

# Louisiana Department of State Civil Service Online Personnel Information System (OPEN)

## 1. Introduction

### 1.1 Overview

The Online Personnel Information System (OPEN) is the Department of State Civil Services legacy system that contains human resource data not yet converted to our website. OPEN can still be used to obtain the following data:

- List of Eligibles issued by the Staffing Division prior to 2/2009
- Civil Service Pay Plan information (not including job specifications)
- DSCS Appeal information prior to 1992
- Employee incumbency data
- Personnel Records check data (by SSN or name)

### 1.2 Features of the System

The OPEN system provides agencies with some legacy human-resources data. Civil Service's Information Technology section has moved a majority of previous personnel information on the OPEN system to the DSCS website. Some information previously accessed through OPEN is now available only on the website, such as appeals decisions later than 1992, General Circulars and job specifications. Test scores are now only available in the LA Careers system.

The OPEN system still provides an online pay plan, including evaluation system factor ratings, and a chronology of changes to each job in the pay plan. Job specifications are available through the DSCS website. In addition, users may still check personnel records to see if an applicant has been barred from state service.

For ease of use, all OPEN screens display in a standard format. Once a user learns to use one OPEN screen, he or she can use any screen. The OPEN system also features online documentation in the form of HELP text. When the user selects online HELP, the system will explain how to use the inquiry and define any item on the display. In effect, this provides an online User's Guide.

The OPEN sign-on screen includes a message section used to inform HR users of communications from the Department of State Civil Service concerning options.

### 1.3 Information Available through OPEN

The OPEN system still provides online access to the following information to users statewide:

- The Civil Service Pay Plan – provides access to data about each job in the classified pay plan, including pay information, evaluation factors and ratings, and a chronology of changes to each job. *Job specifications are no longer available through OPEN.* Please access job specifications from our website.
- Certificates of Eligibles (prior to 2/16/2009) – allows users to view previously issued lists of eligible candidates prior to 2/16/2009.
- DSCS Appeal information prior to 1992
- Employee incumbency data
- Personnel Records check data (by SSN or name)

### 1.4 User Support

Support is available from DSCS staff to answer questions and provide assistance in using the system. The following list contains the telephone numbers for specific areas. When calling about the system, please inform the person answering the phone that the call is regarding the OPEN system, and they will route your call to the appropriate person.

User Support numbers:

Obtaining access to the system	342-8083
Security – Adding/Deleting Users; password maintenance	342-8083
Problems with the keyboard	219-9390
Any other technical problem	342-8083
Using screens and/or general information	219-9390

## 2.0 General System Concepts

### 2.1 Security

#### 2.1.1 Security Considerations

1. Security, including adding and deleting users and password maintenance, will be the responsibility of the Security Administrator in MIS at Civil Service.
2. The primary method of security used in the OPEN system is the establishment of User ID's and passwords.
3. Passwords are to be maintained by the individual users of the OPEN system. If a user forgets her password, they should contact the Security Administrator in MIS at Civil Service to correct the problem.
4. Passwords will automatically expire every 30 days, at which time the user will be prompted to enter a new password.
5. Passwords should not be written down or be generally accessible by unauthorized personnel.
6. Any time an employee who has access to the system separates from the personnel office (promotes, transfers, other separations), this change should be reported to the Security Administrator in MIS at Civil Service.

#### 2.1.2 Enrolling as an OPEN User

When an agency requests enrollment as a user in the system, please contact the Security Administrator. They will set up the user in the system and inform the user of their username and password. From that point on, access to the use of each of the User ID's will be controlled by the user/agency through the use of passwords.

### 2.2 Use of OPEN Sessions

While using the OPEN system, it is important to keep in mind that the number of users signed on at the same time will be limited. While there may be several hundred users enrolled in the system, there will only be a designated number of "sessions" available for use. For this reason, the following statements apply:

1. Please sign on and use the system as long as you need it. However, once you are through using OPEN, please sign off and free up the session for another user.

2. After a signed-on terminal has been idle for 15 minutes, the system will sign the user off. This provides additional security for the system.

### 2.3 Policy Regarding Providing Information Contained in the OPEN System

Information available through the Online Personnel Information System is provided to assist Human Resources offices in accomplishing their work. The data in this system is not intended for any other purpose. The Department of Civil Service has developed, and adheres to, firm policies regarding providing certain types of information. Please comply with the following policies:

1. Do not give an applicant's home address or telephone number out to anyone. Refer these calls to Civil Service (225-219-9390) if necessary.
2. If you are in doubt as to whether a person is asking about anyone other than himself or herself, require that they put the request in writing and consult with your attorney.
3. If you have any questions pertaining to giving out information, please contact the Staffing Division (225-219-9390).

