



# Commonwealth of Massachusetts

## Executive Office of Labor and Workforce Development

### DWD Partners Meeting

### EOLWD Information Technology Update

Deval L. Patrick, Governor  
Timothy P. Murray, Lieutenant Governor

Joanne Goldstein, Secretary

John R. Glennon, Secretariat Chief  
Information Officer

Roody Herold, Deputy Secretariat Chief  
Information Officer

# Information Technology MOSES Employment Services FY10/11 Accomplishments

- ▶ Defects & Enhancements – 1,500+ Completed
- ▶ Launch of the Redesigned Job Quest – Job Seeker & Employer Views
- ▶ MOSES – New Features, Enhancements & Major Changes
  - Trade Act Adjustment Assistance Program
  - Recovery & Investment Act (ARRA)
  - Re-Employment Services Program (RES)
  - Re-Employment Eligibility Assessment (REA)
  - Microsoft Elevate America Vouchers program
  - Job Quest Defects & Enhancements
  - Workforce Training Fund (WTF) Defects & Enhancements
  - Comprehensive Trade Act Reporting
  - USDOL/ETA Reporting Requirements (including ARRA)
  - Profiling Interface Enhancements

# Information Technology MOSES Employment Services Planning For The Future

- ▶ QUEST – Analyze/Develop specifications for MOSES Interfaces
- ▶ Identify Future Needs – Assessment 2011
- ▶ MOSES database software version & hardware platform upgrade
  - Position Employment Services & DCS for inclusion in the data ware house project
  - Improve database application response time

# Enterprise Reporting at MA EOLWD

## – Current Challenges

### Multiple Environments

- Multiple transactional systems with different technology stacks
- Internal and External Stakeholders results in different service levels and governance requirements
- Overhead with multiple extracts of the same data

### Different Versions of “the Truth”

- Different definitions: “what is a customer .. Employee, Employer, Job Seeker, etc.?”
- Different calculations: “what is the benefit determination?”

### Significant Effort to Report Historical Performance

- No Enterprise Data Warehouse; Few Departmental Data Marts
- Compliance with privacy statutes

### Difficult to Respond Quickly to Ad-Hoc Requests

- Capability limited to analysts

# EOWLD Enterprise Reporting and BI Strategy

## Single Secretariat Repository

- Improve alignment and blended reporting with secure, unified, single definitions, and conformed dimensions
- Integrate with OLTP systems to provide an enterprise view from high level reporting to detailed transactions
- Reduce cost by consolidating and standardizing environments, processes, and data

## Intelligence for Everyone

- Scale for 1000s of “information worker” employees
- Scale for Public Facing and External Stakeholders
- Operationally actionable information in context

## Business Stewardship

- Ensure success via departmental business sponsorship
- Prioritization, data stewards, security, content sharing, adoption and enablement

