



# Foreign Labor Application Gateway (FLAG) OFLC Technology Modernization Initiative *May 2019*

Office of Foreign Labor Certification  
Employment and Training Administration  
United States Department of Labor



# Purpose

This webinar is designed to provide interested stakeholders with information on OFLC's new IT modernization initiative:

## **The Foreign Labor Application Gateway (FLAG) System**

Today, we will provide a high-level overview of the FLAG System initiative:

- **WHY** implementation of the FLAG System is necessary to continuously improve OFLC business processes and stakeholder experience with our services
- **WHAT** kind of features can the FLAG System deliver to the stakeholder community
- **WHEN** will the stakeholder community see these system improvements take place
- **HOW** will these system improvements be implemented across OFLC's programs and platforms

# Why is Implementing the FLAG System Necessary?

- Our mission is to help U.S. employers find qualified workers while ensuring protections for U.S. and foreign workers
- We have identified four major imperatives that serve as a foundation for implementing the FLAG System:
  1. Current systems are decades old and have not kept pace with the latest customer filing technologies (e.g., mobile application design, digital signatures)
  2. Inadequate personalization of customer accounts, forms preparation options, and automated alerts
  3. Need for more robust and integrated case processing, document management, and reporting capabilities to maximize efficiencies for OFLC staff
  4. Technology infrastructure is relatively unstable and not scalable to meet increasing workload demands



# What Does the Future Look Like in the FLAG System?



- Personalized User Accounts
- Accessible via Mobile Devices
- Case Status “Dashboard” Reporting



- Flexible Form Preparation Options
- Automated Field Population
- Enhanced Data Validation Edits
- Digital Document Signature



- Automated Case Alerts
- Access to OFLC Case Decisions (e.g., NODs, NOAs)
- Enhanced Document Upload Capabilities

## Enhanced Customer Experience



- Increased Customer Accessibility
- Improved Processing Efficiency
- Enhanced Decision Consistency



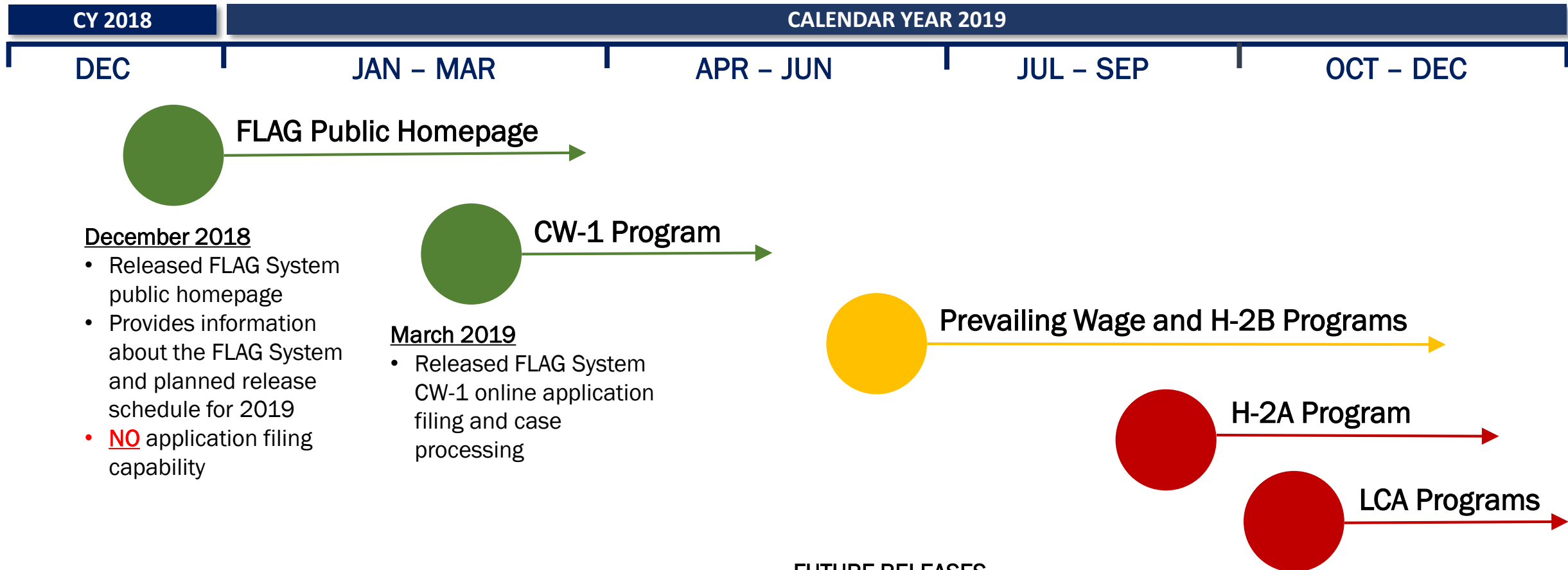
- Continue “Paperless” Transition
- Eliminate Blue Security Paper
- Secure Digital Certifications



- Enhanced SWA-to-NPC Data Sharing
- More Seamless Customer Transition from DOL-to-USCIS
- Improved Federal Records Storage & Management

## Expected Benefits & Impacts

# 2019 Planned Release Schedule for FLAG System



## December 2018

- Released FLAG System public homepage
- Provides information about the FLAG System and planned release schedule for 2019
- **NO** application filing capability

