

careers



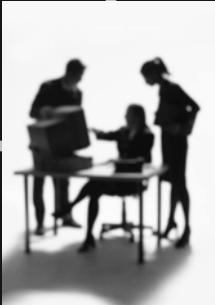
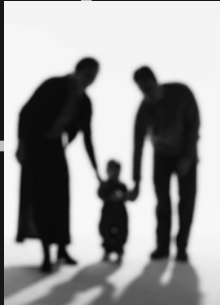
employment



industry

economic development

wages



education

Progress Report 2006

# ARC Analyst Resource Center

Connecting Systems. Delivering Solutions. Providing Answers.

## ARC PURPOSE:

The ARC (Analyst Resource Center) provides a set of services and products to enhance information delivery to workforce development customers in the employment, education, and economic development sectors. These resources are a critical part of the Workforce Information System. The ARC is managed by a workgroup supported by the U.S. Department of Labor, Employment and Training Administration. The workgroup includes representatives from the U.S. Department of Labor, Employment and Training Administration, the National Crosswalk Service Center, and states.

## FAST FACTS:

Number of online state workforce information applications that use the ARC Workforce Information Database: **> 55**

Number of files downloaded or viewed from the ARC Website ([www.workforceinfodb.org](http://www.workforceinfodb.org)) during CY 2006: **25,169**

Number of unique visitors (unique IP address) to the ARC website during CY 2006: **11,131**

Number of total visitors on the ARC Website during CY 2006: **69,528**


Number of ARC classroom trainings held since 1998: **12**

Number of individuals who participated in ARC classroom trainings and workshops since 1998: **>200**

Number of national ARC seminars held since 2003: **2**

Number of individuals who participated in national ARC seminars since 2003: **155**


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*“...ARC has stood the test of time by remaining flexible and responsive to the ever-changing needs of the Workforce Information System...”*



# INTRODUCTION

# INTRODUCTION

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**In** 2006, the ALMIS Resource Center announced its new name: Analyst Resource Center (keeping the “ARC” acronym). Simultaneously, the ALMIS Database was renamed the Workforce Information Database (WID). The new titles reflect the evolving focus and direction of the ARC, while the decade-long mission of enhancing the delivery of workforce information remains the same.

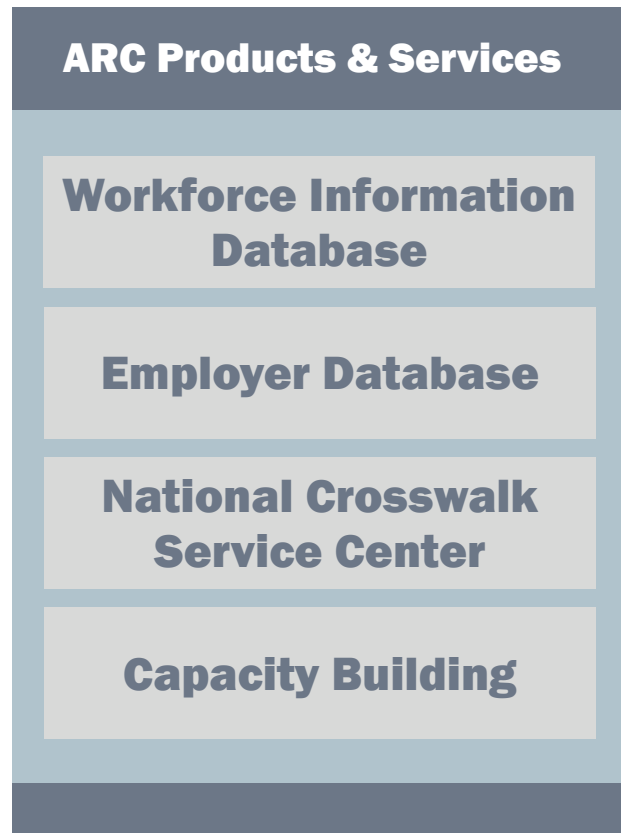
With its inception in 1997, the ALMIS Database Maintenance Consortium was committed to maintaining and enhancing the national database structure developed for data storage and dissemination. Over the past decade, this group has evolved into the ARC, a broad system for providing products and services to facilitate workforce information delivery.


ARC has stood the test of time by remaining flexible and responsive to the ever-changing needs of the Workforce Information System. While not without challenges, the ARC has continued to maintain and shape the Database into a viable and relevant tool for data maintenance and dissemination, with a structure that offers both standardization and flexibility. In addition, ARC has developed and continually enhanced a wide range of supporting products and services. The strength of the ARC lies in the dedication of and collaboration between state representatives in the ARC Workgroup, with support from all states and federal partners.

A long-held vision of the ARC is the national implementation of a system for seamless “behind-the-scenes” cross-state data sharing. The ARC has helped lay the groundwork for this effort through the development and testing of a set of standard XML definitions and queries for

accessing information from the Workforce Information Database. With the necessary funding, along with state and federal support, the ARC is poised to continue the development of many such applications and tools to support the demand-driven needs of the Workforce Information System now and in the future.

This annual progress report serves as a record of accountability and performance for calendar year 2006. Also included in the report is information on ARC’s purpose, organization, products and services, and future directions.





*“The ongoing design, development and maintenance of the Workforce Information Database (WID) are primary areas of focus for the Analyst Resource Center.”*



# ARC OVERVIEW

# ARC OVERVIEW

## Background

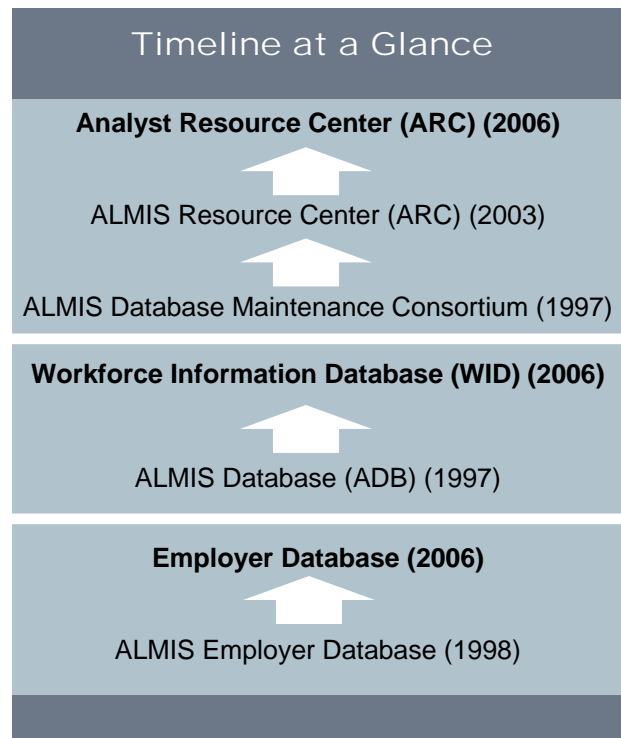
**A**s the capacity to build sophisticated electronic Labor Market Information (LMI) support and delivery systems began to emerge during the early 1990s, many states recognized the benefits of such systems for both their own staff and their customers. The states also recognized the need for common data input formats and the value of multiple system interfaces tailored to a variety of customer needs. However, the early LMI systems used a product-specific, proprietary database format. These databases were designed to support single-purpose applications, requiring states to support several different databases and associated applications that contained the same data in multiple formats.

The realization that these early LMI systems were neither efficient nor cost-effective became the driving force for the development of the ALMIS (America's Labor Market Information System) Database, which was supported and funded by the U.S. Department of Labor, Employment and Training Administration. The ALMIS Database originated from the need for a single, multi-purpose database structure to drive analytical and data display systems.

The ALMIS Database Maintenance Consortium was formed in 1997, with responsibility for reviewing and updating the Database structure as new data requirements evolved and new data sources were identified. The Consortium was also charged with providing technical assistance and training to the states in the implementation, maintenance and ongoing use of the Database. Over the years, the roles and activities of the Consortium expanded, and the group ultimately evolved into the Analyst Resource Center (ARC) of today.

