MinnesotaWorks.net Replacement Project Update / Sprint Demo

5/8/24

Presented by Ryan Wold & Paula Bergerson

- **This meeting will be recorded** and posted to the project update webpage: MinnesotaWorks.net Replacement

- **Please remain on Mute during the meeting** to help reduce background noise for everyone.

- **Feel free to enter questions in the chat at any time**, and they will either be answered in the chat or addressed during Q&A at the end of the meeting. You can also use the survey link for more complex or specific questions.

- **During Q&A, you are welcome to use the "Raise Hand" option** if you would prefer to unmute yourself to ask your question.

EMPLOYMENT AND
ECONOMIC DEVELOPMENT

- **Project overview**

- **Project updates**

- **CareerForceMN.com Sprint Review**
  - What is a sprint review?
  - What did we accomplish?
  - Show and tell (demo)

- **Next steps/Project schedule**

- **Questions**

Project overview

Guiding Values

- Commit to a great customer experience

- Prioritize the needs of job seekers

- Build for sustainability

- Improve the customer experience as we're working on the project

- Listen to **you** and other stakeholders and continuously improve the site

Mission: Help Minnesotans find jobs

Goal: Replace MinnesotaWorks.net

- Create one easy-to-use website that can help Minnesota job seekers find jobs
- Help Minnesotans find the resources that can help them overcome barriers to employment
- Fulfill regulatory requirements for providing a labor exchange

Goal: Enhance & Maintain CareerForceMN.com

- CareerForceMN.com will be enhanced to support the job seeker's experience with the CareerForce system

Project Updates

MinnesotaWorks.net Replacement Project
Tactical roadmap as of 5/8/24

Legend

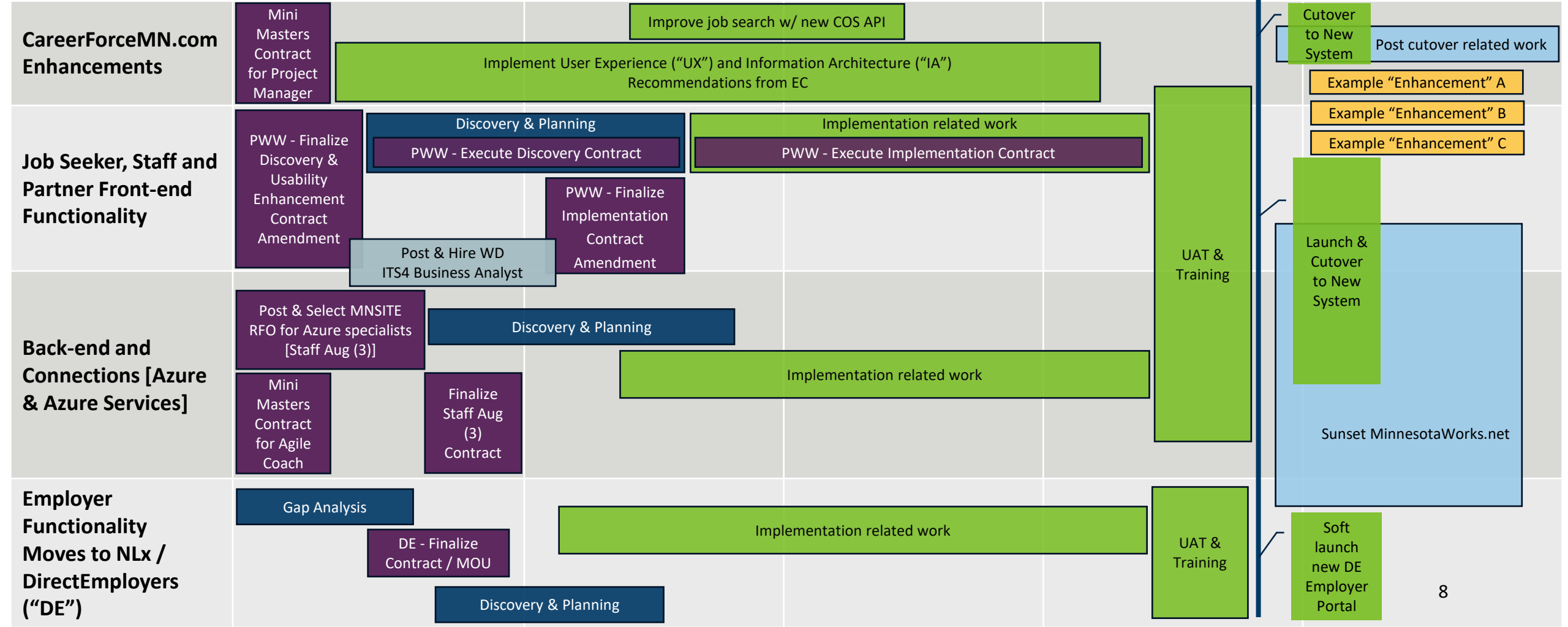| STAFFING | PLAN | DO | CLOSE / RUN | ENHANCEMENT (Post Launch) | CONTRACT / AGREEMENT |

