



## DOP&LR Recruitment Services Guidance

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### Recruitment System Replacement Project FAQ (UPDATED 2/4/13)

#### Important Dates

- February 19<sup>th</sup>: Department of Revenue begins the pilot period  
March 5<sup>th</sup>: Last day to post a position in the old system  
March 15<sup>th</sup>: All postings close in the old system  
March 18<sup>th</sup>: All Departments go live in the new system  
June 30<sup>th</sup>: Last day to copy any information from the new system

#### 1. **Why are we replacing the current Workplace Alaska system?**

The current Workplace Alaska system has been in use since the late-90's. This system was built "in-house". While we have been working hard to maintain it, the platform it is built on, Lotus Notes, is outdated technology and we are struggling to maintain a user friendly, responsive environment.

#### 2. **What is the new system?**

The new system is called Insight, created by NEOGOV. NEOGOV is well known in the Human Resource industry and is considered an industry leader in HR systems with a focus on public sector products. The most practical solution for the State of Alaska was to purchase a Software-as-a-Service recruitment system to meet our recruitment needs. This means we are purchasing a service from a company and they own and maintain the software. By contracting with NEOGOV, we are assured of a stable platform and routine updates to technology.

#### 3. **Will we use the same terminology?**

Some of the terms will remain the same and some will change. Below is a list of some new terminology we will be using.

Online Hiring Center (OHC): The site you will log into, as a hiring manager, to conduct your recruitments. This will be similar to the WPA Hiring Manager & Supervisors Homepage. From the OHC dashboard, hiring managers can access their requisitions and referred lists.

Insight: Agency HR side of the recruitment system. From here, your requisition is received, opened, and posted. Referred Lists (applicant pools) are also created in Insight and sent to the OHC to be worked.

Requisition: The new MJR. Creating a requisition is the first step in the posting process. You will be able to attach documents to the requisition. You will need to attach job posting verbiage in a Word document, pre-posting checklist, pre-interview criteria. This replaces the need to send Agency HR staff an email, with the pre-posting checklist attached, requesting your job be posted.

**Referred List:** The applicant pool. From this list, you will see who has applied for your recruitment and can review their application. This list is available to you once your posting has closed. If you have concerns about the size of your applicant pool, you should contact Agency HR prior to the closing date. They can assist you in making a decision if an extension is needed.

**Hired:** The section of the referred list to designate your selected candidate. Marking your selected candidate as “hired” only means you have requested hire approval. You will not make a job offer until you receive Agency HR approval. The process of obtaining hire approval prior to a job offer is not changing from what we currently do.

**Rejected:** The section of the referred list for all candidates whom you are not requesting hiring approval for. You will still dispo each applicant as they are placed in the Rejected section.

**Hiring Assistant:** A person authorized to access the Online Hiring Center to assist the hiring manager in the hiring process.

#### **4. What will it look like?**

The interface for the new system will be different than the site you currently use. When you go to the login screen, there are two options; Insight, for HR personnel, and the Online Hiring Center, for hiring managers.

Insight operates using a dashboard feature called “My HR”, where an HR user can easily see details of all recruitments currently in progress, requisition requests (the new MJR), current job postings, applicants, and hires awaiting final approval. This dashboard gives you easy access to move forward on all of the recruitments you might be working on at varying points in the process.

The Online Hiring Center (OHC) also features a dashboard but has a more limited interface that shows you specific information depending on access granted. Hiring Managers will start out on a “My Requisitions” page showing current requisitions. From this page, you will be able to go to “My List” where you can find the referred list (the applicant pool) from HR and can start viewing and sorting applicants.

Once you have been granted access, you will be able to work through the online training in the training environment before working in the production environment (our live environment).

For now, you can visit the [NEOGOV website](#) and click on *Customers* in the upper right of the page to see who else is using NEOGOV recruitment systems and view their recruitment pages to get an idea of what our pages will look like. Keep in mind that you will be viewing the pages meant for applicants and as a hiring manager, you will log in from a completely different location.

#### **5. When will we start using the new system?**

The Department of Revenue will pilot the system beginning on February 19<sup>th</sup>.  
All other departments will transition to the system on March 18<sup>th</sup>.  
For everybody except Revenue, the last day to post positions is March 5<sup>th</sup>.

The old system will be switched to a “view only” mode on March 18<sup>th</sup>. Hiring managers will still have access to complete any recruitment still in progress and access/copy info from previous postings.

#### **6. Will there be a period of time where I will not be able to post recruitments?**

Yes. There will be a lag in postings between March 5<sup>th</sup> and March 18<sup>th</sup> because we need to have all postings closed in the old system before switching to the new system.

**7. What will the new system be named?**

We plan to continue to use Workplace Alaska as the name of the state's recruitment system as this brand is an important part of our recruitment efforts.

Workplace Alaska is now powered by NEOGOV's Insight. The hiring manager component is referred to as the Online Hiring Center (OHC).

**8. What will recruiting be like using Insight?**

The rules and regulations that we use when recruiting will not be changing. We anticipate greater functionality with fewer technical issues and frustrations with the interface.

The biggest change for hiring managers will be the applicant pool **will not** be available until the recruitment has closed and Agency HR has referred the list of applicants to you for processing.

**9. Can I make requests for customized features?**

We have purchased the Insight system "off the shelf". While there are a variety of functions that we can elect to use or not, customization is not part of the service we have contracted for.

**10. Will I get training on how to use the new system?**

NEOGOV provides a comprehensive self-training program through their website. All hiring managers will have access to this training. There are manuals, tutorials, and videos to guide you in learning the new system. In addition to the NEOGOV-provided training, Recruitment Services has an OHC job aid and PowerPoint available on the HR Forms page under and the Workplace Alaska HM/HA Resources page.

We will evaluate the need for supplemental training as we learn more about the system.

**11. Will I still be able to access my old Manager Job Requests?**

The information contained in the current Workplace Alaska system, powered by Lotus Notes, will be available until June 30, 2013. Through this date, you may copy/paste/print information.

**12. How will the historical data be maintained?**

Data from the current system is, and will continue to be, housed in ALDER for historical reference. However, since this information will only be accessible by Department of Personnel & Labor Relations staff, you should copy/print any information you believe you may need prior to June 30<sup>th</sup>.

**13. Can I still call the Workplace Alaska helpline?**

Yes, the phone numbers for the helpline will not be changing. The helpline hours are Monday – Friday 8:00am – 5:00pm, except on state holidays.