Since 2000, the ARC has served as the host for the National Crosswalk Service Center (NCSC). In addition to providing broad support to the ARC, the NCSC provides crosswalk files, data files, and technical support services to the states. A detailed NCSC annual report is included in the Appendix of this report.

Beginning in 2001, the membership and responsibilities of the former ALMIS Employer Database Consortium were merged with the ARC. This included the major responsibilities associated with the award and administration of a new ALMIS Employer Database master agreement, facilitated through a host state.



# ARC OVERVIEW

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## Purpose

**T**he ongoing design, development and maintenance of the Workforce Information Database (WID) are primary areas of focus for the Analyst Resource Center. Additionally, the ARC provides an array of additional products and services designed to enhance the delivery of workforce information. These resources include training for state database administrators, design and maintenance of the ARC website, operation of the National Crosswalk Service Center (NCSC), and administration of the Employer Database Master Agreement (currently hosted by the state of Iowa).

The Workforce Information Database (formerly known as the ALMIS Database) was created to provide all states with a “common structure” for data delivery. The Database structure is intended for use by states as a tool for the storage and dissemination of local, state, regional, and national data. The structure is designed to be independent of operating systems and database application requirements. The structure has been implemented and tested in both MS SQL Server and Oracle platforms, as well as in several less sophisticated databases such as Microsoft Access and Visual FoxPro.

Under the annual State Workforce Information Grants funded by the Employment and Training Administration, states have been allocated funds for the development and delivery of workforce information. One of the core products specified for performance under the grant is the implementation and maintenance of the most current version of the WID, including the population and updating of designated “core tables” (as determined annually by the ARC). States are further encouraged to populate and update all additional tables that are deemed useful for information delivery to state and local customers.



# ARC OVERVIEW

## Organization

The Analyst Resource Center is administered by a workgroup comprised of representatives from the Employment and Training Administration of the U.S. Department of Labor, the National Crosswalk Service Center, and representatives from 15 states. The ARC Workgroup is divided into three subcommittees: Policy, Structure, and Education/Communication. Other work teams are formed to handle specific projects or issues as they arise.

While much of the work and communications are handled through subcommittee e-mails and conference calls, the ARC workgroup has 2-3 working meetings per year. At these meetings, the subcommittees meet to handle detailed projects and activities, and the full group convenes to share information and make major decisions

Additionally, the ARC collaborates with numerous groups associated with the development, dissemination and use of workforce information. These groups include the following:

- Bureau of Labor Statistics
- Workforce Information Council
- National Association of State Workforce Agencies
- America's Career InfoNet
- National O\*NET Consortium
- Career Voyages
- Projections Managing Partnership
- Occupational Employment Statistics Policy Council
- Quarterly Census of Employment & Wages Policy Council
- Current Employment Statistics Policy Council

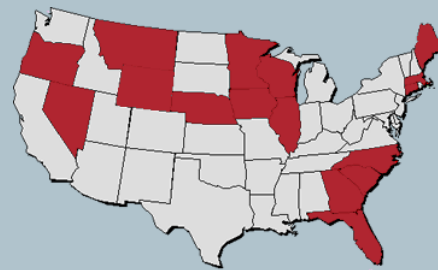
Local Area Unemployment Statistics & Mass Layoff Statistics Policy Council


Local Employment Dynamics Steering Committee

Labor Market Information Training Institute

### ARC Workgroup Members

- Connecticut Department of Labor
- Florida Agency for Workforce Innovation
- Georgia Department of Labor
- Illinois Department of Employment Security
- Iowa Workforce Development
- Maine Department of Labor
- Massachusetts Division of Employment and Training
- Minnesota Department of Economic Security
- Montana Department of Labor and Industry
- National Crosswalk Service Center
- Nebraska Workforce Development
- Nevada Department of Employment, Rehabilitation, & Training
- Employment Security Commission of North Carolina
- Oregon Employment Department
- South Carolina Employment Security Commission
- Wisconsin Department of Workforce Development
- Wyoming Department of Employment
- USDOL, Employment & Training Administration





*“The strength of the ARC lies in the dedication of and collaboration between state representatives in the ARC Workgroup, with support from all states and federal partners.”*



**2006 IN REVIEW**

# 2006 IN REVIEW

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## ARC Objectives for 2006

- ***Serve as the central point of contact for information on the Workforce Information Database (WID).*** The ARC Education and Communication Subcommittee continued to produce presentation materials designed to explain and promote the use of the Workforce Information Database. The ARC continued to publish an electronic newsletter focusing on Database changes, frequently asked questions, training announcements, and highlights of state activities.
- ***Provide technical support to states in the installation, population, and maintenance of the WID.*** The ARC provided a technical staff person to serve as the central source for state technical support and guidance. This support was available for all WID users to assist with installation, importing data, and ongoing maintenance of the Database.
- ***Provide training for state staff in the population, maintenance, and use of the WID.*** Training materials for new users and experienced users were reviewed and updated during the year, as needed. One training session was offered. Class content included: Database design and structure; location of data; development of input files; and population of WID tables. Training participants were provided with a generic software program for use in populating the Database. On-line training materials were also provided via the ARC website.
- ***Continue to coordinate the maintenance and update of the WID table structures and common files.*** The ARC continued to evaluate the current structure in light of evolving data requirements and new data sources. The Structure Subcommittee examined change requests from users, solicited input regarding proposed changes, made recommendations for Workgroup approval, and assisted in the testing of proposed changes prior to release.
- ***Maintain a technical website .*** The ARC website was maintained and enhanced to ensure ease of access to technical information, training materials, data files, and links to other informational websites. A major redesign of the ARC website was initiated, with roll-out planned for mid-2007.
- ***Continue identification of the core WID elements to be populated by states under the Workforce Information Grant.*** The ARC provided information on core table requirements under the grant. Information was also provided on the specific data, look-up and crosswalk tables associated with core elements for WID Version 2.3 and previous releases.
- ***Coordinate and collaborate with other groups and stakeholders.*** The ARC continued communications with other groups involved in the development and dissemination of workforce information. Ongoing efforts were made to coordinate activities among appropriate groups to maximize the utility of the WID and related resources.

# 2006 IN REVIEW

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## Employer Database Objectives for 2006

The Employer Database is a proprietary database containing employer information including name, address, telephone number, contact persons, and industry designations for over 10 million businesses throughout the country. The Employer Database product is funded by the Employment and Training Administration and made available to state workforce information/labor market information departments for workforce development activities. The ARC is responsible for procurement and dissemination of the Employer Database to states. Objectives for 2006 included the following:

***Continue to coordinate activities necessary for the procurement and dissemination of the Employer Database.*** A workgroup formed by the ARC in 2003, in conjunction with the Employment and Training Administration, conducted the necessary research and worked with the state of Iowa to issue a RFP and award a new Employer Database Contract in April 2004. This contract and allowable extensions ensures the availability of the Employer Database through 2007. In 2006, the ARC initiated the planning process for the next procurement, contingent upon the availability of funding.

***Monitor contract activity in accordance with the terms and agreement of the current master contract.*** The ARC continued to coordinate and monitor activity under the master contract currently in place. The state of Iowa served as the point of contact for communications

## National Crosswalk Service Center Objectives for 2006

The National Crosswalk Service Center (NCSC) is funded through a grant from the Employment and Training Administration to the ARC. The NCSC makes a variety of data products and services available to WID state database administrators and other customers. Objectives for 2006 included the following:

***Work with ARC to establish a single point of contact for technical support.*** The NCSC continued to assist WID state database administrators by providing the most current data files and updates available. The Center operated as a single point of contact for information, data, and technical support to assist states in their development of the WID.