### 3.0 Before Signing On

#### 3.1 How the OPEN Screens Function

The OPEN system was designed so that all screens look and function in a similar manner. Because of this standardized approach, the following is true of all screens:

*The top line* – contains the current date in the left corner and the current time in the right corner. The title of the screen is always located in the center of the top line.

*The entry prompt line* – if the screen is an entry screen, the user will be prompted to enter the information necessary to call up the desired records. Instructions for entry will be found by the field available for entry.

*The requested record* – there are two types of basic displays. One displays a specific record, and the other displays a list of records from which further selection can be made. When the screen displays a list of records, instructions for making

further selections are always located directly above the list. The user can enter any of the available option numbers next to the desired record.

*The function keys* – the second to last line of the display lists the function keys which are available for use on this screen. The function keys are used consistently throughout the system; that is, F1 is always HELP, F3 is always EXIT, etc.

*The error message line* – the last line of the display is used to inform the user of any errors made while using the screens.

```
11/23/09          Work with Active Classified Jobs          15:20:23
Position to job title . . . . .
-----
Type options, press Enter.
5 = View pay plan info   8= View job specification   12=View pay plan chronology
13=View career field

Opt   Job title                                     Pay
      Lvl   Job Cd
-----
___   ACCOUNTANT ADMINISTRATOR 1                   A 618 159750
___   ACCOUNTANT ADMINISTRATOR 2                   A 619 159760
___   ACCOUNTANT ADMINISTRATOR 3                   A 621 159770
___   ACCOUNTANT ADMINISTRATOR 4                   A 623 159780
___   ACCOUNTANT ADMINISTRATOR 5                   A 624 159790
___   ACCOUNTANT MANAGER 1                         A 617 159710
___   ACCOUNTANT MANAGER 2                         A 619 159720
___   ACCOUNTANT MANAGER 3                         A 621 159730
___   ACCOUNTANT MANAGER 4                         A 622 159740
___   ACCOUNTANT SUPERVISOR 1                      A 615 159600
      More . . .
F1=Help   F3=Exit   F5=Refresh   F10=Actions   F12=Cancel
```

**Figure 1. Example of an OPEN Screen**

### 3.2 The Keyboard and Function Keys

Because this system is being implemented statewide, there will be many different types and styles of keyboards used. Because this system uses function keys, it is important to note that different vendors use different designations for function keys on the various keyboards. Some of the more common keyboard labels for function keys are F1, PF1, and CMD1. All three of these keys mean the same thing to OPEN. The following function keys are used in the OPEN system:

F1 = HELP – used to receive online help for the OPEN displays.

F2 = Extended Help – used on the HELP screens to display more help text.

NOTE: F2 also accesses an Update Menu for the certificate system, available only to certain agency users. If your screen does not display "F2 Update Menu" (visible in Figure 4), your agency is not authorized to update certificates.

F3 = EXIT – used to leave the screen that you are viewing and return to the main menu or to the primary selection point.

F4 = Display Messages – use this option to display any messages that have been received by your workstation.

F5 = REFRESH – used to redisplay the current screen, blanking out any options that you have typed.

F9 = Change Password – use this option to change your password.

F10 = ACTION – used on some displays to call up an “action” window which allows the user to select additional screens.

F12 = CANCEL – used to cancel the current screen and return to the screen immediately prior to the screen being canceled.

NOTE: Not all function keys are available on all screens. The active function keys are shown on the bottom of the screen.

### 3.3 How to use Online HELP

One of the key features of the OPEN system is online HELP text. This feature, available through use of the F1 key, displays a HELP window (Figure 2) on the screen and provides users with an online User’s Guide. There are two types of help available, general and field-specific. General help is used to explain the overall purpose or function of a screen.

In addition to explaining the purpose of the screen, the general help feature also lists all function keys used on the screen and their use. To use general help, place the cursor on the title line of the screen and press F1. The General Information HELP window will be displayed. Please note that when “more...” appears on the bottom right corner of the HELP window, the Page Up and Page Down keys can be used to view additional screens of HELP.

The second type of HELP Text is field-specific HELP. Field-specific help is used to obtain information pertaining to one field or item on the screen. To display field-specific help, position the cursor on the field in question and press F1. A definition of the field, along with all valid codes and their meanings, will be displayed in a HELP window.

