

Category	Sub-System	Feature/Function					
Application	Internet Claims	Adaptive-dynamic functionality (responses lead to additional questions/fact finding)					
Application	Internet Claims	Enhanced fact finding					
Application	Claimant Portal	Password reset					
Application	Claimant Portal	Additional language support (Spanish and Haitian-Creole)					
Application	Mainframe	Index off other variables (last name + last four SSN, Last name + zip, Phone number)					
Application	Internet Claims	Wage worksheet – show calendar and ask claimant to enter hours they worked each day and the wage paid (allow salaried employees to enter hours and total wages)					
Application	Internet Claims	Work search log (capture and present to claimant)					
Application	Internet Claims	Capture work search documentation (to facilitate audit)					
Application	Employer Portal	Require Employers to use portal					
Application	Internet Claims	Random work search audit (select, case management, fact finding)					
Application	Employer Portal	Multiple POAs (adapt system to capture and report)					
Application	Mainframe	Address interest calculation issue (accounts stop accumulating interest)					

Application	Tax	Capture wages by week versus quarter (start with TPAs)					
Application	Internet Claims	Authenticate/update bank account before first payment is paid					
Application	Tax	Automate reconciliations (list)					
Application	Claimant Portal	Single sign-on with DET system					
Application	Employer Portal	Password reset					
Application	Internet Claims	Add alert to claimants who've committed fraud so they are alerted to 1. Balance due 2. Statement alerting them to the fact they will not get benefits until balance is paid in full					
Application	Internet Claims	Remove location selection					
Application	Claimant Portal	Capture IP address					
Application	Employer Portal	View wage reports bulk filing					
Application	Mainframe	Reduce data store (reduce MPS) to save money					
Application	Tax	Allow tax to be paid over multiple periods versus all in Q1 (with interest)					
Contact Center	Tools	Email					
Contact Center	Tools	CRM					
Contact Center	Tools	SMS					
Contact Center	Tools	Chat					
Contact Center	Tools	Remote desktop like feature(s)					
Infrastructure	Tools	Document Management					
Infrastructure	Tools	Datawarehouse and Business intelligence tools					
Infrastructure	Case Management	Case Management (Local office, Appeals, Field, BPC)					

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	Comments on the file review. Reference comments to file # and or participant name.									