***Provide a conduit for information and data into and out of the Workforce Information Database.*** The NCSC continued to receive and disseminate data files from a variety of sources, including Census, O\*Net, and IPEDS.

***Provide a one-stop source for classification and crosswalk resources.*** The NCSC website served as the source for a wide variety of data crosswalks, including the military crosswalk and the International Standard Classification of Occupations crosswalk.

***Maximize use of the Internet for communication and file sharing.*** The NCSC facilitated Internet communications between developers and users of occupational, training and economic data. The NCSC website served as a central point for sharing files, ideas, and feedback.

***Continue outreach efforts.*** During the year, a representative of NCSC went to national conferences and meetings that were attended by major producers and users of the Center's products and services. This fostered outreach to customers, as well as opportunities for interaction and information sharing.

# 2006 IN REVIEW

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## Selected ARC Accomplishments in 2006

**Renamed.** To reflect its evolving role within the Workforce Information system, the ALMIS Database was renamed the Workforce Information Database and the ALMIS Employer Database was renamed the Employer Database.

**Invested.** The Structure Subcommittee invested a significant amount of time and effort into reviewing many data and structural issues and correspondingly developed resolutions to the issues to be included as part of a Workforce Information Database (formerly ALMIS Database) Version Release 2.4.

**Updated.** The non-standard tables section webpage was updated.

**Maintained.** An online listing of core tables was maintained and guidance was provided for states in satisfying the ETA State Workforce Information Core Products and Services Grant.

**Collaborated.** The ARC collaborated with other workgroups and entities to streamline the process for the incorporation of existing and additional data elements into the Workforce Information Database, including: ETA, BLS, State/Federal Policy Councils, Workgroups, and the Workforce Information Council.

**Reviewed.** Core data elements were reviewed and recommendations were submitted to ETA for the next State Workforce Information Core Products and Services Grant. The grant provides the states with guidance for populating and using the Workforce Information Database.

**Initiated.** The Policy and Employer Database Subcommittees initiated discussion with ETA in order to move forward on a new issuance of an RFP for the Employer Database as the current contract ends March 31, 2007.

**Completed.** The ADAM system (a set of business rules that allows one to access the data in the Workforce Information Database) was completed and delivered to pilot states for testing. The ADAM system, once implemented, would allow for seamless interstate data sharing of the Workforce Information Database.

**Trained.** A Workforce Information Database Training for state Workforce Information Database administrators was held July 2006, in Madison, Wisconsin. The two and a half day training included discussion of the latest issues affecting DBAs, an SQL Primer, and modules on data collection, data loading, data transformation, data validation and security, data extraction and data sharing. Eighteen students were in attendance.

**Met.** The ARC held two workgroup meetings during 2006. The first was held February 28 - March 1, 2006 in Charleston, South Carolina. Eleven state representatives and the National Crosswalk Service Center participated in the meeting. The second workgroup meeting was held August 22 - 24, 2006 in Kalispell, Montana. Ten state representatives, the National Crosswalk Service Center, and ETA representatives were in attendance (in some instances via conference call).

**Distributed.** Three ARC e-Newsletters were developed and distributed (January, June, October) to state DBAs, as well as an ever-expanding audience of workforce information professionals. The newsletters provide updates on ARC-related activities, technical tips, educational opportunities, and the latest applications of the Workforce Information Database and Employer Database.

# 2006 IN REVIEW

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## Selected ARC Accomplishments in 2006 - continued

**Redesigned.** Work continued on a major redesign of the current Analyst Resource Center website ([www.almisdb.org](http://www.almisdb.org)) that had been in place since 2003. Release date is scheduled for Summer 2007 and will be located at [www.workforceinfodb.org](http://www.workforceinfodb.org).

**Surveyed.** Conducted an annual state database administrator survey in order to collect and assess information on critical issues, developments in implementation, and customer satisfaction as it applies to ARC's products and services.

**Reported.** Developed and distributed an Annual Progress Report for 2005 to communicate ARC's current activities and goals for 2006.

**Provided.** Various ARC materials including hardcopy newsletters, website information and a newsletter sign-up form were made available at the LMI Forum held October 31 - November 2, 2006 in Cleveland, Ohio.

**Approved.** The state of Wyoming petitioned for membership in the ARC workgroup and was unanimously approved.

**Surveyed.** ARC workgroup members from the state of Iowa administered and analyzed an Employer Database survey of state LMI Directors and state Workforce Information Database Administrators. Results were presented at the August 2006 ARC workgroup meeting.

**Monitored.** The ARC, through the host state of Iowa, monitored Employer Database contract activity in accordance with the terms of the master agreement.

**Supported.** Support was provided to the states regarding appropriate interpretation of the terms of the Employer Database contract. As an example, the ARC continued to update and maintain a FAQ and repository of relevant documentation on the ARC website.

**Implemented.** Since 2002, a team comprised of state representatives from the ARC has managed the site content and development. Over the course of the year, the team continued their practice of determining priority of content and implementation of style and design changes via monthly conference calls and email communications. The National Crosswalk Service Center is responsible for technical implementation of the website.

**Assisted.** The ARC continued to provide technical assistance in the installation, population, and maintenance of the Workforce Information Database. Technical assistance was offered in a variety of methods including the online helpdesk, RSS feeds, trainings, and one-on-one consultation with the states.

# 2006 IN REVIEW

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## Selected NCSC Accomplishments in 2006

**T**he National Crosswalk Service Center (NCSC) provides a wide range of support to the Analyst Resource Center as well as crosswalk files, data files and support services to the states. In addition, the NCSC provides services for a variety of other entities including the Career OneStop project, the Employment and Training Administration, and other customers. A detailed report of NCSC's activities during the time period July 1, 2005 through June 30, 2006 can be found in the Appendix of this report. Select highlights from the report include:

### Utilization

A primary group of customers for the NCSC is the group of state Workforce Information Database (WID) Administrators. The NCSC develops standardized prototype content for many of the WID's lookup and crosswalk tables as well as providing a variety of national and state data tables. NCSC conducted an analysis of file downloads to determine the extent to which its customers are using WID tables and other information. The portion of total downloads made up of WID files has increased (up from 47% in 2002-03). The number of files downloaded for version 2.3 of the WID reflects states' shift to the latest version. For more detailed information, see the Appendix of this report.

Visitors can choose from over 6,000 files for downloading. Of those, slightly over 57% are formatted for use in the WID. Those files accounted for over 60% of the files downloaded. Career videos and O\*NET files also had significant numbers of downloads.

### Activities

#### *Supported the Analyst Resource Center*

- Attended consortium meetings in San Diego (August) and Charleston, SC (February-March). Presented updates on the center's activities and worked with the Education and Communication Committee, and the Database Structure Committee.
- Maintained WID Database Administrators communication list. (Ongoing)
- Distributed the ARC newsletter (July, October, January)

#### *Supported state staff in their efforts to populate and manage the Workforce Information Database*

- Downloaded, formatted and provided monthly updates of national data for the CES and LABFORCE tables. (July-June)
- Downloaded and provided monthly comprehensive CES table developed by BLS. (July-June)
- Downloaded, formatted and provided monthly updates of national CPI table content. (July-June)
- Downloaded, formatted and provided national OES wage and employment estimates for May 2005. Provided state-specific files upon request. (June)

# 2006 IN REVIEW

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## Selected NCSC Accomplishments in 2006 - continued

- Downloaded, formatted and provided national employment projections files. (January)
- Updated prototype geography files to reflect changes in area concepts and definitions. (November, January)
- Updated a variety of state-specific data files:
  - BEA Income (September)
  - Census Population (January, April)
  - Census Income (January)

### ***Provided support to America's Career InfoNet, other ETA electronic tools, and other users***

- Licensing database update to ACINet (October, February)
- IPEDS school and program directory update for CareerVoyages (December)
- IPEDS school directory for ACINet (March, June)
- IPEDS extracts for ETA for WIRED, hurricane recovery, other projects. (January, April)
- Participated in Career OneStop conference calls (weekly)

### ***Developed and maintained the Internet resources necessary to carry out the other tasks***

- New server online with 500% increase in storage (December)
- Web page with explanation of OMB geography updates and prototype files (January)
- Updated the ARC Database calendar pages (Ongoing)
- Revised the home page to include a "featured site" area that includes a randomly selected state site that is utilizing the ARC Database.
- Surveyed ARC website users regarding usage of the website, and solicited feedback on how to make the website more user friendly. Utilizing user feedback, developed a revised look for the website to make it more user friendly.
- Participated in monthly conference calls regarding new content and format for the ARC web site.