Please note that there are several function keys displayed at the bottom of each HELP window. If F20 is present on the screen, this will allow you to enlarge the window to the size of the full display. If you are using the field specific HELP, F2 can be used to bring you directly to the general help screen. Several of the other function keys listed in the HELP window have been disabled and if pressed, will perform no function.

```

11/23/09          Certificate Inquiry by Register          10:23:07
Srs/cd: 1333 U9          Register title: PET - GENERAL ADMIN

Type options, press Enter.
  5=View a certificate

Opt Cert #      Date      No Apt
_ 74987    10/01/04    1 PRB  OFC OF GOV//DOA/PAT
_ 75065    10/12/04    1 PRB  DPSC-PSS//MANAGEMEN
_ 75246    11/03/04    1 PRB  WILDLIFE & FISHERIE
_ 75284    11/08/04    1 PRB  LABOR//OFC OF WORKF
_ 75293    11/09/04    1 PRB  LABOR//OFC OF WORKF
_ 75294    11/09/04    1 PRB  LABOR//OFC OF WORKF
_ 75334    11/15/04    1 PRB  LABOR//OFC OF WORKF

F1=Help  F3=Exit  F12=Cancel

Columns - Help
.....
Opt
Enter the number in the
Options list to perform the
requested function (5 to view
a certificate).
.....
Cert #
The certificate number as
More . . .
F2=Extended help  F12=Cancel
F20=Enlarge      F24=More Keys
.....

```

**Figure 2. Example of a HELP Window (inset)**

#### 4.0 Signing On to OPEN

##### 4.1 Accessing the Civil Service Computer

The OPEN system resides on the IBM AS/400 computer system at the Department of State Civil Service. Agencies establish communication with the Civil Service computer through special software. The method used by your agency will depend upon the setup established by your Information Technology Department. *If your agency has never had OPEN access before, please consult your IT staff, and give them the following **technical information**:*

The **TN5250 client** is the native protocol of the AS/400 (the type of computer that the OPEN system runs on). Agency users can directly access the AS/400 by loading and using a TN5250 client, and connecting via TCP/IP.

If your agency already has emulation software that includes a TN5250 client, the IT staff can configure that software to attach to the domain name **AS400.DSCS.STATE.LA.US**. This will establish a session with the Civil Service OPEN system and display the sign-on screen.

If you do not have a TN5250 client, contact the person responsible for software desktop support in your agency. Either you or that support person can search on the Internet for "TN5250" in your search engine of choice, and select one to purchase or to download as shareware or freeware. You can contact our MIS section at 225-342-8083 if you need further assistance.

#### 4.2 The OPEN Sign On Screen

To start an OPEN session, click on the icon on your desktop for the software that your agency uses to communicate with our AS400 computer. Your IT staff may have specific instructions for you to follow.

The OPEN Sign on Screen (Figure 3) is used to gain access to the OPEN system. In the fields provided in the top left portion of the screen, users will enter their User ID and password and then press the ENTER key. If the data entered is correct, the OPEN main menu is displayed and the system is ready for use.

If the data entered is incorrect, the system will allow you to try again. *Please be careful in entering this data.* After three unsuccessful attempts, the system will sign your terminal off, and you will have to contact the OPEN Security Administrator at 225-342-8083 to reactivate your session.





Select one of the following:

1. Display certificates issued by register history
2. Pay plan inquiry
3. Department preferred inquiry
  
5. View employee appeals/opinion
6. Classified employee incumbency data
7. View personnel records by name
8. View personnel records by SSN

90. Sign off

Selection \_\_\_\_

F4=Display messages    F9=Change password

## Figure 4. The OPEN Main Menu

### Signing Off the System

After you have finished using the OPEN system, return to either of the menus and select Option 90 to sign off. This will cause the system to return to the OPEN Sign On Screen.

## 5.0 The OPEN Inquiry Screens

### 5.2 Display certificates issued by register history

#### 5.2.1 Purpose

This option allows the user to view certificates issued for a particular register by series/card number for a specific time period. This function is for certificates of eligibles issued prior to 2/16/2009.

