Opportunities	Threat	Strength	Weaknesses
Expand Staff Training	Money	Knowledge	Productivity
	Competing priorities	Quality	Attrition
	Relevancy	Morale	Burnout
	Competant instructors	Consistency	
	Learning Styles	Experience	
	Certification	Confidence	
	Availability	Technology	
	Staff turnover		
PSA's	Money	Knowledge	Media Training
	Media Interest	Needs Recognition	Targeted Audience
	Public Interest	Communication Skills	Time Constraints
	Language	Quality	Staff Resources
	Resources	Increased Exposure	Funding
		Consistency	
Use of Email	Availability	Timeliness	Timeliness
	Language	Paperless	Receipt Confirmation
	Technology	Immediate Correction of Errors	IT Support
	Privacy	Efficiency	Quality Control
	Security	Productivity Increase	System Familiarity
	Public records act	Cost Effectiveness	Security
		Receipt Confirmation	Confidentiality
			Misdirection of Email
			Spam/Virus
Poster revision labor law	Money	Knowledge	Current Information
	Department approval		
	Perceived need		
Reclassification	Funding	Competency	Reliability
	Bell curve	Morale	Morale
	Timing	Staff Retention	Dollars
	Validity		Staff Retention
	KSA's		

Joint Inv OSH/USDOL	Coordination	Knowledge	Skills
	Timing	Training	Training
	Professional Jealousy	Interagency Awareness	Productivity
	Jurisdiction	Networking	Knowledge
		Interagency Liaison	Morale
Expanding YE Auto	Duplication	Expertise	Staffing
	Technology	Knowledge	Program Promotion
	IT support	Timeliness	Fear of the Unknown
	Staffing		
	Funding		
	Misuse		
	Accuracy of information		
	User Knowledge		
Single IT solution	Software/Hardware	Efficiency	Loss of Control
	IT Support all locations	Productivity	IT Reliant
	Funding	User Defined Applications	Development
	User defined applications	Morale	Funding
	Communicating the need	Timeliness	
	Conversion time lost		
	Timing		
	Implementation		
Expand Forms/Letters	Misuse of letters	Flexibility	Consistency
	Number of letters	Consistency	Efficiency
	Confusion	Timeliness	Knowledge
	Development	Effectiveness	Matching users needs
	Duplication		Responsibility
	Resources		Excess
			Consequences
Add Outreach Position	Loss of Investigator	Morale	Bilingual Capabilities

	Legislative approval	Consistency	Meet User Needs
	Funding	Availability of Services	
	Training	Bilingual Capabilities	
	Morale	Productivity	
	Location		
	Bi-Lingual		
New Business Package	Funding	Knowledge	Funding
	Inter-Agency Cooperation	Meeting User Needs	Distribution
	Staff	Improved Compliance	Increased Workload
	Appropriate Information	Partnership Opportunities	Servicing
	Departmental Approval	Improved Image	
	Public Awareness		
Another Investigator posn	Legislative approval	Morale	Training Lag Time
	Funding	Response and Timelinees	Placement
	Training	Workload Distribution	Funding
	Morale		
	Location		
	Bi-Lingual		
Intake Auto	Funding	Responsiveness	Morale
	IT Support	24/7	Staff Reduction
	Hardware/Software	Reduced Cost to 800 Number	24/7
	Duplication	Completeness of Claimant Information	Accuracy of Claimaint Information
	Accuracy of Information	Use of Technology	Availability of Assistance
	Misdirection of Information	Staff Realignment	One Way Communication
	Language		
	Availability of Computers		

	Personnel Reduction		
	Security		
	Increased Inv workload		
laptop	Funding	Flexibility	Equipment Malfunction
	Misuse	Productivity	Proficiency
	Security	Timeliness	Distractions
	Procurement system	Efficiency	Quality Control
			Adaquate Workspace
			Intimidation
Cellphones	Funding	Flexibility	Area Coverage
	Misuse	Immediate Communication	Immediate Communication
	Legislative Approval	Safety	
	Tower Coverage	Morale	
Paperless files	Technology	Accessibility	Corruption
	Interagency acceptance	Flexibility	Acceptance by Other Agencies
	Funding	Cost Reduction	IT Support Requirements
	Litigation concerns	Electronic Sharing	Compatibility
	Security of files	Productivity	Security
	Public Records Act req	Portability	Readability
	Redundancy	Storage/Archive	Network/Size Limitations
			Original Authenticity
Hispanic Presentations	Personnel	Wider Dissemination	Staff Training
	Full Time vs Part	Public Relations	Publications
	Redundancy		Staff Fluency
	Available Position		
	Travel		

	Funding		
	Resources		
	Weekend/Night Req		
USDOL Annual Training	Coordination	Receptive Audience	Availability
	Approval	Cross Training	Work Load
	Training	Interagency Cooperation	Timeliness
	Competing Priorities	Professionalism	Interagency Cooperation
	Funding	Morale	
	Compatibility		
	Continuity		
	Servicing		
Partnerships	Viability	Knowledge	Commitment
	Servicing	Public Relations	Expectations
	Resources	Education	Servicing
	Competing Priorities	Voluntary Compliance	Time Consuming
	Sleeping with the Enemy	Awareness	Acceptance
	Numbers	Alliances	Receptiveness
	Marketing	Information Exchange	Marketing
	Language	Marketing	
	Participation		
	Competition		
	Value Challenges		
Outreach	Time		
	Apathy		
	Saturation		
	Manpower		