A work product of the NASWA Technology Committee, this document identifies top policy and technology issues facing State Workforce Agencies and will be used as input to NASWA's programs, planning for conference sessions, and publications. As participation and discussion continue to grow for our Committee, this information will provide the baseline for future Committee work products, focusing on the top priorities.
PRIORITIES FOR TOOL DEVELOPMENT AND FUTURE PLANNING

1. AUTOMATION
2. FRAUD DETECTION, IDENTITY VERIFICATION, & ACCESS MANAGEMENT
3. DATA ANALYTICS
4. COLLABORATION TECHNOLOGIES
5. CUSTOMER SERVICE/CRM
6. SECURITY ENHANCEMENT TOOLS
7. LOW CODE/NO CODE SOFTWARE DEVELOPMENT
8. VIRTUAL SERVICE DELIVERY
9. ONLINE LEARNING/TRAINING/ASSESSMENT
10. MICROSERVICES/CONTAINERS

FOCUSED STATE TECHNOLOGY INITIATIVES FOR 2022-2023

State workforce agencies are at the forefront of the changing world of work. These state initiatives aim to serve job seekers and employers alike.

WORKFORCE TECHNOLOGY INITIATIVES

- Replacing/Modernizing Case Management System, including system integrations
- Virtual Service Delivery
- AI Job Search
- Staffing
- Network Bandwidth Access

UNEMPLOYMENT INSURANCE TECHNOLOGY INITIATIVES

- UI IT Modernization, Integrations, and Improvements/Maintenance
- Robotic Process Automation (RPA)
- Call Center as a Service

A work product of the NASWA Technology Committee, this document is reflective of individual State Workforce Agencies and does not reflect formal NASWA policy.

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