

Recruiting Tomorrow's Leaders Today

Louisiana
Department of
State Civil Service

2006-2007 Annual Report

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Recruiting Tomorrow's Leaders – TODAY

We're Making a Difference for Louisiana

Dear Colleagues,

As I write this, I have just returned from the Louisiana State Personnel Council Annual Education and Training Conference and the International Public Management Association for Human Resources Training Conference. It was wonderful to see so many of you at the conference in Shreveport. Both conferences gave me a lot to think about.

In addition, elections are one week from today. This gives us a marvelous opportunity to show any new appointed and elected officials how we can help them accomplish their missions. We must listen to our senior managers, identify their concerns, and meet their needs.

It is so important for us to understand what a difference we can make for Louisiana. Our people are our most precious resource. And finding and keeping the right people for our jobs have never been more important than they are today. We must help our managers seek out, develop and retain the talent critical to serving the citizens of Louisiana--now and in the future. We must create environments where people can do their best work. Are we building organizations where we would like our children to work? If we are to have the workforce needed in the future, we must develop our skills so that we can maximize the gifts, talents and aspirations of all employees. Otherwise we may not be able to retain the people we need.

What a wonderful challenge we were given by Nancy Dering Martin in Shreveport: "to help bridge divides, to resolve conflicts and to build and sustain healthy, productive relationships at work." We must develop teams who can tackle the increasingly complex challenges we face. We can do this; and when we do, there is no question of the value we add to our organizations.

I thank you for the contributions you are making to our state. Let us know how we can best help you. I look forward to partnering with you to accomplish the goals of your agency. Together we *are* making a difference for Louisiana!

Sincerely,

A handwritten signature in cursive script that reads "Anne S. Soileau".

Anne S. Soileau, Director

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Executive Summary

To serve our citizens, the state of Louisiana must have a human resource system that finds the best person for the right job and then helps that person to excel. State agencies cannot accomplish their ambitious goals without employing the best-skilled individuals. As the central personnel agency for the state, the Department of State Civil Service is responsible for providing such a human resource system.

The Department of State Civil Service provides state agencies with a fast, effective, low-cost human resource system that ensures quality results and accountability to the public interest. The key to this system is striking a balance between discretion and control, making that balance flexible enough to match the rapidly changing world in which government operates, and guiding that balance with the lasting values of merit that have shaped our government: selection on ability, equitable compensation, accountability for performance, non-discrimination, and political neutrality.

Our Goals:

- Establish salary ranges and pay options that give agencies the flexibility they need to staff their offices effectively and economically.
- Provide hiring processes that give citizens open access to state employment while giving state agency managers fast access to pools of highly qualified applicants and the tools to make the best hiring decisions.
- Provide training and assistance to agency human resource professionals and agency supervisors and managers to support and encourage best practices in employee supervision and management.
- Promote greater accountability for results by providing objective evaluations of agency personnel practices to management.
- Provide a prompt, inexpensive system for resolving removal, discipline, rule violation, and discrimination cases that satisfies due process requirements.

Civil Service At A Glance

The Department of State Civil Service and the State Civil Service Commission are established in the executive branch of state government by Article X of the Louisiana State Constitution. The overall management of the Department is the responsibility of the Director, who is selected by the seven-member State Civil Service Commission.

The Constitution empowers the Civil Service Commission to enact rules which regulate the policies and procedures that state agencies use to manage their human resources. Civil Service Rules establish standards for recruiting and hiring, promotion, demotion, disciplinary actions, compensation, performance evaluation, training, and conditions of employment. Through the Civil Service Rules and accompanying policies and procedures, the Department of State Civil Service administers a comprehensive merit-based human resources program for classified state employees. Our policies and programs are founded upon the principles of equal pay for equal work, equal opportunity, ability-based employment and promotion, accountability for results, and freedom from political influence.

The Department's Vision, Mission and Philosophy are defined in our official [Strategic Plan](#) as follows.

Vision: To be recognized by user agencies as a leader and partner in the management of human resources.

Mission: To provide human resource services and programs that enable state government to attract, develop and retain a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana.

Philosophy: It is the responsibility of the Department to provide the systems and services that will enable the agencies of Louisiana state government to make merit-based, quality decisions regarding the hiring, training, and retaining of those skilled and capable individuals who are essential to providing cost effective, quality services to Louisiana's citizens. The Department shall provide services in an efficient and courteous manner and shall foster work practices that ensure that classified employees work in an environment where excellence and productivity are encouraged and recognized.

The State Civil Service Commission

Article X of the Louisiana Constitution gives the State Civil Service Commission the responsibility for the administration and regulation of the state's classified civil service system. The Constitution grants the Commission broad and general rulemaking and subpoena powers. Rules adopted by the Civil Service Commission through this constitutional authority have the force and effect of law. The Commission has judicial authority to hear appeals filed by state employees.

The Commission consists of seven members, who serve over-lapping six-year terms. Six of the members are appointed by the governor based on nominations made by the presidents of Centenary College at Shreveport, Dillard University at New Orleans, Loyola University at New Orleans, Louisiana College in Pineville, Tulane University of Louisiana at New Orleans, and Xavier University at New Orleans. No more than one of the six appointed Commissioners may be from each congressional district. The seventh is a classified employee elected by all other classified employees. The current Commissioners are listed below.

Commissioner	Nominated By	Term Expires
James A. Smith, Chairman	Xavier University	12/10/2010
Burl Cain, Vice-Chairman	Elected Employee	05/01/2011
G. Lee Griffin	Tulane University	12/10/2010
David L. Duplantier	Loyola University	12/10/2012
John McLure	Louisiana College	12/10/2012
Rosa B. Jackson	Dillard University	12/10/2008
Chatham (Chat) H. Reed	Centenary College	12/10/2010

Commission meetings and hearings are held monthly and are open to the public. Commission [meeting dates](#), [agendas](#), [actions](#), [hearing decisions](#) and [Commissioner biographies](#) are posted on the Department of State Civil Service website at www.civilservice.louisiana.gov.

