

TEXAS WORKFORCE COMMISSION LETTER

ID/No: WD 23-04

Date: December 21, 2004

Key Word: WorkInTexas.com

To: Local Workforce Development Board Executive Directors
Commission Executive Staff
Integrated Service Area Managers
Commission Local Offices

From: Luis M. Macias, Director, Workforce Development Division

Subject: **WorkInTexas.com: Use and Support**

PURPOSE:

To provide Local Workforce Development Boards (Boards) with information and guidance on the use and support of WorkInTexas.com.

REFERENCE:

Wagner-Peyser Act of 1933, as amended
WorkInTexas.com User Guide

FLEXIBILITY RATINGS:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and State laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. Federal and State laws, rules, policies, and required procedures with a “No Local Flexibility” rating are indicated by the acronym, **NLF**, in the margin to the right of the applicable paragraph. Additionally, all information with a “No Local Flexibility” rating is indicated by “must” or “shall.”

Failure to comply with the federal and State laws, rules, policies, and required procedures with a “No Local Flexibility” rating may result in corrective action, up to and including sanction and penalty.

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All guidance or recommended practices with a “Local Flexibility” rating are indicated by the acronym, **LF**, located in the margin to the right of the applicable paragraph. Additionally, guidance or recommended practices with a “Local Flexibility” rating are indicated by “may” or “recommend.”

Boards are not subject to corrective action for failure to comply with guidance or recommended practices with a “Local Flexibility” rating.

BACKGROUND:

WorkInTexas.com is the recognized and supported labor exchange system for Texas. With its implementation, WorkInTexas.com replaced the following automation systems: the Job Service Matching System (JSMS), Job Express, HIRE TEXAS, and the Governor’s Job Bank. In addition to the replacement of these systems, some procedures have been changed or updated to reflect the current business model.

During the preparation for go-live, the WorkInTexas.com project team, with input from the local user group, proposed that each local workforce development area (workforce area) designate a WorkInTexas.com liaison and at least one backup. These designated individuals would serve as the information distribution system between Texas Workforce Center, Board, and state office staff members regarding WorkInTexas.com operations, questions, and issues. This concept was presented to the Board executive directors, who concurred with the solution.

PROCEDURES:

Effective immediately, Boards must ensure that appropriate staff:

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- uses WorkInTexas.com as the job matching and public labor exchange tracking system;
- is assigned suitable levels of access to WorkInTexas.com; and
- is trained to use WorkInTexas.com.

WorkInTexas.com Forms

Boards must ensure that appropriate staff is aware that hard-copy forms are available for use in collecting required information for WorkInTexas.com. However, the information recorded on the hard-copy forms must be entered in WorkInTexas.com in accordance with timelines established in Board contracts. Attachment 1 to this WD Letter provides a list of WorkInTexas.com forms, which are located **only** on the Texas Workforce Commission’s Intranet site at: http://intra.twc.state.tx.us/intranet/gl/html/workforce_forms.html.

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WorkInTexas.com Support Network

Boards must ensure that appropriate staff is aware of the following two-tiered WorkInTexas.com support network.

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1. WorkInTexas.com—Workforce Area Support

Boards must ensure that:

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- *at least* two staff members in each workforce area are designated as WorkInTexas.com liaisons to provide support and up-to-date system information to appropriate staff in the workforce area;
- up-to-date and correct contact information for WorkInTexas.com liaisons is maintained;

- a process for distributing information, routing questions, and addressing issues concerning WorkInTexas.com is established; and
- resolution of all questions and problems regarding WorkInTexas.com is attempted first through the WorkInTexas.com liaisons. The WorkInTexas.com User Guide, available on the Texas Workforce Commission Intranet at http://intra.twc.state.tx.us/intranet/its/html/projects_hiretexas.html, provides in-depth technical support for the system.

It is recommended that Boards designate one staff member at each Texas Workforce Center to serve as the WorkInTexas.com center lead to provide on-site expertise and support for WorkInTexas.com.

