

IWDS 2.0

User Management

Local Leadership Briefing

For Local System Administrators & LWIA Directors

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Briefing Agenda

What we'll cover today — from why the model changed to the action you'll take with your team.

01

Why User Management Is Changing

Modernization, security governance, and fixing access problems.

02

How We Got Here

A ground-up review of how access actually works in IWDS.

03

From 78 Roles to 15

The headline shift from program-based to function-based roles.

04

How Access Works Now

Role + Location together produce a user's access.

05

The Roles Your LWIA Will Assign

The function-based roles you'll map your staff to.

06

What's Genuinely New for Governance

Data Steward, Account Manager, and Entity Provider roles.

07

Policy Points & The Ask

Least-privilege principles and your team-review action item.

08

Getting Users Ready for July 1

Create accounts and test access before cutover.

Why User Management Is Changing

IWDS is being upgraded to modernize the platform and tighten security governance. As part of that, the role structure is being rebuilt from the ground up.



Modernize the platform

An intuitive, secure, standards-based system.



Tighten security governance

Access aligned to compliance, with clear accountability.



Fix long-standing access problems

Replace sprawling, overlapping, hard-to-audit roles.



The bottom line

Access is being redesigned so it reflects what staff actually do — making it easier to assign correctly, easier to understand, and able to stand up to audit.

How We Got Here

This redesign came out of a deliberate, ground-up review of how access actually works in IWDS — not a quick relabeling of the old roles. We consulted with 13 LWIAS in our discovery to understand everyone's processes.



1

Mapped the existing roles

Catalogued all legacy roles and examined where they overlapped, duplicated each other, or granted more access than a job required.



2

Analyzed how people really work

Rather than starting from program labels, looked at the actual functions staff perform — and found the same handful repeated across many roles.



3

Built function-based templates

Translated those functions into a clean set of role templates, each aligned to a clear job function and shaped by least-privilege guidelines.



The result: a smaller, clearer set of roles that reflect what people do, are easier to assign correctly, and stand up to audit.

From 78 Roles to 15

78

legacy roles



15

function-based roles

≈ 81%

reduction in the number of roles to manage

IWDS 1.0 — Program-based

- A role per program — plus separate grants & reporting roles
- Staff stacked 5–10 roles to cover daily work
- Sprawling — hard to manage, assign, and audit

IWDS 2.0 — Function-based

- Built around what you do — not which program
- A Career Planner is a Career Planner — any program
- Easier to understand, assign, and audit

How Access Works Now: Location + Role



Location defines where a user can do something — statewide, an LWIA, or a single office.

Role defines what a user can do — the functions and records they can reach.



Looking ahead: as more programs come online, a third element — Program — is added (Role + Location + Program). No new roles required; the model is built to scale.

Locations

Location *defines* where a user can perform the action — statewide, an LWIA, or a single office.



Statewide
Across all Areas



LWIA
An entire local area



Office
One office location

Note: most access will be LWIA or Office.

The Roles Your LWIA Will Assign

Nine function-based roles map to your staff. (Of the 15 total, technical and state-level roles aren't assigned locally; Entity Provider roles belong to external providers.)



Reports Only

Read-only dashboards & reporting



Auditor

Full read-only visibility, no edits



Front Line Support

Basic intake & info-only services



Career Planner

Direct service delivery & case work



Grant Administration

Grant records & funding sources



Provider Management

Provider records & ETPL



Super User

Broad operational access



Data Steward

Sensitive-data corrections



Account Manager

User access & role assignment

Service & Front-Line Roles



Front Line Support

View / create users, basic customer info, intake, and info-only services. No enrollment or confidential case notes.

Ideal for: office assistance and resource-room staff.



Career Planner

Direct service delivery. Profiles, applications, assessments, case notes, self-services, and progress to outcomes.

Ideal for: front-line case management staff.

Local Administration Roles



Super User

Broad operational access across functions and complex cases. Create, edit, run all reports, reach most tools.

Supervisors and Directors.



Data Steward

Edits restricted / sensitive fields, corrects historical and post-exit data, resolves data-quality issues. Elevated — governance only.

Part of today's Local System Administrator function.



Account Manager

Approves registrations, assigns / updates roles, manages security settings. No customer or case access.