Feature has moved to earlier delivery
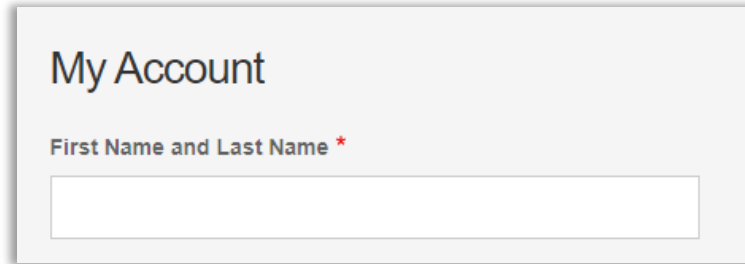
Feature has moved to later delivery

! Feature is at risk

Higher Confidence → ← Lower Confidence

	SFY24 Q4 Apr, May, Jun	SFY25 Q1 Jul, Aug, Sep	SFY25 Q2 Oct, Nov, Dec	SFY25 Q3 Jan, Feb, Mar	SFY25 Q4 Apr, May, Jun

CareerForceMN.com Enhancements
- Mini Masters Contract for Project Manager
- Improve job search w/ new COS API
- Implement User Experience ("UX") and Information Architecture ("IA") Recommendations from EC
- Cutover to New System
- Post cutover related work
- Example "Enhancement" A
- Example "Enhancement" B
- Example "Enhancement" C

Job Seeker, Staff and Partner Front-end Functionality
- PWW - Finalize Discovery & Usability Enhancement Contract Amendment
- Discovery & Planning
- PWW - Execute Discovery Contract
- Implementation related work
- PWW - Execute Implementation Contract
- PWW - Finalize Implementation Contract Amendment
- Post & Hire WD ITS4 Business Analyst
- UAT & Training
- Launch & Cutover to New System

Back-end and Connections [Azure & Azure Services]
- Post & Select MNSITE RFO for Azure specialists [Staff Aug (3)]
- Discovery & Planning
- Mini Masters Contract for Agile Coach
- Finalize Staff Aug (3) Contract
- Implementation related work
- Sunset MinnesotaWorks.net

Employer Functionality Moves to NLx / DirectEmployers ("DE")
- Gap Analysis
- DE - Finalize Contract / MOU
- Discovery & Planning
- Implementation related work
- UAT & Training
- Soft launch new DE Employer Portal

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Before:

After:

- Names of 70,000 users split to align with new format

- Created new fields that align with other DEED systems (Workforce One & MinnesotaWorks.net)

