

Updating the State's Talent Acquisition System

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February 26, 2018

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Introduction and Background Information

The South Carolina Department of Administration's Division of State Human Resources (DSHR) provides consultative services for other state agencies. Specifically, the mission of the Division is "to partner with our customers to ensure excellence in human resources, and to improve agency performance. We support state agencies concerning human resources issues through consultation and oversight, professional development, and alternative dispute resolution." Our Division provides advice and services that will help agencies:

1. "Anticipate and plan for workforce needs now and in the future;
2. Recruit, develop and retain the most talented employees to meet your mission;
3. Develop sound HR policies and procedures, and effectively interpret controlling laws, regulations and policies;
4. Evaluate the effectiveness of your organizational structure and processes to maximize productivity; and
5. Mediate workplace matters."¹

South Carolina Code of Laws, Section 8-11-120 requires all state agencies to post a notice with DSHR when a vacancy occurs that meets statutory requirements for posting the position. Several years ago, these postings moved to an online portal accessed through the website: www.jobs.sc.gov. DSHR is responsible for maintaining this website as well as the talent acquisition system operated by NeoGov. The talent acquisition system consists of two main parts:

¹Division of State Human Resources. Message from the State Human Resources Director. (n.d.). Retrieved from www.admin.sc.gov/humanresources

the jobs portal (<http://agency.governmentjobs.com/sc/default.cfm>), where positions are posted and the applicant tracking system that houses candidate applications.

NeoGov was awarded the original contract for providing these services when the state first moved to online job postings in 2007 and 2008. Due to a variety of factors including attrition of trained staff, many of the updates available through NeoGov were not implemented and the system has remained largely unchanged impacting both the jobs portal as well as the applicant tracking system.

The state recently concluded a Request for Proposal (RFP) to replace our current talent acquisition system and add an onboarding system. NeoGov was also awarded the new contract. The RFP required that both systems would be fully integrated with our South Carolina Employee Information System (SCEIS). SCEIS is the main state personnel and accounting system that is utilized by most of state agencies. The system houses all employee data including payroll, benefits information, position data, etc. (Appendix I). NeoGov provides software to more than 1,500 public agencies and is considered an industry leader for the public sector in the areas of hiring, onboarding and performance management.² With the new onboarding system and integration requirement with SCEIS, the improvements will take time to implement.

Problem Statement

Recruiting has become a critical issue for our state agencies. As of December 2017, state agencies had over 7,000 vacant positions.³ Approximately 34% of the state's current workforce is a member of Teacher and Employee Retention Incentive (TERI), a working retiree or eligible

²NeoGov. About us. (n.d.). Retrieved from <https://www.neogov.com/about-us/>

to retire in the next five years.³ TERI is scheduled to end in June 2018, creating the prospect of an increase in retirement rate. In addition, the state unemployment rate is currently at 4.1%, indicating a limited available candidate pool.⁴ The existing vacancies, pending retirements, normal attrition and low unemployment will certainly compound the recruiting challenge. This increased demand for talent will require appropriate technology solutions to support the recruiting efforts.

The majority of state agencies utilize our state talent acquisition system operated by NeoGov, which has not been updated for many years. The current system lacks many of the features that would appeal to today's workforce including mobile capabilities, ability to autofill applications and an overall appealing platform for applicants. The system also does not have the reporting capabilities and applicant tracking needed by agency recruiting departments. With our current system, once an applicant submits their application the only contact information they have access to is the DSHR contact information. The system does not have the functionality and usability needed for both applicants and agency human resource staff.

The new contract awarded to NeoGov requires upgrades for our current talent acquisition system, a new onboarding module and integration with our current SCEIS system. The new onboarding module and system integration will take time to implement and delay improvements to the talent acquisition system needed now for agency recruiting. While the new contract becomes effective in April, full implementation of the project is not expected before the end of the

³Division of State Human Resources. Statewide HR dashboard – December 2017. (n.d.) Retrieved from <http://www.admin.sc.gov/files/Statewide%20Hr%20Dashboard%20-%20December%202017.pdf>

⁴ Bouyea, R. (2018, January, 23). S.C businesses add jobs; unemployment rate inches up. *South Carolina Department of Employment and Workforce*. Retrieved from <https://dew.sc.gov/news-details-page/2018/01/23/south-carolina-s-employment-situation-december-2017>

fiscal year 2018. The focus of this project will be to investigate agency needs and possible upgrades available now through our current system and solutions that may be implemented quickly to assist in agency recruiting efforts as well as the transition to our new system.

Data Collection

Data Collection focused on three main areas: agency needs and desired applicant impact, NeoGov system capability, and competitor systems. Agency needs and desired applicant impact were assessed in three ways. First, the feedback collected by the agency recruiting workgroup to write the RFP as well as the RFP was analyzed. Then the workgroup was surveyed to identify the priorities that may be implemented as part of this project. The survey was created using an online survey tool, Survey Monkey⁵. A request was sent via email to workgroup members on January 26, 2018 and was asked to be completed by February 2, 2018. Survey questions and results are listed in Appendix II and III. Due to the nature of the survey, open-ended questions were solicited to gain the most knowledge possible from the responses. Third, the applicant phone calls to DSHR were tracked. To assess the impact of these calls to both applicants and agencies, DSHR staff tracked the number of calls received that needed to be redirected to agencies. This information was tracked utilizing a log of calls received by day during the week of January 22 – 26, 2018.

