

UI IT Support Center (UI ITSC)

Promotes the development of information technology solutions, modernization of state UI systems and information sharing among state UI agencies.

BENEFITS TO STATE WORKFORCE AGENCIES

UI Modernization Advisory Services

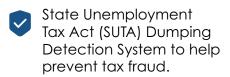
- ONSITE VISITS: in person reviews of current projects to identify gaps and provide tailored recommendations
- STRATEGIC ROAD MAPPING: collaborate with states to create project plans that define goals, timelines and milestones
- TECHNICAL ASSISTANCE: provide hands-on support during key phases such as testing, data migration and deployment
- STAKEHOLDER COORDINATION: facilitate alignment between agencies, vendors and technical teams to ensure project success
- RISK MITIGATION: develop strategies to address project risks, ensuring smooth execution and timely completion

Professional Development



User Acceptance Testing (UAT) Training

Products and Tools



OccuCoder job code matching tool to help facilitate worker reemployment.

IMPACT

- Engaged directly with states to aid and advise during their modernization efforts.
- Provided modernization-related training to states
- Assisted USDOL and all states in conducting the 2024 National Appeals Review by developing, implementing, and supporting a paperless system for document sharing related to the review.