

America's One-Stop Operating System (AOSOS)
CONSORTIUM CHARTER
As Amended February 25, 2003

BACKGROUND

America's One-Stop Operating System (AOSOS) is a fully-functional, comprehensive one-stop management information system designed to meet the core business needs common to all the America's One-Stop Operating System Consortium (AOSOS Consortium) states as they implement the Workforce Investment Act of 1998 (WIA). The system supports both customer self-service and mediated case management services designed around the principles of universality, customer choice, service integration, and performance-driven outcomes. In addition, it has features designed to support the business functions associated with implementation of the WIA such as customer tracking, identification of eligible training and service providers and maintenance of performance information on those providers. AOSOS also produces federally mandated reports associated with United States Department of Labor, Employment and Training Administration (USDOL/ETA)-administered programs required for one-stop career centers and has an open design that enables it to interface and exchange data with a broad range of state and federal systems.

The USDOL/ETA funded the development of AOSOS through a grant with the State of New York, America's Job Bank Service Center (AJBSC). AOSOS will be supported and enhanced by annual subscription fees as established by the AOSOS Consortium Steering Committee that supplement the federal contribution through June 30, 2004 and then supplant the federal contribution beginning July 1, 2004. The AJBSC, as Grantee and AOSOS Consortium Agent, is currently responsible for ongoing development, implementation, operations, support, and maintenance.

PURPOSE

The AOSOS Consortium is a fully operational, self-governing and self-sufficient body responsible for the AOSOS case management and reporting system described above. The consortium enables members to confer and share knowledge, insights, and resources while meeting common core business needs of their workforce development systems. The AOSOS Consortium, which consists of those states committed by formal letter to the AOSOS Consortium Steering Committee to implement AOSOS, provides the functional requirements for ongoing system development and maintenance priorities.

AOSOS provides a platform for case management and service delivery to both individuals and employers that is shared by multiple programs and service delivery providers. The AOSOS Consortium representatives must work closely with other one-stop partners at all levels to

develop features to most effectively meet this objective.

The purpose of this document is to formalize a charter for the AOSOS Consortium, establishing an organization with the responsibility and authority for shaping the ongoing development of AOSOS as a state and local tool and working with USDOL/ETA and the AJBSC to chart the strategic direction of AOSOS.

GUIDING PRINCIPLES

- **User Driven / State and Local Tool**

AOSOS has been designed primarily based on functionality and broad business requirements identified by the participating states. It is critical that future development be based on both state and local level prioritized business requirements. The AOSOS Consortium members jointly and equally share that responsibility.

- **Collaborative Development**

AOSOS is a robust and comprehensive system that, based on past experience, requires a great deal of user input into the development process. As such, the AOSOS Consortium requires full participation from all of its members to represent their individual organization's interests, as well as the AOSOS Consortium's interests as a whole. The AOSOS Consortium is a collaboration of equals and endeavors to spread the workload equally over its members, so as to not unfairly burden a select few members. However, its members are also committed to aiding each other to the extent practical and strive to foster an environment that is beneficial to all members, so each member sees value in maintaining their membership in the AOSOS Consortium for the long run.

- **Continuously Improving Product**

Consistent with the WIA guiding principle of "continuous improvement," the AOSOS Consortium's vision for AOSOS is that of a robust, flexible work in progress evolving to meet the changing needs of its users and enhance one-stop service delivery. The AOSOS Consortium will continually prioritize suggested enhancements and work with USDOL/ETA and the AJBSC to balance available resources.

- **Customer Driven Design**

Although AOSOS needs to be responsive to legislative mandates, Federal policy, and State Workforce Investment Boards, the AOSOS Consortium needs to be mindful and incorporate the needs of workforce development professionals and end customers (employers, job seekers, and service providers) in AOSOS.

ROLES OF THE AOSOS CONSORTIUM

Defining the business functionality and establishing priorities for the development and enhancement of AOSOS

This is a primary and core function of the AOSOS Consortium. In carrying out this responsibility, the AOSOS Consortium needs to identify, define and prioritize the business requirements for the AOSOS product. In addition, it needs to ensure that Federal requirements and State and Local interests are appropriately represented and balanced as part of the process. USDOL/ETA and the AJBSC recognize and support the AOSOS Consortium as the official authority charged with determining AOSOS functional requirements and development priorities.