Department Organization

The Department of State Civil Service is comprised of seven functional Divisions. Located in Baton Rouge, the Department has 97 authorized positions.

The Administrative Division includes the executive staff, as well as the fiscal, purchasing, personnel, and legal functions for the Department.

The Management Information Services Division provides the Department's data and records support. MIS develops and maintains computer systems that serve the Department's needs, as well as those of other state agencies and the general public.

The Staffing Division provides agencies with tools to recruit and select the most qualified candidates. This Division supports agencies' Workforce Planning programs by providing advice, training, and monitoring and reporting on results. The Division operates pre-employment assessment centers in Baton Rouge, Shreveport, Monroe, Lake Charles, Opelousas, and New Orleans.

The Compensation Division is responsible for the allocation of positions into Job classifications and for determining appropriate, equitable pay systems and salary ranges for classified jobs.

The Program Assistance Division provides support to agencies in managing their Human Resources programs. Staff members advise agency Human Resources professionals, as well as individual managers and employees, on personnel matters. The Assistance Division also houses the Training Program which provides basic training in people-management to all classified supervisors and also provides specialized training to Human Resource professionals.

The Accountability Division evaluates the human resource practices used by state agencies to manage the classified work force by assessing their effectiveness and adherence to merit principles and Civil Service Rules.

The Appeals Division serves as the Clerk of Court for the State Civil Service Commission. Division Referees hear and decide cases for the Commission.

The Louisiana State Workforce

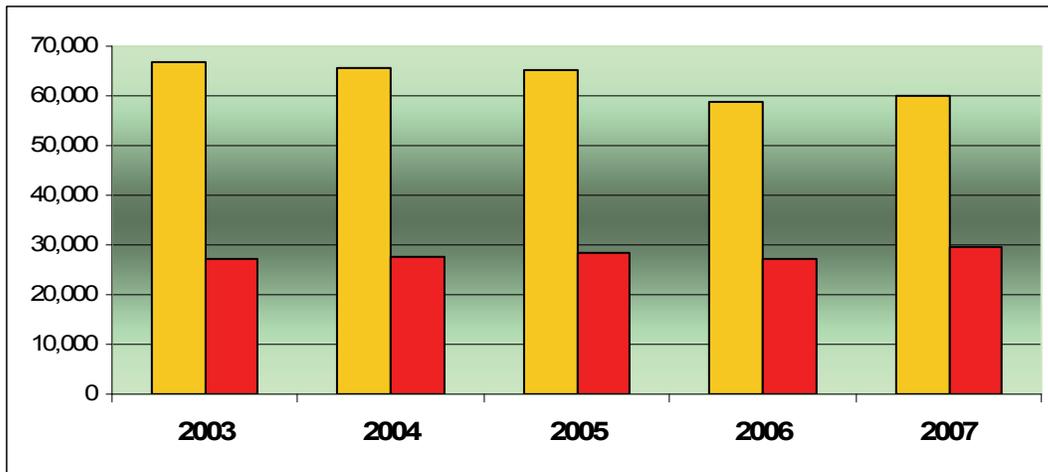
The following tables give an overview of Louisiana's state workforce.

Number of Full-Time Equivalent Employees

As recorded on June 30 of each year shown

Source: Monthly Report on the Entire State Service

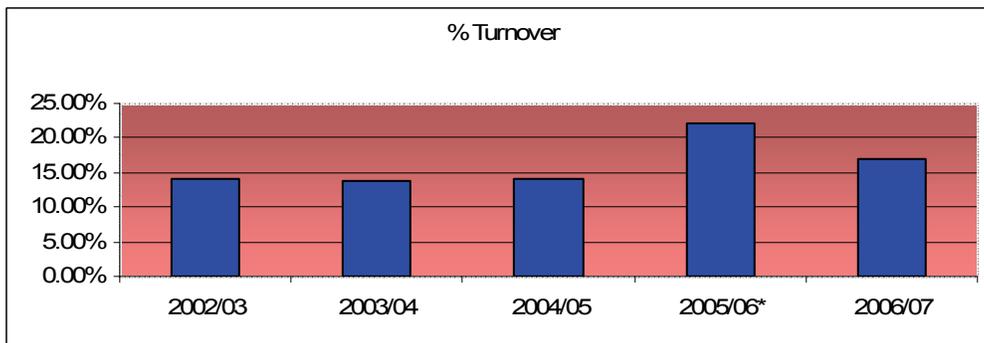
	2003	2004	2005	2006	2007
Classified	65,627	64,564	64,231	57,639	60,198
Unclassified	27,346	27,766	28,498	27,275	29,720



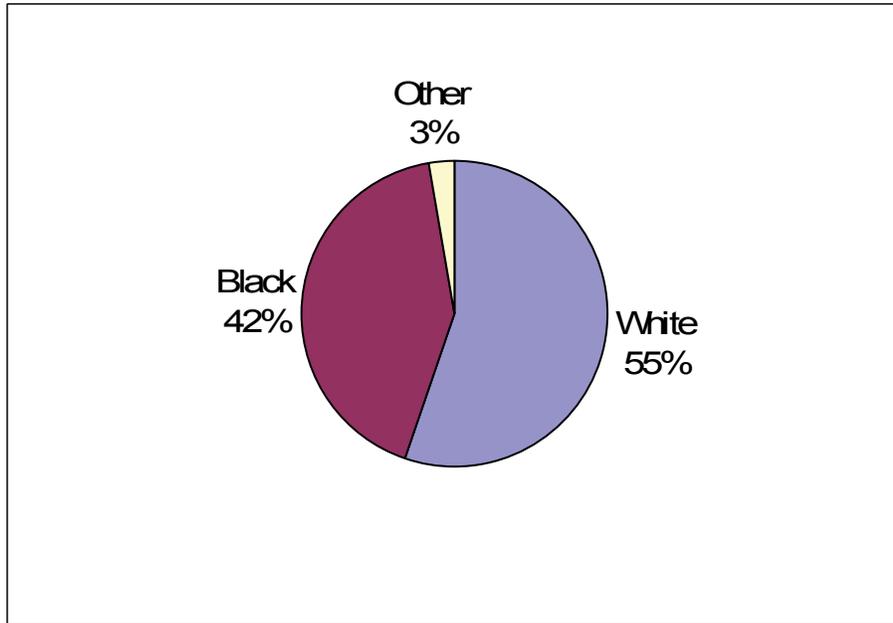
Total Turnover Rate of Classified Employees