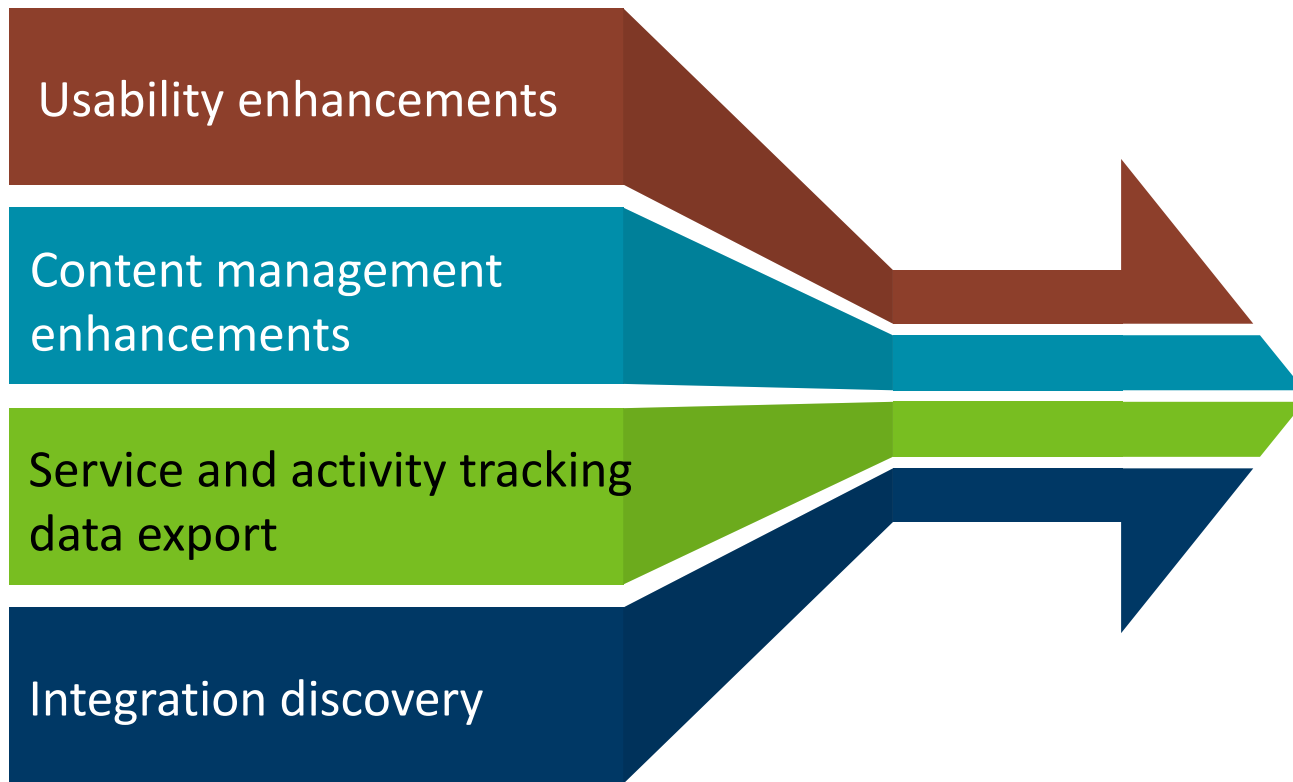- Prioritized inclusivity when developing naming fields

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New Team Members

Amy Anderson
Project Manager, MNIT-DEED

Scott Weldon
Agile Coach, MNIT-DEED

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Technical discovery and usability enhancement contract

- Usability enhancements
- Content management enhancements
- Service and activity tracking data export
- Integration discovery

- Improve user experience on CareerForceMN.com
- Implement site audit recommendations
- Report service and activity tracking data from CareerForceMN.com
- Detail our technical plan for integrating Job Seeker functionality

- Conducted pilot test with Minnesota's Enterprise Translation Office (ETO)

- Starting with menu level translations on CareerForceMN.com

- Developing process for quality assurance of translations provided by ETO

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CareerForceMN.com Sprint Review

- A demonstration of the work that the product team has completed over a specific period
  - This can include new features, bug fixes, and changes to how the product (in this case, CareerForceMN.com) functions
- A time to ask questions and give feedback to the product team
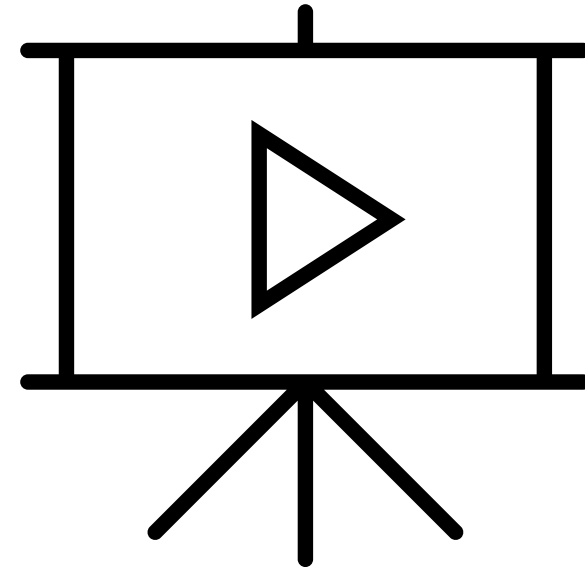
✓ Prepared the data for the name split to use separate name fields (First Name, Middle Initial, Last Name, and Preferred Name):

    ✓ Conducted data analysis to identify patterns and establish rules to be used for parsing, where possible

    ✓ Created and refined macros, conducted manual review, conducted committee review, created and refined SQL scripts, tested name split to ensure the parsing and rules were working as expected

    ✓ Delivered a single encrypted CSV file with the information needed for the name split

    ✓ Cordinated with PWW to plan and test the name split on the site's lower environments (SANDBOX, QA, and STAGE) ahead of PRODUCTION deploy