A phone interview was conducted with NeoGov Customer Success Manager, Krystyna Faillace on December 15, 2017 to determine what system options currently not utilized were available now with the current system, prior to the new contract implementation. Minimum

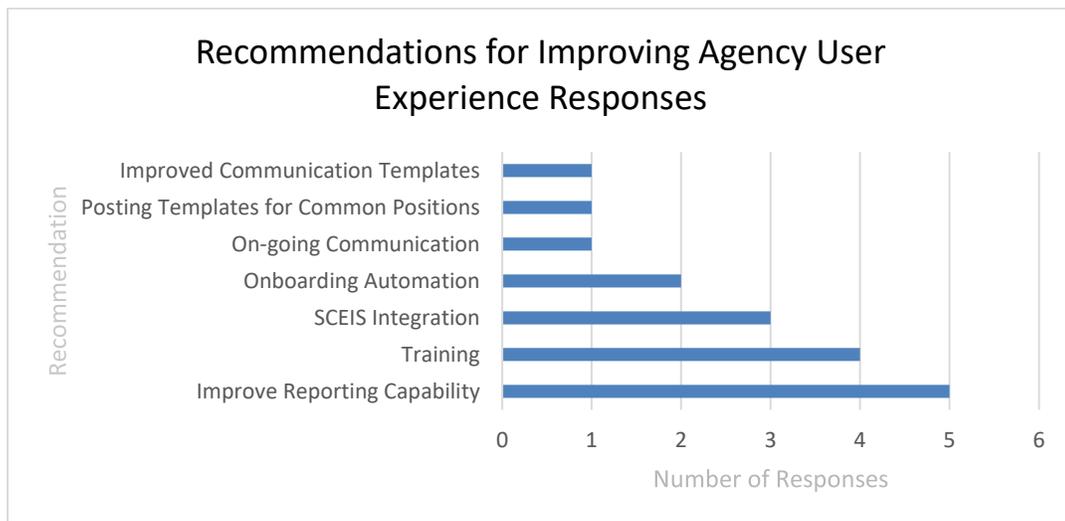
⁵ SurveyMonkey Inc. (n.d.) Retrieved from www.surveymonkey.com

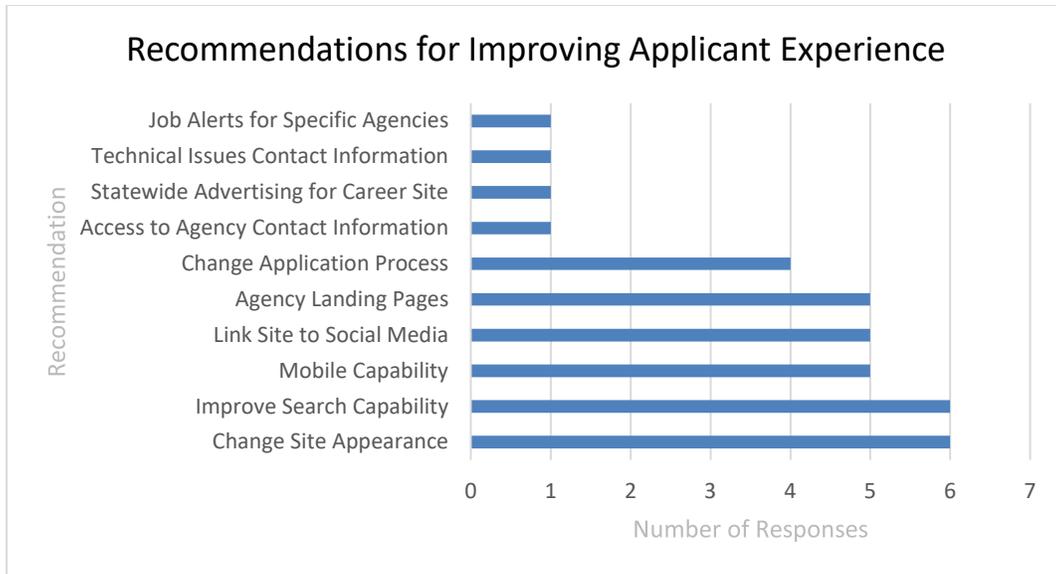
requirements information from the RFP was used to begin the discussion. (Appendix I). Both the agency needs and applicant experience were considered.

Competitor systems were evaluated by researching three other southeastern states: Georgia, North Carolina and Florida. These states were chosen based on proximity to South Carolina. Each state’s employment landing page and job portal were evaluated by examining options available to the applicant, system capabilities and information provided. (Appendix IV)

