



Digital Transformation: **Securing and Streamlining DoL Job Corps**






2025

The Customer: Empowering 2 Million Careers

The U.S. Department of Labor (DoL) Office of Job Corps, runs the largest nationwide residential career training program, having assisted over two million individuals. The program helps young people complete their high school education and obtain meaningful careers.



The Challenge: Outdated Systems and Critical Data Vulnerabilities

The legacy system used by Admission Counselors and Personnel Investigation teams to screen applicants was inefficient and not adaptable to evolving business needs. It involved multiple disparate subsystems, suffered from reporting deficiencies, and had data transmission limits. This outdated process was heavily reliant on manual review leading to:




-  An estimated manual processing time of 3 weeks per application.
-  Slow, error-prone workflows for critical steps like background checks (DHS, DOJ).
-  Increased risk in managing sensitive PII (Personally Identifiable Information) due to extensive manual touchpoints.

The Solution: Low-Code Case Management and Automated Quality Assurance

The modernization effort, known as JACS, transformed the legacy case management system into a single, modern application. This effort was led by Jazz Solutions and supported by ResolveIT's specialization in testing and automation.






-  **Requirements and Architecture:** The JSL team began with joint application development sessions to document user needs, workflow, and requirements. A leading low-code case management platform was chosen as the base technology
-  **System Modernization:** The new system features a user-friendly interface and enhanced tools for workflow. ResolveIT successfully modernized the legacy system and associated team processes by introducing and managing automation.



-  **Automated Vetting & Inter-Agency Communication:** ResolveIT automated the mandatory security and background checks (DHS, DOJ), which were previously manual. This automated the secure intercommunication between agencies, ensuring systematic data flow.
-  **Quality Assurance & Testing:** ResolveIT delivered Testing Automation and Quality Assurance services, utilizing standard automation tools and technologies such as the Maven framework and Java. The team supports the processing of nearly 200,000 applications a year, focusing on reviewing and correcting for repetition, duplication, errors, and incomplete applications (data accuracy and quality).
-  **Operation and Maintenance:** JSL performs ongoing integration with various critical systems, collaborates with the DoL Office of the CIO (OCIO) for performance testing and continuous improvement, and ensures software and hardware meets OCIO standards.

The Benefit: 95% Data Accuracy and Massive Time Savings

The JACS modernization delivered transformative results in efficiency, security, and quality, leading to high user satisfaction.

-  **Strategic and Quantifiable Impact:** Massive Time Savings: The use of low-code technology led to faster implementation time. Processing time for applications was dramatically reduced from an estimated 3 weeks to 1 week.
-  **Quality and Accuracy:** The system achieved a 95% data accuracy increase in processing applications, validating data and minimizing errors. The system also allows staff to easily upload documents, record relevant data, and adds a color code relaying key information.
-  **Enhanced Security and Compliance:** By automating testing and reducing manual processing, ResolveIT significantly enhanced data security and compliance with PII data management protocols, lowering the system's risk profile.
-  **Operational Efficiency & Cost Savings:** The implementation led to significant cost savings for DoL. The resulting faster, more efficient, and more accurate operation requires less people (man-hours) to manage the application flow, ensuring federal resources are used responsibly.
-  **Positive User Feedback:** Users praised the project as a "huge success", noting that the functionality is intuitive and easy to understand and that the team has provided excellent support.

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