Source: Classified Turnover by Personnel Area (Voluntary+Involuntary)

Year	2003	2004	2005	2006	2007
% Turnover	11.11	13.58	13.98	22.40	16.99

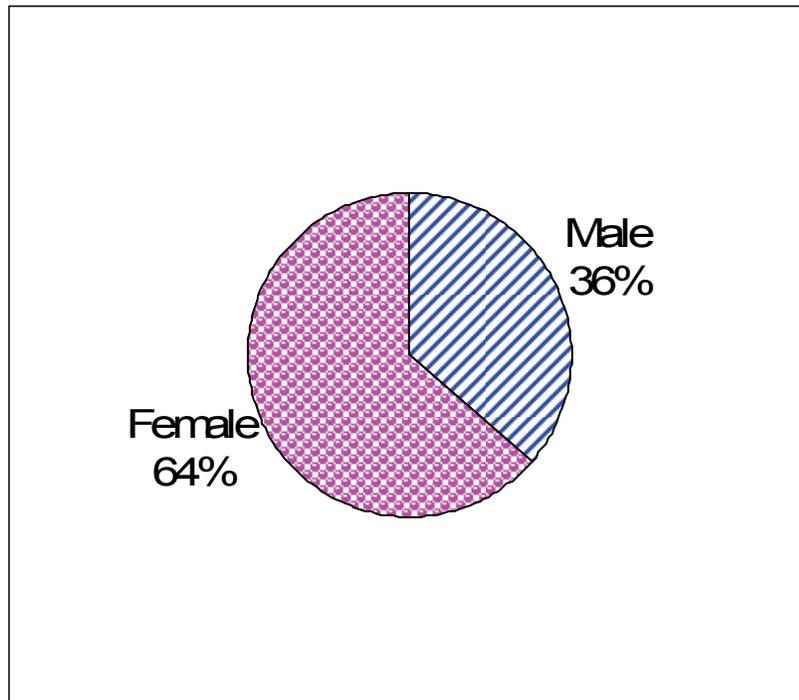


**Classified Employees by Race
(as of June 30, 2007)**

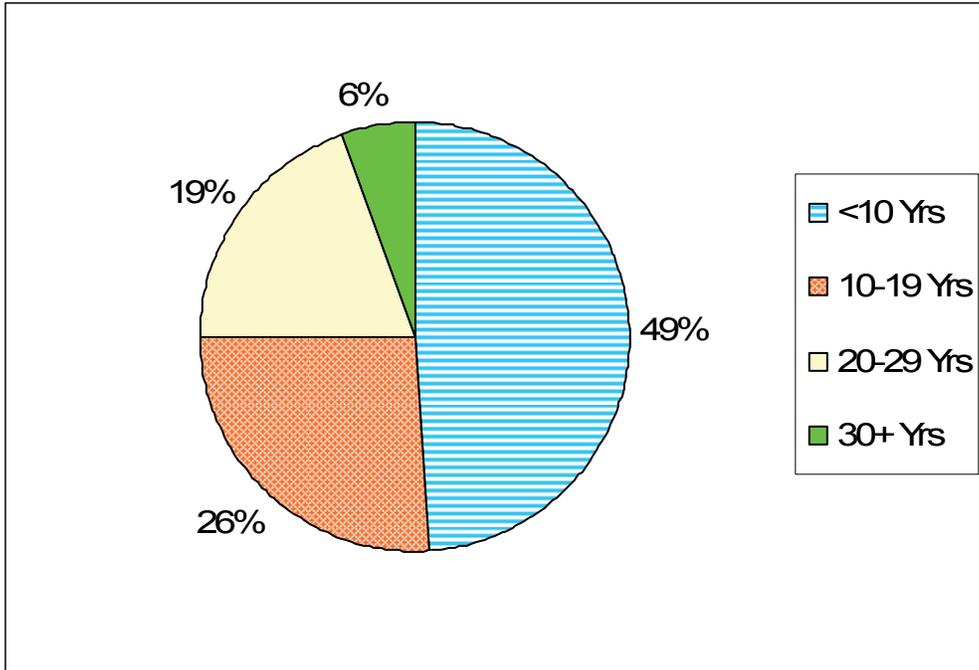


Note: Employees choosing not to report their race are not included.

