

Bill Richardson
GOVERNOR



Reese Fullerton
EXECUTIVE DIRECTOR

Governor's Office of
WORKFORCE TRAINING & DEVELOPMENT
GENERAL INFORMATION MEMORANDUM (GIM) NO. 04-06

DATE: February 1, 2006

TO: ALL LOCAL BOARDS AND OWTD STAFF

FROM: Reese Fullerton, Executive Director

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BY: Dr. Stephen Easley

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SUBJECT: VOSS Report

The State Workforce Development Board requested a progress report on VOSS due February 1, 2006. The VOSS Oversight Committee, which is comprised of Dr. Stephen Easley and Venkatesh Dhagumudi from OWTD, Adan Encinias and Maggs Aragon from NMDOL, and Beth Elias representing the State Board, met on Wednesday February 1, 2006 and held a detailed discussion on the current status and progress of the VOSS system. The following conclusions represent the unanimous views of the members of the Oversight Committee.

VOSS Application Performance

The upgraded Version 7 of the VOSS application is working well and seems to be relatively stable. All parties agree that, based on their own observations and reports from their field providers, that there are no serious or unexpected issues with the application. We continue to locate small issues and design features that we wish to modify, which we address through the VOSS OPC reporting system. Geographic Solutions Inc. has been responsive to our requests, and we have a relatively small queue of open items at any one time. Resolution time has been reasonable. Reports from the field suggest that users are happy with the new version and enjoy the added functionality.

Connectivity issues have been minimal. The servers themselves have been up continuously since the go-live date in November, with the exception of a couple of hours on Monday January 30 when a T3 communications line suddenly dropped out. That line was replaced with redundant backup in short order. NMDOL continues to report on some intermittent connectivity issues at a few of their sites, but these are most likely local network issues and NMDOL is working on them with a network evaluation team. There are no widespread connectivity issues of which we are aware.

Our review of overall system performance statistics suggest that the system is performing at a better level than before the upgrade, and that we are seeing more page hits per day than before the upgrade.

Responsiveness of Geographic Solutions Incorporated

GSI has been responsive and helpful in all cases where we have asked for their assistance. They have volunteered to send us some expert resources at no charge to the State to help us take care of some existing data issues, and we are going to avail ourselves of that offer.

Areas of Concern

Federal reports using wage data and WIA and WP performance data are due every quarter. For the December 15th reporting date, GSI had not finished the Federal reporting functions, which resulted in an unnecessarily awkward and difficult process required to produce the reports. The reports were produced on time, but it is difficult to have full confidence in the results given the process. These were the first reports produced under the new version and the new federal reporting rules. Because of this, there were many issues to deal with apart from GSI that made the process difficult, including problems the USDOL had with their software. Nevertheless, it is imperative that GSI finish up the federal reporting features soon because the next reports are due February 15th. I was told today by GSI that the Federal reports will be available on our testing site by Friday February 3rd, and then moved into the production site early next week if the testing goes well. We will be watching this process closely.

Help Desk

We have developed a plan to change the way we provide VOSS Help Desk assistance. We are moving immediately to consolidate the NMDOL WP Help Desk and the OWTD WIA Help Desk into one unified VOSS Help Desk. All help desk requests will be routed first through the NMDOL call and email system, logged and tracked by their HelpStar software system, and then referred to appropriate specialty consultants when appropriate. We believe that this new arrangement will be more efficient and more user friendly, and supply our customers with the information they need in a shorter period of time.

Data Cleanup

There are a considerable number of bad data records in the VOSS data base. These bad data records make it difficult to produce accurate performance reports and properly maintain the system. Most of this bad data is residual from the original data conversion in 2002 when VOSS went online the first time. These were records that were entered with wrong or inappropriate data in the previous system, or had data that did not convert properly. It has been difficult for the LWIAs to find the time and expertise to locate and correct these records. Therefore we have begun a process at the State level in which we will effectuate the cleanup as a service to the LWIA. We plan to clean and eliminate all of the bad data records within the next five or six weeks. We have made some personnel reassignments to staff this activity, and have set up a "Tiger Team" that will work with the LWIAs to coordinate the work and complete the tasks.