Part of today's Local System Administrator function.

Provider and Grant Roles



Grant Administration

Grant records, funding sources, and grant-level admin — the infrastructure behind service delivery.

Back-office staff who access grants, not case work.



Provider Management

Steward for provider records, relationships, and ETPL — profiles, certifications, program affiliations.

Back-office staff who support providers, not case work.

Reports & Monitoring



Reports Only

Read-only dashboards and reporting data. No access to individual records.

Ideal for: LWIB users who only access reports.



Auditor

Full read-only visibility — customer, application, service, grant, and provider data, plus uploads and logs. No edits.

Ideal for: monitoring and compliance users.

What's Genuinely New



Data Steward

Formalizes the data correction and quality work that used to be buried inside the Local System Administrator role.

Can edit restricted fields and correct historical / post-exit data — and nothing else. Creates an auditable trail for high-consequence changes.



Account Manager

Separates managing who has access from doing program work.

Approves registrations, assigns roles, and creates / removes users — with no access to customer records or case management.



Entity Provider

CONTEXT ONLY

For context — not assigned by the LWIA. Structured access for external service providers.

Providers can apply to the ETPL and keep their own information current, reducing administrative burden on LWIA staff.

Policy Points to Emphasize



People get only the access their job needs — nothing extra.

The old system invited piling on roles "just in case." IWDS 2.0 flips that: each person gets the access their function requires and no more — protecting sensitive customer data and keeping the system clean and auditable.



Access to sensitive functions is restricted to only users whose job requires it.

Correcting protected fields, managing other users' access, and reaching into provider data carry extra risk. These go only to specific staff whose job genuinely requires them — so there's always a documented reason.







Staff who wear multiple hats can hold more than one role.

Function-based roles don't box anyone in. A Career Planner who also handles grant administration can be assigned both. Combining roles goes through your LWIA's normal approval process, so it stays intentional.

The Ask to Local Leadership

Review your current team list against the new function-based roles.

For each staff member, confirm:

-  Everyone is accounted for — no one who needs access is missing.
-  Each person is mapped to the right role(s) — by function, not program.
-  Location scope (office / LWIA / statewide) matches the job's reach.
-  Elevated roles (Data Steward, Account Manager, Super User) are genuinely needed.

Today, June 8, LWIA Directors will receive an email with a list of their users and the roles we've assigned based on previous use.

Please review the list to confirm:

- Everyone is accounted for — no one who needs access is missing.
- Each person has the right role.

- LWIA 7: We're already in contact with Julia Montanez to complete this review.

If we don't receive a response, we'll load IWDS 2.0 with the list as it stands.

Returning Your Review

Deadline

June 15

Return method

*Reply by email to
iwdst.info@illinoisworknet.com*

Point of contact

*Contact Lynette Tritz with any questions or
email iwdst.info@illinoisworknet.com*

Get Users Ready for July 1



JULY

1

IWDS 2.0 cutover

Have staff create accounts and test access now — the same process used for training.

1

Go to the QA site

Visit iwdsqa2.dceo.illinois.gov to begin.

2

Create an account

Anyone new to IWDS 2.0 follows the non-Illinois.gov directions and signs up with their work email.

3

Use the Quick Start Guide

Follow "Request access in IWDS 2.0" for step-by-step instructions.

4

Log in and confirm access

Verify access works now so any issues are resolved before the July 1 cutover.

Key Takeaways



Roles now reflect what people do

78 program-based roles → 15 function-based — about an 81% reduction, easier to assign and audit.



Access = Role + Location

What a user can do, and where. Scales to add Program later — no new roles.



New governance roles, by design

Data Steward and Account Manager separate sensitive-data work and user-access from program work.



Your action: review your team

Map each person to the right role(s) and scope — then create and test accounts before July 1.

Stay In Touch

Resources, updates, and announcements about IWDS 2.0 and the transition are available through the Illinois workNet page. Bookmark it to stay current as launch approaches.



IWDS Transition

Visit Illinois workNet for the latest training schedules, policy updates, desk aides, and technical support resources related to IWDS 2.0. (More content coming soon!)



Thanks!

Questions about your account or access? Contact the Illinois workNet Helpdesk: iwdst.info@illinoisworknet.com

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