

Employment Department

Process Analysis helps employment department improve delivery of job services and define system replacement strategy

Objective

Review agencies job system, business process and delivery methods for job seekers, employers, insurance claimants and partner staff.

Approach

Radha performed a business process analysis for the Employment Department that included a comprehensive review of the current delivery systems and associated business processes and matched it with user needs through surveys, focus groups and data analysis.

Results

A comprehensive strategy that enabled the agency to better deliver services, implement process improvements and define move forward on a system replacement strategy

Services Provided

- Business Process Analysis
- COTS Product Evaluation
- System Analysis
- Value Stream Mapping
- Organizational Review & Staffing Models
- Capacity Planning

A large agency that administers Unemployment Insurance and Employment Services must make a strategic decision regarding near-term, significant investment in its job delivery system. The current legacy system is approximately 10 years old. The agency must decide whether to make an investment in enhancing and improving the current system or changing to a new system. If the decision is to change, the agency will then need to determine what it seeks in a system to be acquired.

This decision impacts the core function of the agency and has major implications for its partners, both inside and outside the Department, and its business and customers seeking jobs.