# 2006 IN REVIEW

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## Selected NCSC Accomplishments in 2006 - continued

### *Maintained and expanded the center's collection of classification resources*

- O\*NET Lay Title database update (July, February)
- O\*NET 8.0 Database release (September)
- O\*NET Tools and Technology database (December)
- O\*NET 9.0 Database release (December)
- Added International Standard Classification of Occupations (ISCO-88) crosswalk to server (April)
- Military crosswalk update (May)
- O\*NET 10.0 Database release (June)

### *Continued the center's outreach by attending conferences and, where appropriate, presenting information about NCSC products and services*

- Workforce Innovations in Philadelphia (July)
- ALMIS Database Seminar in San Diego (August, two presentations)
- Labor Market Information Forum in Norfolk, VA (October)
- Association of Computer-Based Systems for Career Information (ACSCI) conference in Kansas City (December)



*“ARC’s ultimate goal is enhancing information delivery for today’s workforce development customers; to help states turn data into useful, localized information.”*



**MOVING FORWARD**

# MOVING FORWARD

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## ARC Goals for the Upcoming Year

- Serve as the central point of contact for information on the Workforce Information Database (WID).
- Provide technical support to states in the installation, population, and maintenance of the WID.
- Provide updated training (both online and classroom) for state staff in the population, maintenance, and use of the WID.
- Continue to coordinate the maintenance and update of the WID table structures and common files.
- Redesign and roll out an enhanced technical website ([www.workforceinfodb.org](http://www.workforceinfodb.org)).
- Continue identification of the core WID elements to be populated by states under the Workforce Information grant.
- Coordinate and collaborate with other groups and stakeholders. Continue outreach efforts.
- Review, update and provide a collaborative framework for the ongoing maintenance of a data resource knowledge base.
- Review and update the Database structure as new data requirements evolve and new sources of data are identified. Specific attention will also be given to the general form of the WID.
- Release WID Version 2.4 that includes the addition of a number of tables that were previously non-standard.
- Develop and adopt a new logo for the Workforce Information Database in order to present a consistent and recognizable identifier for customers.
- Initiate planning for a national seminar in 2008 for Workforce Information Database Administrators and economic development and workforce professionals to provide an educational opportunity as well as serve as a forum for exchanging ideas, sharing innovative solutions, and networking.
- Continue to produce communication tools including eNewsletters and RSS feeds, as well as explore the development of collaborative tools for DBAs to use including wikis and online forums.
- Coordinate activities necessary for the procurement of a new Employer Database contract while continuing to monitor contract activity in accordance with the terms of the current master agreement. Provide support to states regarding appropriate interpretation of the terms of the agreement.
- Continue to provide a one-stop source for classification and crosswalk resources.



# APPENDIX

# APPENDIX

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## Definition of Terms

**ADAM** - ALMIS Distributed Access Method – A standard programming methodology for cross-state access to Workforce Information Database data over the Internet; as such, it is a means to query and compare data across multiple states simultaneously.

**ALMIS** – America’s Labor Market Information System – A now obsolete initiative for producing quality and standardized labor market information and tools in a wide variety of media and formats to job seekers, employers and the workforce development community. ALMIS resulted from collaborative efforts between and among the states, the Employment and Training Administration, the Bureau of Labor Statistics, and the Workforce Information Council.

**ARC** - Analyst Resource Center - While the ongoing design, development and maintenance of the Workforce Information Database is of primary concern to the Analyst Resource Center, the ARC provides a range of additional products and services. These resources are designed to enhance information delivery to workforce customers in the employment, education and economic development sectors. ARC’s services also include training of state database administrators, operation of the ARC website, operation of the National Crosswalk Service Center (NCSC), and implementation of the Employer Database Master Agreement through a host state.

**BLS** – Bureau of Labor Statistics – As part of the U.S. Department of Labor, the Bureau of Labor Statistics (BLS) is the principal statistical agency for the federal government in the broad field of labor economics and statistics.

**Data Dictionary** - A data dictionary is a repository of descriptive information about data. Data dictionary information includes database elements, valid values used to describe datasets, tables, fields, field names, field lengths, default settings, validation rules, and relationships.

**DBA** – Database Administrator – A person responsible for the operation and maintenance of a database and/or database application. The database administrator monitors its use in order to customize it to meet the needs of the community of users. There may be more than one DBA per site.

**Employer Database** - A privately collected, acquired database containing information including name, address, telephone number, contact person, and industry designation for over 10 million businesses throughout the country.

**ETA** – As part of the U.S. Department of Labor, the Employment and Training Administration (ETA) administers federal government job training and worker dislocation programs, federal grants to states for public employment service programs, and unemployment insurance benefits. These services are primarily provided through state and local workforce development systems.

**LMI** – Labor Market Information – The body of information that deals with the functioning of labor markets and the determination of the demand for and supply of labor. It includes, but is not limited to, such key factors as changes in the level and/or composition of economic activity, the population, employment and unemployment, income and earnings, wage rates, and fringe benefits.

# APPENDIX

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## Definition of Terms

**NCSC** – The National Crosswalk Service Center functions as a clearinghouse for national, state, and local data from standardized sources. NCSC provides essential support and is a vital resource on occupational and training classification systems for federal agency and state staff.

**SQL** – Structured Query Language – SQL is a standard interactive and programming language for retrieving information from and updating a database. Although SQL is both an ANSI and an ISO standard, many database products support SQL with proprietary extensions to the standard language.

**RSS** – Rich Site Summary or Really Simple Syndication—A protocol, an application of XML, that provides an open method of syndicating and aggregating Web content. Using RSS files, you can create a data feed that supplies headlines, links, and article summaries from your Web site. Users can have constantly updated content from web sites delivered to them via a news aggregator, a piece of software specifically tailored to receive these types of feeds.

**XML** – eXtensible Markup Language – Extensible Markup Language (XML) is a simple, flexible text format derived from SGML (ISO 8879). Originally designed to meet the challenges of large-scale electronic publishing, XML is also playing an increasingly important role in the exchange of a wide variety of data on the Web and elsewhere. XML is a trademark of the World Wide Web Consortium.

**WIC** – Workforce Information Council – The Secretary of Labor, through the Bureau of Labor Statistics, works with the Employment and Training Administration, as well as other federal agencies and state employment statistics agency representatives elected by their peers. Collectively known as the Workforce Information Council, this group works together to plan, guide, and oversee the nationwide workforce information system.

**Workforce Information Database** - (previously known as ALMIS Database) - A structure intended for use by states as a tool for the storage and dissemination of local, state, regional, and national workforce information.

# APPENDIX

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## Core Deliverables

*Analyst Resource Center/Workforce Information Database related excerpts from U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter 03-06, August 4, 2006*

### State Workforce Agency Deliverables

Funds shall be used to produce deliverables one (1) through six (6) specified in this Attachment III. The deliverables include the production of industry and occupational employment projections, the population and maintenance of the Workforce Information (formerly ALMIS) Database, and other economic and workforce information products and services required to support the state, local, and regional workforce investment system.