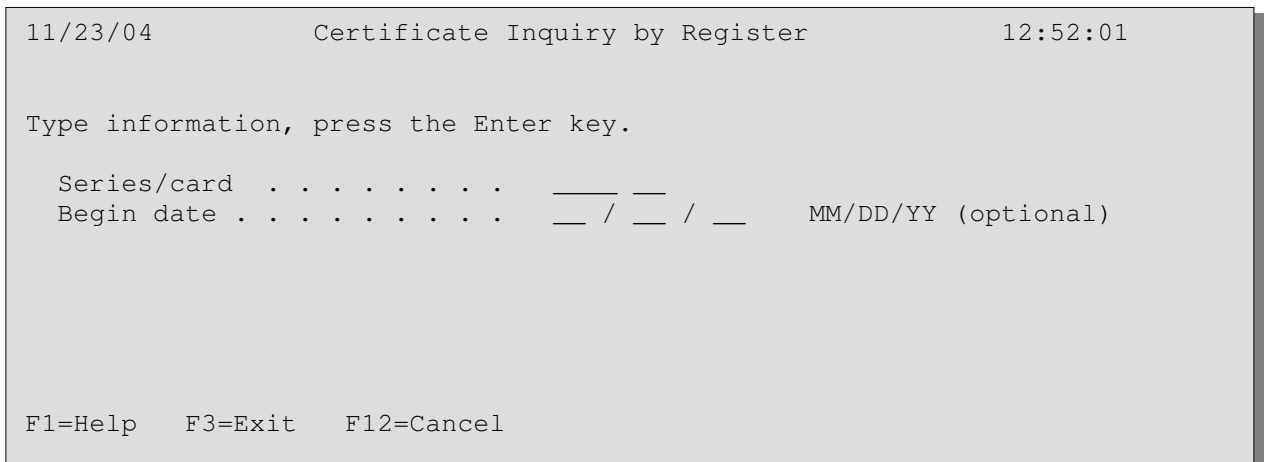
#### 5.2.2 How to Access Records

After Option 1 is selected, the user is presented with a field to enter the series and card number of the register's records to be viewed. A valid series and card number combination must be entered. If the user does not know the series and card

numbers for which he needs information, you may contact the Staffing Division and we will research the correct combination. The series and card numbers will be displayed on the screen. An optional field is also presented, which allows the user to specify a time period from which to view records. If no date is entered, the display begins with the first certificate record on file for that register.

The next screen, "Certificate Inquiry by Register", shows basic information for the certificates issued for the registers specified in date order from oldest to most current. Other information, such as certificate number, number of vacancies, etc., is also shown about each certificate on this screen. The Page Up and Page Down keys may be used to view additional records. To view an actual certificate, place the cursor next to the certificate to be viewed and enter a "5".

The next screen shown is the "Certificate Display" screen. The top half of this screen displays information about the certificate such as issue date, expiration date, title of position, etc. The bottom half displays the actual list of eligibles. The Page Up and Page Down keys may be used to view the complete list.



**Figure 5. Entry prompt for Certificates Issued by Register**

```

11/23/04          Certificate Inquiry by Register          12:55:59

Srs/cd: 1333 06          Register title: PET - SOC SERV JOBS

Type options, press Enter.
  5=View a certificate

Opt Cert #      Date      No Apt      Par Cur      Status
_ 74285        7/02/04    1 JOB      OFFICE OF ALCOHOL & DRUG ABUSE  10 CNL 10/27/04
_ 74532        8/10/04    1 PRB      LSUMC/HCSO-WO MOSS REG MED CTR  10 ISS 8/10/04
_ 74539        8/11/04    1 JOB      OFFICE OF ALCOHOL & DRUG ABUSE  34 CNL 10/13/04
_ 74711        8/27/04    2 PRB      DPSC-CORR/JUV/JCCY/              17 ISS 11/18/04
_ 74793        9/08/04    1 PRB      OFFICE OF ALCOHOL & DRUG ABUSE  40 CNL 9/17/04
_ 75081       10/15/04    1 JOB      OFFICE OF ALCOHOL & DRUG ABUSE  10 ISS 10/15/04
_ 75329       11/12/04    1 JOB      JEFF PARISH H. S. AUTHORITY       26 ISS 11/12/04

F1=Help  F3=Exit  F12=Cancel

