

SOLID STATE INSIGHTS

# Open UI Accelerator Field Guide

A practical guide for agencies evaluating modular UI modernization, conformance evidence, procurement choices, and incremental adoption.

[solidstateops.net](https://solidstateops.net)

# Executive Summary

---

Unemployment insurance modernization is too important to depend only on large, all-or-nothing replacement projects. States need a way to improve capabilities incrementally while preserving policy control, security, auditability, procurement authority, and operational accountability.

Open UI points toward that future. A governed modular model can help states adopt reusable capabilities from multiple providers, evaluate options through conformance evidence, and reduce dependency on one irreversible system replacement.

The challenge is moving from concept to adoption. Agencies need practical answers:

- Which capability should we modernize first?
- What boundary should it own?
- What data and systems does it depend on?
- What evidence should a provider produce?
- How do we avoid new lock-in?
- How do we pilot safely?
- How do we preserve public accountability?

The Open UI Accelerator is designed to help agencies answer those questions.

## Why a New Adoption Model Is Needed

---

UI modernization has historically been difficult because the program is complex, state-specific, and operationally sensitive. States must serve claimants and employers, follow state law, meet federal expectations, protect sensitive information, prevent fraud, issue timely payments, support appeals, and maintain public trust.

Traditional modernization often tries to solve those needs through a comprehensive replacement project. That approach can be necessary in some circumstances, but it carries significant risk. It asks states to define a large number of requirements up front, select one major implementation path, and absorb years of cost and operational uncertainty before seeing full value.

The alternative is not unmanaged fragmentation. The alternative is governed modular adoption.

Under a governed modular model, the UI system is understood as a set of capabilities with defined boundaries. Those capabilities can be implemented by different providers if they satisfy shared expectations. States can adopt improvements in stages. Public stewards can define reusable standards. Vendors can compete on capability quality. Open-source and state-built assets can become more practical

to reuse.

## What Open UI Changes

---

Open UI changes the modernization question.

Instead of asking, "Which single system should replace everything?" agencies can ask, "Which capability should improve first, and what evidence would make it safe to adopt?"

That shift is significant. It lets modernization begin where value, readiness, and risk are aligned. A state might start with claim status, employer response, document management, correspondence, identity workflow, staff tasking, or another bounded capability. The first step does not have to solve the whole system.

Open UI also changes the vendor conversation. Providers should not only say that they can integrate. They should show how their capability satisfies a defined boundary, handles data, preserves audit records, meets security expectations, supports accessibility, and fits operations.

## Core Concepts

---

### Capability

A capability is a bounded function within the UI operating model. It may serve claimants, employers, staff, other systems, or multiple user groups. Examples include correspondence, document management, identity workflow, claim status, appeals support, and integrity review.

### Boundary

A boundary defines what the capability owns and how it interacts with the rest of the environment. A useful boundary describes inputs, outputs, events, statuses, evidence, configuration, dependencies, and operational handoffs.

### Governance

Governance defines how boundaries, versions, changes, acceptance criteria, and evidence requirements are maintained. Governance prevents modularity from becoming fragmentation.

### Conformance

Conformance is the evidence that a capability satisfies defined expectations. It may include tests, documentation, security review, accessibility review, audit behavior, performance data, and operational readiness materials.

## Marketplace

A marketplace or store model helps agencies compare, select, and adopt capabilities. Its value comes from governance, evidence, and practical adoption support, not from listing products alone.

## Selecting the First Capability

---

The first modular adoption candidate should be meaningful but bounded.

Strong candidates often have:

- Clear user or operational pain
- Manageable dependencies
- Measurable outcomes
- Limited legal ambiguity
- Staff support for change
- A practical procurement path
- A clear integration pattern

Examples include:

- Claim status transparency
- Document upload and evidence tracking
- Employer response workflow
- Correspondence and notice management
- Identity resolution workflow
- Staff tasking and workload routing
- Appeals packet preparation
- Integrity case review support

The first capability should help the agency learn how modular adoption works. It should produce value while building governance maturity.

## Procurement Questions

---

Modular procurement should preserve future options. Agencies should ask:

- What exact capability are we buying?

- What boundary does it own?
- What systems and workflows does it depend on?
- What conformance evidence is required?
- How will data move in and out?
- How will state configuration and policy rules be preserved?
- How will the capability be monitored and supported?
- What happens if we replace it later?
- Can open-source, state-built, and vendor-built options be evaluated?
- Does this procurement reduce long-term dependency?

If a modular procurement prevents later replacement, it is not truly modular.

## Conformance Evidence

---

Agencies should request evidence before relying on a capability in production.

Useful evidence may include:

- Interface documentation
- Test results
- Sample payloads or workflows
- Accessibility review
- Security and privacy documentation
- Audit logging behavior
- Error handling and exception paths
- Operational runbooks
- Monitoring and incident response expectations
- Data export and transition support
- Staff training materials

Conformance evidence should be objective enough to support comparison across providers.

## Governance Model

---

A modular adoption effort should define governance early.

Governance should include:

- Program ownership
- Technology ownership
- Procurement participation
- Security and privacy review
- Legal and policy review
- Operational stakeholder review
- Change control
- Version management
- Conformance review
- Performance review

The governance model does not need to be large. It needs to be clear.

## Pilot Planning

---

A pilot should define success before launch.

Pilot planning should include:

- Capability scope
- User groups
- Data involved
- Integration points
- Security controls
- Staff training
- Support model
- Success metrics
- Risk and rollback plan
- Expansion decision process

Potential metrics include task completion time, abandonment rate, error rate, staff handling time, call drivers, claim status clarity, document processing time, employer response timeliness, and issue resolution time.

# A Practical 90-Day Accelerator Path

---

## Days 1-30: Discovery and Readiness

- Identify priority capabilities.
- Map current pain points.
- Define user and operational outcomes.
- Review data and integration dependencies.
- Identify procurement constraints.
- Establish governance participants.

## Days 31-60: Boundary and Evidence Design

- Define the capability boundary.
- Document inputs, outputs, events, statuses, and audit needs.
- Draft conformance expectations.
- Identify security, privacy, accessibility, and operational requirements.
- Build procurement or pilot evaluation criteria.

## Days 61-90: Adoption Planning

- Evaluate provider or implementation options.
- Review conformance evidence.
- Define pilot scope.
- Prepare staff and support workflows.
- Establish metrics and review cadence.
- Decide whether to proceed, revise, or choose another capability.

## What Success Looks Like

---

Successful modular adoption should leave the agency with more than one deployed capability. It should leave the agency with a repeatable method.

The agency should know how to define a boundary, request evidence, review options, pilot safely, measure outcomes, and govern changes. That learning becomes the foundation for the next capability.

The long-term goal is continuous modernization: a state can improve one capability at a time while preserving public control and avoiding unnecessary dependency.

## How Solid State Can Help

---

Solid State helps agencies move from Open UI concepts to practical adoption. The Open UI Accelerator can support readiness assessment, capability selection, boundary definition, conformance planning, procurement support, pilot planning, and implementation strategy.

The objective is not to force one system or one adoption path. The objective is to help agencies modernize responsibly, incrementally, and with enough evidence to preserve public trust.

**Solid State helps agencies move from Open UI concepts to practical adoption with readiness assessment, capability selection, boundary definition, conformance planning, procurement support, pilot planning, and implementation strategy.**