



## **Illinois Workforce Innovation Board**

**J. B. Pritzker, Governor**

**John Rico, Co-Chair  
Erin Guthrie, Co-Chair**

### **Request to Approve**

#### **Deactivation of IWIB Information Technology Committee**

##### **Request**

The IWIB Information Technology (IT) Committee proposes that the Executive Committee deactivate the IT Committee. This action is proposed in order to better align the IWIB committee structure with the five guiding principles for the IWIB (Integrated Customer Focus, Business-Demand Orientation, Enhancement of Career Pathways, Continuous Improvement and Board & System Accountability), as proposed during the IWIB's most recent retreat. This proposal also further supports the desire to have each committee embed technology as a part of ongoing discussions and recommendations pertinent to the work underway within that committee.

##### **Background**

The IWIB's strategic planning process in late 2017 established a Technology Goal Team in order to develop, discuss and prioritize a set of IWIB goals centered on the use and improvement of technology solutions to better serve the users of the Illinois workforce development system, as well as to assist the IWIB itself. One result of that planning process was a recommendation to establish a standing committee of the IWIB that would examine issues around technology, making policy and other recommendations in line with the goals of the IWIB Strategic Plan.

The IT Committee began meeting in June 2018, generally meeting in-person on a quarterly basis, and meeting bi-weekly through a conference call/webinar format. An initial activity was to develop a committee work plan, and the completion of this work plan resulted in the identification of 16 activities of high, medium or low priority. Committee meetings and actions commenced with the goal of undertaking these activities in turn, beginning with those deemed to be a high priority.

At this point in time, some of those activities have been completed, others are ongoing, and some have yet to be inaugurated. However, it has become increasingly clear over time that the diffuse nature of the activities undertaken by the Committee has prevented it from clearly aligning with the priorities and goals of the IWIB and from finding a clear purpose in assisting the IWIB to attaining those goals.

##### **Recommendations**

With the development of the five proposed guiding principles, it seems clear that these principles should form the basis for the IWIB's standing committee structure. As such, it seems no longer appropriate to have a standing committee devoted solely to the examination of technology

solutions, particularly since those solutions (as well as the activities identified in the IT Committee work plan) so clearly cut across the domains of interest of the standing committees that are suggested by the guiding principles. Information technology is a critical tool of the work being undertaken by the Committees, and a critical enabler of the outcomes that they wish to engender. Our committee has come to the realization that the use of information technology is inextricably bound with the solutions created by the IWIB and its committees. The examination of its role, and the deployment information technology towards those solutions should also be directly bound to the work of the IWIB and its committees.

It is our recommendation that the IT Committee be deactivated (although not disbanded) at this particular time. We recommend that the Executive Committee review the attached activities (from the committee work plan, the proposed Executive Order 3 implementation plan, and the State Unified Plan content assignments) and assign to other committees those activities that it considers important to continue. For the consideration of the Executive Committee, IT Committee recommendations for the assignment of those activities are also included in the attachment. This attachment also includes a listing and proposed assignment of activities associated with the Committee under the Executive Order 3 implementation plan and the State Unified Plan Operational Elements content assignments.

### **Considerations**

Deactivation of the Committee (rather than disbandment) would provide the IWIB with a mechanism to revive the Committee in a timely manner should it prove necessary in the future to assemble a group with targeted technology-related backgrounds to provide counsel on a specific technology-related issue or question.

The Committee also recommends that the Executive Committee carefully consider the engagement of IT Committee members with its other standing committees. Those members have accomplished exceptional work. Their expertise should not be lost but should be appropriately allocated in order to continue their contribution to the IWIB. Suggestions for this allocation are also attached.

### **Motion**

The IWIB Information Technology Committee is deactivated as a standing committee until further notice, recommendations for assignment of work plan activities will be considered for further action by the IWIB, its standing committees and work groups, and other workforce and education working groups as outlined in “ATTACHMENT A: IWIB IT COMMITTEE ACTIVITIES”, and current members of the Information Technology Committee will be considered for in current or future standing committees, task forces and work groups of the IWIB.

