

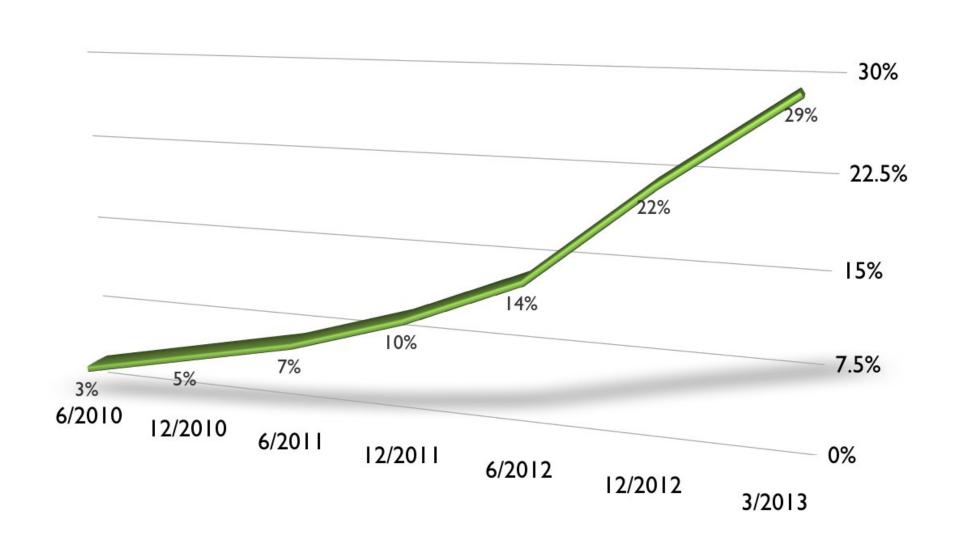
Luke Charde - ITS Human Services - Dept of Labor
Craig Patik - ITS Finance, Regulation & Gaming - Dept of Taxation and Finance
Eric Steinborn - ITS Public Safety - Division of Criminal Justice Services



Mobile Devices are Here



Dept of Labor Mobile Website Traffic



2015 Mobile web usage will surpass desktop usage

Agenda

- 1. Responsive Web Design Overview
- 2. The ITS Sprint Experience and Demos
- 3. RWD Collaboration and Next Steps







THIS IS NOT THE WEB



This is the Web



This Will Be the Web







App Excitement











Apps are Powerful... Web is Essential

Holistic Mobile Strategy: Enable people to access information and accomplish tasks with ease in a mobile context.

Variety of Solutions for Mobile



The Responsive Approach



SAMSUNG % 📶 🧻 10:10 AM Google ny unemployment Places Web Images News More **Unemployment** Insurance - New York State Department of Labor www.labor.ny.gov/... To qualify for UI benefits, you must have enough work and wages in covered employment. In New York ... **Unemployment** Insurance Benefits Online - New York State https://applications.labor.ny.gov/... Welcome to Online Services The new way to access unemployment insurance benefits online ... Registering for **Unemployment** Insurance - New York State ... www.labor.ny.gov/.../registering-for- ... We require an employer to register for Unemployment Insurance when they meet the

Google (mobile)







SAMSUNG **Unemployment Insurance** Businesses ▼ Government & Research ▼ How to file a claim for UI Benefits File a Claim When to File File Now Promptly file your claim, in the first week that you lose your job. You must Claim Weekly Benefits serve an unpaid 'waiting period,' equal to one full week of unemploymen Extended Benefits benefits, before you receive payments. A delay in filing may cost you Forms and Publications How to File Frequently Asked Questions Web Service It is best to apply for UI online. Sign in with your $\underline{\mathsf{NY}.\mathsf{GOV}\ \mathsf{ID}}$ and follow the instructions to file a claim. You may file your claim Monday – Thursday from 7:30 am to 7:30 pm · Friday from 7:30 am to 5:00 pm Saturday – all day Sunday until 7 pm 1-888-209-8124 for New York State residents 1-877-358-5306 for out-of-state residents . 8 am to 5 pm, Monday - Friday Spanish Russian Cantonese · All other languages Things you need to file your claim: · Your Social Security number Your driver license or Motor Vehicle ID card number (if you have either one) . A phone number where we can reach you from 8 am - 5 pm, Monday -Friday . Your Alien Registration card number (if you are not a U.S. Citizen and have a card) . Names and addresses of all your employers for the last 18 months, including those in other states · Your copies of forms SF8 and SF50, if you were a federal employe Your most recent separation form (DD 214), for military service You can file a claim without all of these documents. However, missing information can delay your first payment. If you cannot print web pages, have a pen and paper to copy information. If you have never filed a claim for benefits in New York State, you must create a PIN. This is a four-digit number that you

NYS Websites

6 of 109 have a mobile optimized site



Responsive Design













When to File

Promptly file your claim, in the first week that you lose your job. You must serve an unpaid "waiting period,†equal to one full week of unemployment benefits, before you receive payments. A delay in filing may cost you benefits.

