Amendment #12, and Amendment #13 are removed in their entirety and replaced with the following:

   Section 4.1 Fees. Remuneration to Haverstick under this Agreement shall not exceed Forty-Six Million Four Thousand Three Hundred Sixty-One Dollars ($46,004,361) (the "Agreement Price");

   Fifty (50) percent of all amounts payable to Haverstick pursuant to paragraphs 1(ii) and 1(iii) of Amendment #12 and fifty (50) percent of the Holdback, for a total of $3,142,192.50, shall be paid to Haverstick upon the execution of this Amendment 16. The sum of Four Million Dollars ($4,000,000) shall be paid to Haverstick within forty-five (45) days after the delivery of Release 14 as set forth in Exhibit #16B, the acceptance of which Release shall not be unreasonably withheld. The remaining sums payable to Haverstick pursuant to Amendment 12, as well as all remaining Holdback not previously released to Haverstick, shall be due and payable as follows: (i) Two Million Dollars ($2,000,000) shall be paid to Haverstick within 45 days after delivery of Release 15 as set forth in Exhibit #16B, attached; and (2) One Million, One Hundred Forty-Two Thousand, One Hundred Ninety-Two and 50/100 Dollars ($1,142,192.50) shall be paid to Haverstick within 45 days after delivery of Release 16 as set forth in Exhibit #16B, attached, the acceptance of each of which shall not be unreasonably withheld. Upon the delivery of Release 14, the parties agree that work contemplated for Releases 15 and 16 will be performed under a Time & Materials amendment to be negotiated by the parties. The parties will work in good faith to execute the time and materials contract covering the work contemplated for Releases 15 and 16 by no later than July 20, 2012. The parties recognize that Haverstick will in good faith perform preparatory work for Releases 15 and 16 prior to such further amendment in the course of performing work on Release 14.

5. The functionality associated with Release 14 is attached hereto as Exhibit #16B. Unless Haverstick and the State mutually agree otherwise in order to enhance the overall implementation of the system or as a result of unforeseen circumstances, Release 14 shall be delivered no later than November 16, 2012 (the "Release 14 Delivery Date"). The functionality set forth in Exhibit #16B for Release 15 shall be delivered no later than February 28, 2013 (the "Release 15 Delivery Date"). The functionality set forth in Exhibit

#16B for Release 16 shall be delivered no later than March 31, 2013 (the "Release 16 Delivery Date"). The parties acknowledge that significant mutual cooperation will be necessary to achieve each of the Release 14, 15 and 16 Delivery Dates, and the parties shall provide such cooperation. Should Haverstick fail to meet the Release 14 Delivery Date, the Release 15 Delivery Date, or the Release 16 Delivery Date, or such other dates as agreed upon by the parties, payment of the sums due hereunder upon delivery of the corresponding release shall be forfeited as liquidated damages and not as a penalty. The parties acknowledge that the liquidated damages stipulated to herein are a reasonable and valid approximation of actual damages that would ensue upon a missed delivery date. If a decision is made to extend the Release 14, 15 or 16 Delivery Date for any reason, including a determination that additional functionality or scope is necessary, the State and Haverstick will work together jointly and in good faith to determine new delivery and payment dates, and no liquidated damages shall be assessed.

All payments required by this Amendment #16 shall be remitted in full and will not be subject to any holdback or retention.

6. All other matters previously set forth in the UIM Agreement and not affected by this Amendment shall remain in full force and effect.

Non-Collusion and Acceptance

The undersigned attests, subject to the penalties of perjury, that he/she is the Contractor, or that he/she is the duly authorized representative, agent, member or officer of the Contractor, that he/she has not, nor has any other member, employee, representative, agent or officer of the Contractor, to the best of his/her knowledge, entered into or offered to enter into any combination, collusion or agreement to receive or pay, and that he/she has not received or paid, any sum of money or other consideration for the execution of this Amendment other than that which appears upon the face hereof.

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In witness whereof, Haverstick and the State of Indiana have, through duly authorized representatives, entered into this Amendment. The parties, having read and understanding the foregoing terms of this Amendment, do by their respective signatures dated below agree to the terms thereof. This Amendment #16 shall be effective as of the last date written below.

HAVERSTICK CONSULTING, INC.

