

Workforce IT Insights

Workforce IT Support Center Year in Review FY22

Workforce ITSC Home

About Us

Online Tools

Workforce Academy

Workforce IT Research



Image: Newly designed webpage to enhance customer experience.

Better Data From Tools Leads to New Research

The past year has been one of expansion and continuous improvement for Workforce ITSC. Staff continued to engage all states and territories, growing the State Technology Profiles closer to a complete portrait of the workforce technology landscape. Feedback gained since the tool's release has led to an updated dashboard that will aid in the customer experience for states editing their profiles, and all users of the tool. In addition to an improved State Technology Profile dashboard, the ever-expanding Workforce Technology Collection in NASWA's Knowledge Exchange Library has new topics and categories to reflect the interest of users. Finally, as a result of the expansive data gathered through our suite of Online Tools over the past year, the newly designed Workforce ITSC webpage now features a collection of original research. These reports and infographics will provide valuable market insights to users. The insights will also add to the power of the tools and identify opportunities for continued growth.

Opportunities for Capacity Building from the Workforce Academy

The Workforce Academy has been very busy over the past year, creating several learning opportunities for professionals of all levels in the workforce system. In addition to 8 new courses in the Business Analysis certificate, the first course within the Digital Transformation certificate has been released. Combined with the very successful and popular Masterclass Series, "Transformation in the Digital Age," learners find themselves well on their way to becoming leaders of transformation in their organizations. These online learning opportunities, and in-person workshops held at events such as NASWA's annual Summit and Winter Policy Forum have resulted in the Academy reaching more than 800 learners over the past year. Additionally, new resources such as the Quick Start Action Tool prepare learners of all levels by helping to identify their place and destination in their organization's digital transformation journey.

Growth and Opportunity

In the next year, key staffing changes will bring even greater changes and improvements. Amy Hiltunen has moved from managing the suite of online tools to take over the position of Director of the Workforce IT Support Center, while Amber Gaither has moved on from being the manager of the Workforce Academy to become Director of NASWA's National Labor Exchange. We wish them both the best of luck in their new roles, and all the exciting changes they will bring to NASWA and Workforce ITSC in the coming years!



Amy Hiltunen
Director, Workforce IT Support Center



Amber Gaither
Director, National Labor Exchange

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Workforce ITSC Keeps Growing!

51

State Profiles

STATE TECHNOLOGY PROFILES

- 31 profiles updated with new information, and 5 new states added
- New features for states to submit and edit profiles

290

IT Solutions

SOLUTIONS MARKETPLACE

- Over 200 virtual service delivery tools identified
- Profiles published for 41 vendors, 40 consultants, and 10 non-profit organizations

670

Procurements

PROCUREMENT PORTAL

- Processes implemented to standardize keyword and program tags
- Insights developed to explore trends

850

Learners

WORKFORCE ACADEMY

- 450 enrolled in online learning opportunities
- 200 attendees of the Masterclass Series
- 200 participants at Academy workshops

1,400

Library Resources

KNOWLEDGE EXCHANGE LIBRARY

- New topics introduced based on user feedback
- Averaged over 800 page views/month
- Updating and Archiving policy developed