Grantees are required to produce all six deliverables with PY 2006 funding. Except for deliverables one (1) and two (2), which are expected to be standard and comparable across states (Workforce Information Database maintenance and enhancements and Industry and Occupational Employment Projections), all other required deliverables allow states flexibility to determine the relative priority of the product or service, the content and form of the deliverable, and the level of investment that best meets the states' needs. States are required to consult with the SWIBs, LWIBs and other stakeholder organizations in order to receive significant stakeholder input into the development of the core products and services grant plans.

### **1) Continue to populate the Workforce Information (formerly ALMIS) Database with state and local data.**

The Workforce Information Database provides states with a common structure for storing information in a single database in each state. The database is intended to serve as the cornerstone for information delivery, workforce research, and product development for information that is standard and comparable across all states. The database, once populated, brings together critical workforce information from many sources to promote better analysis and more sophisticated interpretation. Using the same version of the database in all states is important for providing interstate access to workforce information. Therefore, states are required to implement and maintain the most current version of the Workforce Information Database and populate all tables designated as core tables in accordance with guidelines issued by the Analyst Resource Center (ARC). Database content must be updated timely in order to be as current as the state's most recent publications and data releases. Information and technical support will be provided on the ARC Web site at: <http://www.almisdb.org>. The listing of the current core data elements, i.e., those elements that must be populated by all states, and associated tables may be found at the same URL.

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## Core Deliverables

States are required to populate the database with the following licensing files: license.dbf and licauth.dbf. Licensing data must be updated every two years. States are required to submit licensing data through the National Crosswalk Service Center (NCSC) for inclusion on <http://www.CareerInfoNet.org>. The licensed occupations information on Career InfoNet has been recoded from OES to the O\*NET/SOC taxonomy. The NCSC will assist states in recoding their files to O\*NET/SOC for submittal to Career InfoNet, if necessary. States may access information and support through the NCSC Web site at <http://www.xwalkcenter.org> or by calling (515) 242-5034.

Now that the basic building and population of the Workforce Information Database has been accomplished in all states, a major emphasis in states should be the full utilization of this resource in meeting national, state, and local customer information needs. At the national level, the focus will be on providing tools to states to help them realize the full potential of the Workforce Information Database and related resources. More guidance will be forthcoming from the ARC.

New and more effective methods are being developed for providing staff training and information updates. Many materials will be provided electronically, and onsite training requiring staff travel will be kept to a minimum. It is important that all states take advantage of the resources and training opportunities provided. Funds may be used for any costs required to update and maintain the database, including staff training.

### Core Tables

The following Workforce Information Database tables have been designated as core deliverables under the State Workforce Information Core Products and Services grant:

#### Data Tables

CES	INDUSTRY	LICENSE **
EMPDB	IOMATRIX*	OCCPRJ*
INCOME	LABFORCE	OESWAGE*
INDPRJ*	LICAUTH**	

#### Crosswalk Tables

LICXOCC**
MATXNAIC
MATXSOC

#### Admin Tables

INDCODES ***
OCCCODES***

#### Lookup Tables

ADDRESSY	INCOMTYP	OWNERSHP
ANNSLFLG	INCSOURC	PERIODID
AREATYPE	INDDIR	PERIODTY
BENCHMARK	INDSUB	POPSOURC
CESCODE	INDTYPES	PRPBSTAT
CREDITCD	LEVELTYP	RATETYPE
EMPSZFLG	LICNUMTY	STATTYPE
EMPSZRNG	LOCSTAT	STFIPSTB
GEOCODE	OCCDIR	URLTOPIC
GEOG	OCCSUB	
GROWCODE	OCCTYPES	

ETA specified that states are required to implement the most current version of the database.

\* Database Administrator may opt to populate the IOMATRIX data table OR both the INDPRJ and OCCPRJ data tables since the IOMATRIX data table contains much the same content as the other two tables.

\*\* Tables to be furnished to the National Crosswalk Service Center for inclusion in America's Career InfoNet. Contact the NCSC at [ncsc@iowa.gov](mailto:ncsc@iowa.gov) if you have questions.

\*\*\* Need to populate additional lookup tables.

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## National Crosswalk Service Center Annual Activity Report



Annual Activity Report  
July 1, 2005-June 30, 2006

**The center's mission** is to maximize the effective and efficient use of occupational information by providing specialized occupational tools (files, reports, software) and technical assistance to users and producers of occupational information.

# APPENDIX

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## National Crosswalk Service Center Annual Activity Report

### Introduction

The federal government has funded operation of a national service center for occupation, industry and training classifications and their relationships to each other since the early 1980s. Federal officials realized that collectively they used a variety of classification systems for their programs, and people outside their agencies frequently need assistance in obtaining and using those resources

The National Crosswalk Service Center (NCSC) was established with the State of Iowa in 1983. The National Occupational Information Coordinating Committee (NOICC) provided funding. The center's primary customers were the federal agencies that constituted NOICC (Departments of Labor, Education, Defense, Commerce, Agriculture) and NOICC's network of state committees (SOICCs). A variety of other customer types also made use of the center; NCSC products developed for a particular customer were shared with all.

The NCSC's delivery of products and services has changed along with technology, and the center faces a worldwide market, delivering its products over the Internet. During much of the 1980s, the NCSC distributed a few standard files on nine-track magnetic tape for use with mainframe computers. The center also produced printed resources extracted from its databases. Increasing availability of personal computers changed the market for NCSC products and services in the latter half of the 1980s, with a wider variety of products distributed on diskettes. In 1989, the NCSC began operation of a dial-up bulletin board system that allowed customers to download files as they were needed. During this time period an increasing share of NCSC resources was devoted to developing customized products to meet specific needs.

The Employment and Training Administration of the U.S. Department of Labor assumed funding for the NCSC in 1997 in anticipation of the end of the NOICC program. (NOICC stopped operation on June 30, 2000.) To a large degree, the work and the customers of the NCSC were unchanged - state Labor Market Information units have always been significant customers, and their need for classification resources grew as their programs included a wider variety of information.

This is the latest in a series of activity reports that document the activities of the NCSC. Previous reports can be found on the center's web site at <http://www.xwalkcenter.org/xwrepo.html>.

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## National Crosswalk Service Center Annual Activity Report

### Objectives

The Employment and Training Administration provides funding for the National Crosswalk Service Center in order to meet four objectives:

- 1) Work with consortium members to establish a single point of contact for technical support to assist the states in their development of the Workforce Information Database.
- 2) Provide a conduit for information and data into and out of the Workforce Information System.
- 3) Provide a one-stop resource for classification and crosswalk resources.
- 4) More fully exploit Internet communication to share files, ideas, feedback, etc. among producers and users of occupational, training and economic information.

The contents of this report are divided into two major sections. The first section analyzes use of NCSC resources and distribution of files and other occupational tools. The second section relates the center's activities to the work statements found in its contract with the Analyst Resource Center.

### NCSC Utilization

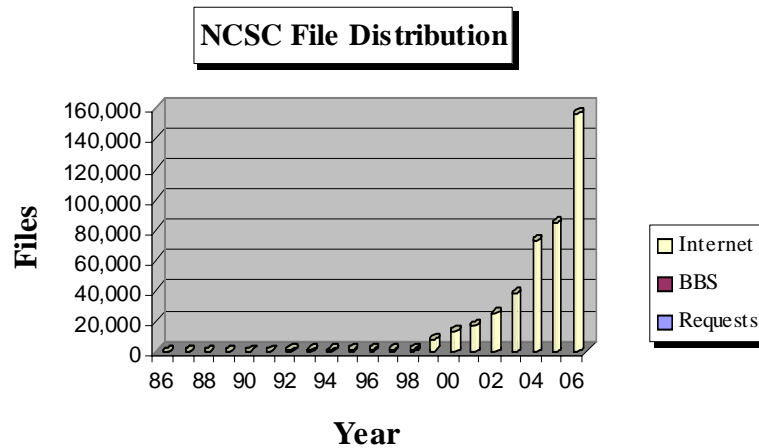
Early in the center's operation, staff used the number of requests fulfilled as a major indicator of use of the center's services. All contact with customers was direct, whether through the mail or by telephone, so tracking requests was very straightforward. The addition of the dial-up bulletin board service in 1989 did not complicate tracking significantly, since the system generated log files that were easy to analyze.