Phil Carrai
Vice President, Secretary and Treasurer

Dated: 5-7-2012

INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT

Scott B. Sanders, Commissioner

Dated: 5/10/2012

INDIANA DEPARTMENT OF ADMINISTRATION

Robert D. Wynkoop, Commissioner

Dated: 5/21/12

STATE BUDGET AGENCY

Adam Horst, Director

Dated: 5/29/12

INDIANA OFFICE OF TECHNOLOGY

Brian Arrowood, CIO

Dated: 5-16-12

Approved as to form and legality:

Gregory F. Zoeller, Attorney General

Dated: 7/31/12

Exhibit #16 A: Configuration Change Requests

Exhibit # 16 B: Deployment Functionality Deliverables, Release 14, 15 and 16.

Exhibit A – Configuration Change Requests

The following change requests are to address:

- Legislative changes that have affected the work required under Amendment #12 and under the UIM Agreement generally; and
- Benefits Law changes that have affected the work required under Amendment #13 and under the UIM Agreement generally; and
- Changes in requirements, scope, including changes that impact the work required under Amendment #13 and under the UIM Agreement generally; and
- Software maintenance, including modifications, enhancements and production support.

Change Order	Change Order Description
1. Federal law changes in 2012	**General:** As a result of federal law changes passed February 2012, additional work will need to be done to analyze new functional requirements (e.g., extending EUC/EB benefits), assess impact to existing application software, validate data, and perform development/testing across selected application areas impacted by these changes. In addition, these federal law changes have caused subsequent data mismatches and data cleaning that will need to be addressed. **Overall Impact to:** a) Development: Because the federal law change did not conform to previous extensions of these federal programs, changes to the database as well as the application were required to model the new complexity. This will result in extensive reworking of the existing functionality. b) Data: Affected ability to purge data; therefore, volume of data conversion and mismatches increased. When data volume increases, additional tuning efforts are necessary to ensure data conversion and smoothing run times do not increase. Initiative added further scope and complexity to the UIM solution causing extended test set-up, extended test execution, delays in confirmations of defects, delays in subsequent test executions resulting from data mismatches and data cleaning. The EUC extension also created the need for another data refresh in 2012 in order to test changes made in legacy and created the need for a new strategy to deal with mismatches from benefits data smoothing. c) Test: The EUC/EB extensions required extensive re-test of relevant test scripts to ensure application could handle multi-tier accounting. Creates need for another data refresh in 2012 in order to test changes made in legacy, and created the need for a new strategy to deal with mismatches from benefits data smoothing in addition to complete retesting/regression testing of the core application and infrastructure. d) Data refresh: New EUC/EB imperatives forced additional data refresh and/or Mock Deployment activities to confirm effective data conversion.
2. Indiana Benefit Law Change in 2012	**General:** As a result of State Benefit Law changes passed in February 2012, additional work will need to be done to analyze new functional requirements (e.g., annualized unemployment benefits), assess impact to existing application software, validate data, and perform development/testing across application areas impacted by these changes. If this change is implemented as scheduled, there will be no conversion claims which fit this new rules set.

	Overall Impact to: a) Development: Conditional rules were created to compute claims using the new rules for claims created on/after July 1, 2012. b) Data: Benefit Law change added further scope and complexity to the UIM solution causing extended test set-up, extended test execution, delays in confirmations of defects, delays in subsequent test executions resulting from data mismatches and data cleaning. The EUC extension also created the need for another data refresh in 2012 in order to test changes made in legacy, and created the need for a new strategy to deal with mismatches from Benefits data smoothing. c) Testing: Changes to state formula for calculating benefits entitlement required extensive re-test of relevant test scripts to ensure UIM application functioned correctly with law change software modifications.
3. Configuration Change Requests (CCR) approved by the Change Control Board (CCB)	**General:** To address all items authorized by the CCB not included in planned or previously approved scope of the project. These changes address emergent requirements; inconsistencies in content and consistency of existing project artifacts (story boards, supplemental specs, use cases, test cases, and test scripts) across project scope; and resolution of specific development and/or test items with respective business domain users. All of the CCB items have been approved by DWD and mandated as necessary for a "go live" release. **Overall Impact:** a) As a result of changed or clarified business processes at DWD, new scope items have been added that filled gaps/omissions in existing UIM requirements documentation versus current business practices. Each CCR provides competing add-on workload to that already "approved" in current specifications. Emergent CCR workload is estimated in hours for vendor Business Analyst, Development, and Test resources b) All other unidentified changes which emerge within current Release 14 and designated Release 15 work scope across all domains.
4. Process Accounting	**General:** All activities which result in a payment to the claimant (or a payment on his behalf to another destination, such as child support) will create claim-level transaction information as well as general ledger entries. These entries are coalesced into two major reports (BDVR and FDR) which dictate the funding for the day's activities. Claim transaction information will be used by Benefits workers to inform claimants how money was distributed. **Overall Impact to:** a) Process: The former test-driven process for finalizing development of application functionality failed to provide adequate results due to complexities added by continued state and federal law changes as well as