Working with USDOL/ETA and the AJBSC to assist in developing the strategic direction for the evolution of the AOSOS as a product shared by multiple states

The AOSOS Consortium will continually monitor and evaluate how things work today and how it wants them to work tomorrow, with special focus on the time after USDOL/ETA's discontinuation of annual funding for AOSOS. In addition, any number of environmental factors has the potential to impact the evolution of AOSOS as a product. Examples include, but are definitely not limited to: the availability of funding based on Congressional appropriations and/or administrative priorities within a new federal administration; changes in program requirements; an increase or decrease in the level of participation in the AOSOS consortium; or, technological advances. The AOSOS Consortium will provide the necessary platform for ongoing strategic planning and policy development for AOSOS in concert with USDOL/ETA and the AJBSC.

Staying abreast of policy initiatives impacting system requirements for AOSOS for future development

Because AOSOS is tied very closely to requirements of the WIA, interpretations of the current WIA are still ongoing, and changes to WIA are likely during the pending reauthorization process, keeping up with evolving policies is important. It is also important to monitor policy changes in the WIA "required" one-stop programs and services.

Communicating AOSOS Consortium decisions to member states, development partners, and other stakeholders

Because of the number of players and the complexity of the AOSOS Consortium in relationship to its partners, a strong commitment to communication in multi-media and a variety of forums is critical.

Ongoing evaluation of the Charter for the AOSOS Consortium

Just as environmental factors can impact the evolution of AOSOS as a product, they may also provide the impetus to change how the AOSOS Consortium operates over

time. Therefore, one of the roles of the AOSOS Consortium will be to continually reevaluate itself and develop new strategies for organizing if the current construct no longer fits. The AOSOS Consortium States may amend or revise the Charter at anytime as necessary to further the principles of the AOSOS Consortium states. Revisions will be done by previous notice and two thirds (2/3) member vote.

Developing alliances with other state consortia involved in product development supporting workforce development as appropriate

As the AOSOS Consortium looks to the future of AOSOS, it may be desirable to reach out to other state consortia working on either alternative one-stop operating systems and/or other workforce development tools to identify promising practices that the AOSOS Consortium may want to bring to bear in AOSOS or to leverage resources for the benefit of all consortia.

Advocating and promoting the use of AOSOS both internally within their state and externally to other states and organizations

The widespread use of AOSOS will encourage the sharing of information vital to national workforce development and improve the potential for future Federal funding for AOSOS, providing for stronger local workforce systems and the continued availability of quality low cost software.

Cooperating with the other members of the AOSOS Consortium and the partners in development in a manner that promotes camaraderie, as well as positive, productive, and professional outcomes for the participants and AOSOS as a product

The AOSOS Consortium expects its membership to demonstrate professional decorum to each other and to complete committee assignments in a timely manner.

Actively soliciting input and feedback from AOSOS users in AOSOS Consortium states to support recommendations for improvements to AOSOS

It is expected that members will establish systems for obtaining user feedback and develop a process for making recommendations for enhancement and/or changes to the AOSOS application.

Retaining the rights to AOSOS source code as determined by the AOSOS Consortium Steering Committee and as necessary to support the AOSOS Consortium's Principles

AOSOS Consortium states shall retain the rights to the AOSOS source code as determined in greater detail by the AOSOS Consortium Steering Committee. Members of the AOSOS Consortium are entitled to access to the source code and system documentation under conditions established by the AOSOS Consortium Steering Committee.

AOSOS CONSORTIUM MEMBERS / STAKEHOLDERS

Voting Members

Hawaii
Kentucky
Nevada
New Jersey
New York
Rhode Island
Virgin Islands

Non-voting Stakeholders

America's Job Bank Service Center
USDOL/ETA

The AOSOS Consortium Steering Committee, state contacts and other workgroup membership lists can be found on the AOSOS Information Site located at: <http://ososinfo.ajb.org/>

AOSOS CONSORTIUM MEMBERSHIP

AOSOS Consortium Membership Assurances and Requirements

The following assurances are required of all AOSOS Consortium members, whether a new or returning member, via formal letter to the AOSOS Consortium Steering Committee:

- Agreement to the conditions and terms of the AOSOS Consortium Charter;
- Agreement to implement AOSOS, as either a hosted or non-hosted state;
- Agreement to the terms and conditions specified in the NYSDOL AOSOS Software License; and,
- Agreement to use and abide by the terms and conditions of the AOSOS Consortium's "Third Party Sublicense & Non-Disclosure Agreement."