## March 2019

- Released FLAG System CW-1 online application filing and case processing

## FUTURE RELEASES

- Expected releases of modernized Prevailing Wage, H-2B, H-2A, and LCA (H-1B, H-1B1, E-3) online application filing and case processing
- H-2B/H-2A implementations coincide with new OMB-approved forms
- Prevailing Wage implementation will occur in 2 phases: current form implementation (Summer 2019) and then transition to new OMB-approved form (Early Fall 2019)

**Important Note:** Release schedules are planned and subject to change



# How will the FLAG System Improvements be Delivered?

- The FLAG System homepage will maintain an updated release schedule for interested stakeholders
- Each FLAG System deployment will include:
  - ✓ Transition schedule for filing applications from the iCERT-to-FLAG System
  - ✓ “How-To” webinar sessions to assist customers with online filing using the FLAG System
  - ✓ Detailed user manuals and other technical assistance materials
  - ✓ Help desk resources for technical issues with the FLAG System
- Implementation plans for a modernized PERM Program in the FLAG System are not available at this time

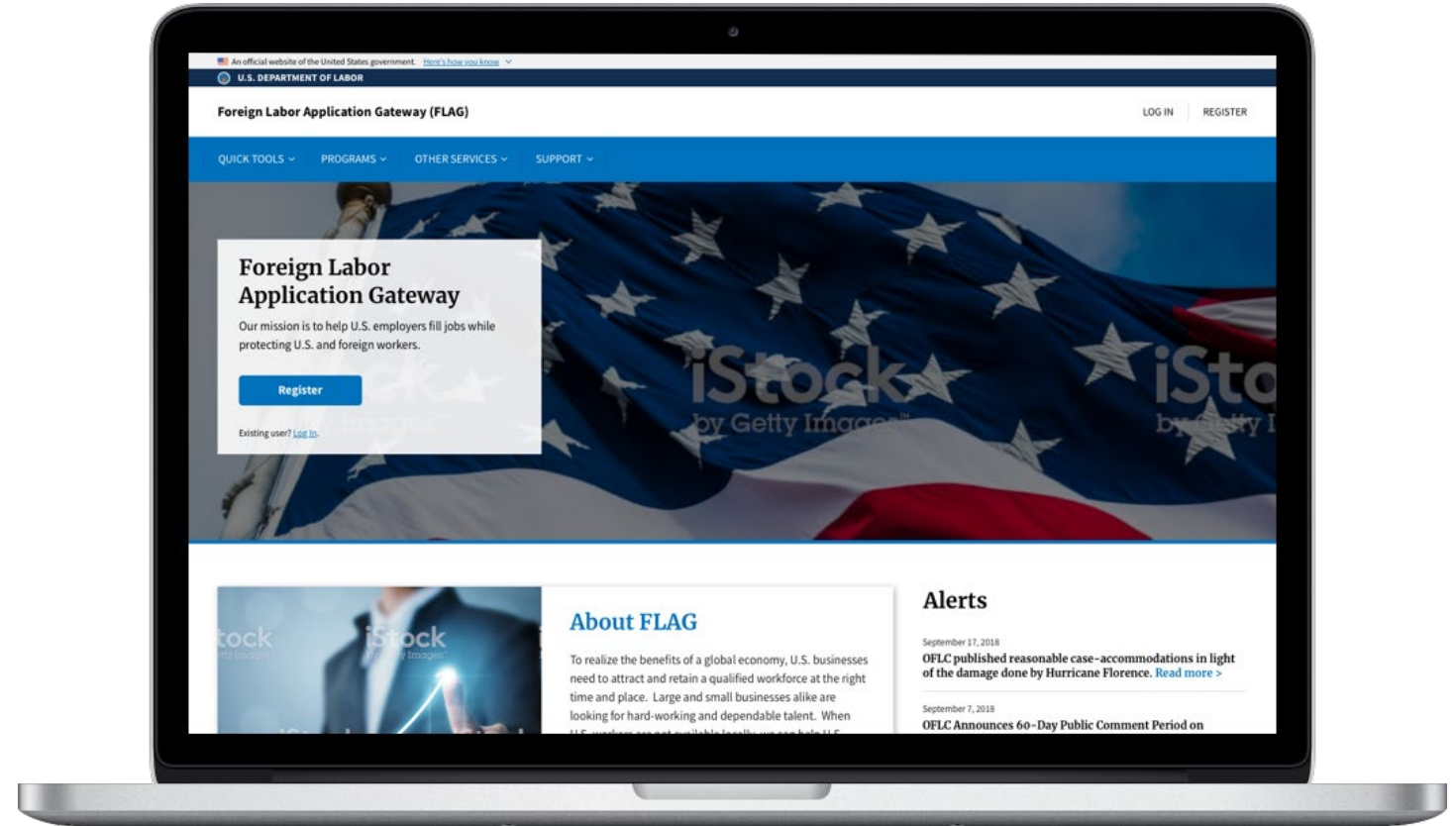
# FLAG System Navigation



FLAG.DOL.GOV

Designed to optimize the user experience, FLAG not only serves as your one-stop shop for **all** Foreign Labor Certification programs, but also operates on a highly navigable platform.

- Direct access to module pages for application completion
- Easy account creation with in-system, step-by-step guidance
- Navigation buttons on each page to prevent loss of entered information
- Users can navigate to helpful tips within the system



# FLAG System Navigation