✓ Prepared the site to import and update user data for the name split to use separate name fields (First Name, Middle Initial, Last Name, and Preferred Name):

    ✓ Provided MS SQL script(s) to create tables and import data separately

    ✓ Installed and configured Feeds module for mass updates

    ✓ Completed mass action update using the Feeds module and the CSV file provided on the site's lower environments (SANDBOX, QA, and STAGE) ahead of PRODUCTION deploy

✓ Prepared the site to use separate name field tokens (First Name, Middle Initial, Last Name, and Preferred Name):

    ✓ Welcome to CareerForce modal for new users

    ✓ Emails that users receive when they create an account

    ✓ Emails that employers and DEED staff receive during the employer vetting process

    ✓ Online forms, including Minnesota Veterans Questionnaire, TAA Contact for career seekers and employers, and Employer Profile Questionnaire

    ✓ Views, lists, tables, and reports used by admin staff

    ✓ Chatbot

✓ Deployed and implemented the name split using the new separate name fields to CareerForceMN.com

✓ Fixed Decision Tree errors affecting multiple sections of the site

✓ Updated the mobile-responsive site menu to be collapsed by default

✓ Created CareerForceMN.com Data Access Request Form

✓ Moved the "Save and Continue" button to the center on Welcome to CareerForce modal

✓ Removed hyperlink text on the Site Under Maintenance page

✓ Updated User List used by admins to make full usernames visible

✓ Investigated Group Announcements issue

✓ Investigated ways to increase site speed

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- Sprint release notes are now available on CareerForceMN.com

- CareerForceMN.com/jobquality page has been updated to align linked resources with "Job Quality Milemarkers on the Road to Good Jobs" handout

- Continuing to simplify and reduce content throughout the site
  - Ex: Linking to DEED's website for various layoff resources instead of duplicating the content on CareerForceMN.com

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CareerForceMN.com Release Notes

The CareerForceMN.com team makes regular improvements to the site to improve the customer experience. We document these changes in the release notes below, and we share more detailed demonstrations of updates at the regular product updates/sprint demos.

Sprint 108: 3/27/2024-4/30/2024

Summary: The split of the "First and Last Name" field on user accounts to separate "First Name," "Middle Initial," "Last Name," and "Preferred Name" fields was implemented. Multiple sections of the site were prepared to display the new separate fields, and the back end of the site was prepared for the import of user data with the new separate fields. Improvements were made to multiple features of the site to improve user-friendliness for customers and site admins. An online form was created to allow staff to request additional data access as needed, and methods of increasing the website speed were investigated.

End user changes:

1. **MNDEED-7478: Updated mobile-responsive hamburger menu to default to Collapsed**

   To improve the experience of users navigating CareerForceMN.com on mobile, we updated the main navigation menu to be collapsed by default, with users able to expand each menu topic as desired.

2. **MNDEED-7541: Fixed error when selecting a Decision Tree topic**

ABOUT CAREERFORCE

VISION, MISSION & VALUES

CAREERFORCE CHARTER

LOCAL WORKFORCE DEVELOPMENT BOARDS

MEET OUR PARTNERS

JOIN CAREERFORCE   +

HOW TO USE CAREERFORCEMN.COM

CAREERFORCEMN.COM RELEASE NOTES

MORE INFORMATION

- Updated Account Profile:
  - Includes 4 new fields (First Name, MI, Last Name, Preferred Name) in Production environment
- Updated New Name token field in:
  - Welcome Modal
  - Chatbot
  - Webforms
    - TAA Contact Career Seekers
    - Minnesota Veterans Questionnaire

- Collapsed hamburger menu (default)

- Welcome to CareerForce modal buttons (bottom centered)

- CareerForceMN.com data request form

Next steps

- Prompting users to verify the name split and confirm their names are displaying correctly on their profile

- Implementing recommendations to improve and optimize site performance (site speed)

- Updating Job Fairs calendar – increased font size, updated design

- Finalizing the service and activity tracking data needed from CareerForceMN.com for Federal, State, and Local reporting

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Questions?

The conditions are right for us to succeed.

- **Monthly updates** – Fill out the link in the chat to be added to the mailing list for monthly updates.

- **Project webpage** – view this webpage to view meeting recording and other info: https://mn.gov/deed/programs-services/mnw-replacement/

- **Email** – Ryan.Wold@state.mn.us if you have any questions

Join us for our next update on:

Wednesday, June 12th

11:00 a.m. – 12:00 p.m.

Via Teams

Calendar invites will be sent out later today!

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