



Workforce Issuance

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☐ Policy ☒ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MassHire DCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: August 13, 2024

Subject: **Mastering dX: Partnering with IT for Workforce System Digital Transformation - NASWA Webinar**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of an upcoming NASWA webinar:
[Mastering dX: Partnering with IT for Workforce System Digital Transformation](#)
Thursday, August 22, 2024, from 12:30 – 1:30.

Background: "Mastering Digital Transformation (dX)" is a monthly series that explores critical roles and skills for public workforce leaders. Registration closes August 22, 2024, or earlier if capacity is reached. The final webinar in the 2024 Mastering dX series focuses on how leaders can foster stronger collaboration between workforce development and IT (information technology) departments to achieve a more positive digital transformation (dX) service delivery.

Today's technology offers immense potential. Cloud-based solutions, off-the-shelf applications, and even generative AI can streamline service delivery processes and enhance the value offered to customers. However, workforce

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leaders sometimes struggle to engage IT and procurement in this transformative journey.

This facilitated discussion will address this very challenge and explore strategies to improve collaboration and drive successful system transformation.

This webinar series targets leaders and key staff of education, IT and workforce system agency professionals. Don't miss this opportunity to gain new insights from system leaders.

Action

Required: Please share with all managers, staff and partners as appropriate.

Effective: Immediately.

Inquiries: For questions regarding this webinar series, contact witsc@naswa.org.