The introduction of an Internet server that allowed customers to download files in late 1997 complicated the tracking of individual requests. Center staff attempted to define customer requests through analysis of the Internet server logs, but were largely unsuccessful. The center opted instead to adopt the count of files downloaded as an alternative indicator of utilization. The analysis is somewhat complicated by two log formats produced by the server: one for each protocol used for downloads - File Transfer Protocol (FTP, at <ftp://ftp.xwalkcenter.org>) and Hyper Text Transfer Protocol (HTTP at <http://webdata.xwalkcenter.org/ftp/>). Center staff import the individual log files into a database, standardize variable names and formats, and produce file download estimates that cross both protocols. (For more information about the NCSC's analysis of server logs, see Appendix A.)

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## National Crosswalk Service Center Annual Activity Report

The impact of file availability on the Internet on service delivery is readily apparent in the graphic below. A listing of the files with the greatest number of downloads is included as an appendix to this document.



Other measures of server activity also reflect the growth in use of this service delivery type:

### NCSC Server Statistics 1999-2006

Year Ending	Hits	% Change	Views	% Change	Bandwidth	% Change
1999	109,541	N/A	35,809	N/A	5.2	N/A
2000	207,929	89.8	50,782	42	13.1	150.9
2001	138,115	-33.6	26,957	-47	24.8	88.9
2002	256,330	85.6	50,658	88	74.0	198.3
2003	298,939	16.6	50,881	0	43.9	-40.7
2004	359,651	20.3	50,094	-2	71.3	62.4
2005	369,241	2.7	52,692	5	107.7	51.1
2006	669,507	81.3	130,441	148	135.2	25.6

Note that server logs were missing for three months of 2001. Analysis of the remaining months' logs indicates that the year's activity was probably roughly on a par with 2000. Note that there are a variety of events that can have an impact on server activity. The release of a new version of the Workforce Information Database, major revisions to classifications such as the SOC or CIP, release of a new set of occupational employment estimates by the Bureau of Labor Statistics, and the release of new career videos can all have an effect on server usage.

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## National Crosswalk Service Center Annual Activity Report

A primary group of customers for the NCSC is the group of state database administrators who populate their versions of the Workforce Information Database. The center develops standardized prototype content for many of the database's lookup and crosswalk tables as well as providing a variety of national and state data tables. The state-level data tables usually include data for some substate areas, such as counties, metropolitan areas or cities. The NCSC has analyzed file downloads to determine the extent to which its customers are utilizing Workforce Information Database tables and other information. This analysis includes looks at what portions of total downloads are made up of Workforce Information Database files; downloads of data files by geography; and downloads of standardized files for different versions of the database:

### Analysis of Workforce Information Database Downloads, 2005-06

Overall	Downloads	Percent
Total Downloads	155,776	100.0
Workforce Information Database	96,783	62.1
<b>By Version</b>		
Ver. 1.1	6,168	23.2
Ver. 2.0	3,777	14.2
Ver. 2.1	2,616	9.9
Ver. 2.2	4,833	18.2
Ver. 2.3	8,191	30.9
Nonstandard	955	3.6
Total	26,540	100.0
<b>By Geography</b>		
National	8,102	12.6
State	56,224	87.4
Total	64,326	100.0

The portion of total downloads made up of Workforce Information Database files has increased (up from 47% in 2002-03). The number of files downloaded for version 2.3 of the database reflects states' shift to the latest version. Customers downloaded a large number of files for version 1.1 of the database. For a count of the number of state-specific files downloaded by state, see Appendix C.

Some portion of those downloading files for earlier versions of the database may be made up of those outside the workforce information system - customers whose applications or other needs are satisfied by the earlier versions' structures. NCSC files are available through anonymous downloads to everyone, and customers outside the center's primary audience (formerly the

# APPENDIX

## National Crosswalk Service Center Annual Activity Report

NOICC/SOICC network and now the Workforce Information System) have historically made up about half of the center's customers. That's more difficult to track when files are downloaded from the Internet, but examinations of visitors' top-level domains and types of files downloaded indicate that the center's customers are as diverse as the types of files they download. The most common top-level domains are listed below:

### Top-Level Domains

Rank	Domain	Description	Hits	Visitors	% of Total Visitors
1	.com	Commercial	86,843	20,491	59.45
2		Unknown	84,800	8,881	25.77
3	.net	Network	23,238	2,538	7.36
4	.us	United States	8,268	682	1.98
5	.mil	Military	751	262	0.76
6	.edu	Educational	4,308	218	0.63
7	.gov	Government	1,044	155	0.45
8	.org	Non-profit Organization	970	97	0.28
9	.jp	Japan	297	88	0.26
10	.fr	France	235	87	0.25
11	.de	Germany	189	72	0.21
12	.ca	Canada	1,020	63	0.18
13	.dk	Denmark	94	63	0.18
14	.uk	United Kingdom	136	58	0.17
15	.sa	Saudi Arabia	65	46	0.13
16	.nl	Netherlands	93	42	0.12
17	.ru	Russian Federation	394	36	0.10
18	.it	Italy	132	33	0.10
19	.tr	Turkey	97	31	0.09
20	.in	India	64	29	0.08

One would expect that most customers within the Workforce Information System would visit from .us, .gov or .org domains. These domain types, when combined with unknown visitors account for only 28 percent of total visitors. The number of visitors from commercial domains, as well as the number of foreign countries from which others visit reflects the diversity of the center's customers. For a complete listing of the countries of the server's visitors, see Appendix D.

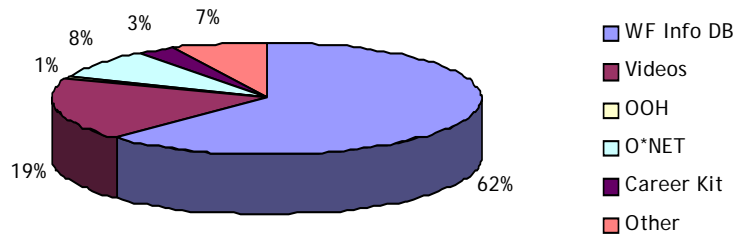
Another reflection of the center's customers' varied interests in occupational resources is the type of files downloaded. Visitors can choose from over 6,000 files for downloading. Of those, slightly over 57 percent are formatted for use in the Workforce Information Database. Those files accounted for over 60% of the files downloaded.

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## National Crosswalk Service Center Annual Activity Report

Career videos and O\*NET files also had significant numbers of downloads. The NCSC has distributed O\*NET files since the classification was established in the late 1990s. They have been among the center's most popular products year after year.

File Download Types (05-06)



The anonymous nature of Internet file transfers makes identification of individual customers quite imprecise. However, the NCSC tracks e-mail contact with customers. These customers frequently have questions about the contents and uses of NCSC files and other resources or are searching for resources that might not be readily identifiable. The list of e-mail contacts also reflects the diversity of the center's customers:

- School of Education, Colorado State University
- Economics Department, University of Western Australia
- South Florida Water Management District
- ICF Consulting
- Department of Economics, University of Western Ontario
- The Maxwell School of Citizenship and Public Affairs, Syracuse University
- IntoCareers
- Total Force Integration Branch  
Civilian Workforce Analysis Division  
Dept of the Navy
- Institutional Research & Assessment, Auburn University
- Chmura Economic & Analytics
- Georgia Career Information Center, Georgia State University
- Division of Applied Research and Technology, National Institute for Occupational Safety and Health
- Owen Software Development Corp.
- Business & Leadership Skills Development, Eastman Chemical Company
- IRIM, Eastern Michigan University
- Information and Logistics Technology, University of Houston

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## National Crosswalk Service Center Annual Activity Report

### Work Statement Activities

The major activities of the NCSC are defined in the work statement document that is part of the contract for operation of the center. The contents of the work statements are, to a degree, shaped by the Employment and Training Administration's goals for the center. One of those goals is the movement of information into and out of the Workforce Information System. The diversity of the subject matter downloaded and the customer information described in the previous section indicate a broad interest in the classification, crosswalk and data resources offered by the NCSC. Specific activity related to individual work statement items is described in this section.

