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EDITORS/NEWS DIRECTORS: Please consider the following column from Secretary Marcia Hultman.

Progressive Steps to Advance Technology

A column by State Labor & Regulation Secretary Marcia Hultman

As I reflect on the past year, a quote from Steve Ballmer, former CEO of Microsoft and owner of the Los Angeles Clippers stands out to me.

“The number one benefit of information technology is that it empowers people to do what they want to do. It lets people be creative. It lets people be productive. It lets people learn things they didn't think they could learn before, and so in a sense it is all about potential.”

In the past year, the Department of Labor and Regulation (DLR) has embraced this notion and has taken many progressive steps to advance technology in the way we do business. We've realized even as a state government agency, we need to be competitive in the technology we offer users to provide the best customer service experience. A few of our accomplishments include:

- Our new [virtual labor market data system](#) allows users to view the most recent statistics available, offers greater functionality, creates customized profiles and is designed to be intuitive and flexible.
- We launched a [redesigned, mobile responsive website](#). The latest features include an [events calendar](#) with search capability, sliders to highlight announcements and resources, and mega menus for more direct links to forms, online applications and program information.
- The [online application employers use](#) to submit their unemployment insurance (UI) reports and make contributions was upgraded to allow individual choice of internet browsers. In addition, unemployment claimants were given the option of receiving their UI information more quickly electronically, instead of by mail.
- DLR is in the final steps of launching a new SDWORKS jobs database and management information system to assist DLR staff, job seekers and employers.

The new SDWORKS will be a virtual one-stop and is developed to provide common language and real time data to create an effective workforce system.

We don't want DLR services to remain the best-kept secret. Stop by your [job service offices](#). Visit our [website](#). Try out the tools we have available. We are remaining relevant and will continue to advance the technology we use to provide the services you need and expect to succeed in the world of workforce development.