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GOOD MORNING – MY NAME IS BILL VANCE and I'm the administrator of DETR's Information Development and Processing Division.

DETR-7
Budget Account 3274 is Information Technology for DETR and the 48.5 positions provide applications development, network support and computer operations.

DETR's IT staff has been very busy. Since I was at this table two years ago, IDP has implemented several new DETR systems:

- In July 2001, DETR rolled out America's One Stop Operating System. OSOS is a comprehensive web-based system that assists States, Work Force Investment Boards, and local providers effectively and efficiently meet the challenges of the Workforce Investment Act. OSOS does a lot of things including self-service, which allows job seekers to pursue, DETR services and WIA services via the Internet.
- In May 2002, we implemented Internet filing of Unemployment Insurance claims.
- Following the 9/11 tragedy, Congress authorized Temporary Emergency Unemployment Claims to extend Unemployment Insurance to millions of unemployed. Nevada was one of a very few states to issue this emergency benefit within days of the legislation passing.
- In October 2002, DETR implemented the Contribution's Automated Reporting System which allows Employers to report UI tax summary information and initiate debit ACH transactions by telephone via DETR's Interactive Voice Response Units.

Currently the Division is developing the Rehabilitation Automated Information System of Nevada (affectionately know as RAISON). This web-based system will replace Rehabs 30-year-old client and financial tracking system.

We are also under construction with the next phase of ^{the} Unemployment Insurance Contribution System replacement. This phase will allow

employers to securely register, file quarterly wage reports and pay UI taxes via the Internet.

Also being developed is a UI Data Warehouse required to comply with USDOL's entirely new UI Data Validation requirements.

..... The list goes on and on.

The budget's four Performance Indicators are intended to measure the usage of the services provided and the satisfaction with those services.

DER-9
In Decision Unit E-300, DETR is requesting 8.5 new IT positions. This request goes to the heart of DETR's continued determination to do more with less; ... to provide better service with less program staff via a strong and focused commitment to current technology.

Three of these new positions will be in the DETR's Network Support Services and will support the Department's growing statewide network ... growth that corresponds to the growing number of resource centers and number of server computers, supporting devices and software. Since the beginning of the current biennium we have seen the specific support responsibilities of the positions increase by 98% and estimate 150% by the end of the next biennium.

The Two Computer Systems Tech IV positions will provide technical documentation and technical administrative support to OSOS and other complex web-based systems. Both positions will also assist in the development of business requirements and acceptance testing for new systems. We have seen workload growth of one FTE in this area since the start of the biennium and estimate over 2 FTE during the next biennium.

The DataBase and Information Systems Specialist positions will allow DETR's applications development staff to eliminate the backlog and keep current on maintenance, enhancement and development request.

I have detail on each requested position should the committee desire.

DETR-9
E-301 is requesting standby pay that allows DETR's server based web and Voice Response services to be available 24x7 without actual 24x7 staffing (which would cost about 20 times as much). E-301 is also requesting training for DETR's IT professionals to keep up with the increasing numbers of production methodologies they support.

DETR-10
Major replacement items in E-710 ^{are} is a equipment van, PC's per DETR's PC replacement schedule and other hardware and software that support the Department's statewide network.

DETR-10
E-720 is providing a new high speed UI check printer, additional data storage, and other hardware to support DETR's growing network infrastructure. Also requested in this unit is hardware and software licensing agreements that will expire.

I would be happy to answer any questions the committee may have.

DETR-12
Budget Account 3273 is DETR's Research and Analysis Bureau, which collects, develops and disseminates labor market information. This includes labor force, employment, occupational and general economic and demographic data. They are DETR's economist.

R&A also maintains and markets the Nevada Career Information System, which provides a comprehensive source of occupational and career information to the State's school districts and service providers.

The budget has 29 FTEs. The two performance indicators measure the number of outside presentations they provide to promote and/or explain their services and to measure the access ("hits") of the comprehensive information they provide via their DETR website.

This budget has routine equipment and PC replacement and no significant enhancements.

I would be happy to answer any questions the committee may have.