In addition, AOSOS Consortium membership requires:

- Agree to enter into a "Subscription Agreement for AOSOS Services from America's Job Bank Service Center," which includes payment of an annual subscription fee prescribed by the AOSOS Consortium; and,
- AOSOS Consortium Steering Committee approval.

AOSOS Consortium Member Rights

Once a member has met the requirements and assurances listed above, each member is:

- Entitled to representation on all AOSOS Consortium Committees, but at a minimum is required to be represented on the AOSOS Consortium Steering and Scope Committees;
- Entitled to one (1) vote on all AOSOS Consortium Committees;
- Entitled to the AOSOS application, its source code, all bug fixes, enhancements and documentation enhancements; and,
- Recognized as a licensee of the AOSOS software.

Non-Voting AOSOS Consortium Members/Agent

USDOL/ETA is a non-voting member of the AOSOS Consortium, which represents the interests of other states, as well as ensuring that federal interests are being addressed in AOSOS' system development. The AJBSC, as the AOSOS Consortium Agent, is also a non-voting member of the AOSOS Consortium. The AOSOS Consortium works with both the USDOL/ETA and the AJBSC to identify and document development priorities based on available funding.

AOSOS Consortium Agent

After July 1, 2003, the Consortium Agent will perform stewardship responsibilities defined below on behalf of the AOSOS Consortium. The Consortium Agent will be willingly accountable for the well being of the AOSOS Consortium by operating in service, rather than in control. The Consortium Agent will undertake the following responsibilities on behalf of the Consortium:

- Fiduciary responsibility – Collecting and accounting for funds received and spent.
- Providing Reports to the Consortium – Status and performance reporting in matters relating to schedules, budget, resources and technical performance.
- Providing services as described in the “Subscription Agreement for AOSOS Services from America’s Job Bank Service Center” and the annual AOSOS/AJBSC-developed “Statement of Work.”

New AOSOS Consortium Members

New members are required to make a two-year commitment to the AOSOS Consortium and are exempted from the annual subscription fee for up to one year by the AOSOS Consortium Steering Committee. No AOSOS Consortium grant dollars or subscription fees will be used to support implementation of AOSOS for new members.

New members are responsible for costs associated with implementation of the AOSOS software, e.g., data conversion, software installation, technical assistance and training. As individual member resources allow, limited “in-kind” assistance may be available from the consortium members in various forms, i.e., lessons learned information, training manuals and materials, ad hoc reports code, compatible application modules, etc.

Returning AOSOS Consortium Members

Former members who return to the AOSOS Consortium are not exempted from the first year subscription fee. No AOSOS Consortium grant dollars or subscription fees will be used to support implementation of AOSOS for returning members. Returning members are responsible for all costs associated with implementation of the AOSOS software, e.g., data conversion, software installation, technical assistance and training.

As individual member resources allow, limited "in-kind" assistance may be available from the consortium members in various forms, i.e., lessons learned information, training manuals and materials, ad hoc reports code, compatible application modules, etc.

Leaving the AOSOS Consortium

Exiting from membership requires a letter to the Chairperson of the AOSOS Consortium Steering Committee and the AJBSC, per the Subscription Agreement conditions, advising of the member's planned departure. This notice should be delivered as early as possible, but not less than two (2) months in advance of planned exit from the AOSOS Consortium and no later than April 30th for the following fiscal year. Departure from the AOSOS Consortium does not void the terms and conditions of the executed software license or the requirement to continue to protect the AOSOS Consortium's intellectual property. Whether the exiting member continues to use the AOSOS software or not:

- They must abide by the terms of Section V., "Termination" in the "Subscription Agreement for AOSOS Services from America's Job Bank Service Center;"
- They must continue to abide by the terms and conditions of the NYSDOL AOSOS Software License in matters related to the AOSOS property;
- They must continue to use the AOSOS Consortium's "Third Party Sublicense & Non-Disclosure Agreement" when dealing with third parties in matters related to the AOSOS property;
- They are not entitled to any AOSOS bug fixes, enhancements, new development or system documentation beyond the date of their exit; and,
- They are not entitled to a subscription fee refund, in full or partial, if departure occurs during a fiscal year.

AOSOS CONSORTIUM ORGANIZATIONAL STRUCTURE

Steering Committee

The AOSOS Consortium Steering Committee administers the consortium and takes responsibility for final decision-making on behalf of the AOSOS Consortium. Each state formally committed to utilizing AOSOS as their primary one-stop operating system will respectively identify one individual from their state to act as a member of the AOSOS Consortium Steering Committee. A USDOL/ETA representative will serve as a non-voting member on the Committee. The AJBSC will also appoint one

representative to serve as a non-voting member on the Committee.

