

Standard Operating Procedures 3090.2
State Information Technology Contacts (SITCON)
April 20, 2010

I. PURPOSE

A state information technology contact (SITCON) person and backups are designated for each partner state of the Local Employment Dynamics (LED) partnership to manage and coordinate special sections of the LED website, to coordinate information technology (IT) issues and activities, to form a pool of IT resources to standardize IT system requirements, and to troubleshoot.

II. BACKGROUND

LED relies on advanced information technology for data processing, and on its website, located at <http://lehd.did.census.gov>, for communications and data dissemination. Effective coordination with the partner states promotes maximum and efficient use of the technologies for both partner states and LED. For example, file encryption and use of File Transfer Protocol (FTP) offer a secure and low-cost method to transfer data files from the partner states to LED, and standardization allows additional automation after the files are received. Coordination between LED and partner states can make the process work more effectively.

In addition, the State Only section of the LED website is reserved for each individual partner state. Each SITCON manages access to his/her corresponding State Only section, including assigning, maintaining, and updating access codes and passwords for users within the state. A SITCON may suggest content and “skin” LED applications onto the partner state’s website.

As both the number and content of the LED applications continue to grow, joint planning between LED and the partner states helps to anticipate IT system requirements for the applications under development, file storage capacity, and optimization of performance.

III. DESIGNATION

The list of SITCONs will be posted with contact information on the LED website. It may be modified by sending an email to CES.local.employment.dynamics@census.gov. The SITCON list includes:

- a. Names of the SITCON and backups.
- b. Phone numbers.
- c. Email addresses.

IV. RESPONSIBILITIES

The LED will:

- a. Establish, distribute, and update the primary codes and passwords for access to the restricted Partners Only and State Only sections.

- b. Use the listserv led-sitcon@lists.census.gov to facilitate continuing communications. You may subscribe to the listserv by referring to: <http://lists.census.gov/mailman/listinfo/led-sitcon>

The SITCON participates in the listserv and serves as:

- a. The partner state's representative in granting access to the restricted State Only section of the LED website, including the approval, assignment, and updating of access codes and passwords for individual users within the state.
- b. The partner state's technical contact in the implementation of website development techniques such as "skinning" of LED applications onto the state's website.
- c. Coordinator of beta testing, by individuals from the state, of LED data and applications, such as QWI Online or Industry Focus.
- d. The partner state's technical contact in addressing IT issues such as FTP file transfer, standard IT operations, and minimum system requirements.

V. POINTS OF CONTACT

Program Manager (301)-763-8303 CES.Local.Employment.Dynamics@census.gov

Frequently Asked Questions

Q. What are the Partners Only and State Only sections of the LED website?

A. The Partners Only and password-protected State Only sections are designed for LED and its partners to share information, with restricted access in the case of State Only. Their contents are under continuous development. Partners Only includes state contacts and file submission status, standard operating procedures, and activities of the LED Steering Committee. State Only includes beta applications that the partner states can test and evaluate prior to public release and posting, as well as downloads of Quarterly Workforce Indicator data files.

Q. What is the SITCON's approval role with the State Only section?

A. LED will issue user IDs and passwords to each SITCON and his/her backups for access to the State Only sections. The SITCON will review requests from individuals within the state who wish to access these sections; upon approval, the SITCON will provide the access codes and passwords to approved users. Users from the same state will share the same password, which LED is expected to change periodically. The SITCON will be responsible for relaying the updated password information to all approved users in the state. In turn, LED will receive a list of authorized users from each SITCON.

Q. What is the listserv about?

A. The listserv will be used as the primary communications channel to facilitate discussions of IT issues, to coordinate activities, and to form a pool of resources for self-help under the LED partnership. It will be created and maintained by LED. Access to the listserv by individuals other than the SITCON and backup will be subject to approval by LED.

Q. What is "skinning?"

A. "Skinning" is a technique to place LED applications onto the state partner's website as if it were native to that website. It is intended to increase visibility and availability of these applications and data to the partner state users.

Q. How much time will the SITCON responsibility require?

A. This is likely dependent on the designated SITCON and backup, and how actively they will use the listserv and support the function. The primary responsibilities are not time-consuming, and usually recur infrequently. On the other hand, active and continuous participation in beta testing, standardization of operation, and troubleshooting will greatly benefit all of us in the LED partnership in the long run.