**Classified Employees by Gender
(as of June 30, 2007)**

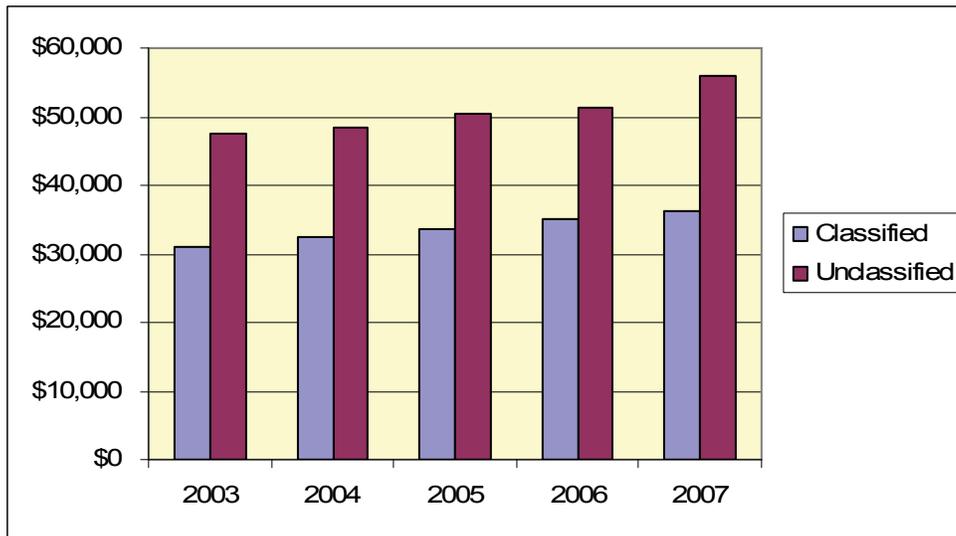


**Classified Employees by Years of Service
(as of June 30, 2007)**



Average Salaries— Full-time, regular employees

	2003	2004	2005	2006	2007
Classified	\$30,926	\$32,294	\$33,400	\$34,787	\$36,104
Unclassified	\$50,964	\$51,983	\$53,814	\$54,577	\$55,933



2006-2007 in Review

Key Performance Indicators

The official [Strategic Plan](#) for the Department of State Civil Service defines nine measures which serve as Key Performance Indicators of the Department's productivity and efficiency. These measures reflect the Department's success in maintaining a human resource management program that effectively supports the needs of state government.

During fiscal year 2006-2007, the Department of State Civil Service met or exceeded the goals established for all nine of those Key Indicators. This demonstrates that the Department has maintained and supported the existing human resource programs in state government in an efficient and effective manner. The table below shows the Department's actual performance results.

Key Performance Goals and Results

Key Performance Indicator Description	Goal	Result
Classified Employees trained (statewide)	4800	6039
Classified employees rated on performance (statewide)	90%	95%
Agency HR Programs Evaluated	24%	29%
Jobs Reviewed	15%	*122%
Salary surveys completed	24	24
Selection Procedures Validated	2	2
Jobs with Direct Hiring Authority	50%	50%
Appeals heard w/in 90 days	80%	81%
Appeal decisions issued w/in 60 days	70%	73%

*Reflects 100% of jobs included in a review of all six pay schedules as a whole in conjunction with the implementation of a general increase for all employees.

Strategic Initiatives

In addition to efficiently maintaining the existing state human resource programs, as reflected by the preceding Key Performance Indicators, during fiscal year 2006-2007, the Department of State Civil Service also provided enhanced and expanded services through a number of strategic initiatives in the areas listed below. These initiatives are summarize on the following pages.

- ⇒ The On-Line Employment Center Project
- ⇒ Enhanced Recruitment and Retention
- ⇒ Competitive Compensation
- ⇒ Workforce Planning
- ⇒ Performance Management
- ⇒ Improved Data Integrity

On-Line Employment Center Project

In 2006-2007, the Department launched a major initiative to create a comprehensive state On-Line Employment Center. This multi-year undertaking will replace the existing announcement and application processes. The new system will provide all state agencies with an integrated vacancy announcement and applicant tracking system. The result will better serve the staffing needs of state agencies and also provide easier access to state employment to potential job seekers.

During 2006-2007, the Department completed the first phase of this project by working with agencies to define the project concept, scope and objectives and by working with the Division of Administration to obtain funding in our 2007-2008 budget. The project plan provides for the preparation and issuance of a competitive Request for Proposals by the end of 2007, with selection of provider and development of the system to proceed in 2008.

Detailed information about the On-Line Employment Center is provided in the project newsletters included in Appendix A.

Enhanced Recruitment and Retention

- ◆ *Salary negotiation flexibility:* Civil Service Rule 6.5(g) “Extraordinary Qualifications/Credentials,” was amended to allow an agency that is recruiting an extraordinarily qualified candidate to offer a higher starting rate of pay that can be further increased within the first year based on proven performance. This change enables agencies who are negotiating salary offers with top candidates to better link pay for credentials to demonstrated performance. See [General Circular 1671](#).

- ◆ *Television Advertising:* In June 2007, the Department of State Civil Service began a pilot program to use television to advertise specific vacancies. The Department entered a four-month trial contract with one of the largest network affiliates in the capital market, WAFB-TV to advertise state job vacancies on the air and through their affiliated websites. This pilot will be used to determine the impact such advertising has on the state’s overall recruitment program as well as on targeted jobs.

- ◆ *Renewed Employment Testing in New Orleans:* As the greater New Orleans area has continued to rebuild in the aftermath of Hurricane Katrina, the Department of State Civil Service opened an employment testing center to serve the hiring needs of state offices as they restored operations in the region.

- ◆ *Rule 6.16(h) Payment for Attainment of Advanced Degree:* This Rule was adopted to allow an appointing authority to grant a base pay increase of up to 10% to an employee who attains a job related Master’s Degree, Ph.D., or equivalent. This Rule gives agencies an additional mechanism to encourage and reward employee professional development. See [General Circular 1683](#).

Competitive Compensation

In 2006-2007, The Department of State Civil Service worked with the Governor's Office, the Division of Administration and the State Legislature to improve the competitiveness of the state compensation plan by adopting a number of changes to the state uniform pay plan. These changes, listed below, combined to provide state agencies the flexibility needed to recruit and retain talented staff in the increasingly competitive employment marketplace.

