Workforce IT Insights

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**

**Data-Driven Policy**  **Automation**  **Reengineering**

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