# EOLWD Data Warehouse Project

October 2009 – Oracle ULA – \$2.8M in savings

July 2010 – Oracle OBIEE Suite

October 2010 – Hardware Procurement

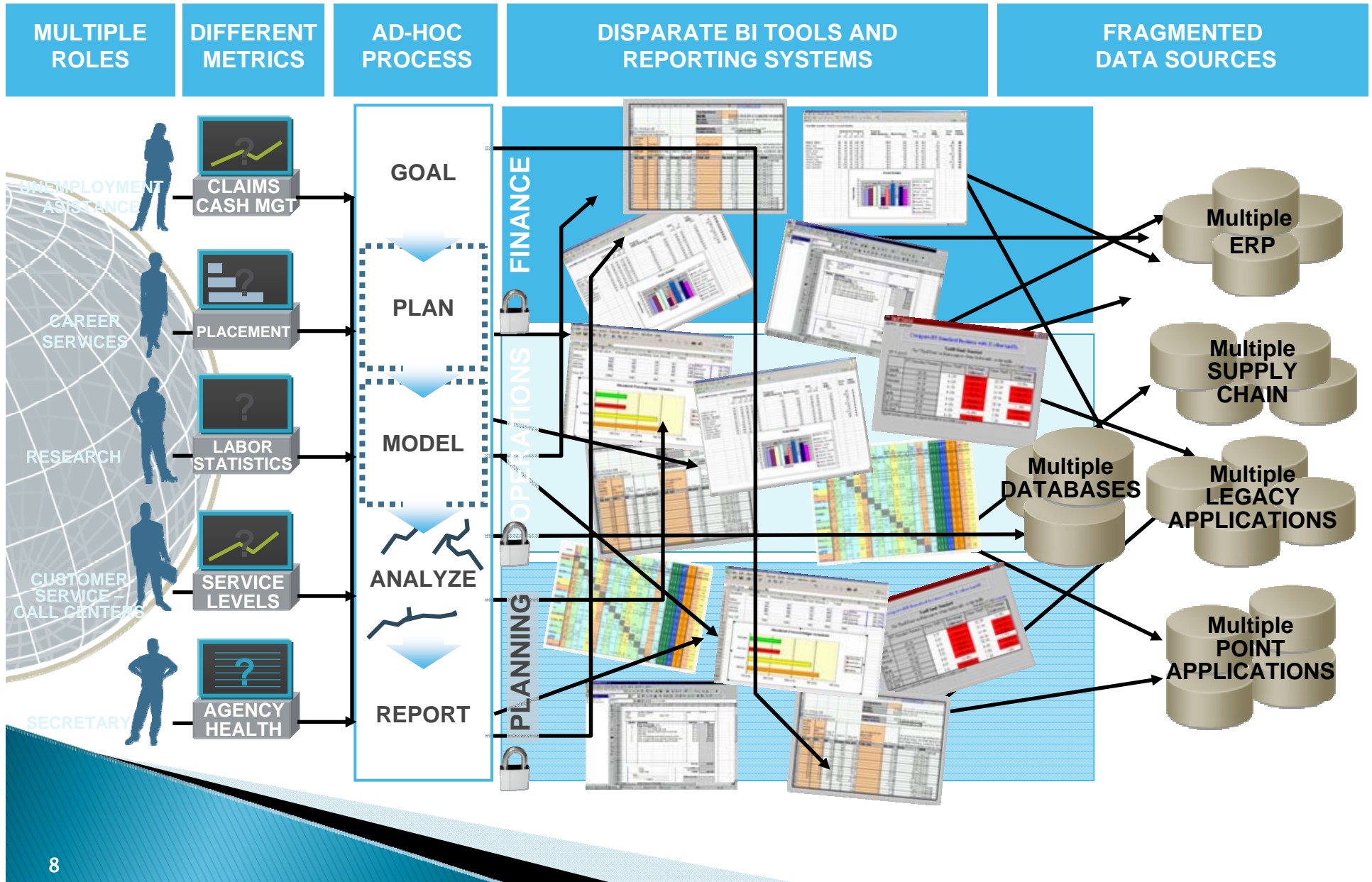
November 2010 – Implementation Partner Selection