- ◆ August 2006, established a "classified state employee minimum wage" of \$6.15 per hour. See [General Circular 1667](#).
- ◆ September 2006, increased the maximum rates of pay for jobs in the Technical Scientific pay schedule by 14%.
- ◆ January 2007, increased the maximums of the pay schedules by 14% for Administrative, Social Service and Medical jobs and 10% for Protective Service and Wage Scale jobs. (The latter two groups had previously been increased by 14% immediately following Hurricanes Katrina & Rita.)
- ◆ June 2007, increased the maximums of the pay schedules by 10% for Administrative, Social Service, Technical Scientific, Wage Scale and Medical jobs and by 14% for Protective Services jobs. Increased the minimums of all pay schedules by approximately 7%.
- ◆ June 2007, implemented a \$1500/year general increase for all classified employees effective July 2, 2007. See [General Circular 1705](#).
- ◆ June 2007, authorized flexible Special Entrance and Retention Rates up to the mid-point of the salary range for Administrative and Social Services jobs, to the third quartile of the salary range for Technical Scientific jobs and the maximum of the salary range for Protective Services, Wage Scale and Medical jobs.

Workforce Planning

- ◆ *State Workforce Plan*: In 2007, the Department of State Civil Service published a State Workforce Plan. The State Workforce Plan contains a summary of Louisiana's current Workforce Planning initiatives, including an analysis of the state's workforce and a survey of agency progress. On-going agency initiatives and their results are presented. Plans for future initiatives are described. The 2007 State Workforce Plan also contains a *Toolkit* for Workforce Planning and Development. The *Toolkit* describes the various options available to agencies for use in their Workforce Planning efforts. The Workforce Planning *Toolkit* features solutions for Recruitment & Retention, Employee Development and Employee Relations, and also lists the various reporting tools currently available to agencies for use in addressing their specific Workforce Planning needs.

- ◆ *Retiree Rehire Database*: The Department of State Civil Service, in conjunction with the Louisiana State Employees' Retirement System (LASERS) and the Retired State Employees Association (RSEA), developed a statewide database to provide agencies with the names of retirees interested in returning to the workforce after their retirement. Re-hiring retired employees can afford agencies a valuable resource in these times when so many agencies are losing experienced employees who have chosen to retire for a wide variety of reasons. The database provides names of retirees who have expressed an interest in re-employment. Agencies can use this contact information to determine if an employee is available to meet a current need. See [General Circular 1688](#).

- ◆ *Workforce Planning Curriculum*: To assist agencies in their workforce planning efforts, the Department of State Civil Service began offering a workforce planning curriculum. Open to all human resource professionals and agency managers, the curriculum is composed of three classes, an Introduction to Workforce Planning, Basics of Job Profiling and an Applied Job Profiling Workshop. The Workforce Planning Curriculum is coordinated with the existing courses in Strategic Planning and Performance Management available to all state managers through the Certified Public Training Program.

Performance Management

In 2006-2007, The Department of State Civil Service completed a comprehensive review of the state employee performance planning and review system. The review process included a number of meetings and focus groups with supervisors, managers, employees and human resource personnel. Participants provided feedback on the current PPR process and suggested improvements.

As a result of this review, a new, alternate Performance Planning and Review form, the “PPR-A” was developed and piloted by several state agencies. The PPR-Alternate form provides users more flexibility in defining performance evaluation factors. The PPR-A has no mandatory factor definitions and allows evaluation factors to be weighted. This allows the user greater flexibility in tailoring the performance expectations to more closely reflect individual position requirements. In April of 2007, this new PPR form was made available as an approved option. Agencies may select whichever format best meets their needs.

Improved Data Integrity

To accurately report on the State’s workforce, the Department of State Civil Service must ensure that personnel data is entered timely and accurately. In a continuing effort to ensure such data integrity, in September 2006, we began a three-part record review project.

- ◆ 1. “Agency Payroll Record Comparison for ISIS HR Non-Paid Agencies” compares data entered into ISIS HR with the agency payroll records and resolves any discrepancies. This part of the project is now fully operational.
- ◆ 2. “ISIS HR Reports Review for paid and non-paid agencies” evaluates the timeliness and quality of the information entered into the ISIS-HR system. Standard reports have been provided to assist agencies to self-audit. Each agency receives a comprehensive data review by Civil Service at least once a year. Three standard reports have been implemented and two additional reports have been designed and are under construction.
- ◆ 3. “Interface Program Error Reports for Non-ISIS HR Agencies” This part of the project is now in the final stage of design. Data anomalies have been identified and are now being categorized so that an appropriate discrepancy resolution procedure may be implemented. This part of the project is scheduled to be completed in 2007-2008.

Awards and Recognition

IPMA-HR 2006/2007 Communication Achievement Award

The Louisiana Chapter of the International Personnel Management Association for Human Resources, IPMA-HR, honored the Department of State Civil Service in June 2007 with the 2006/2007 Achievement Award for Communications and Employee Relations. This award was given to the Department in recognition of the impact of its "[*ISIS-HR Quick Tips*](#)" newsletter.

This on-line newsletter provides training and assistance to Human Resource staff in executive branch state agencies in the use of ISIS-HR automated personnel and payroll system. Conceived and developed by Ashley Gautreaux, Assistant Division Administrator for Program Assistance, the first *ISIS-HR Quick Tips* was issued in May 2006. Monthly editions have followed, supplemented by occasional special issues. The ISIS-HR Quick Tips newsletter has enabled agency Human Resource staff to more effectively utilize the data housed in the ISIS-HR system to assist their administrators plan and manage their human capital.

ISIS-HR Quick Tips has proven to be a popular addition to the selection of topical newsletters published by the Department for the state Human Resource Community, such as [*Pay Matters*](#) and [*Workforce Horizons*](#).

Awards Received by the Department of State Civil Service

2006/2007 IPMA-HR Louisiana Chapter—Communication: *ISIS-HR Quick Tips*
2005/2006 NASPE—Communication: *Recruiting Tomorrow's Leaders Today* video
2003/2004 IPMA National—Agency Award for Excellence, Large Agency Category
2002/2003 IPMA-HR Louisiana Chapter—Staffing Innovations
2002/2003 IPMA-HR Louisiana Chapter—Personnel Management Excellence
2001/2002 IPMA-HR Louisiana Chapter—Compensation Innovations
2001/2002 IPMA-HR Louisiana Chapter—Personnel Management Excellence
1995/1996 IPMA-HR Louisiana Chapter—Student Intern Program
1995/1996 IPMA-HR Louisiana Chapter—Web Site Innovation

2006 Dunbar Award Winner ~ Lisa L. Lusk

The Charles E. Dunbar, Jr. Career Service Award was posthumously awarded to Lisa Levert Lusk by the Louisiana Civil Service League on Friday, March 2, 2007. The award was accepted on Lisa's behalf by her son, Daniel Lusk.