The AOSOS Consortium Steering Committee functions as the formal decision-making body on behalf of the AOSOS Consortium. By separate document, the AOSOS Consortium Steering Committee has developed and agreed to AOSOS Consortium operating procedures which include, but are not limited to: how the AOSOS Consortium conducts meetings; the method of member voting; protocols for communications between member states and USDOL/ETA, the AJBSC and others; functionality sign-offs; participation and representation on other committees/workgroups; meetings; and other operational/organizational decisions as needed. These procedures also outline how functional requirements will be developed, documented and approved, then communicated to the Consortium Agent and its contractor(s).

The operating procedures also describe the frequency and manner with which the AOSOS Consortium Steering Committee and full AOSOS Consortium membership meet. Any AOSOS Consortium Steering Committee member, USDOL/ETA, or the AJBSC may request meetings. Participation in meetings by non-Consortium state staff, other stakeholders, and/or other invitees is permitted with prior approval of the Steering Committee.

Although it will be important for them to play an active role in the discussion of most issues, neither the USDOL/ETA, nor the AJBSC will participate in the decisions for final recommendations or decisions of the AOSOS Consortium Steering Committee on behalf of the AOSOS Consortium. However, decisions affecting federal resources or involving federal compliance responsibilities made by the AOSOS Consortium Steering Committee will have to have the affirmative consent of the USDOL/ETA before becoming official.

Sub-Committee/Workgroup Structure

The AOSOS Consortium Steering Committee, through AOSOS Consortium operating procedures, may decide at any time to develop a workgroup or workgroups to carry out the functions of the AOSOS Consortium. Such workgroups will have no final decision-making authority and will be charged with making recommendations to the AOSOS Consortium Steering Committee for action. When appointing a workgroup, the AOSOS Consortium Steering Committee will develop a specific charter for the group, which should include: identification of a facilitator/convener for the workgroup; the purpose the workgroup is intended to meet, specific deliverables, and a time frame for the deliverables. Any member state may choose to be represented on a workgroup, however where possible, workgroups should be no more than 6 - 8 members. The AOSOS Consortium Steering Committee may choose to appoint other partners, subject matter experts or stakeholders to any workgroup as needed.

There are at least three entities with which the AOSOS Consortium will be interacting on a regular basis. The AJBSC, as the entity responsible for meeting the contractual obligations to the USDOL/ETA in PY2003 for maintenance and limited development of AOSOS and to the AOSOS Consortium as its agent for new development and enhancements, is a non-voting member of the AOSOS Consortium and a critical partner. USDOL/ETA currently is one source of funds for AOSOS and has interests in making AOSOS successful on behalf of all states as well as ensuring that federal interests in AOSOS are met where appropriate. As such, USDOL/ETA is a non-voting member of the AOSOS Consortium and also a critical partner.

The AOSOS Consortium has shared interests with the CareerOneStop Managing Partners, which operate as a federal/state board governing the ongoing development of the national electronic workforce development tools, specifically the CareerOneStop products (formerly known as the America's Career Kit tools). Therefore, there may be shared issues between the AOSOS Consortium and the CareerOneStop Managing Partners in the future that will require joint action.

The AOSOS Consortium also has shared interests with the USDOL/ETA-facilitated "Super Consortium," and is committed to participating in the group to identify and pursue ways to leverage resources, thereby together improving the automated support of our respective workforce development delivery systems.

**Acceptance of the AOSOS Consortium Charter
Written Commitment to AOSOS**

I have read the charter, agree to the guiding principles laid out herein, and commit to abide by the roles and responsibilities of Consortium members laid out in the AOSOS Consortium Charter. I further recognize that there is an inherent commitment of staff time necessary to participate in the Consortium and its related committees. I understand that this staff time is necessary to develop the requirements, further enhance, and install new versions of the AOSOS product, and agree to support the participation of staff from my State in this effort.

By signing this document, I hereby ratify this charter and commit my State to implementing AOSOS as our One-Stop operating system. I further certify that I have the authority to make this type of commitment on behalf of the State of _____.

State

Authorized State Representative (Printed Name)

Authorized State Representative Signature

Authorized State Representative Title (Printed)

Date