January 2010 – First application

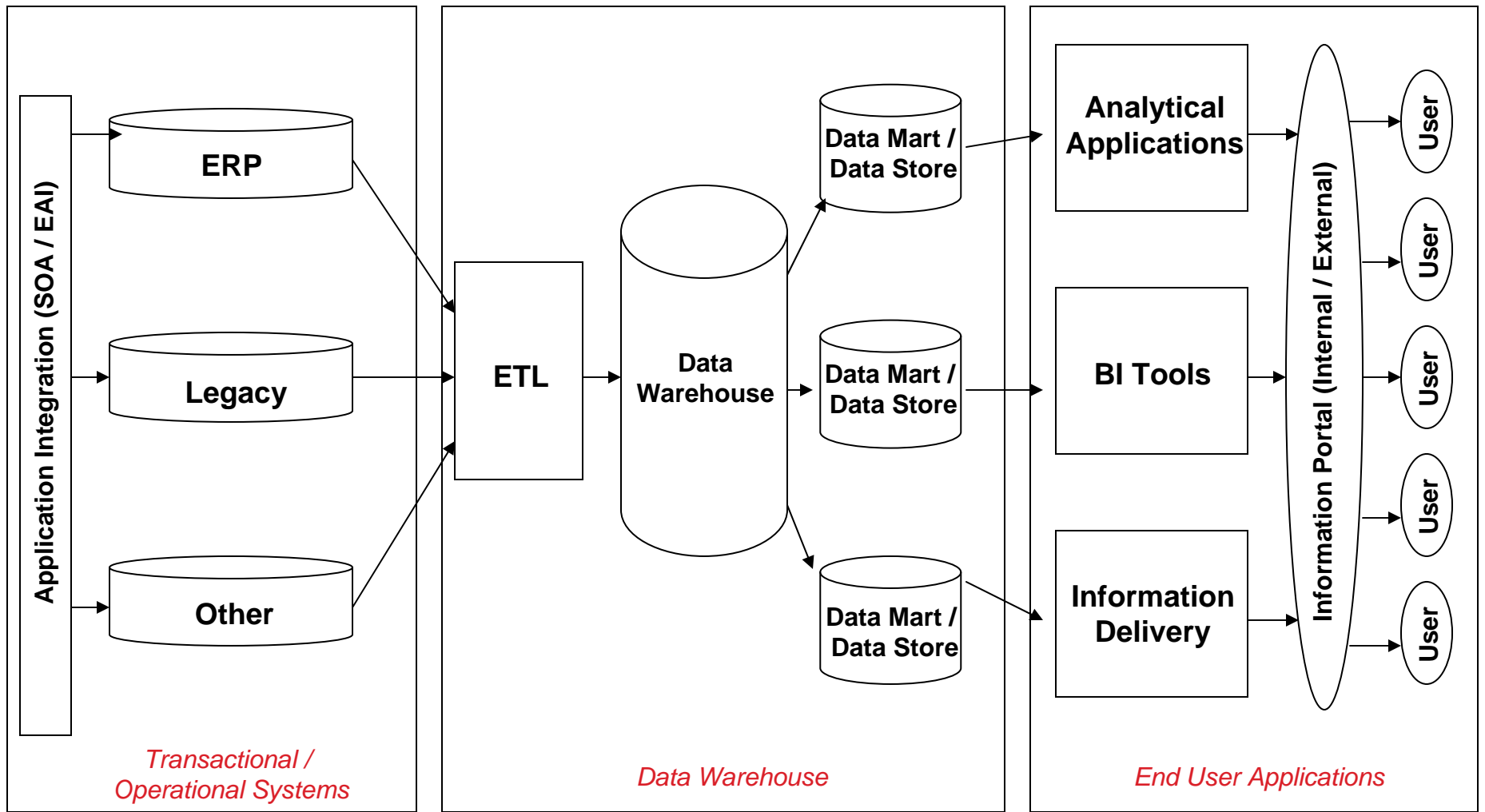
# EOLWD Data Warehouse Project

- 1) Wage Record Reporting – including a longitudinal dataset linked to the Bureau of Labor Statistics (BLS);
- 2) Financial/fiscal and program/management reporting from the Quality Unemployment System Transformation, hereinafter referred to as QUEST, (Revenue) application;
- 3) Reports from the QUEST (Benefits) application;
- 4) Publish Labor Market Information (LMI) on the Commonwealth's public website – Mass.gov; and;
- 5) Provide Local Employment Dynamics (LED) reporting.