Lisa served as the Assistant Administrator of the Compensation Division from 1997 until her untimely death in January 2007. She was instrumental in the creation of the following innovations to the state's compensation system: Employee Rewards and Recognitions, Optional Pay, Gain-sharing and Exceptional Performance, and she helped to improve the state's market competitiveness through the creation of six pay schedules. Lisa's strong leadership transformed Louisiana's compensation program into a model system providing many flexible pay tools to assist agency management and the human resources community in using compensation to address critical human resource management issues.

In selecting her to receive the Dunbar Award, the Civil Service League recognized Lisa's extraordinary contribution to the state's citizens through her commitment to the merit principles that are the foundation of our Civil Service system.



Dunbar Winners from the Department of State Civil Service	
2006	Lisa Lusk
2004	Teresa Gomez
2003	Pamela Percy
2002	Anne Soileau
2000	Glenn Balentine
1999	Elizabeth Mandeville
1997	Herbert Cannon
1996	Allen Reynolds

Future Plans

In Fiscal Year 2007/2008, the Department of State Civil Service will continue to maintain and improve its recruitment and retention programs, classification and compensation management program, agency training and assistance, and appeals programs. We will continue to evaluate Louisiana's human resources practices in comparison to those of other jurisdictions and private employers, and seek opportunities for improvement. We will continue to analyze and respond to the changes in the employment market and workforce environment.

A significant part of the Department's resources will be dedicated to the On-Line Employment Center Project as we enter the product selection and development phase. (See Appendix A for more information on this initiative.) We will be partnering with agency human resource officers to select and design a system which will best serve the needs of state agencies and Louisiana's citizens.

The upcoming November election will bring Louisiana a new administration in 2008. We will focus much of our energies on supporting the incoming officials and their agency staff through the transition and beyond.

We look forward to a year of challenges and a year of great progress for the Department of State Civil Service and the State of Louisiana as we continue to serve the needs of our fellow citizens.



APPENDIX A

**ON-LINE
EMPLOYMENT
CENTER
PROJECT
NEWSLETTERS
2006-2007**

Louisiana State Government On-Line Employment Center



Department of State Civil Service

Recruiting Tomorrow's

January 31, 2007

Volume I, Issue 1



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Project Overview

The mission of the Department of State Civil Service is to provide human resource services and programs that enable state government to attract, develop and retain a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana. The Staffing division is charged with providing processes and policies that enable state agency managers to fill vacant positions with highly qualified applicants in a timely fashion and in accordance with legal and professional standards. In support of this mission, the Department of State Civil Service has initiated a project to research and select an automated solution that provides for applicants to apply online for state employment opportunities and for the system to automatically track the job announcement and hiring process. The purpose of this document is to fully inform you about the scope and status of this project.

We currently operate in a partially centralized and partially decentralized environment. The Department recognizes that agencies are better served in their recruiting and selection efforts in a decentralized environment. In order to further decentralize the staffing function, agencies need a tool to manage the volume of information that such a process generates.

In order to compete with the private sector and to enable Louisiana State Government to be an employer of choice, we must reinvent the way that applicants interact with state government relative to job opportunities and application for employment. The Department of State Civil Service is currently reviewing alternative solutions that will provide for the development of the Louisiana State Government Online Employment Center. This Online Employment Center will be used by all departments and colleges and universities in state government. A few of the highlights of this system will include:

The State Agency Experience

A one-stop job posting center where both classified and unclassified job opportunities for all jobs in state government can be posted and made available through one online employment system.

The ability for agencies to receive applications for employment via the internet or through paper submission – with the results of either method stored in the same system.

The ability for the agency to review and screen the applications and record basic information about each application screened.

The ability for the agency to view Civil Service scores tied to the application to alleviate the need to sign on to other supporting systems such as OPEN.

The ability to track and report on the status of all applications for a given job announcement from the point of announcement, through screening, interviewing and hiring. (See Overview, page 2)





Overview (continued from page 1)

The Applicant Experience

A one-stop online employment center for all state job openings in Louisiana State Government departments and colleges and universities.

An online application for employment that can be completed via the internet and stored for future updates. An off-line mechanism will be available for those applicants that do not have internet or computer access.



An application where both applicant profile data and job history are present and can be modified by the applicant as their work history changes. A key component is the ability to freeze an application in time once it has been submitted for a vacancy.

The ability for the applicant to track their application once submitted through the various steps in the hiring process and for the hiring agency via the system to send notifications to applicants when necessary.

The ability for applicants to view their application experience online including test results and job application

Project Approach

The Department of Civil Service is currently defining business requirements for an online employment center. In working with the Division of Administration's Office of Information Technology, it was suggested that we look at all of the various solutions available in the market place in order to make the best, most cost-effective decision for this important initiative. To that end, we have formed several project teams to evaluate both our business needs and available software solutions. It is not possible to select "best-fit" software without accurately defining the problem to be solved. We have an agency input team that is representing the agency perspective and agency business needs, a software evaluation team to study and review all of the many software options, a Civil Service business process team to review our internal processes and how they relate to software requirements, and other teams addressing the various parts of this project. We are very excited about the structure of this project and have confidence that it will yield the very best decision based upon our requirements. The four solutions that we are researching are:



- **Web-hosted** - there are several vendors that host this software solution and the customer pays annual usage fees. The vendor is in essence a service provider and the state does not own the software.
- **Enterprise Resource Planning (ERP)** - this would entail using the SAP recruitment solution.
- **Commercial Off The Shelf (COTS)** - with this method, off-the-shelf software is purchased and customized to meet the state's needs. In this case, the state does own the software and this is similar to the ERP solution above.
- **Custom Development** - this method includes having a vendor develop a system specifically for the State of Louisiana from scratch based upon our business requirements definition.



