



OKLAHOMA

Employment Security Commission

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Contact: Anthony Triana

atriana@saxum.com

(Cell) 405.818.0791

OESC announces updated digital transformation project

Redesigned project shortens timeline from five years to 18 months

OKLAHOMA CITY – The Oklahoma Employment Security Commission (OESC) announced an 18-month rollout plan for transformations to their digital infrastructure to help the organization run more efficiently for citizens, employers and the state.

“Considering the constraints that come with 40-year-old technology, we are incredibly proud of the work we’ve been able to accomplish during this pandemic,” said Shelley Zumwalt, executive director of OESC. “We have made significant progress in streamlining the processes now, but there is much more work to be done. This digital transformation project will help OESC process claims quickly and help get Oklahomans the money they need.”

OESC’s digital transformation project aims to put Oklahomans first, prioritizing their experience and making the process faster. OESC began working on some of their digital transformation initiatives this quarter, and they plan to complete all of them by the end of the first quarter in 2022.

“We are focused on people first,” Zumwalt said. “That’s why we’ll be working hard over the next several months to ensure our systems and processes are up-to-date and meet the demands we’re seeing today. This plan is ambitious and aggressive, but way overdue. The previous technology modernization plan, the 5/39 Plan, was created pre-pandemic and did not anticipate the needs that arose with the pandemic. We’re looking at this transformation and its requirements from the viewpoint of what we have learned from the past six months and we have reworked the previous technology plan to meet the greater need of the state’s citizens for OESC services.”

For the remainder of 2020, OESC will prioritize helping claimants through automation. Individuals will be automatically prompted to renew their unemployment benefits and will have some of their data pre-filled to help speed up the process. With these technological improvements, OESC expects to receive fewer calls as individuals will find the information they need through the self-service and user-friendly online options.

From now until the first quarter of 2022, OESC will continue to work on streamlining and modernizing its systems for claims and submission processing, benefits renewal, appeals, risk management, employer claims and account management, reporting and reemployment.

“Our goal for our digital systems is to create something that is sustainable, supportable, scalable, standardized, and user-friendly,” Zumwalt said. “We want to build something to last.”



OESC Digital Transformation Project

Updated 18-month Technology Improvement Project



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