	changes to operational requirements since development was originally completed. As functionality was delivered, DWD would test and create defects often leading to new scope. b) Development: Until recently, the PA development effort had been operating in a reactive rather than proactive manner. This was due in part to the variability of functional requirements, lack of technical specifications surrounding the various law changes, and incomplete or missing code. Employing a more structured methodology (Agile), and integrating testing into the development process has enabled the vendor team to drive the engagement. c) Data: addressed inconsistencies in content and consistency of project artifacts (story boards, supplemental specs, use cases, test cases, and test scripts) across project scope. d) Testing: Integrating testing into the development process essentially reduces the number of defects or failed defects logged upon re-test. The idea being that testers can identify issues early on in a developer's unit test before code is ever delivered. Once a piece of functionality is delivered the level of confidence that a script will pass is greatly increased. In addition to integrating testing into the development process, the vendor team has offered additional resources to assist the client with their testing effort and have created a semi-automated process for producing test data.

Exhibit 16B - Uplink Domains and Deployment Matrix

Domain	Release 14 – 11/16/12	Release 15 – 2/28/13	Release 16 – 3/31/13
UI Benefits & Claimant Self Service (CSS)	1099Gs - **(annually in January 2013)** Benefit Law Change (CCR) - - Calculation of Benefits **effective 7/1/2012** Fed Ben. Law Change (CCR) - - EUC/EB **(Implemented in March 2012 for legacy)** - Provide UI Worker Homepage - Provide UI Program Information - Claimant Homepage - Claim Homepage – CSS - Real Time Interfaces (SSA, SSA batch, IBIQ, SIDI, WIC inquiry) - Determine Non-Monetary Eligibility - Process Mass Layoffs - Produce UI Statistics - Provide Management Reports - Provide Federal Reports - Collect Fact Finding - LADT - PROMIS - OCSE - HCTC/ATAA - Manage Special Programs (EUC, TRA, EB (100% Fed) - Apply for Benefits - Apply for Benefits – CSS - Calculate Monetary Eligibility - Provide Interface to ICON - ICON Phase 2 - TRA Claims Petitions - IB 4 incoming request - IB 4 outgoing response - IB 4 incoming response - IB 4 outgoing request - IB 5 incoming	Job Service Interface - Interfaces **(weekly/monthly)** - 103 Service - Profile Scores - Profile Services - Non Registered Claimants Federal Report - ETA 8401 – Monthly Analysis of Benefit Payment Account **(monthly) (this report is required to complete the federal report 2112 under Tax)** Benefit Charge Explosion Routine (CCR) – **(monthly)** Federal Report/Data Validation - - ETA227 **(quarterly)** - ETA 207 Non Monetary Determination Activity (multiple claim levels) **(quarterly)** - ETA 218 Benefit Rights & Experience (multiple claim levels) **(quarterly)** - ETA 586 Interstate Combined Wage **(quarterly)** - ETA 9016 Alien Claims Activity **(quarterly)** - ETA 9048 Profiling & Re-employment Services **(quarterly)** - ETA 9049 Profiling & Re-employment Services Outcomes **(quarterly)** - ES 191 – Quarterly Summary of Federal and Military Expenditures and Adjustments **(quarterly)** - T9129 **(quarterly)**	Create Audit and Performance Info (BAM, BTQ) - **(currently we have a work around for these processes)** BPC - - Civil Action **(very small volume)** Remaining Management Reports - **(dependent on business needs)** Special Claims - - DUA **(dependent on deployment date currently we have DUA claims)** - EB (State 50/50) **(currently we do not have 50/50 EB claims and do not expect them during the calendar year of 2012)** BPC CCRs – **(daily)** - Document Conversions in IWF - Attach Images to Cases Blocked Claims (Wage Investigations) -

Domain	Release 14 – 11/16/12	Release 15 – 2/28/13	Release 16 – 3/31/13
UI Benefits & Claimant Self Service (CSS) (con't)	- View/Resend IB-4s, IB5s - Auto IB5s - UCX - UCFE - WIC-add - WIC2 - Claim Weekly Benefits - Claim Weekly Benefits – CSS - Generate Payments and EFT - NDNH Interfaces - DDBI - WRIS Intrastate Cross Match (BPC) - **(quarterly)**		

