

**State of Nevada
Department of Employment, Training and Rehabilitation**

**INFORMATION DEVELOPMENT AND PROCESSING DIVISION
(IDP)**

**STRATEGIC PLAN
Year 2003 to 2010**

VISION

DETR agencies will have a level of information and information technology that allows DETR agencies to maximize the services to their customers.

MISSION STATEMENT

To provide quality and timely labor market information, analytical services, and data processing services to the Department and to DETR's customers to support the programs administered by the Department.

PHILOSOPHY

The Division's philosophy is to support the agencies of DETR with the information and information technologies they need to efficiently and effectively deliver their programs. The Division will ensure that all DETR agencies have the technology that will provide employees with an enjoyable and productive work environment. In this way the Division provides a positive work environment for both its staff as well as all DETR employees.

EXTERNAL/INTERNAL ASSESSMENT

As Nevada's population increases, so will the clients of the many DETR programs and so the need of all DETR agencies to provide more services.

DETR will be expected to meet client growth with more dependency on productivity-improving technology and less dependency on additional employees. The Information Development and Processing Division must anticipate the needs of DETR and be ready to meet the needs as they arrive.

The Division must also be ready to provide relevant labor market information to both internal and external customers. This information is essential to Nevada's economic issues.

GOALS, OBJECTIVES, AND PERFORMANCE MEASUREMENTS

STATE Goal #2: Develop incentives that encourage economic development.

DETR Goal #2: Maximize DETR's resources to support and encourage economic development.

IDP Goal #1: *Continue to improve the quality and accessibility of labor market information and labor market products.*

Objective: Increase the effectiveness of the Nevada Workforce Information System by taking a proactive approach in making Labor Market Information more complete and available to a broad range of users.

Outcome: *Increase usage of Labor Market Information by 20% by providing improved tools for increased information dissemination through Internet access and other electronic medium. (R&A PI #2)*

Strategies:

1. Improve the quality and completeness of the Nevada Workforce Information System.
2. Solicit and pursue any and all effective opportunities to present, train, and/or provide responses to special requests.

STATE Goal #6: Maintain lean but appropriate state staffing levels and provide state employees with a good working environment and a competitive wage.

DETR Goal #4: *Provide DETR employees with a good working environment.*

IDP Goal #2: *To improve the in-house software development and maintenance process and therefore reduce dependency on outside (contract) systems development resources.*

Objective: Reduce dependency and usage of contract programming services.

Outcomes:

1. *Increase the number of systems and system modifications completed each year by IDP employees by 15 annually.*
2. *Increased satisfaction of internal customers as documented by Department annual survey. (IDP PI #2) (IDP PI #3)*

Strategies:

1. Increase the number of programmer/analyst positions and decrease the number of contracted systems.
2. Increase the productivity and effectiveness of programmer/analysts employees by providing current training in necessary languages and productivity tools.
3. Monitor Seers and involve other DETR agency participation in prioritizing system modifications in a formalized process.

IDP GOAL #3: *Provide IDP Staff with professional training necessary to support all current and future programs and technology.*

Objective: Maintain and support the DETR continuous improvement program by adopting initiatives that ensure that all IDP employees have the knowledge tools they need to maximize their productivity.

Outcome: *A majority of IDP employees will maintain a working knowledge of current technology. IDP will have a training environment that encourages employee tenure by providing an average of 40 hours of training per employee per year.*

Strategies:

1. Improve professional skills through training.
2. Provide training to allow technical staff to remain current on relevant technology and new initiatives that can increase productivity.
3. Reduce and/or eliminate processes that do not add value.

STATE Goal #7: Maximize the use of the Internet and other technology to make government more accessible and more economical.

DETR Goal #5: Provide easy access to DETR service via Internet and other technology wherever possible.

IDP Goal #4: *Provide easy access to DETR services via Internet and other technology wherever possible.*

Objective: Use Information Technology (including the Internet) to make knowledge and access to DETR services customer focused.

Outcome : *Increase percent of self service usage of DETR web site and other self service applications. (IDP PI #1)*

Strategies:

1. Each DETR agency review its customer points of contact (phone, mail, walk-in, etc.) to inventory all current and desired ways for customers to access information and services.
2. Each agency will determine the services and information that could be provided via Internet and/or other use of Information Technology (look at what other states have done well ... and also not so well).
3. Each agency will prioritize list of services and information by maximum benefit to customers and determine Internet/IT recommendations.
4. DETR IDP will estimate cost to implement recommendations. DETR management will determine implementation plan.
5. All DETR WebPages and Internet services will have a consistent, homogenous, user-friendly look and feel.

STATE Goal #13: Provide a social service system that enables, motivates, and rewards self-sufficiency.

DETR Goal #10: Provide a service system that enables, motivates, and rewards self-sufficiency and independence

IDP Goal #5 *Improve the dissemination of labor market information and educate recipients in the use and value of using the information to project Nevada's workforce needs and assist those transitioning from public assistance, unemployment insurance, or the school-to-work program.*

Objective: To increase the effectiveness of labor market information and to increase the awareness, effectiveness, and usage for those who can benefit from DETR's Career Information System and other DETR Internet career and job information databases.

Outcomes:

1. *Increase number of labor market information presentations/training sessions and special analysis provided (R&A PI #1).*
2. *To provide workshops and training sessions to at least 40 percent of the active career information system (or similar sites) each year.*

Strategies:

1. Provide Department customers with quality instruction and training in the use and effectiveness of the Career Information System and other DETR-provided informational tools which allow customers to make informed choices among employment opportunities.

2. Increase the use of electronic technology to expedite worker classification, referral, and employment.
3. Identify the needs of our customers, develop and extend services to meet those needs, and market our services.