How to File

Web Services

It is best to apply for UI online. Sign in with your NY. GOV ID and follow the instructions to file a claim. You may file your claim:

- Monday Thursday from 7:30 am to 7:30 pm (Eastern Time)
- Friday from 7:30 am to 5:00 pm
- . Saturday all day
- · Sunday until 7 pm

Phone Service

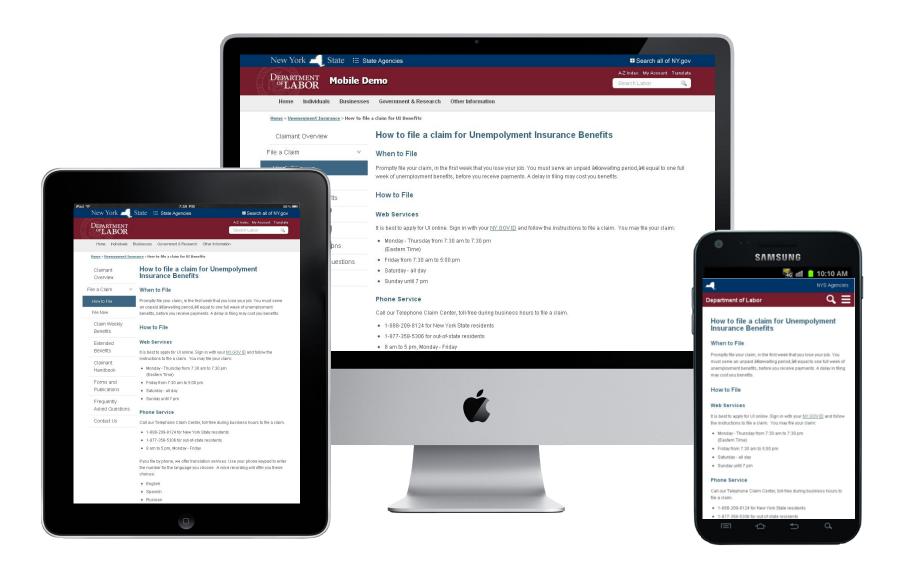
Call our Telephone Claim Center, toll-free during business hours to file a claim.

1-888-209-8124 for New York State residents



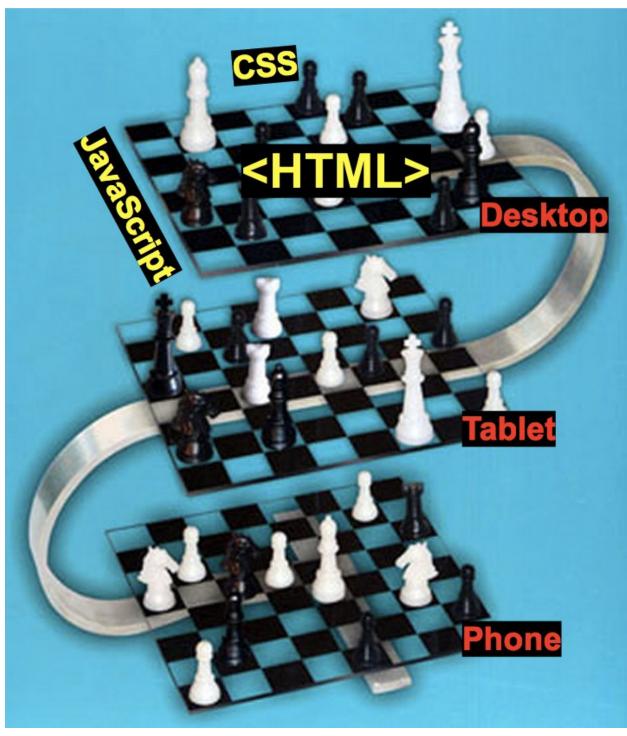
Layout adapts to the device size

The content users need... Optimized for their current context.



Examples of RWD Techniques





Vulcan Chess Anyone?