Data Analysis

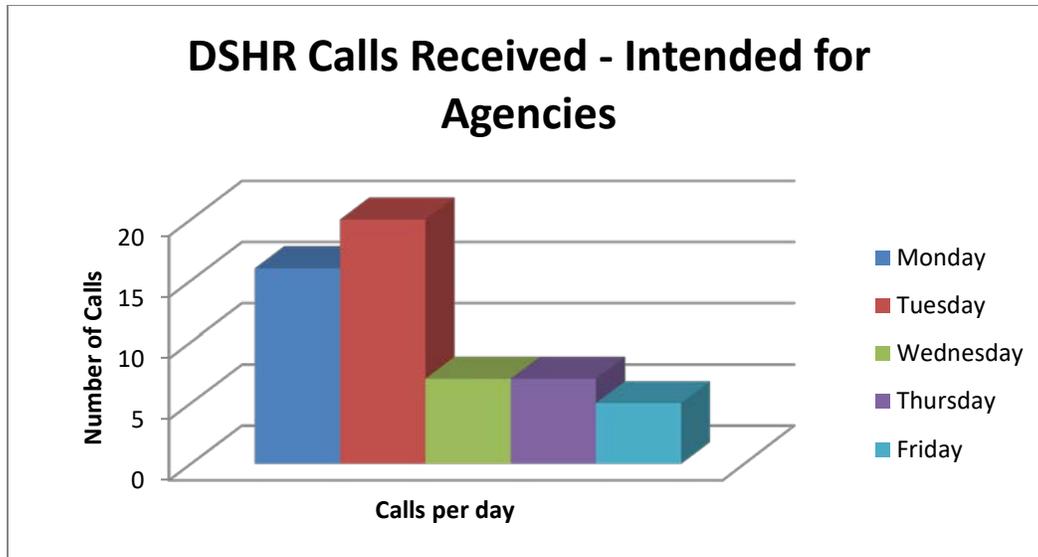
Recruiting Workgroup Survey- results were divided into “Recommendations for Improving Agency User Experience” and “Recommendations for Improving Applicant Experience.” The responses were categorized and summarized below:





Unfortunately, only six responses were received from the survey. Despite the small sample size, the open-ended questions did align with many of the requirements sought in the RFP that were not present in our current system. Additional representations of this data are included in Appendix III.

DSHR Call Log- Applicant calls were tracked utilizing a call log during the week of January 22-26, 2018. DSHR received fifty-five calls during this period that were intended for agency human resources staff. These calls were redirected to the main number of the agency’s human resources department. This results in the applicant being rerouted and potentially frustrated with the process.



NeoGov Interview Key Findings- While many of the minimum requirements listed in the RFP are currently utilized in our current NeoGov system, many new upgrades will be added with the new contract as well. The discussion with the NeoGov Customer Success Manager focused on options available within the current system, not being utilized that would improve the agency user and/or applicant experience. Six options were discussed:

1. Job Portal
2. Agency Landing Pages
3. Candidate Application Process
4. Contact Information for Applicants
5. Process Automation
6. Training and Communication

During the interview, it was discovered that the candidate application process option, which allows candidates the ability to autofill portions of their resume from a resume or social

media account, had already been implemented. This implementation happened after the RFP was written; therefore, this option was excluded from further analysis.

The remaining five options were analyzed on the amount of time and training required for implementation. (Appendix IV). The goal of this project was to implement solutions quickly; therefore some of these items were eliminated from the scope of this project with the recommendation to wait until the full integration of the new system.

Two solutions were identified that fell within the scope of the project:

1. **Job Portal** - A new version of the job portal is available and can be updated by DSHR. This portal has an updated appearance, is mobile friendly, can be linked to social media and has multiple search functions for candidates. This update would meet many of the workgroup recommendations as well. Instructions were provided on how to implement this solution and this could be done by DSHR staff with minimal time commitment.
2. **Contact Information for Applicants**- Currently agency contact information is provided on the original job posting, but after submitting an application the only accessible contact information to applicants is the DSHR contact information. DSHR's role is to assist applicants with technical support in completing their application, but due to DSHR's telephone number being the only one listed to applicants, DSHR receives applicant calls inquiring about the status of their application, questions regarding job postings and other questions intended for agency human resources staff. Often, applicants are under the impression they are calling the specific human resources staff. The Customer Success Manager was able to identify a system solution to allow the agency contact information to carry over from the job posting to the application

process. Instructions were provided on how to implement this solution and could be implemented by DSHR staff.

Both of these recommendations meet the project goal of implementing a timely solution that would positively impact agency user and/or applicant experience.

Competitor Systems- North Carolina, Georgia and Florida Key Findings (Appendix V):

- Employment Landing Page – All of the competitors researched had updated career sites including the following: photos and graphics, mobile friendly, linked to social media, tailored to specific job seekers (veterans, internships, entry-level, etc.) and provided information regarding benefits, working for state government, etc. While the format of the different states' pages varied, all of them used this page to market employment with their states and included branding to represent their state.
- Job Portal – All of the competitors utilized different providers for their job portals and all contained the following features: mobile friendly, ability to share jobs through social media, multiple search function capability. All of the job portals shared an updated, clean, simple appearance.

While the original intent of this project was to find solutions within the NeoGov system that could be implemented early, researching other states' employment landing pages showed a significant opportunity that exists to improve our current employment landing page and utilize it as a recruiting resource for the state. This page is often a candidate's first impression of working for the state and could be improved by updating the site's appearance as well as the information provided to applicants. Updating this page was not part of the RFP process as it is not a NeoGov

product. This page is located on the SC Department of Administration's website and is maintained by DSHR. Approval from agency leadership would be required for any updates.