Domain	Release 14 – 11/16/12	Release 15 – 2/28/13	Release 16 – 3/31/13
UI Tax & Employer Self Service (ESS)	Rating – - Annual Rating Process - Fund Ratio - Mutualized Benefit Charges (MBC) - Annual Merit Rate Delinquency Notice Batch Job Collections - - Generation and Maintenance of Warrants - Merger of collection code streams to include Collection agency - Tickler Message to Collector for Past Due Work Items - Premier Collection Process – **(daily) (after discussion this is part of the collections scope)** - Registration by Staff - ESS Registration (extended) Profile Maintenance by Staff - Address, Party, Status, Agent - PEO/Client Maintenance - ESS PEO/Client Maintenance - Report and Payment Processing (Quarterly Reports) ESS, Staff, Interface - Cashiering and Deposits - Individual Federal Certifications - Clearance – Letter of Good Standing - Rating (individual annual rates and recalculations) - Collections - Collection process (ND or RB, PW, - PA, BK) - Assignment of specific accounts to a Collector	Federal Report - ETA 2112 – Unemployment Insurance Financial Transaction Summary **(monthly) (Requires data from Benefits ETA8401)** - ETA 8413 Income Expense Analysis for Benefit Payment Account **(monthly) (there is a work around)** - ETA 8414 Income Expense Analysis for Clearing Account **(monthly) (there is a work around)** Federal Reports/Data Validation - - ETA 581 Contribution Operations **(quarterly)** - ETA 204 Experience Rating Report Section C **(annual)** - Benefits Ratio, Section C Reserve Ratio **(annual)** - ETA 205 Average Employer Tax Rates **(annual)** Employer Self Service -**(new to employers)** - Employer Preferred Method of Communication - Employer entry of quarterly report & wage adjustments - Employer tax appeals online Security Testing – **(postponed defects)** Agent Report and Payment upload processing for multiple employer accounts and/or reports - **(new to agents)** Interfaces - - Potential Liable Quarterly Crossmatch **(quarterly)** - Wage Request/Response ICVTE **(quarterly)** - UI Wage Evaluation Part I **(quarterly)**	Field Audit – **(daily) (there is a work around utilizing legacy)** - Blocked Claims (wage investigations) processing - - Investigation and request audit worksheet - - Upload Audit - Print Image Cover Sheet - - Assign Audits from Pools - - Maintain Audit Pools - - Laptop Application – - Maintain Field Audit Assignments Corporate Clearance Correspondence - **(there is a work around)** Employer Self Service **(new to employers)** - Common Paymaster Maintenance - Software Company Maintenance - Auto-generation of quarterly report from wage adjustments Tax Performance System - **(monthly) (a work around can be developed)** - All universe creation and sampling - - Automatic build of image case - - Questionnaires - - Reporting – TPS - ESS Rate Calculator – **(this screen will have to be rewritten based on all the law changes regarding surcharge** Remaining Management Reports - **(depends on business need** Collections - **(depends on business need)** - Write-Off of liabilities - Settlement Agreements **(there is a work around)**

Domain	Release 14 – 11/16/12	Release 15 – 2/28/13	Release 16 – 3/31/13
UI Tax & Employer Self Service (ESS) (con't)		Workflow – **(daily) there is a work around.** - Customized Document Workflow - Ability to relate Workflow items and/or images to a case (I&P Waivers) Interface - Clerk/Sheriff and other Costs **(there is work around)** GL Accounting - - RADD Transactions for Future Reed Act Distributions – **(unlikely due to admin fund used for EUC)** - FUACR – Loan Repayments – (daily) **(there is a work around)** Remaining Employer Transactions – **(low volume transactions)** - Fraud Penalty (FP) - Fraud Penalty Reversal (FPR) - Uncollectable Write-Off (UC) - Uncollectable Write-Off (UCR) - Civil Lawsuit (CD) - Civil Lawsuit Reversal (CDR) - Special Remittance (SR) Acquirer makes payment for disposers liability in bankruptcy Mergers and Acquisitions – **(M&As work in Rel. 14 except for this scenario)** - Acquisitions when Predecessor Employer has a Credit Balance Extended 2837- Data Capture- (exceptions that feeds partial registration) **(there is a work around)**	

Domain	Release 14 – 11/16/12	Release 15 – 2/28/13	Release 16 – 3/31/13
UI Appeals	- Appeals Table Maintenance - Prepare for Hearing (Part 1) - Hearing Official Homepage - Conduct Hearing - Appeal Reports - Review Board Reports - UI Stats for Appeals - Prepare for Hearing (Part 2) - Court of Appeals - Appeal Homepage - Review Board Appeal Process - Process Post Hearing Information	Data Validation – **(quarterly)**	