## ATTACHMENT A: IWIB IT COMMITTEE ACTIVITIES

### COMMITTEE WORKPLAN

#### High Priority Activities

1. Create a business portal that provides information and tools for hiring and workforce <sup>[[SEP]]</sup>planning, and improves access to labor market information for employers. *This portal has been given a “soft launch” on Illinois workNet. We recommend that ongoing evaluation, oversight and advisory functions be given to the Employer Engagement Committee.*
2. Improve access to labor market information for job seekers that will allow them to promote and access job openings, review labor market trends, and identify education and training programs. *We recommend that partner data teams continue to meet on a regular basis to discuss data development and distribution. A partner team representative should report to the Executive Committee as needed in order to provide information pertinent to IWIB activities.*
3. Engage with agency technology teams to ensure that IWIB strategies are appropriately integrated with development plans. *We recommend that partner technology teams continue to meet on a regular basis to discuss development plans. A partner team representative should report to the Executive Committee, as directed by the Executive Committee, in order to provide information pertinent to IWIB activities.*
4. Provide direction, information and recommendations to the IWIB and its committees regarding the availability, representation and interpretation of workforce development system performance reporting and management reporting. *We recommend that performance data teams continue to meet on a regular basis to discuss performance plans. A partner team representative should report to the Continuous Improvement Committee, as directed by that Committee, in order to provide information pertinent to IWIB activities.*
5. Provide direction to ensure that employer-facing technology products designed to gather <sup>[[SEP]]</sup>job postings are as streamlined as possible. *The IT Committee has done extensive work on towards completion of this activity. We recommend that review and assessment of that work, as well as continuing responsibility for completion of this activity be given to the Employer Engagement Committee.*
6. Coordinate activities across all partners that act to acquire information about job <sup>[[SEP]]</sup>openings from employers and describe those openings to job seekers. *We recommend that functions around this issue be given to the Employer Engagement Committee.*

#### Medium Priority Activities

7. Develop communication mechanisms with employers that provide information flows regarding their needs, what they’re getting from the system, and what they’re not getting <sup>[[SEP]]</sup>from the system. *We recommend that advisory functions around this issue be given to the Employer Engagement Committee.*
8. Encourage the exploration, evaluation, and wider utilization of alternative training delivery platforms, including those that utilize internet-based platforms. *We recommend that advisory functions around this issue be given to the Service Integration Workgroup.*
9. Encourage and support efforts to “virtualize” the work of one-stop centers to make services more accessible to all areas of the state. *We recommend that advisory functions around this issue be given to the Service Integration Workgroup.*
10. Explore mechanisms to replicate – in this virtual environment -- the value stream mapping solutions that are informing activities within the physical one-stops. *We recommend that advisory functions around this issue be given to the Service Integration Workgroup.*

11. Investigate the feasibility of developing an easy-to-navigate and Section 508 compliant virtual one-stop and/or a mobile app for accessing one-stop services. *We recommend that advisory functions around this issue be given to the Service Integration Workgroup.*
12. Coordinate and consult with DoIT regarding ongoing strategies for developing technology solutions across state government. *We recommend that agency technology teams continue to coordinate and consult with DoIT regarding ongoing strategies for developing technology solutions across state government. IWIB staff should be assigned to monitor this coordination and report to the Executive Committee as needed in order to provide information pertinent to IWIB activities.*
13. Monitor the progress of DoIT in its efforts to create a single view of the customer, and to ensure the development of an integrated intake system across all WIOA partners. *We recommend that advisory functions around this issue be given to the Service Integration Workgroup.*
14. Provide direction to partners to develop strategies and methods to “push” data to users. *We recommend that advisory functions around this issue should be taken up by each of the IWIB Committees with regard to issues that pertain to their areas of domain.*

#### Low Priority Activities

15. Develop and validate “real-time” job openings information. *We recommend that advisory functions around this issue be given to the Employer Engagement Committee.*
16. Understand and utilize the best mechanisms for engaging different populations – particularly youth -- with different technology needs and habits. *We recommend that advisory functions around this issue be given to the Service Integration Workgroup.*

### **EO3 IMPLEMENTATION PLAN**

#### Short-Term Activities

17. Move data tools under development into usability testing and production as soon as possible. *The IWIB IT Committee is listed as a “resource” for this activity, and should simply be removed from the plan. Agency technology teams should have primary responsibility for this activity, with IWIB staff providing linkage to the Executive Committee on an as-needed basis.*

#### Intermediate-Term Activities

18. Expand access by job-seekers to online resources that help them make better decisions about training programs. *The IWIB IT Committee is listed as a “resource” for this activity, and should simply be removed from the plan. We recommend that advisory functions around this issue continue to be given to the other entities identified in the implementation plan*

#### Long-Term Activities

19. Minimize duplication and maximize the return on investments in the State’s data resources. *The IWIB IT Committee is listed as a “resource” for this activity, and should simply be removed from the plan. We recommend that advisory functions around this issue continue to be given to the other entities identified in the implementation plan.*
20. Coordinate State agency data collection from Illinois businesses to minimize the number of contacts while maximizing the usefulness of the information collected. *The IWIB IT Committee is listed as a “resource” for this activity, and should simply be removed from the plan. We recommend that advisory functions around this issue continue to be given to the other entities identified in the implementation plan*

## **STATE UNIFIED PLAN ASSIGNMENTS**

21. Explain how the State board will assist the governor in aligning technology and data systems across required one-stop partner programs (including design and implementation of common intake, data collection, etc.) and how such alignment will improve service delivery to individuals, including unemployed individuals. *We recommend that advisory functions around this issue be given to the Service Integration Workgroup.*