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2. WorkInTexas.com Help Desk

The Texas Workforce Commission’s WorkInTexas.com help desk:

- provides live technical support by WorkInTexas.com help desk analysts for issues that WorkInTexas.com liaisons are unable to resolve;
- operates Monday through Friday, 8:00 a.m. to 6:00 p.m., CST; and
- has a designated WorkInTexas.com help desk analyst assigned to each workforce area to assist the WorkInTexas.com liaisons with resolving technical issues.

Attachment 2 to this WD Letter, “WorkInTexas.com Help Desk Analysts for Local Workforce Development Areas,” provides the names, contact information, and assigned workforce areas for the WorkInTexas.com help desk analysts.

Procedures for Contacting the WorkInTexas.com Help Desk

Employer-related problems. Boards must ensure that:

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- appropriate staff first contacts the workforce area’s WorkInTexas.com center lead or WorkInTexas.com liaison for resolution of system problems;
- only a WorkInTexas.com liaison, or designee, is allowed to contact the WorkInTexas.com help desk regarding unresolved system problems; and
- the designee copies the WorkInTexas.com liaison on all e-mails sent to the WorkInTexas.com help desk.

Nonemployer-related problems. Boards must ensure that:

NLF

- appropriate staff first contacts the workforce area’s WorkInTexas.com liaison for resolution of system problems; and
- only WorkInTexas.com liaisons are allowed to contact the WorkInTexas.com help desk regarding unresolved system problems.

Boards must ensure that the WorkInTexas.com liaisons report problems and request assistance by completing and submitting the “WorkInTexas.com PROBLEMS AND QUESTIONS E-mail Template,” included as Attachment 3 to this WD Letter, to their assigned WorkInTexas.com help desk analyst.

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Boards must ensure that WorkInTexas.com help desk contact information is **not** provided to employers or job seekers.

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ACTIONS REQUIRED:

Boards must ensure that appropriate staff is apprised of and complies with the requirements in this WD Letter.

INQUIRIES:

Direct inquiries regarding this WD Letter to the assigned contract manager for your workforce area.

ATTACHMENTS:

Attachment 1: WorkInTexas.com Forms List

Attachment 2: WorkInTexas.com Help Desk Analysts for Local Workforce Development Areas

Attachment 3: WorkInTexas.com PROBLEMS AND QUESTIONS E-mail Template

Rescissions: None	Expiration: Continuing
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WorkInTexas.com Forms List

- TWN-001(1102) **Job Seeker Registration**
- TWN-001S(0504) **Job Seeker Registration – Spanish**
- TWN-002(1102) **Employer Registration**
- TWN-003(1102) **Job Posting**
- TWN-004(1102) **Occupational Category List**
- TWN-005(1102) **Occupational Groups**
- TWN-006(1102) **Occupations Listed by Category**
- TWN-007(1102) **Occupations Listed Alphabetically**
- TWN-008(1102) **Architecture & Engineering**
- TWN-009(1102) **Arts, Design, Entertainment, Sports & Media**
- TWN-010(1102) **Building and Grounds Cleaning and Maint, Food Prep, & Personal
Care Serv**
- TWN-011(1102) **Business & Finance Operations Management**
- TWN-012(1102) **Community & Social Services, Legal, Protective Services**
- TWN-013(1102) **Computer & Mathematical, Life, Physical & Social Science**
- TWN-014(1102) **Construction & Extraction**
- TWN-015(1102) **Education, Training & Library**
- TWN-016(1102) **Farming, Forestry & Fishing**
- TWN-017(1102) **Healthcare Practitioners & Technical, Healthcare Support**
- TWN-018(1102) **Installation, Repair & Maintenance**
- TWN-019(1102) **Office & Administrative Support**
- TWN-020(1102) **Production**
- TWN-021(1102) **Sales and Related**
- TWN-022(1102) **Transportation and Material Handling**
- TWN-023(0304) **Job Seeker Services List**
- TWN-024(1102) **Employer Services List**
- TWN-025(1102) **North American Industry Classification System (NAICS) Guide**
- TWN-026(1003) **Job Seeker Mass Transactions**
- TWN-027(0904) **WorkInTexas.com PROBLEMS AND QUESTIONS**