#### *Support the Analyst Resource Center*

- Attended consortium meetings in San Diego (August) and Charleston, SC (February-March). Presented updates on the center's activities and worked with the Education and Communication Committee, and the Database Structure Committee.
- Maintained ARC Database Administrators communication list. (Ongoing)
- Distributed the ARC e-newsletter (July, October, January)

#### *Support state staff in their efforts to populate and manage the Workforce Information Database*

- Downloaded, formatted and provided monthly updates of national data for the CES and LABFORCE tables. (July-June)
- Downloaded and provided monthly comprehensive CES table developed by BLS. (July-June)
- Downloaded, formatted and provided monthly updates of national CPI table content. (July-June)
- Downloaded, formatted and provided national OES wage and employment estimates for May 2005. Provided state-specific files upon request. (June)
- Downloaded, formatted and provided national employment projections files. (January)
- Updated prototype geography files to reflect changes in area concepts and definitions. (November, January)
- Updated a variety of state-specific data files:
  - BEA Income (September)
  - Census Population (January, April)
  - Census Income (January)

#### *Provide support to America's Career InfoNet, other ETA electronic tools and other users*

- Licensing database update to ACINet (October, February)
- IPEDS school and program directory update for CareerVoyages (December)
- IPEDS school directory for ACINet (March, June)
- IPEDS extracts for ETA for WIRED, hurricane recovery, other projects. (January, April)
- Participated in CareerOneStop conference calls (weekly)

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## National Crosswalk Service Center Annual Activity Report

### *Develop and maintain the Internet resources necessary to carry out the other tasks*

- New server online with 500% increase in storage (December)
- Web page with explanation of OMB geography updates and prototype files (January)
- Updated the ARC Database calendar pages (Ongoing)
- Revised the home page to include a "featured site" area that includes a randomly selected state site that is utilizing the ARC Database.
- Surveyed ARC website users regarding usage of the website, and solicited feedback on how to make the website more user friendly. Utilizing user feedback, developed a revised look for the website to make it more user friendly.
- Participated in monthly conference calls regarding new content and format for the ARC web site.

### *Maintain and expand the center's collection of classification resources*

- O\*NET Lay Title database update (July, February)
- O\*NET 8.0 Database release (September)
- O\*NET Tools and Technology database (December)
- O\*NET 9.0 Database release (December)
- Added International Standard Classification of Occupations (ISCO-88) crosswalk to server (April)
- Military crosswalk update (May)
- O\*NET 10.0 Database release (June)

### *Continue the center's outreach by attending conferences and, where appropriate, presenting information about NCSC products and services*

- Workforce Innovations in Philadelphia (July)
- ALMIS Database Seminar in San Diego (August, two presentations)
- Labor Market Information Forum in Norfolk, VA (October)
- Association of Computer-Based Systems for Career Information (ACSCI) conference in Kansas City (December)

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## National Crosswalk Service Center Annual Activity Report

### Appendix A

#### Analysis of NCSC Internet Server Log Files

The examination of the delivery of products and services by the National Crosswalk Service Center in this report relies heavily on the analysis of log files from the center's Internet server. That server's main function is the distribution of files through the Internet File Transfer Protocol (FTP). Files are also downloaded through the World Wide Web Protocol, HTTP. The NCSC's home page is located on a separate server, operated by the State of Iowa, and use of that web site is not included in the analysis.

Two types of analysis are included: measures of overall server activity, and the characteristics and number of files downloaded by customers. The procedures in producing both types of data are described briefly below:

- **Measures of overall server activity:** Aggregate measures of server use (hits, bandwidth, characteristics of visitors) are developed through the use of WebLog Expert software ([www.weblogexpert.com](http://www.weblogexpert.com)). This software analyzes the content of the 123 MB of server log files and develops a variety of measures. A number of these measures, type of top-level domain, most active organizations and country of visitors reflect the wide variety of users who visit the center's server.
- **Characteristics and number of files downloaded:** This analysis includes a variety of dimensions including counts of files downloaded, geography and versions of Workforce Information Database files downloaded, and others. During this analysis, log files are imported into a database, files read by Internet search engines are excluded, activity by NCSC staff is excluded, and counts of files viewed/downloaded are generated. In order to generate those counts, information about the locations of files downloaded must be standardized. Files downloaded via the FTP and HTTP protocols display different file locations, despite being the same files. After those differences are removed, download counts for individual files can be generated.

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## National Crosswalk Service Center Annual Activity Report

### Appendix B Files With Significant Downloads, 2005-2006

Rank	File Name	# Downloads/ Views	Description
1	/download/career.kit/dotxonet.dbf	1,930	DOT-O*NET crosswalk
2	/almis/ver11/txt/lookup/moscode.txt	1,401	Military Occupation Code lookup
3	/almis/national/readme.txt	1,376	File information for national files
4	/download/onet90/onet90ac.zip	990	O*NET 9.0 Access database
5	/almis/ver11/txt/lookup/siccode.txt	933	SIC Code lookup table
6	/download/xwalks/readme.txt	734	General crosswalk file information
7	/almis/ver23/txt/lookup/moccode.txt	714	Workforce Information military lookup
8	/download/soc2000/soc00ac.zip	714	2000 SOC Access database
9	/download/soccip00/soccip00.zip	711	SOC-CIP crosswalk
10	/almis/ver23/almis2-3_release.zip	705	Structure documents for version 2.3
11	/almis/ver20/txt/data/analysis.txt	693	ANALYSIS table contents
12	/download/career.kit/dotsoc00.dbf	576	DOT-SOC crosswalk
13	/download/onet80/onet80ac.zip	564	O*NET 8.0 Access database
14	/download/video/filelist.txt	520	List of available career video files
15	/download/onet supp/supfiles.pdf	504	O*NET supplemental files
16	/download/xwalks/xwalk01.mdb	500	Military crosswalk
17	/almis/national/ces23.dbf	486	National CES table
18	/almis/national/lab2123.dbf	468	National LABFORCE table
19	/almis/national/cpi23.dbf	459	National CPI table
20	/download/career.kit/netsoc00.dbf	453	O*NET-SOC crosswalk
21	/almis/ver23/fox26/lookup/laytitle.dbf	446	O*NET lay titles lookup
22	/download/military/milx0205.zip	441	Military Crosswalk
23	/download/onet supp/supfiles.zip	384	O*NET supplemental files
24	/download/career.kit/dotsoc98.dbf	372	DOT-SOC crosswalk
25	/almis/national/cpi23.txt	351	National CPI table
26	/download/career.kit/oudot.dbf	344	O*NET 98-DOT crosswalk
27	/almis/miscellaneous/almissource.doc	342	Database sources document
28	/download/soc2000/socoes00.xls	329	SOC-OES crosswalk
29	/download/onet31/raisonet.zip	321	Apprenticeship-O*NET crosswalk
30	/almis/ver22/txt/admin/occcodes.txt	318	Occupation codes administrative table
31	/almis/ver22/txt/admin/indcodes.txt	312	Industry codes administrative table
32	/download/laytitle/laytitle.zip	312	O*NET lay titles file
33	/almis/ver22/fox26/admin/occcodes.dbf	291	Occupation codes administrative table
34	/download/onet40/onet40ac.zip	288	O*NET 4.0 Access database
35	/almis/national/lab2123.txt	285	National LABFORCE table
36	/almis/national/cpi2122.dbf	258	National CPI table
37	/download/military/mocsoc04.pdf	246	Military-SOC crosswalk
38	/almis/ver23/laytitle.doc	244	O*NET lay titles lookup table
39	/download/onet90/data_vfp.pdf	238	O*NET 9.0 database document
40	/almis/national/cescode.txt	237	CES lookup table

