

TRAINING AND EMPLOYMENT NOTICE	<b>NO.</b> 36-08
	<b>DATE</b> March 23, 2009

**TO:** STATE WORKFORCE AGENCIES

**FROM:** CHERYL ATKINSON /s/  
Administrator  
Office of Workforce Security

**SUBJECT:** Plans to Upgrade the Unemployment Insurance Interstate Connections Network (UI-ICON)

1. **Purpose.** To inform state workforce agencies (SWAs) about plans and the timetable for upgrading the UI-ICON to take advantage of new technologies and better support more diverse state information technology (IT) architectures.
2. **Background.** UI-ICON is a national telecommunications network supporting data exchange between/among state workforce agencies and others for UI claims processing and related purposes. The technology supporting UI-ICON is decades old and in need of updating to accommodate new technologies and programming languages being adopted by states that have developed new/modern UI benefit systems. The UI Information Technology Support Center (ITSC) initiated an assessment of UI ICON, solicited state agencies' input, and made recommendations for updating ICON to take advantage of newer technology, simplify interface requirements for states with new/modern benefit systems, minimize the need for proprietary solutions, reduce costs and improve overall efficiency. Our plans were informed by these recommendations
3. **Planned Improvements.**
  - a. **Telecommunications.** The current "hub and spoke" structure of communications will remain the same—each state will link to a telecommunications hub that will route information to the appropriate states/entities. Each state will be provided with a new and upgraded router.
  - b. **Applications Conversion.** Each of the ICON applications will be rewritten in new web-based programming languages. States will be provided with templates for conversion to the new web services format and may implement them at anytime after the date that the application is ready at the hub; a schedule showing these dates is included in the attached document, Appendix A. The hub will continue to support the existing applications indefinitely in order that states can make the conversion when their information technology plans permit.

Further information on implementation of modernized technologies is provided in the attached document, Appendix A.

4. **Action Required.** SWA Administrators are requested to:
  - Provide this information to appropriate staff.
  - Identify a contact within the SWA for the UI-ICON modernization, and provide the contact's name and telephone number to Martha Stephens at Affiliated Computer Services, Inc (UI-ICON contractor), who can be reached at 407-306-7228.
5. **Inquiries.** All inquiries should be directed to the appropriate Regional Office.
6. **Attachments.** Appendix A