Implementation Plan

Action Steps

1. Update the state's employment landing page (www.jobs.sc.gov). This page should include graphics and pictures to update the appearance and usability of the site by candidates as well as information to "sell" the advantages of working for state government. Utilize the competitor states as models in the designing process. (Appendix VI)
2. Update the current NeoGov job portal utilizing the resources now available. The update would offer a portal with updated appearance. The portal would also be mobile friendly, able to link to social media and offer more search features for applicants. (Appendix VII)
3. Update agency contact information to be available to applicants in NeoGov. This would supply accurate contact information to the applicant and decrease the applicant's time to get a question answered. To implement this change would require updating a database inside NeoGov through a system administrator at DSHR.

Timeframes and Cost

Updating the state's employment landing page has the potential to be the most time consuming and costly recommendation. The creation of this page is not included in the new contract. If agency leadership decides to do the landing page, an outside firm could be obtained to create a state brand and redesign the website. An alternate solution would be to complete the page in increments utilizing DSHR staff. The only cost involved would be staff time. Our agency has

a communications team that may be able to provide assistance and guidance. Instructions for the other updates in NeoGov have already been obtained and would take minimal staff time to implement once approval was granted.

Potential Obstacles and Methods to Overcome Them

Approval from agency leadership will be needed before changes are implemented on the state's employment landing page. Meetings have been scheduled with key stakeholders on the NeoGov project team as well as the agency's communication team to discuss possible changes to the employment page. The website "test" environment could be used to draft proposed changes to the employment landing page before they become live and viewable to the applicant.

Potential Resources

Members of the agency communication team, the NeoGov project team as well as members of the recruiting workgroup will be valuable resources as these solutions are implemented. As previously mentioned, a "test" environment exists both on the website as well as within the NeoGov system for previewing potential changes before they become live where applicants can view them.

Communication with Key Stakeholders

After proper approval is granted through agency leadership, communication with agencies will be critical to the success of the new jobs portal. Agencies will need to be prepared to answer questions from candidates regarding the new format. This communication could be done via e-

mail and followed up at our next HR Advisory Meeting in April. DSHR staff would be available to support ongoing questions on accessing the site.

Integration into Standard Operating Procedure

Now that the RFP has been awarded to NeoGov for both the talent acquisition system as well as the onboarding system, the new NeoGov project will be a priority for the DSHR office. Ongoing support and attention will be needed to maintain the system. To be successful in satisfying needs of state agencies for talent, more DSHR resources will be needed to evaluate continuous improvement initiatives to the system and to keep up with technology.

Evaluation Method

After the solutions recommended in this project are implemented, three evaluation methods will be used to measure the impact of the changes. First, the number of incoming calls to DSHR that need to be redirected to agencies will be tracked and compared to previous survey results. The recruiting workgroup will also be surveyed again to receive feedback regarding the changes and impact to agencies. Last, applicant pool size for positions before and after the changes should be compared to measure if the mobile usability and appearance improvements have increased the number of applicants for positions.

Summary and Recommendations

Recruiting is a critical issue for state agencies due to potential retirements, current vacancies and the ending of the state's TERI program. Every effort should be made to make the recruiting experience easier for the applicant as well as the agencies that use the talent acquisition

system. While a recent contract has been awarded to upgrade the current statewide talent acquisition system, this contract includes modules and integration that will take time to implement. This project identifies improvements that are available now within the current system that can be implemented with existing staff resources.

Based on the information gathered, three solutions were recommended for implementation: update the state's employment landing page, job portal and contact information for applicants. These solutions impact the agency user and applicant experience giving them more options as well as more precise information.

Appendices

Appendix I – RFP Excerpt

III. SCOPE OF WORK/SPECIFICATIONS

A. Introduction

Government is challenged to compete with the private sector for the recruitment and retention of talent to drive and accomplish its organizational goals. Accessing a robust applicant pool and selecting the right candidate are highly important with the limited resources available.

B. Background

Currently, HR departments across State agencies within South Carolina use NeoGov for recruiting applicants for most vacant positions. Candidates access the job announcements in a variety of ways but complete the State application on the SC Jobs site www.jobs.sc.gov. Agency recruitment staff can post their vacancies on the SC Jobs site at no cost. This website enables applicants to review and potentially apply for vacant positions within respective agencies and directs candidates to agency-specific micro-sites, if applicable (some agencies elect not to post any vacancies directly on the State Jobs website, but instead satisfy their posting requirement by linking their agency's recruitment website to the State Job website). By posting their vacancies on the State Jobs website, state agencies satisfy the statutory requirement of posting with the Department of Administration's Division of State Human Resources (DSHR) and the South Carolina Department of Employment and Workforce (see S.C. Code Ann. § 8-11-120 (2009 Cum. Supp.)).

As it stands today, the State has both a centralized and decentralized application and recruitment system. While statutory provisions exist that require all agencies to publish available positions in accordance with central state government for the purpose of public dissemination, each individual agency maintains its own recruitment staff, procedures, and processes.

The on-boarding process is a completely decentralized process that is predominantly paper-based and not integrated between the recruitment system and the HR system of record (SCEIS), resulting in a time-consuming, inefficient, cumbersome process to hire a new employee. As there is no integration currently available, HR staff are not able to leverage existing data to streamline processing times, reduce errors and minimize duplication of information being requested, accessed and stored.