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Project Status

We have been very busy on this project and have spent a great deal of time defining our business requirements, studying current processes, meeting with agency representatives and viewing preliminary vendor demonstrations. In the near future, DSCS will send out a survey to all Human Resources Directors to get additional input from the agency perspective on needs and processes. We encourage you to participate in this survey effort. In early February, we will complete the definition of our business processes. During the month of February, we will invite our agency input group to view a demo from the types of solutions under consideration. Our goal is to finalize our solution recommendations in early March.

It is important to note that at this point, we are in an education and research phase that entails four broad solutions for an online employment center. While we are looking at individual vendors and their respective products, we are following the Division's OIT section recommendation and are focused more on selecting an approach rather than an actual vendor. Depending upon the decision reached on approach, we may need to issue a Request for Proposals (RFP), or use other purchasing mechanisms.

These are very exciting times for the Department of State Civil Service. The Staffing, Assistance, Accountability and MIS divisions are working to make sure that we will be able to provide you with the best tool possible in your recruiting and selection efforts. As with any project that entails extensive review and study, there are many benefits that result from the effort that are unforeseen upon start up. This has afforded a great opportunity to review current processes and provide for outstanding interaction with our agency partners.

If you have questions or comments concerning the project, please feel free to e-mail Santa Patterson at santa.patterson@la.gov or Rainette Stephens at rainette.stephens@la.gov.



Agency Input Group

We would like to thank the following agency representatives for their brainstorming efforts. We will provide the summary and brainstorming lists from the three meetings that we had with this group on the HR Director's web-site. We encourage them to assist us with communication of the goals and progress of the project.

Jessie Roberts, Southeastern Louisiana University
Lynette Gray-Chambers, DOTD
Janice Drake, DOTD
Joy Thibodeaux, Office of Community Services, DSS
Marsha Morrison, DHH
Anissa Ned-Young, DHH
Byron Decoteau, DOC
Janice Donahue, Culture, Recreation & Tourism
Lilibeth Lavinghouse, Department of Revenue
Peggy Williams, Department of Revenue
Kena Thibodeaux, Department of Revenue
Wanda Raber, Office of Management & Finance, DSS
Ann Coulon, LSU Ag Center





Scan of the Marketplace

Listed below are the web sites of vendors who have presented either web-based or live demos to staff of the Department of Civil Service. We have identified the type of solution that is represented by each company. If to our knowledge the vendor currently has public sector clients for staffing related services, we have listed some of those clients. We have also identified the sites of those vendors that include demos or virtual tours. We invite you to tour these sites and join us in the



Department of State Civil Service

Recruiting Tomorrow's Leaders -- TO-

P.O. Box 94111

**Tel: (225) 342-
8536**

<u>Solu- tion Code</u>	<u>Description</u>
COTS	Commercial Off The Shelf
CD	Custom Development
ERP	Enterprise Resource Planning
WH	Web-Hosted

BlueStreak (CD& COTS)

<http://www.bstek.net/>

Some of their public sector clients include:

- Louisiana Department of Revenue (Hiring Process Workflow)
- Louisiana Department of State Civil Service (Job Search System)

Greentree Systems, Inc. (WH or COTS)

www.greentreesystems.com

Some of their public sector clients include:

- Attorney General of Massachusetts
- UCLA Medical Center, CA
- City of Chandler, AZ
- University of California, Irvine, CA

ICIMS (WH)

www.icims.com

Some of their public sector clients include:

- State of Delaware
- University of Maryland University College, Adelphi, MD

*Site has online virtual tour available.

JobApps (WH or COTS)

<http://jobapps.com/>

Specializes in public sector clients.

Some of their public sector clients include:

- City and County of San Francisco, CA
- Santa Cruz County, CA
- Las Vegas Valley Water District, NV
- State of Oklahoma (under development)
- State of South Carolina (under development)

NeoGov (WH or COTS)

<http://www.neogov.com/start/index.cfm>

Specializes in public sector clients.

Some of their public sector clients include:

- State of West Virginia
- San Francisco City and County, CA
- Orange County, CA
- City of Houston, TX
- Jefferson Parish, LA

Novusolutions (COTS)

<http://www.novusolutions.com/products/novushr.aspx>

Specializes in education and public sector clients.

Some of their public sector clients include:

- Pemberton Townships Schools in New Jersey
- Western Washington University, Bellingham, Washington
- Savannah-Chatham County Public Schools in Georgia

*Site has on-line demo or video available.

PCRecruiter (Main Sequence Technologies) (WH or COTS)

<http://www.pcrecruiter.com>

Some of their public sector clients include:

- Texas State Auditor, Austin, TX
- Clark County (Las Vegas), NV

*Site has on-line demo or video available.

PeopleAdmin (WH)

<http://www.peopleadmin.com>

Specializes in higher education and public sector clients.

Some of their public sector clients include:

- Commonwealth of Virginia
- City of Austin, TX
- City of Chesapeake, VA
- University of Notre Dame
- University of Oklahoma

SAP (ERP)

<http://www.sap.com/solutions/business-suite/erp/hcm/index.epx>

Some of their public sector clients include:

- State of Washington
- Orange County Public Schools, FL

*Site has on-line demo or video available.

Sigma (COTS)

www.gosigma.com

Some of their public sector clients include:

- City of Tucson, AZ
- San Diego County, CA
- City of Fort Worth, TX
- City of Chula Vista, CA
- Montgomery Personnel Department, AL

Wet Feet (WH)

<http://wetfeetrecruiter.com>

*Site has on-line demo or video available.