**WorkInTexas.com Help Desk Analysts
for Local Workforce Development Areas**

<p>Dhimant Dholakia Help Desk Analyst (512) 339-6863, ext. 237 dhimant.dholakia@twc.state.tx.us</p>	<p>4-North Central Texas 5-Tarrant County 6-Dallas City/Dallas County 8-East Texas 9-West Central Texas 19-Golden Crescent 21-South Texas 27-Middle Rio Grande</p>
<p>Leanne Martin Help Desk Analyst (512) 339-6863, ext. 226 leanne.martin@twc.state.tx.us</p>	<p>10-Upper Rio Grande 11-Permian Basin 12-Concho Valley 16-Brazos Valley 17-Deep East Texas 20-Alamo 22-Coastal Bend 24-Cameron County 25-Texoma 28-Gulf Coast</p>
<p>LaBarbera Roberson Help Desk Analyst (512) 339-6863, ext. 212 labarbera.roberson@twc.state.tx.us</p>	<p>1-Panhandle 2-South Plains 3-North Texas 7-North East Texas 13-Heart of Texas 14-WorkSource-Greater Austin 15-Rural Capital 18-South East Texas 23-Lower Rio Grande 26-Central Texas</p>
<p align="center">Lorraine Johnson WorkInTexas.com Help Desk Manager (512) 339-6863, ext. 209 lorraine.johnson@twc.state.tx.us</p>	

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WorkInTexas.com PROBLEMS AND QUESTIONS
E-mail Template
(for submission to WorkInTexas.com help desk)

From:	
To:	
Cc:	
Subject:	WorkInTexas.com
Originating WDA: <i>The WDA in which the problem originated</i>	
Workforce Center #: <i>The Workforce Center that's experiencing the problem</i>	
Job Seeker/Employer/Staff <i>Mark the appropriate check box to indicate who experienced the problem.</i>	<input type="checkbox"/> Job Seeker-ID# _____ <input type="checkbox"/> Employer-ID# _____ <input type="checkbox"/> Staff <input type="checkbox"/> Job Posting # _____
Staff Name: <i>The name of the person that actually experienced the problem or received the reported problem from an employer or job seeker</i>	
Staff Phone: <i>The phone number of the staff to be contacted if additional information is needed</i>	
View/Focus: <i>What view were you logged in as or whom did you have in focus (job seeker, employer, staff)</i>	
Function/Component: <i>What function were you attempting (i.e. Browse Job Seeker, Services, Browse Jobs, Resume & Special Applications, etc.)</i>	
Screen: <i>What screen were you on (i.e. Service – Mass Entry, Basic Job Posting, Contacts, etc)</i>	
Problem Date: <i>The date the problem occurred</i>	
Problem Time: <i>The exact time the problem occurred</i>	
User ID: <i>What user ID was being used</i>	
Problem Type: <i>Is it (1) a 'System' problem, (2) a 'Policy/Program' issue, or (3) an 'Enhancement' suggestion/recommendation etc.</i>	
Problem Detail: <i>Describe specifically - include each step taken, what was entered and/or action performed at each step leading up to the problem.</i> <u>Attach screen prints as appropriate.</u>	
WIT Area Liaison: <i>Name of the WorkInTexas.com Area Liaison submitting the problem or (after discussing the problem) approved you to contact the Help Desk on behalf of the employer.only.</i>	

TWN-027(0904)

How to Use the E-mail Template

Detailed information is required in this e-mail template to enable the WorkInTexas.com help desk to recreate and resolve problems. WorkInTexas.com liaisons **must**:

- use this e-mail template to notify the WorkInTexas.com help desk of any problems;
- ensure that ALL applicable/specified information on the e-mail template is entered in the appropriate field **before** submission to the assigned WorkInTexas.com help desk;
- ensure that ALL applicable/specified information required on the e-mail template is collected **before** telephone contact is made with the WorkInTexas.com help desk.