C. Project Goals and Objectives - Minimum Requirements

To meet the expected challenges of recruiting and hiring its needed workforce of today, and particularly tomorrow, South Carolina state government needs to have innovative and candidate focused recruitment and hiring processes. To accomplish that objective, the proposed solution must, at a minimum, include the following:

Marketing

- A centralized and branded application site that links all state agencies into a single system but allows agencies to customize a landing page for their jobs.
- Ensure job website is compatible with all accessibility features (508 compliant).
- System should provide capability for posting the job announcements on external job search sites and provide related reporting.
- A single sign-on capability for the applicant.

- Ability to search the most recent job postings.
- Ability to auto-fill application from an applicant's uploaded resume.
- Ability to easily share postings through various electronic media including, but not limited to, email and social media applications.

Recruitment Management

- Ability to accept and review job applications securely via the Internet on any device (including mobile and tablets) at any time.
- Recruiters should have the ability to easily and securely review and advance candidates between stages (including mobile and tablets).
- Recruiters should have the ability to have a filter option to pass/fail candidates based on job-specific questions based on the necessary knowledge, skills, and abilities.
- Public demands for accessibility and confidentiality must be met, as well as the potential accommodation of non-technology based methods of using the system for those of the citizenry unable to use a computer. Ease of Use including, i.e., user-friendliness, point-and-click ability, minimal number of screens to complete transactions, etc.
- Ability for agencies to post vacancies in "real time" with a system-generated acknowledgement of receipt.
- Ability for individual agencies to search through the applicants to be considered for that agency's specific vacancies.
- Ability to provide screened electronic applications to the hiring authority with and without paper copies.
- Data collection and reporting, including, but not limited to, EEO and State Human Affairs Commission (SHAC) data.
- Ability to archive records.
- Reduced collection of redundant information by streamlining application and onboarding processes.
- Ability to post positions using internal titles and state job classifications.
- Ability to customize offer letters and email notification templates.

Candidate Relationship Management

- Capability of applicants to receive notifications of jobs posted in areas of their job preference and location, as specified using filters, to create a customized user experience.
- Ability to create and forward appropriate feedback communication to applicants regarding application receipt, specific job referrals, and other application activity.

On-Boarding

- Ability to seamlessly integrate data obtained in the recruitment process to hire selected candidates and process their employment in SCEIS.
- Facilitate the movement of employees within an agency.
- Achieve value by optimizing, perfecting, and controlling specific work tasks in the process of onboarding an employee. Tasks meeting these objectives fall into three categories: automating paperwork and forms, automating the flow of data, and ensuring compliance.
- Off-boarding (facilitating the separation of an employee from the agency).
- Ability to include required Federal Forms or electronic versions of required Federal Forms.

Infrastructure

- Ability to implement minor and required enhancement/customizations at a reasonable or no cost.
- Ability to provide proactive enhancements and updates to keep the system current.
- System shall be secure in order to maintain confidential information for applicants and agencies.
- Seamless integration to interact with backend (SCEIS/SAP) and Human Resources Information System (HRIS).
- A sandbox along with QA environment to use prior to, and during implementation, to perform configuration/customizations, as well as conference room demos and proof of concept validation.
- 24 hour call support to address any system issues, end user support.
- Seamless integration with recruitment and onboarding modules facilitating a streamlined recruitment and onboarding process for the state.
- Availability 24x7x365, scalable, and reliable, with 99.99% uptime and a response time less than 5 seconds.

Training

- User training before and during implementation with follow-up training as appropriate for any new features.
- System administration training to be provided by vendor to state system administrators.
- Proper configuration/development documents should be provided to the state team.

The State retains the rights and ownership to all State data. All data and other records entered into any database of the State or supplied to the vendor by the State or the applicants are, and shall remain, the sole property of the State. The vendor shall not copy or use such records without the State's written consent except to carry out contracted work, transfer such records to any other party not involved in the performance of the Agreement, and shall return submitted records to the State upon completion of the work.

D. Offeror Responsibilities

The Successful Offeror and/or solution shall provide:

- Adaptability to a large public sector organization that has diverse professions and departments with varying needs and statutory requirements.
- System modularity, including application components that can be integrated and their impact on existing implemented functionality.
- Flexibility to meet the State's ever-changing requirements, departmental requirements, and statutory mandates in records management and reporting to third party systems. Explain whether the system proposed would accommodate changes, additions, or deletions without requiring recompilation of programs not directly impacted by the changes.
- Offeror will be responsible for communications links for any solutions that require communications links from State facilities to Offeror's facilities.
- Platform and Relational Database Management System (RDBMS) Requirements including all products and related platforms that can be used in support of software. List the advantages and disadvantages of any approaches proposed.
- Web Based ability to take advantage of tools and techniques that are utilized by developers of new web applications.
- User, Technical, and Product Support in a variety of areas that includes, but is not limited to, training users, installing and configuring product updates as they become available, and assistance with

workflow design.

