

Workforce IT Insights



Best Practices

The Workforce Technology Collection houses 38 case studies covering best practices ranging from data projects and virtual service delivery to artificial intelligence and customer experience.

Content Alerts

Once logged into the Knowledge Exchange Library, users can sign up to receive notifications of new resources as they are uploaded.

Current Events

In addition to published resources, the announcements section of the library contains information about upcoming webinars, conferences, and other events in the workforce technology ecosystem.

Knowledge Exchange Library

The Workforce Technology Collection in NASWA's Knowledge Exchange Library is home to an extensive collection of more than 1,400 resources. These include case studies, reports, articles, federal guidance, webinars, and more, across 46 topics ranging from digital transformation to change management to accessibility concerns and innovative technology trends.

Designed to work in tandem with the Workforce Information Technology Support Center's (Workforce ITSC) Online Tools and Learning Academy, the Library provides NASWA members with a single location to access supporting resources from Workforce ITSC, original NASWA research, and additional information on the trends located in the Procurement Portal and State Technology Profiles.

Top Keywords

Modernization	Digital Transformation	Trends		
Digital	Innovative Technology	Continuous Improvement Plan (CIP)		
Customer Experience (CX)	State Agency	Virtual Service Delivery		
Customer Service	Digital Services	Information Technology		
Service Delivery	State Practices	Digital Governance	Data Analytics	
Workforce Development	Data	Data-driven	Accessibility	Culture

Top Uploaded & Viewed Topics

Continuous Improvement	Security	Accessibility
Virtual Service Delivery	Design & Prototyping	Strategic Planning
Remote Work	Data Sharing	Business Process Reengineering
Data-Driven Policy	Automation	



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