```

**Figure 6. The Initial Display - Certificates by Register**

```

11/23/04          CIVIL SERVICE CERTIFICATION SYSTEM          12:44:15
                   CERTIFICATE INQUIRY SCREEN

CERT STATUS      STATUS DATE      REQ. NO.      # VACAN.      SEL CERT      CERTIFICATE NO.
4 APPOINTMENT    8/13/04          040835        1              74101

ISSUE DATE      EXPIR DATE      JOB CODE      TITLE OF POSITION      SRC
6/01/04        7/01/04        164350        HUMAN RES ANALYST 3      3

ORGANIZATIONAL UNIT      LOCATION      APPOINT TYPE
101137000  DSS/OCS/ADMINISTRATIVE      BATON ROUGE      PROBATIONAL (NC/PRV)

RANK      NAME      SSN      GRADE      ACTION      APPT DATE      RULE
1      NAME      XXXXXXXXXX      99      F
2      NAME      XXXXXXXXXX      98      F
3      NAME      XXXXXXXXXX      93      C
4      NAME      XXXXXXXXXX      93      A      7/26/04
5      NAME      XXXXXXXXXX      91      F
6      NAME      XXXXXXXXXX      89      A      7/19/04
7      NAME      XXXXXXXXXX      88      F
8      NAME      XXXXXXXXXX      88      F

More..

F3=Exit  F12=Cancel

```

**Figure 7. A sample of an issued certificate**

### 5.2.3 Using the Information

Data on the initial “Certificate Inquiry by Register” screen may be used to determine how many certificates were issued for a particular register during a certain time period. It can also be seen which organization, in which parish(es), requested the certificate(s). In addition, the number of vacancies and type of appointments for a certain register may be viewed from this screen.

The data on the next screen, “Certificate Display”, can be used to find out what actions (if any) were taken by an agency regarding candidates, if the certificate was worked by the agency and returned to Civil Service. The various action codes are decoded in the Help text. It is important to note that for a Cancelled Certificate, all entries in the “Action” column will be “C”. This does not mean that all were considered and found unsatisfactory. In this instance, it means the certificate was cancelled for some reason.

### 5.2.4 Special Considerations

If no records appear on the screen after a series and card number are entered, it means that no certificates were issued for the time period specified. For the “Certificate Display” screen, it is important to note that a person’s rank may be misleading. For example, a person may have been ranked 20<sup>th</sup> on a list, but been in the top five grade groups under our previous certification rules. All score information and Social Security Number information has been removed.

## 5.3 Pay Plan/Job Specification Inquiry

### 5.3.1 Purpose

This option is used to view information related to all active jobs in the Civil Service Pay Plan. For each job, the user can view pay information, general information on the job (i.e. career field, EEO category), and a chronology of all changes to a job. *Job specifications are no longer available in Pay Plan inquiries.* They can be accessed on our website.

### 5.3.2 How to Access Records

There are two methods of locating records in the Pay Plan/Job Specification Inquiry. The first is from the initial screen, which is displayed below. On this display, the user can locate the desired job by entering the job title in the entry field at the top of the screen. You may enter as much of the title as is necessary to locate the desired record. The Page Up and Page Down keys can then be used to locate the exact title needed. For instance, to locate the HUMAN RESOURCES ANALYST 1 job entering HUMAN RES or HUMAN R would place the file close to the desired record.

```

11/23/04                Work with Active Classified Jobs                12:58:40
Position to job title. . . . . _____

Type options, press Enter.
  5=View pay plan info    8=View job specification    12=View pay plan chronology
 13=View career field

Opt  Job title                                     Pay
     Lvl  Job Cd
--   -
--   ACCOUNTANT ADMINISTRATOR 1                   A 618  159750
--   ACCOUNTANT ADMINISTRATOR 2                   A 619  159760
--   ACCOUNTANT ADMINISTRATOR 3                   A 621  159770
--   ACCOUNTANT ADMINISTRATOR 4                   A 623  159780
--   ACCOUNTANT ADMINISTRATOR 5                   A 624  159790
--   ACCOUNTANT MANAGER 1                         A 617  159710
--   ACCOUNTANT MANAGER 2                         A 619  159720
--   ACCOUNTANT MANAGER 3                         A 621  159730
--   ACCOUNTANT MANAGER 4                         A 622  159740
--   ACCOUNTANT SUPERVISOR 1                      A 615  159600
                                           More...

F1=Help   F3=Exit   F5=Refresh   F10=Actions   F12=Cancel

```

**Figure 8. The Work with Active Classified Jobs display. Enter the name (or partial name) of the desired job title.**

Once the desired record has been located on the list display, the user can then enter the desired option number next to the job title. Valid options are displayed directly above the list.

The second method for locating records is through the use of the F10 (action) function key on the Work with Active Classified Jobs display. Pressing F10 will display an entry “window” whereby the job code and desired option can be entered. This is the most direct method for locating records when the job code is known.