- Administrative Tools including tools to monitor utilization, trace database access chains, and optimize file placement and layout. Explain any audit functionality that would allow the State to determine who has used the System, what changes have been made, and the ability to keep a daily transaction journal. Explain if the system would support performance monitoring tools and activity statistics reporting features. Identify what statistics would be available on database access rates by operator ID, and by time of day. Does the system provide restart capabilities, as well as, database activity logging and backup?
- Workflow capability to facilitate teamwork and simplify business processes by automating the flow of information, documents, notifications, approvals, and tasks. Please list whether or not applications would be capable of connecting to document management and e-mail systems.
- Ability to provide database and application security controls to prevent unauthorized use of the database, restrict access to the database, maintain database process controls, and log all database transactions. Explain the system's capabilities to: limit the access to application software screens, data elements, contents of data elements, and identify and manage all users accessing the System from web browsers.
- Audit Trail of Database Updates capabilities, including the system's ability to include a listing of before and after values of data elements that were changed.
- Data Import/Export Facility capability to import and export information to and from other systems including, but not limited to, SCEIS (South Carolina Enterprise Information System) which uses SAP software, HRIS (Human Resource Information System), ADABAS, SQL Server, DB2, etc.
- The System must have the ability to integrate with other desktop and server applications such as Microsoft Office, query and reporting tools, and e-mail.
- Ability to provide Customizable help (i.e. on-line, tutorials, CD's, manuals, and/or in person.) Explain training options available to the user for upgrades or feature enhancements to the system throughout the term of the contract.
- Ability to interface with any SAP systems in the future should the State exercise the option.
- Ability to guarantee and maintain compliance with 508 Federal Regulations and ability potentially to provide access for multi-lingual individuals.
- All personnel assigned to complete work related to this contract must sign a Non-Disclosure Agreement.

E. The State's Responsibilities

The State will provide the following:

- Personnel to answer any programmatic questions during the duration of the contract.
- Personnel to train other users should the train-the-trainer methodology be adopted.
- DSHR will act as an intermediary between Agency users and Offeror support personnel.

Appendix II - Recruitment Workgroup Survey questions:

1. Name
2. Agency
3. What changes to the current career page (<http://agency.governmentjobs.com/sc/default.cfm>) would you suggest to increase applicant traffic to the website? (For example, links from social media sites, changes to the overall appearance, etc.)
4. What changes to the current career page would you suggest that would improve the applicant experience? (For example: changes to the search capabilities, specific suggestions to make it easier to apply for positions, access to agency contact information, etc.)
5. Thinking specifically about your experience with Insight and OHC, what improvements or changes would you suggest to make the hiring process easier and more efficient? Please consider the various steps in the hiring process including posting the position, screening applications, referring applications to hiring managers, applicant communication, tracking and reporting.
6. Thinking about an e-recruitment and onboarding system in general, please provide your "wish list" of changes, enhancements, and new features you would like to see.
7. Please provide any suggestions you have concerning the training and communication you would like to receive regarding the updates to NeoGov and the new onboarding system both during the implementation and as the system is rolled out.

Appendix III - Recruiting Workgroup Survey Results



Recommendations for Improving Agency User Experience

Recommendation	Responses
Improve Reporting Capability	5
Training	4
SCEIS Integration	3
Onboarding Automation	2
On-going Communication	1
Posting Templates for Common Positions	1
Improved Communication Templates	1



Recommendations for Improving Applicant Experience

Recommendation	Responses
Change Site Appearance	6
Improve Search Capability	6
Mobile Capability	5
Link Site to Social Media	5
Agency Landing Pages	5
Change Application Process	4
Access to Agency Contact Information	1
Statewide Advertising for Career Site	1
Technical Issues Contact Information	1
Job Alerts for Specific Agencies	1

Appendix IV – NeoGov Interview Notes

NeoGov Options Available Before Upgrade:

1. Job Portal – New portal available, same format as N.C. features include:

- Improved appearance and functionality
- Mobile friendly
- Social media links
- Increased search functions

Analysis: This update would meet many of the workgroup recommendations. Instructions provided for how to implement the update. Solution could be implemented by our office staff with little time commitment. This solution would meet the goal of this project.

2. Agency Landing Pages – Agencies can establish a job portal specific to their agency openings. This solution would have the same functionality described for the state job portal.

Analysis: This update would meet workgroup recommendations. Update would require an administrator at DSHR to assist in establishing the agency pages as well as training for each agency. This solution would require significant time commitment and agency wide training and would not meet the goal of this project.

3. Candidate Application Process- A required update by NeoGov happened after the RFP was written. This update now allows for applicants to utilize a social media or a resume upload to auto fill applications. Many agencies are not aware of the new functionality, but this should ease the application process for applicants. This solution has already been implemented and should not be included in this project.

4. Contact Information for Applicants- Discussed the concern of applicant calls being received by DSHR to inquire about the status of applications, questions about positions, etc that were intended for the specific agency posting the position. Correct agency contact information was provided on the original postings, but after submitting an application the only accessible contact information to applicants was the DSHR contact information. The Customer Success Manager was able to identify a system solution to allow the agency contact information to carry over from the job posting to the application process. Instructions were provided on how to implement this solution.

Analysis: This update would eliminate a potential 50+ calls per week to DSHR. More importantly, applicants would have correct information to contact agencies for questions concerning application status, position, etc. This solution would require updating a database

within the NeoGov system by a DSHR Administrator and would take minimal time to implement. This solution meets the goal of this project and should be included.

