



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

FORMAL COMMUNICATION

TO: Indiana Workforce Investment System

**FROM: ~~Amy L. Smith-Rubeck~~, MA, LMHC
Director, Policy Unit**

DATE: June 6, 2008

**Technical Assistance Bulletin
TAB 2007-19
Information Regarding the Launch of IndianaCareerConnect.com**

Purpose

To provide the Indiana workforce investment system with information pertaining to the launch of IndianaCareerConnect.com (ICC) and the deactivation of the CS3 system.

Content

On June 23, 2008, the CS3 system will be partially shut down in order to launch IndianaCareerConnect.com on July 1, 2008. The following are important points to be noted for a successful transition:

1. **From June 23, 2008 forward, customers will no longer be able to access CS3 from any location.** This shutdown, prior to the launch of ICC, will allow for the customer's CS3 information to be transferred to ICC. Customer information shall be available in ICC and accessible by the client on July 1, 2008.
2. **Following the partial shutdown of CS3 on June 23, staff will continue to be able to access the CS3 system through the staff view screens.** This will allow for the management of job orders, assisting customers with any record needs and continued case management/service delivery during the transition process. NOTE: TrackOne will remain fully operational during the ICC launch transition period.
3. **It is anticipated that customers can begin to use IndianaCareerConnect.com effective July 1, 2008.**

4. Unemployment Insurance (UI) customers who are required to register for work will not be able to access either CS3 or ICC between June 23, 2008 and July 1, 2008. On July 1, 2008, these customers may log on to IndianaCareerConnect.com to register for work as required.

UI regulation gives a customer four (4) weeks in which to register for work before UI benefits are suspended. Customers should be encouraged to register for work as soon as possible in order to complete the requirement prior to June 23.

In the event that a customer fails to register prior to June 23 and must do so prior to the launch of ICC on July 1, staff may register the customer for work using the staff view screens in CS3 during the partial shutdown period.

5. The Department expects call volume to increase during this time as customers attempt to access their CS3 account during the transition week. The Department is requesting that each local office post signs notifying WorkOne clientele of the shutdown and subsequent launch of IndianaCareerConnect.com. Sample signage is attached to this TAB.
6. **Employer information will be loaded in to ICC.** Employer information will not be loaded in to TrackOne.
7. It is anticipated that IndianaCareerConnect.com will be live and operational on July 1, 2008. In the event of any delay, the Department shall issue a broadcast announcement.
8. Following transition to ICC, customers will need to access their converted CS3 information contained within the new system. Every effort will be made to utilize a customer's existing logon ID and password as their new ICC logon and password. Staff should advise customers to try their current CS3 logon/password first and then the customer's current UpLink logon/password before generating a new one through the ICC registration process.
9. Once customers are able to access their converted information, he/she must log on to the system and develop a resume. **Customer information will only be available to employers following the development of a resume.**

NOTE: Registration in ICC by itself does not make a customer's information viewable by employers. This is a significant change from CS3.

10. The Department will launch a full-scale advertising/marketing campaign announcing the hard launch of IndianaCareerConnect.com in the weeks following the July 1 soft-launch. It is very important to the success of the system that individual customers are registered in ICC and develop resumes in the system prior to the launch of the advertising campaign and subsequent use of the system by Indiana employers. The Department encourages local areas and offices to market the system to individuals served in order to ensure the maximum number of resumes are accessible to employers who access the system in the future.

11. A sample ICC Launch Announcement is attached to this Technical Assistance Bulletin. The Department is requesting that Announcements be posted prominently and in a professional manner. An 11" x 17" version of the announcement is available through the DWD Marketing Department. Please contact the DWD Marketing Department with any questions regarding the use, display and to obtain enlargements of the announcement.

Questions regarding this TAB should be directed to:

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ATTACHMENT: Sample Launch Announcement



IndianaCAREERconnect.com

Powered by **WorkOne**

Attention current CS3 users

On June 23 the CS3 system will shut down in anticipation of the new job matching system IndianaCareerConnect.com.

If you need assistance please contact a WorkOne representative.

Thank you for your patience as we prepare to launch Indiana's new job matching system!



COMING SOON!

Registration begins in July