

WHO ARE WE?

The **I**nformation **T**echnology **S**upport **C**enter is an innovative national collaboration of all state workforce agencies, the U.S. Department of Labor and private sector partners. The ITSC is a non profit organization supporting the unemployment insurance (UI) program.



1994

established by



STATE OF MARYLAND

DLLR

DEPARTMENT OF LABOR, LICENSING AND REGULATION

2009

merged with



MISSION

The mission of the ITSC is to provide information, software tools and products, and advisory services to states and consortia in support of quality information technology (IT) systems for administration of the unemployment insurance program.

The Steering Committee



The ITSC is governed by a Steering Committee who provides strategic direction.

- 3** UNEMPLOYMENT INSURANCE DIRECTORS
- 3** INFORMATION TECHNOLOGY DIRECTORS
- 2** WORKFORCE AGENCY ADMINISTRATORS
- 2** USDOL REPRESENTATIVES
- 1** AT-LARGE MEMBER

ACCOMPLISHMENTS



INTEGRATION AND GROWTH OF THE ITSC WITH NASWA

Since merging with NASWA, the ITSC's relationship with state UI agencies and the U.S. Department of Labor has strengthened. In the last three years, the ITSC has worked with state and federal partners on over **30 UI IT projects**.



MAINTAINING AN OPEN AND COMPETITIVE ENVIRONMENT

The ITSC engages the vendor community to assist with projects. Through the RFP process, the ITSC creates an open and competitive environment for vendors to share their expertise with the UI community. The ITSC released **eight RFPs**.



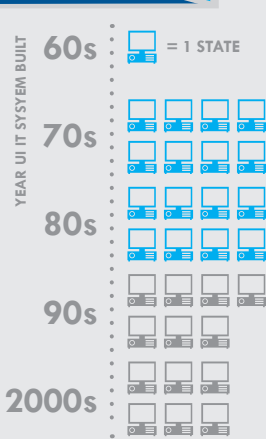
BUILDING A TEAM OF UI SUBJECT MATTER EXPERTS

The ITSC has a team of UI Subject Matter Experts (SMEs) to provide states with technical assistance and project management support. The ITSC has **eight SMEs** on board with extensive UI and IT skills.

WHAT WE DO?
Turn Over.



UI IT MODERNIZATION



63%
of state UI IT systems
are over **25 years old**.



The ITSC *advises and supports* **FOUR** state consortia modernization projects.

PRODUCTS AND SERVICES



E-LIBRARY

▶ A repository of planning and procurement documents, contract deliverables, and lessons learned from state modernization projects.



REQUIREMENTS TOOLSET

▶ A web-based requirements management tool used by states during the lifecycle of a modernization project.



COLLABORATION PORTALS

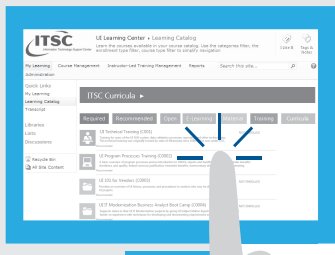
▶ A collaborative environment for the UI community and state project teams to interact with each other and share information.



CODE:UI

▶ A secure online code repository which serves as a centralized location for UI state software developers to control and manage open source UI software.

UI LEARNING CENTER



The **UI Learning Center** provides online and in-person courses for all federal and state employees within the UI Program. This Learning Center is sponsored by the U.S. Department of Labor Employment and Training Administration's Office of Unemployment Insurance. The Center provides both program and technical courses on a wide range of UI topics. Some courses include:

- ▶ UI 101 Training for Vendors
- ▶ UI Technical Training for BAM and SUN System
- ▶ UI IT Modernization Business Analysts Boot Camp
- ▶ UI Program Training

... and more.

TECHNICAL ASSISTANCE



ADVISORY SERVICES

The ITSC staff has a number of UI subject matter experts to provide states with guidance and advice in UI IT technology. The ITSC provides advisory services, technology assessments, and project support to state UI agencies.

The ITSC develops resources, offers support for products and tools, and identifies and shares state practices. States can visit the ITSC's website www.itsc.org for the latest resources and services.

SUPPORT & RESOURCES