5. **Process Automation** – New functionality via candidate’s e-mail. Agencies can allow candidates to schedule their own interviews from choices preselected by agencies.

Analysis: This solution would require state-wide agency training. Due to the amount of time required, this solution would not meet the goal of this project and should not be included.

6. **Training and Communication** –NeoGov offers self-paced training available on their website as well as an on-line community with newsletters featuring new functions available. Additional self-paced training will be available March 2018.

Analysis: While these vehicles are available now, DSHR has to implement the updates for agencies to have access to the new features. Agencies could receive training and information regarding features not available if updates are not rolled out timely by DSHR. Significant agency wide training will be part of the rollout process for the new module and enhancements, online offerings could be introduced at that time. This solution would not meet the goal of this project.

Appendix V – Competitor Research

North Carolina

- Information offered on North Carolina State Human Resources page <https://oshr.nc.gov/work-for-nc/>
 - Updated mobile friendly appearance, easy navigation
 - Link to career page utilizing NeoGov software. (Updated from current SC format)
 - Information sections: “Who Are We?”, “Why Work for NC?”, “How Do I Get the Job?”
 - Information tailored to specific job seekers in the following categories: Veterans, Graduates, Internship opportunities, Temporary Positions
 - Video Galleries featuring “Cool Jobs” that link to YouTube videos on different positions available.
 - Government Employee Statistics
 - Links to Social media – Facebook , Twitter, YouTube and Instagram
 - Clear contact information for questions and additional information

- North Carolina uses the same software as SC, NeoGov for job search page. Job search page <https://www.governmentjobs.com/careers/northcarolina>
 - Updated format
 - Mobile friendly
 - Search Features:
 - Filter capabilities by: location, Department, job category, estimated annual salary
 - Sort capabilities: Posting date, job title, salary
 - Ability to share jobs to social media
 - Ability to set job alerts by job categories

Georgia

- Information offered on Georgia’s Team Georgia Careers page <http://team.georgia.gov/careers/>
 - Updated mobile friendly appearance, easy navigation
 - Scrolling slideshow of employees, benefit and employment information
 - Helpful links featured on main page offer information about working in state government, links to state agencies, internship opportunities, veteran resources, information regarding living in Georgia.
 - Links for current employees to benefits, discounts, paychecks, leave balances, service awards, performance management, etc.
 - Links and materials for state recruiters including FAQs and contact information.

- Clear contact information and FAQs for job seekers
- Main page does not appear to be linked to social media

- Georgia uses Taleo/Oracle software for its job search page. Job search page https://ga.taleo.net/careersection/ga_external/jobsearch.ftl?lang=en&alt=1
 - Search capabilities by keyword, location, organization, job field, job level, schedule, employee status, job type or by date range of when the position posted.
 - Job postings can be shared on social media as well as through email.
 - Applicants can save jobs once they create their online account.
 - Help information is provided at the application stage including e-mail and phone contacts.
 - Mobile friendly

Florida

- Information offered on Florida's Jobs page <https://jobs.myflorida.com/>
 - Scrolling pictures of landmarks and natural areas in Florida
 - Agency links provided
 - Ability to search job postings by career category, keyword or location from this page (Unlike GA / NC)
 - Ability to sign up for job alerts
 - Social Media links for jobs page and to share postings
 - Clear contact information for help applying or questions
 - "About Us" information including link to benefits information
 - PowerPoint presentation and E-learning video illustrating how to search and apply for jobs and what to expect after applying
 - FAQs section for applying
 - Mobile friendly

- Florida uses Success Factors software for candidates to apply for jobs. Candidates do not see a difference between main Florida Jobs page and Success Factors platform until the point of application <https://career4.successfactors.com/careers>
 - Applicants are able to start application process without applying to a particular position.

Appendix VI – Competitor State’s Employment Landing Pages

North Carolina - <https://www.nc.gov/jobs>

NC
NORTH CAROLINA

Search All NC Government Sites...

Services Agencies Government Jobs About NC Contact

NC.gov » Jobs

Jobs

Work for North Carolina

Many career opportunities are available in North Carolina state government. We seek skilled, dedicated individuals with a wide range of

Georgia - <http://team.georgia.gov/careers/>

Georgia® A world of opportunity.

TEAM GEORGIA CAREERS

HOME, ABOUT US, FAQ, CONTACT US

SEARCH JOBS

TEAM GEORGIA CAREERS CAREER NEWS ABOUT STATE GOVERNMENT APPLICANT RESOURCES BENEFITS AND REWARDS LOGIN

2018 State Holidays
Click here for more info

HELPFUL LINKS

Veterans Employment resources for Georgia's Veterans	↗	Georgia's State Agencies Links to State Agency Websites	↗
Team Georgia News News, information and resources for state of Georgia employees.	↗	Student Internship Program Learn more about the Governor's Intern and Fellowship Program.	↗
Life in Georgia New to Georgia? See what we love about our state!	↗	Recruiter Resources Access tools and resource materials for State of Georgia recruiters.	↗

Florida - <https://jobs.myflorida.com/>

View Profile



State of Florida

About Us Agency Careers Not Finding a job

Search by Keyword Search by Location Search Jobs

Search by Postal Code



Sign Up for Job Alerts

Enter Your Email Address

Sign Me Up

Search Jobs by Location

Search for a career in one of our many locations in Florida.



