National Association of State Chief Information Officers

Nomination for 2003 Recognition Awards for Outstanding Achievement
in the Field of Information Technology

1. Nomination Form

Title of Nomination:	**IdahoWorks (http://www.IdahoWorks.org)**
Project/System Manager:	John A. McAllister
Title:	Deputy Director
Agency:	
Department	**Idaho Department of Labor (IDOL)**
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Category of Judging:	**Enterprise Information Architecture**
Person Nominating:	Brett Richard
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2. <u>Executive Summary</u>

Few state governments have fully integrated their unemployment, labor exchange, and workforce investment systems as Idaho has done with Idaho Works, and no other states have included their state's human resource system in this integration as has Idaho.

Idaho Works is a comprehensive information system used to deliver unemployment insurance and employment and training services throughout the State of Idaho. The Idaho Works system includes initial and continued unemployment insurance claims, Internet unemployment insurance tax filing, labor exchange services, Workforce Investment Act one-stop operating system, labor market information, and more.

An operating characteristic that distinguishes Idaho Works from systems used in most states is the use of the same technology both within IDOL local offices and over the Internet. For example, the Internet Initial Claims subsystem is used by everyone filing an unemployment insurance initial claim in Idaho.

Some claimants use the system on one of the many customer workstations located in IDOL local office lobbies, while others use the same system over the Internet. Although IDOL local office staff will input data for claimants who are unable to use computers, each claimant is asked to first try using the system before resorting to this staff intervention. The vast majority of IDOL customers have been able to enter their claim themselves. It is a common occurrence to hear expressions of pride and accomplishment from Idaho Works customers who have never used a computer before, but who were able, with a little help from IDOL staff, to make the system work.

Having a wide variety of functions integrated within Idaho Works facilitates sharing of information among programs as well as among agencies and improves the quality of services received by the citizens of the state.

Building this integrated system so that the same system can be used both inside state government as well as over the Internet has created a powerful service delivery tool at a relatively modest cost.

Idaho Works has revolutionized the way the State of Idaho manages human resources, and has also revolutionized the way the Idaho Department of Labor delivers services. It has managed to blend a disorganized array of services provided by multiple agencies and programs into a concise and highly effective example of electronic government in Idaho.

3. **Written Justification (A through D)**

a)   Description of project, including length of time in operation:

IdahoWorks is a comprehensive information system used to deliver unemployment insurance and employment and training services throughout the State of Idaho. The Idaho Works system includes initial and continued unemployment insurance claims, Internet unemployment insurance tax filing, labor exchange services, Workforce Investment Act one-stop operating system, labor market information, and more. Initial components of Idaho Works were deployed in March of 2001.

b)   Significance to the improvement of the operation of government:

Prior to Idaho Works, an Internet-based system, customers had to visit an Idaho Department of Labor Local Office for each program whose services they wished to receive. They were required to answer many of the same questions multiple times in order to enroll in each program. In some cases they were not made aware of other services because the staff with which they worked were not aware of these services, and automated systems were not smart enough to inform the customer about them. The Department regularly received complaints from individual customers whose friends, relatives, or acquaintances were enrolled in the same program as the customer but also in other programs not offered to the customer that would have been very advantageous to them. The impact of this on costumer satisfaction was substantial and adverse.

In addition, these pre-Idaho Works automated systems were very old and difficult for inexperienced staff to use. Staff training for each system had to be very detailed, comprehensive and frequent in order to overcome system shortcomings. Maintenance of these systems was labor intensive and expensive, diverting resources from service delivery, and reductions in Department of Labor operating budgets made continued operation of these systems doubtful.

c)   Benefits realized by service recipients, taxpayers, agency or state:

Having a wide variety of functions integrated within Idaho Works facilitates sharing of information among programs as well as among agencies and thereby improves the quality of services received by the citizens of the state. Building this integrated system so that the same system can be used both inside state government as well as over the Internet has created a powerful service delivery tool at a relatively modest cost. Idaho Works has revolutionized the way the State of Idaho manages human resources, and has also revolutionized the way the Idaho Department of Labor delivers services. It has managed to blend a disorganized array of services provided by multiple agencies and programs into a concise and highly effective example of electronic government in Idaho.

d)   Return on investment, short-term/long-term payback

Staffing cost and operating expenses of development were $2,347,563.31. New information technology infrastructure cost was $500,000. Some of the Information Technology infrastructure upon which Idaho Works runs was already in place when Idaho Works was deployed. This infrastructure includes web servers, database servers, etc. The program's annual operational costs are **$376,000**.

This system is funded in part with federal grant funds from the United States Department of Labor, specifically Unemployment Insurance, the Employment Service, and the Workforce Investment Act. State funds are also used to fund this system and include the Unemployment Insurance Special Administration Fund approved by the Idaho Workforce Development Council and the Unemployment Insurance Reed Act distribution appropriated by the Idaho Legislature.

Hardware and Software

Idaho Works utilizes Microsoft Windows 2000 servers, specifically Internet Information Server and SQL Server. It is written in Active Server Pages (ASP) and ASP.Net. Idaho Works runs on a web server farm consisting of ten servers and accesses a cluster of SQL Servers consisting of two servers with eight CPU's each. It also links to an IBM mainframe system running OS390.