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## National Crosswalk Service Center Annual Activity Report

### Appendix C

#### Downloads of State-Specific Files, by State

State	Downloads	State	Downloads
Alabama	1,238	Montana	988
Alaska	1,425	Nebraska	877
Arizona	1,004	Nevada	950
Arkansas	914	New Hampshire	920
California	1,017	New Jersey	856
Colorado	1,007	New Mexico	1,071
Connecticut	986	New York	1,109
Delaware	895	North Carolina	950
District of Columbia	1,025	North Dakota	1,001
Florida	1,102	Ohio	976
Georgia	1,111	Oklahoma	998
Hawaii	905	Oregon	1,033
Idaho	959	Pennsylvania	1,242
Illinois	1,043	Puerto Rico	858
Indiana	1,076	Rhode Island	981
Iowa	1,061	South Carolina	1,228
Kansas	1,010	South Dakota	830
Kentucky	1,262	Tennessee	1,193
Louisiana	1,013	Texas	975
Maine	920	Utah	989
Maryland	926	Vermont	841
Massachusetts	1,022	Virginia	1,120
Michigan	1,116	Washington	1,025
Minnesota	1,065	West Virginia	1,088
Mississippi	1,172	Wisconsin	1,057
Missouri	953	Wyoming	1,072

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## National Crosswalk Service Center Annual Activity Report

### Appendix D NCSC Internet Server Visitors by Country

Rank	Country	Hits	Visitors	% of Visitors	Bandwidth (KB)
1	United States	188,061	28,871	83.77%	36,281,343
2	France	12,100	3,154	9.15%	1,110,428
3	Canada	1,604	184	0.53%	359,931
4	United Kingdom	523	167	0.48%	372,590
5	Germany	617	151	0.44%	312,207
6	China	320	143	0.41%	44,408
7	Japan	432	141	0.41%	709,989
8	Unknown	4,101	100	0.29%	91,649
9	India	238	79	0.23%	120,969
10	Denmark	118	77	0.22%	25,435
11	Spain	249	76	0.22%	113,686
12	Iran	467	65	0.19%	300,007
13	Russian Federation	2,724	65	0.19%	7,949,144
14	South Africa	191	63	0.18%	55,471
15	Philippines	114	55	0.16%	31,335
16	Netherlands	127	55	0.16%	101,944
17	Saudi Arabia	467	50	0.15%	301,774
18	Italy	175	44	0.13%	155,524
19	Sweden	58	41	0.12%	16,791
20	Korea, Republic of	130	39	0.11%	38,673
21	Brazil	104	39	0.11%	89,438
22	Turkey	128	37	0.11%	83,326
23	Virgin Islands (US)	736	36	0.10%	107,381
24	Austria	63	36	0.10%	32,775
25	Mexico	347	34	0.10%	105,424
26	Poland	65	33	0.10%	10,092
27	Egypt	124	29	0.08%	62,732
28	Australia	93	29	0.08%	37,442
29	Taiwan	59	28	0.08%	11,580
30	Malaysia	49	23	0.07%	7,148
31	Argentina	629	22	0.06%	407,936
32	Belgium	118	22	0.06%	121,006
33	Romania	329	21	0.06%	49,744
34	United Arab Emirates	51	21	0.06%	19,924
35	Vietnam	80	19	0.06%	83,253
36	Norway	76	19	0.06%	41,463
37	Kazakhstan	38	19	0.06%	0
38	Indonesia	145	18	0.05%	12,656
39	Thailand	114	18	0.05%	31,497
40	Greece	36	16	0.05%	10,969
41	Czechia	47	15	0.04%	19,426
42	Israel	70	15	0.04%	42,200
43	Uzbekistan	214	13	0.04%	22,870
44	Pakistan	54	12	0.03%	5,723
45	Nigeria	17	11	0.03%	2,148
46	Hungary	22	11	0.03%	25,927
47	Singapore	18	11	0.03%	1,731
48	Portugal	18	10	0.03%	2,308
49	Hong Kong	16	10	0.03%	1,236
50	Chile	55	9	0.03%	48,505
51	New Zealand	92	9	0.03%	65,980
52	Morocco	37	9	0.03%	64,559
53	Peru	51	9	0.03%	37,630

# APPENDIX

## National Crosswalk Service Center Annual Activity Report

### Appendix D - Continued NCSC Internet Server Visitors by Country

Rank	Country	Hits	Visitors	% of Visitors	Bandwidth (KB)
54	Finland	11	8	0.02%	4,848
55	Venezuela	17	8	0.02%	8,487
56	Latvia	14	8	0.02%	14,923
57	Lithuania	11	8	0.02%	4,704
58	Puerto Rico	80	7	0.02%	18,402
59	Switzerland	23	7	0.02%	5,942
60	Ireland	27	7	0.02%	1,185
61	Ukraine	28	7	0.02%	887
62	Bulgaria	15	6	0.02%	503
63	Slovenia	10	6	0.02%	1,038
64	Algeria	22	6	0.02%	14,612
65	Northern Mariana Islands	115	5	0.01%	55,569
66	Yemen	6	4	0.01%	3,007
67	Ethiopia	22	4	0.01%	1,074
68	Kuwait	14	4	0.01%	1,422
69	Jordan	4	4	0.01%	1,604
70	Ecuador	69	4	0.01%	6,760
71	Colombia	15	4	0.01%	1,424
72	Slovakia	38	4	0.01%	8,286
73	Oman	20	3	0.01%	52,119
74	Guam	39	3	0.01%	30,949
75	Iraq	4	3	0.01%	134
76	Costa Rica	5	3	0.01%	1,925
77	Malta	5	3	0.01%	2,055
78	Tunisia	4	3	0.01%	637
79	Palestinian Territory	4	2	0.01%	898
80	Qatar	19	2	0.01%	17,929
81	Tanzania	22	2	0.01%	320
82	El Salvador	21	2	0.01%	18,762
83	Estonia	3	2	0.01%	29
84	Kenya	2	2	0.01%	573
85	Armenia	2	2	0.01%	3,683
86	Belarus	5	2	0.01%	257
87	Ghana	4	2	0.01%	67
88	Bhutan	5	2	0.01%	0
89	Croatia	47	2	0.01%	18,846
90	Macedonia	11	2	0.01%	700
91	Mauritius	5	2	0.01%	13
92	Afghanistan	11	2	0.01%	1,155
93	Lebanon	2	2	0.01%	192
94	Serbia and Montenegro	2	2	0.01%	0
95	Monaco	7	2	0.01%	712
96	Cuba	1	1	0.00%	320
97	Brunei Darussalam	4	1	0.00%	16
98	Albania	1	1	0.00%	271
99	Zimbabwe	1	1	0.00%	346
100	Bosnia and Herzegovina	1	1	0.00%	0
101	Bermuda	6	1	0.00%	524
102	Bangladesh	1	1	0.00%	192
103	Cambodia	1	1	0.00%	128
104	Sudan	1	1	0.00%	0
105	Jamaica	1	1	0.00%	131
106	Panama	1	1	0.00%	0
107	Nicaragua	1	1	0.00%	659
108	Lybia	1	1	0.00%	131
109	Syria	2	1	0.00%	256
110	Dominican Republic	4	1	0.00%	2,439
111	Cyprus	1	1	0.00%	0
112	Guatemala	8	1	0.00%	2,583
113	Suriname	1	1	0.00%	0
114	Georgia	10	1	0.00%	15,667
	Total	217,748	34,465	100.00%	50,489,671



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