

INFORMATION NOTICE

WORKFORCE SERVICES

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: ROLE AND RESPONSIBILITIES OF THE LOCAL CalJOBSSM
MIS ADMINISTRATOR

The purpose of this Information Notice (IN) is to define the role and responsibilities of the local Management Information System (MIS) Administrator related to the implementation of CalJOBSSM Phase IB.

The CalJOBSSM Phase IB will replace the current Job Training Automation (JTA) system and add all JTA functionality related to the Workforce Investment Act (WIA), Trade Adjustment Act (TAA), Cash Module, Workers Assistance Retraining Notification (WARN), Co-enrollment and Case-Management to the existing CalJOBSSM system.

CalJOBSSM will offer an integrated, single client record, web-based system designed to improve delivery of services to job seekers and employers and increase staff's capacity to more effectively manage these services. MIS Administrators will play an important role in assisting local staff members to successfully use the enhanced CalJOBSSM system.

As part of the implementation of CalJOBSSM Phase IB, Local Workforce Investment Area (Local Area) MIS Administrators will be granted "Administrative" level privileges to create and manage CalJOBSSM staff accounts. Local Areas' designated MIS Administrators will be responsible for creating CalJOBSSM new user accounts and resetting passwords for staff in their Local Areas.

MIS Administrators will have an additional user account with "Administrative" level privileges that will allow them to create new user accounts and to reset passwords. See Attachment 1, Management Information System Administrator Privileges, for all CalJOBSSM administrative privileges available to Local Area MIS Administrators.

New User Request

MIS Administrators will now be responsible for creating new user staff accounts. Each Local Area may define its own policy regarding new user account requests. If the MIS Administrator experiences difficulties processing the request, s/he may contact the CalJOBSSM Help Desk via e-mail at EDDCaJOBSSAdmin@edd.ca.gov or by telephone at 916-653-0202 for assistance.

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

The MIS Administrator will provide the CalJOBSSM user ID and temporary password to the user. Once the user logs on with the new user ID and temporary password, s/he will be immediately prompted to establish a personal password. Password requirements are as follows:

- 8-20 characters. Must include at least one uppercase letter, one lowercase letter, one number and one special character. Acceptable characters are (!), (@), (#), (\$), (%), (^), (*), (.), (_).

Password Reset Requests

MIS Administrators are responsible for resetting passwords for Local Area staff and may define their own policy to do so within their respective Local Area. The MIS Administrator will reset the staff's password and notify the user of their temporary password. Once the staff logs on with the new temporary password, s/he will be prompted to create a new personal password.

Staff must be reminded that their user ID and password are to be kept confidential. Managers will no longer have the capability to view or retrieve a staff's CalJOBSSM user ID or password,

Reference Sheet

Since the MIS Administrators are the Single Point of Contact for their Local Area, staff should first contact their MIS Administrator for assistance and/or with questions regarding CalJOBSSM prior to contacting the State's Help Desk. Attached is a resource listing for MIS Administrators to use when researching questions from staff.

Inquiries

For questions regarding this Notice, MIS Administrators should contact the CalJOBSSM Help Desk via e-mail at EDDCalJOBSAdmin@edd.ca.gov or by telephone at 916-653-0202.

/S/ JOSÉ LUIS MÁRQUEZ, Chief
Workforce Services Division

Attachments are available on the Internet:

1. [Management Information System Administrator Privileges](#) (PDF)
2. [CalJOBSSM User Directory](#) (PDF)