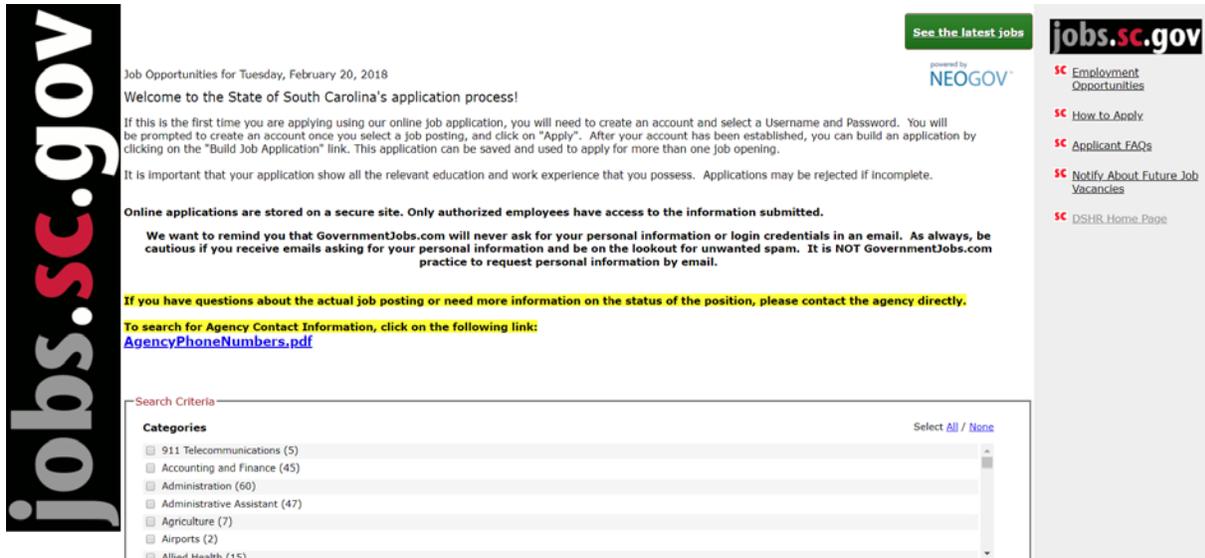
Public-Safety/2814100/

Career Opportunities

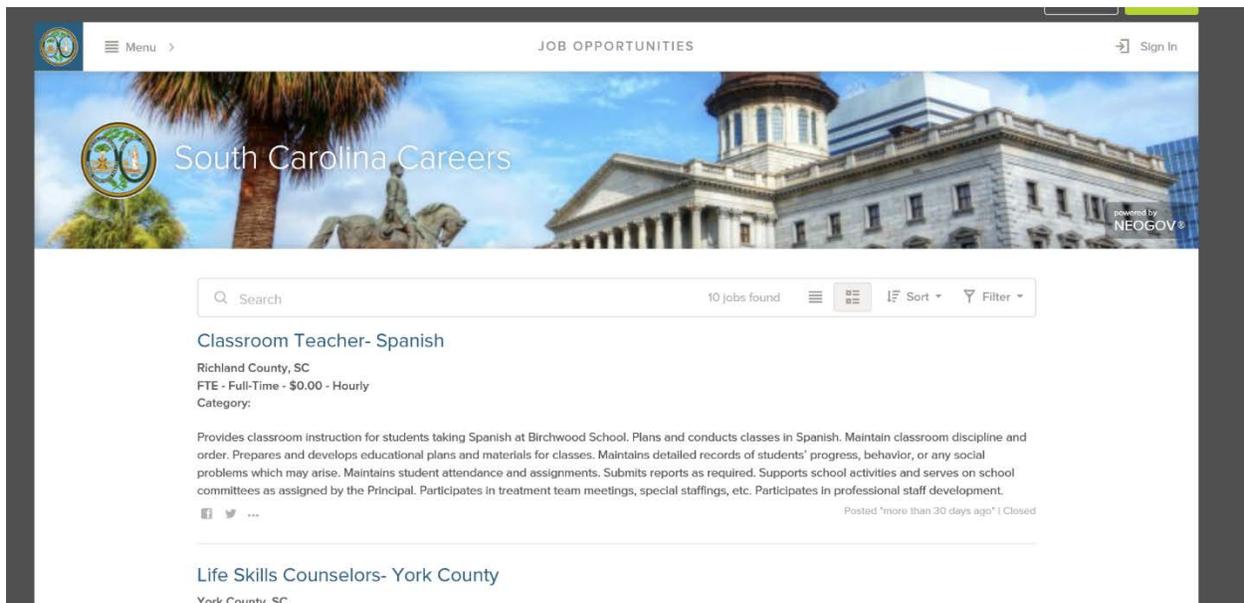
 Public Safety	 Science, Technology, Engineering & Mathematics	 Business and Financial Operations
 Health Care	 Management	 Administrative & Office Support
 Community & Social Services	 Facility, Construction & Maintenance	 Education

Appendix VII – Screen shots of current job portal and proposed version

Current NeoGov job portal:



Sample updated NeoGov job portal:



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⁶South Carolina State House. (n.d) Retrieved from <https://www.sctv.org/television/programs/state-house-today>