

## **Data Management & Technology Committee Update to WDC Board**

**August 12, 2021**

The Data Management & Technology Committee has assisted with several projects aimed to help people with the HireNet Hawaii system.

In partnership with a contracted consulting firm, a HireNet Hawaii registration video was developed. This video is posted on the HireNet Hawaii home page and outlines the steps on how to register on HireNet Hawaii. As a result, the video's intended expectation is that it helps to alleviate the number of phone calls coming into the American Job Centers statewide for HireNet Hawaii account-related questions. Registration is required as part of the unemployment claims process, but under the Governor's emergency proclamation is currently waived until October 4, 2021.

Also recently implemented was the HireNet Hawaii Help Desk module, which provides job seekers with the ability to search through Frequently Asked Questions (FAQs) about the system and find the necessary answers.

There is now a section on the HireNet Hawaii webpage that shows all the tweets sent out by the Department of Labor and Industrial Relations (DLIR) through their Twitter account.

The URL is [HirenetHawaii.com](http://HirenetHawaii.com).