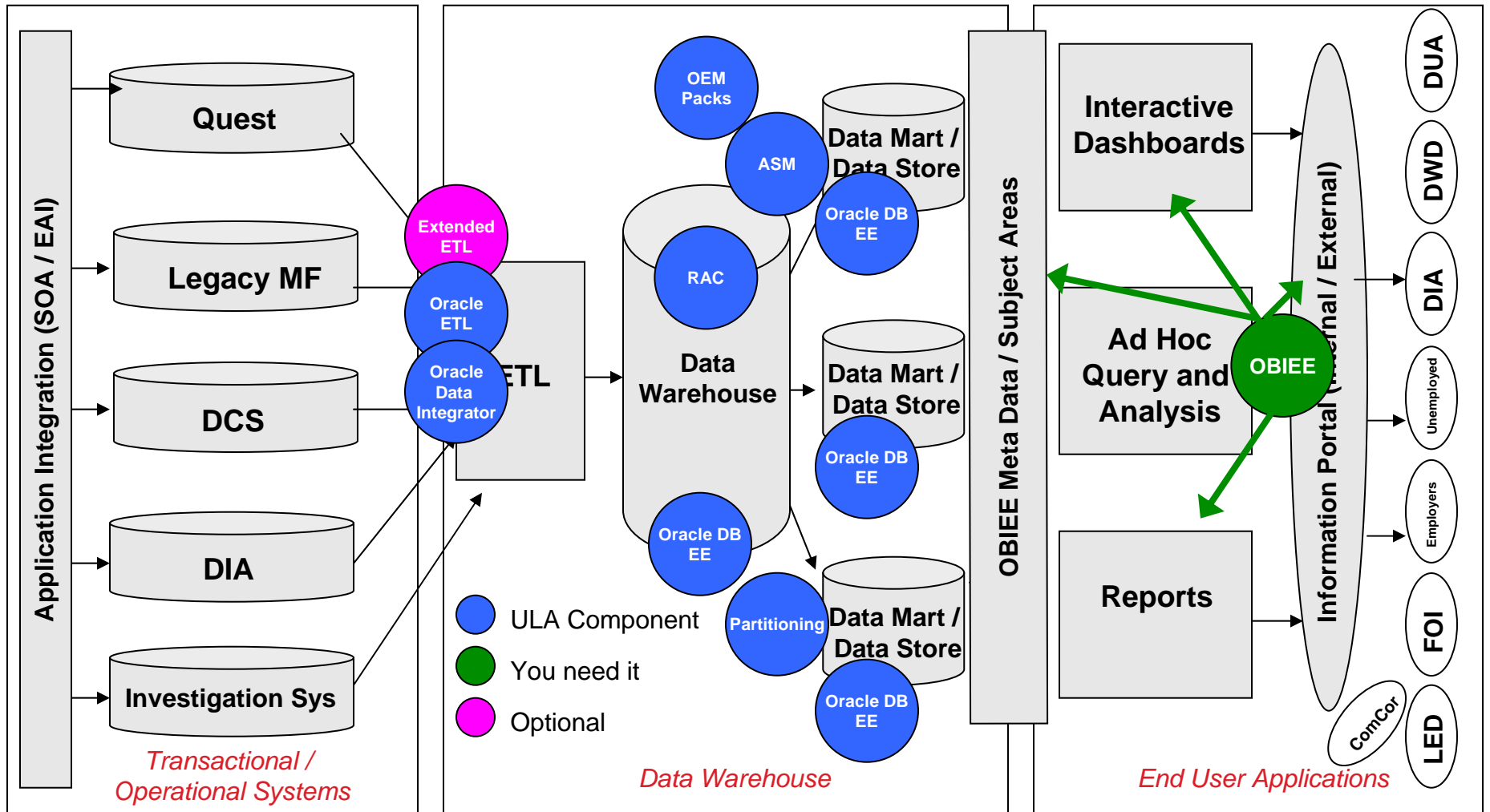
# Current EOLWD Agency Infrastructure



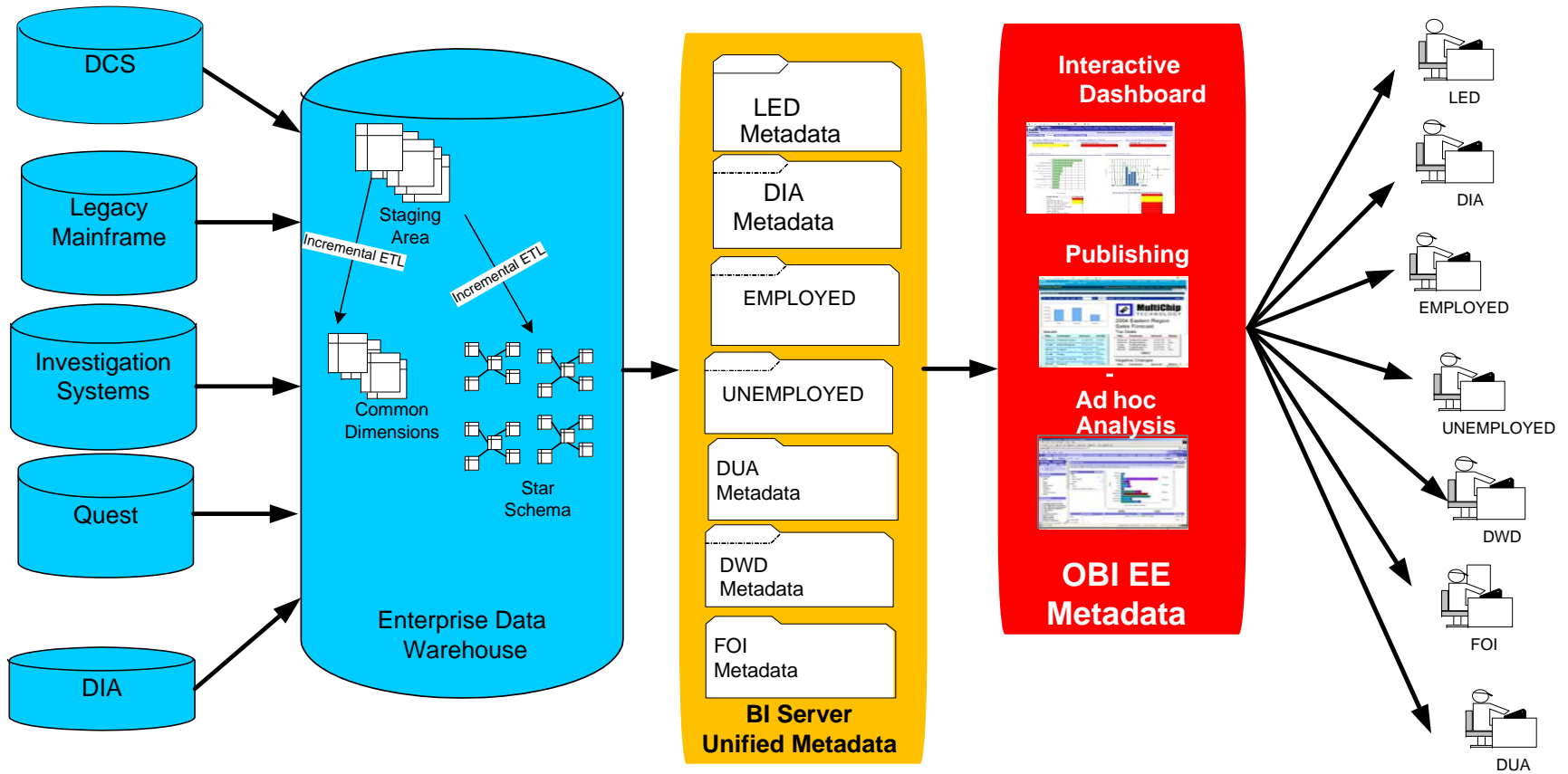
# General BI/DW Architecture



