

Agency IT Operations Plan

2017-2019

Job Service North Dakota

Line of Business: General Government
Contact: Kelly, Pat C.

Agency Number: 3800

2015-2017 Accomplishments

- Laptop Hard drive encryption
- Implemented a mainframe scheduling tool
- Implemented Mobile application for job search
- Moved printing to OMB
- Implemented Office 365
- New mainframe implementation
- Migrated to new development platform for mainframe
- Implemented block scheduling for UI appeals
- Automated Claims filing
- Added Eligible Training Providers information to jobsnd.com

2017-2019 Technology Strategy Information

Goal

Manage the evolution of our critical IT solutions to ensure staffing, sustainability, and alignment with business needs.

Strategy

Optimize use of resources, project management and IT procurement to sustain agency service delivery and minimize risk.

2017-2019 Planned Activity Information

- UI Modernization
- Continuation of the 4 year technology refresh cycle

2017-2019 Technology Being Investigated or Considered

Microsoft Office 365

JSND is evaluating the options available in implementing Microsoft Office365 and the components of that technology, including - SharePoint, Lync and Cloud based storage.

New Projects

- UI Modernization

Technical Infrastructure Information

| | |
|---------------------------------------|---------------------------------|
| Number of Computers/Workstations | 474 (staff plus resource rooms) |
| Number of Portable Devices | 6 |
| Number of Network Printers | 97 |
| Number of Servers | 2 |
| Number of public-facing web sites | 6 |
| Number of internally facing web sites | 3 |

Application Information

| | |
|---|----------------------------|
| <i>Time and Attendance</i> | Employee Time Distribution |
| <i>UI Mainframe Benefits</i> | Unemployment Payments |
| <i>UI Mainframe Tax</i> | Unemployment Tax |
| <i>Unemployment Insurance Internet Claims Entry (UIICE)</i> | Unemployment Payments |
| <i>Unemployment Insurance Employer Account System (UI EASY)</i> | Unemployment Tax |
| <i>Secure FTP</i> | Unemployment Tax |
| <i>Virtual One-Stop (VOS)</i> | Job Search |
| <i>VOS Mobile</i> | Job Search |
| <i>Work Opportunity Tax Credit (WOTC)</i> | Workforce Program |
| <i>GSI Spidering</i> | Workforce Program |
| <i>FileNet</i> | Document Management |
| <i>Ilinx</i> | Document Management |

Office/365

JOBSND.Com

IVR

Appeals Application

Issues Manager

Office Solution

Public Web Presence

Unemployment Payments

Unemployment Appeals

Unemployment Payments Issues