UI IT Support Center (UI ITSC)

NASWA
NATIONAL ASSOCIATION OF STATE WORKFORCE AGENCIES

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

Business Analyst Bootcamp Training

User Acceptance Testing (UAT) Training

Products and Tools

State Unemployment Tax Act (SUTA) Dumping Detection System to help prevent tax fraud.

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.