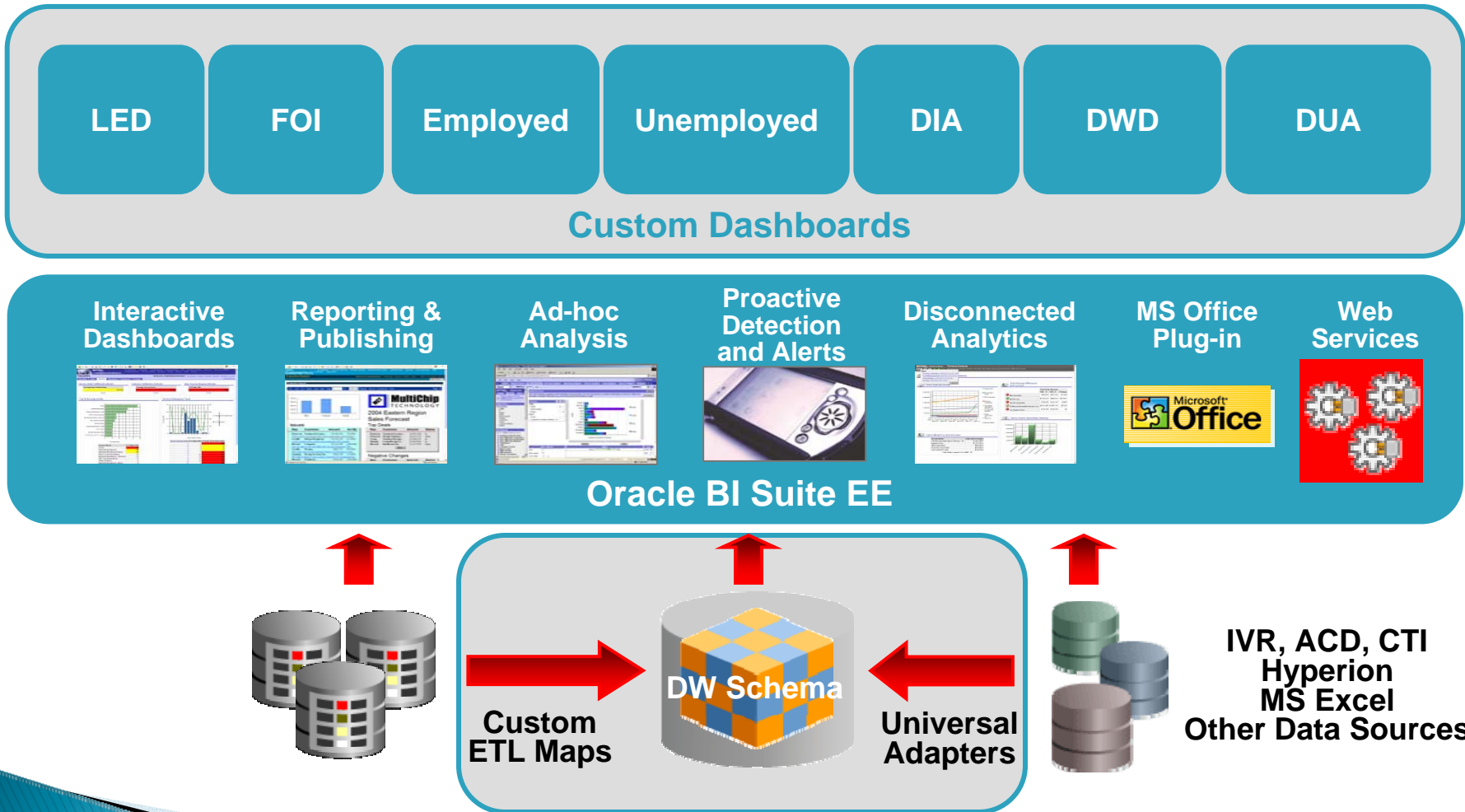
# MA EOLWD Oracle Product Components



# Oracle Data Warehouse Architecture



# Oracle Business Intelligence Enterprise Edition – Overview



**Other Updates –**

**DWD IT / DCS Field SLA's**

**Commonwealth Security Policies**

# QUESTIONS

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