The F10 feature is also available on other pay plan/job specification inquiries to view additional screens for the job selected. For instance, if you are viewing pay plan data for a job, the F10 key will allow you to go directly to the job chronology without having to return to the initial selection menu. Any time that the F10 key is displayed at the bottom of the screen, it is available for use.

```

11/23/04          Work with Active Classified Jobs          12:58:40

Position to job title. . . . . _____
Type : :::::::::::::::::::::::::::::::::::::::::::::::::::: :
  5= :                      Actions                          :nology
 13 :                      :
   : Type user option and job code, press Enter.          :
Opt  :   5=View pay plan   8=View specification   12=View chronology :ob Cd
  - :                      :59750
  - : Opt  Job code                      :59760
  - :   - _____                      :59770
  - :                      :59780
  - :   F3=Exit   F12=Cancel              :59790
  - :                      :59710
  - :                      :59720
  - : :::::::::::::::::::::::::::::::::::::::::::::::::::: :
  - ACCOUNTANT MANAGER 3                      A 621 159730
  - ACCOUNTANT MANAGER 4                      A 622 159740
  - ACCOUNTANT SUPERVISOR 1                  A 615 159600
                                           More...

F1=Help   F3=Exit   F5=Refresh   F10=Actions   F12=Cancel

```

**Figure 9. The Action Window (F10) as displayed from the initial Work with Active Classified Jobs display. This method can be used when the job code is known.**

5.3.3 Using the Information

The Pay Plan/Job Specification Inquiry is used to view information pertaining to each active job in the pay plan. Current information on each job can be found by selecting Option 5, View Pay Plan Info, from the list display or from the action window (F10). This information includes the job’s pay level (including its minimum, midpoint and maximum), the career field, occupational group and EEO Category code, and the Compensation Analyst assigned to the job.

The current job specification for each job can no longer be accessed from the OPEN system. Please go to our web site to access job specifications.

```

11/23/04                View Job Information from Pay Plan                13:07:07

Press Enter to continue.

Job title : ACCOUNTANT SUPERVISOR 1

Abbreviated job title . . : ACCOUNTANT SUPERVISOR 1
Job code. . . . . : 159600      Analyst's initials. . . . : ATH

Pay level . . . . . : A 615      Career field code . . . . : 2101
Minimum . . . . . : 2,422      Occupational group code . : B1
Midpoint. . . . . : 3,422      EEO category. . . . . : PR
Maximum . . . . . : 4,422

Evaluated pay level . . . : 16      Point total . . . . . : 2037
Market/entry level. . . . : 615

Fctr 1  Fctr 2  Fctr 3  Fctr 4  Fctr 5  Fctr 6  Fctr 7  Fctr 8  Fctr 9
Eductn  Expr   Org Ct  Person  Purp   Complx  Imp/Res  Physic  Hazard
   5      4      5      4      4      4      5      1      1
  255    304    260    77    233    388    515    2      3

F1=Help  F3=Exit  F10=Actions  F12=Cancel

```

**Figure 10. View Pay Plan Information Display**

The chronology of changes to a specific job is available through the use of option 12 – View Pay Plan Chronology. This feature lists all changes to the job in effective date order. From the chronology screen, the user can view an extended description of each change by typing a “5” by the desired entry. The extended chronology shows relevant job information both before and after the change. A sample of the pay plan chronology display is found below.

### 5.3.4 Special Considerations

When viewing the job specification, it is important to remember that, even though this data is updated regularly, there may be instances where a job change has been implemented but is not yet reflected in the job specification on our web site. In these cases, the Department of Civil Service will base decisions on the approved change.



11/23/04

View Pay Plan Chronology of Job Title

13:11:22

Position to job code. . . . \_\_\_\_\_

Job title . . : ACCOUNTANT SUPERVISOR 1

Job code. . . : 159600                      GS level. . . : A 615                      Career field: 2101

EEO code. . . : PR                              Occup group : B1

Type options, press Enter.

5=View extended chronology

Opt	Action	Eff date	Abbreviated job title	Pay Level	Minimum
_	JOB PAY RANGE CHANGE	9/09/03	ACCOUNTANT SUPERVISOR 1	A 615	2,376
_	JOB ESTABLISHED	4/05/95	ACCOUNTANT SUPERVISOR 1	G 16	1,842

Bottom

F1=Help    F3=Exit    F5=Refresh    F10=Actions    F12=Cancel

**Figure 11. View Pay Plan Chronology Display**