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Louisiana State Government On-Line Employment Center



Department of State Civil Service

Recruiting Tomorrow's Leaders -

April 4, 2007

Volume I, Issue 2

Project Update

The Department of State Civil Service continues to research available software solutions for our online employment center. The entire process thus far has provided not only a unique opportunity to review and analyze our current business processes, but also a way for us to explore how we would like to do business in the future. We are confident that the end result of this project will be an effective recruitment, selection and tracking system. We look forward to providing an efficient system that will serve the needs of each agency as well as the citizens of Louisiana.



We continue to work with the Office of Information Technology in an effort to determine the best software solution for this project. There are a tremendous amount of details to consider when determining the advantages and disadvantages of choosing either a service provider or a custom developed solution. We assure you that we are leaving no stone unturned. We are making progress and are committed to keeping you informed along the way.

During the month of March we had a couple of very productive days with members of the Agency Input Group and members of the Department of State Civil Service Project Team. We attend two live demonstrations of available software solutions. On March 8th, we met with the president of NeoGov at the Galvez Building Conference Center and then many of the same group were also present when we met in the Claiborne Building with a representative from Greentree Systems on March 13th. Both of these vendors were able to conduct presentations that focused on the needs of the job seeker as well as human resources personnel. After viewing the demonstrations and having an opportunity to ask questions about their specific needs and concerns, we feel that those attending either or both sessions are just as excited as we at the Department of State Civil Service are about the future of human resources in state government. We value all of your input as we move forward in the process and we would like to thank everyone that attended. Your contributions to this project are very important to us and we look forward to continuing our relationship with you in this endeavor.

Survey Says!



In an effort to increase our knowledge base about what is important to the human resources community as it relates to this project, we distributed a survey to gather specific information from the people whose jobs will be affected the most in this new system. We were excited by the number of respondents and the detailed information that was provided. Quality information is invaluable in this endeavor and it is only with your participation that we can be sure to satisfy the business needs and desires that will help us all to be more efficient and productive. So once again, thank you for your participation in our research. Some of the more interesting findings are in this publication and we have also provided a link to the complete survey results for you to browse at your convenience. *(See Survey, page 2)*



Survey (continued from page 1)

One of the first questions we asked in the survey was, “How many employment applications for hire and promotion does your office currently process on average per month?” As you can see in Diagram 1 below, more than a quarter of the respondents stated that they process between 100 and 250 applications per month. Another 10% of the respondents stated that they process between 251 and 500 applications per month. It is easy to see just from the results of this question alone how much time the new system can save. Imagine if the new software solution can save even 2 minutes per application submitted! Another question in the survey asked, “Is your agency currently using an automated system to track applicant flow?” Approximately one out of every five respondents answered “yes” to this question (see Diagram 2 below). The comments section of the survey for this question shows that the majority of these agencies are using either Access or Excel (or a combination of the two) to accomplish the tracking of applicants. While it is commendable that these agencies are using software to assist them in their reporting, we should mention that this information must first be entered (usually by a member of their human resources staff) into a database of some sort. For many agencies, especially the larger ones, this can be an extremely time-consuming task. A major advantage of the new system is that all agencies will have a built-in tool at their disposal to help them track applicant flow automatically. Best of all, the applicant becomes the person entering the data! The responses to these two questions alone demonstrate the enormous amount of time and effort the new system has the potential to save. Again, we will keep you up to date as much as possible throughout the entire process. Complete results of the survey can be viewed simply by visiting: <http://www.surveymonkey.com/Report.asp?U=327391272700>



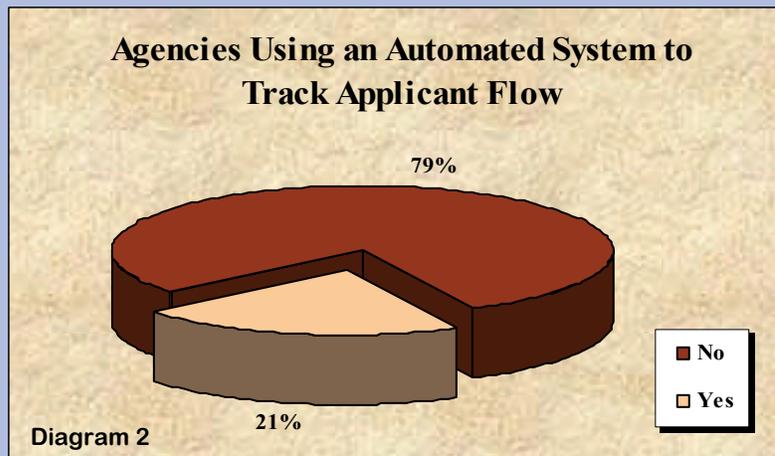
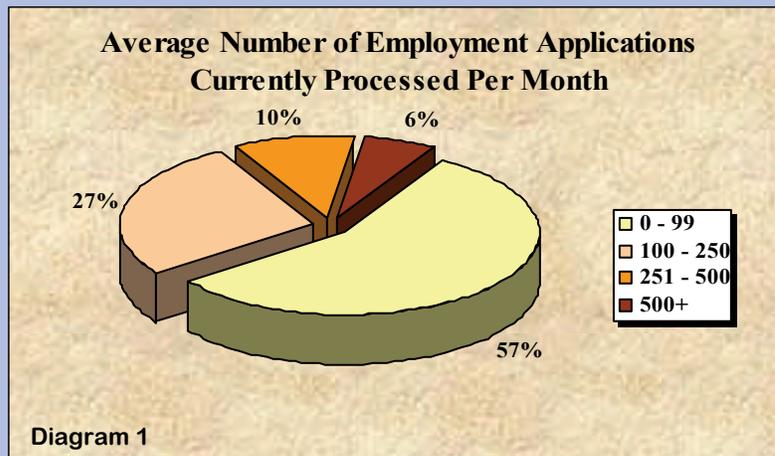
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