

COMMONWEALTH OF VIRGINIA
VIRGINIA COMMUNITY COLLEGE SYSTEM

WORKFORCE INVESTMENT ACT

VIRGINIA WORKFORCE LETTER (VWL) #14-07

TO: LOCAL WORKFORCE INVESTMENT BOARDS
FROM: WORKFORCE DEVELOPMENT SERVICES
SUBJECT: Local Workforce Investment Areas System Administrator Roles and Responsibilities
DATE: December 1, 2014

REFERENCES:

WIA Section 136;
WIA Regulations at 20 CFR Parts 661 and 666;
Training and Employment Guidance Letter No. 17-05; Subject: Common Measures Policy for the Employment and Training Administration's (ETA) Performance and Accountability System and Related Performance Issues; Dated: February 17, 2006;
Training and Employment Guidance Letter No. 17-05; Subject: Common Measures Policy for the Employment and Training Administration's (ETA) Performance and Accountability System and Related Performance Issues, Change 2; Dated: May 20, 2009;
Training and Employment Notice No. 8-10; Subject: Workforce Investment Act Self-Service Reporting-What, Where and How; Dated: August 26, 2010;
Training and Employment Guidance Letter No. 4-13; Workforce Investment Act (WIA) Performance Reporting System; Dated: August 28, 2013;
Code of Virginia Section 18-.2-186.6;
Virginia Workforce Letter No. 05-12; Subject: WIA Program Participation and Performance Measures;
Virginia Workforce Letter No. 05-13; Subject: Program Exit;
Virginia Workforce Letter No. 08-07; Subject: Timely Data Entry;
Virginia Workforce Letter No. 10-07; Subject: Common Measures;
Virginia Workforce Letter No. 11-02; Subject: WIA Service Code Definitions and Limitations;
Virginia Workforce Letter No. 11-05; Subject: Credentialing and CRC Attainment under Common Measures;
Virginia Workforce Letter No. 11-08; Subject: Local Monitoring Requirements for Workforce Investment Areas;
Virginia Workforce Letter No. 11-13; Subject: CRC Service Codes in VOS;
Virginia Workforce Letter No. 13-07; Subject: Case Notes in VAWC;
Virginia Workforce Letter No. 13-08; Standardized Participant File Format

Purpose:

To convey to Local Workforce Investment Boards and their service providers the expectations regarding the maintenance of participant data and security maintenance to protect Workforce Investment Act

data and access to the Virginia Workforce Connection information system. This guidance defines the roles and responsibilities of the Local Workforce Investment Areas' System Administrators. This includes rules and processes necessary to identify and establish staff user accounts within the Virginia Workforce Connection, as well as the processes for data corrections within the system.

Background:

The Virginia Workforce Connection is the system of record for the Workforce Investment Act program and services in Virginia, therefore, is important we maintain system security and data integrity.

Only authorized users should be granted access to the information system, and users are limited to specific roles and levels of access privilege. System access control is achieved through user IDs that are unique to each individual user and which provide individual accountability. Staff are not to share or distribute system Login or password information.

WIA State System Administration:

State administrative functions shall be maintained through the Virginia Community Colleges System office in Richmond, Virginia. Only the WIA State Administrators have access to create new WIA staff users in the system. The State Administrators serve as the point of contact for WIA system issues. The WIA State Administrators address questions and assist in make data corrections that the LWIA Administrators and WIA field staff are unable to complete. The State Administrators shall also communicate system needs, requirements and corrections with the software vendor, Geographic Solutions. The WIA State Administrators will meet regularly with the Local Area System Administrators to communicate system issues and improvements, as well as obtain feedback about system needs.

The current VCCS State WIA Administrators:

Brian Long – blong@vccs.edu – 804-819-1688

Joe Holicky – jholicky@vccs.edu – 804-819-1692

LWIA Responsibility:

Each Local Workforce Investment Area must identify at least one employee that shall serve as a System Administrator for the Area. It is recommended that this person be knowledgeable of various aspects of the WIA program as well as having a strong understanding of the navigation and function of the Virginia Workforce Connection. In order to maintain as much security as possible, it is also recommended that the LWIA assign this responsibility to only a few individuals.

Role of the LWIA System Administrator

The LWIA System Administrators have the highest level of access for their specific Local Workforce Investment Area. This group can enter, add and update WIA data for program participants in their LWIA. This group can correct most errors made by staff and they are not bound by the 21-day data entry limitation which prevents standard staff from backdating participant data. The Administrator cannot delete any data from the system, but they do have the ability to void the status of services that were keyed in error. Any error that the LWIA Administrator cannot correct should be immediately communicated to and reviewed with the State System Administrator.

The LWIA System Administrator is also responsible for submitting new WIA staff user forms and advising the system office when staff access needs to be activated, modified or revoked.

Process guidance

New WIA staff access to the system:

Staff user accounts can be created only by the State Administrator. To initiate the process, the LWIA Administrator will have the new staff member complete the most recent version of the system access form (the most recent form was updated February 2011). The staff will complete the form, review and sign the Information Systems Security Access Acknowledgement Agreement. This form must also be reviewed and signed by the staff member's supervisor and LWIA System Administrator. The completed form is then submitted to the State System Administrator for processing. The form may be submitted by mail, faxed or scanned and e-mailed. It is recommended that a copy of these forms be retained by the LWIA and these forms be kept in a locked and secure location. User identification and password information should not be listed together on any form or documentation. The State Administrator will establish the WIA staff user account and retain a copy of the access form. These forms shall be kept and maintained in accordance with the standard WIA documentation requirements.

Once the new staff user account has been established, the user account and temporary password will be communicated to the LWIA System Administrator. The Administrator will share this information with the new staff member and insure they have the sufficient information to access to the system. Upon successful login in, the system will require the staff member to create a more unique and complicated password. The password must be at least 6 characters and should contain at least one uppercase letter, one lowercase letter and one number.

Staff login information and password information should not be listed together in any documents and password information is not to be e-mailed.

WIA Staff account inactivation:

When a WIA staff account needs to be modified or terminated, the LWIA System Administrator should immediately communicate this need to the State WIA System Administrator. This included conditions where staff roles and responsibilities change as well as when employment is terminated. The LWIA System Administrator will immediately contact the WIA State Administrator when a WIA staff member's employment is terminated. The WIA State Administrator will make the necessary changes to the WIA staff account and contact the LWIA System Administrator to advise them of the change.

The WIA State System Administrators shall also review all active accounts with each LWIA Administrator to insure that only authorized staff has access to the system.

Data Corrections

WIA staff will communicate the need for any data correction they are unable to complete with their specific LWIA System Administrator. Any corrections that cannot be completed by the LWIA System Administrator should be communicated to the State WIA System Administrator for review. The State System Administrator shall review the validity of the correction and communicate the appropriate action and/or outcome with the LWIA system Administrator.

Most information can be communicated by e-mail; however, it is extremely critical that secure information, such as Social Security Numbers, not be listed in e-mailed communications. When identifying clients in e-mail communications, staff should identify the clients by their system-generated State Identification number. Additionally, follow requirements in Virginia Workforce Letter No. 14-05 Subject: Data Change Requests.