

NASPE Nomination – Innovative State Human Resource Management Program

Program Title: State Jobs 2.0 User Training Resource Program

State: State of Utah - Department of Human Resource Management

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Summary:

On January 27, 2014 the Department of Human Resource Management (DHRM) successfully launched its new State Jobs 2.0 online recruitment system. The launch of State Jobs 2.0 brought to the state's recruiters and agency managers new functionality as well as a different look and feel than the previous recruitment system. For example, recruiters now had an online recruitment folder that provided a centralized location to easily track and access job postings, applications, hiring lists, and correspondence for each of their recruitments. And, for the first time, agency managers had a self-service online tool to track their recruitments, job postings, and applicants.

These differences in functionality between the previous system and State Jobs 2.0 resulted in a number of important changes in the processes used by recruiters and agency managers to fill vacancies. The project team realized early on that to successfully implement the new system and help users transition to a new way of doing business would require a significant training effort. Training all of these users raised some key questions and concerns for the project team: How were they going to deal with the sheer number of users that needed to be trained? How would they train managers in the rural areas? What delivery method should be used to train? How would new managers and recruiters receive training? How much would the training cost? Ultimately, the project team decided that training for recruiters and managers would be offered both face-to-face and online in order addresses these key issues and meet users' needs.

Project Lead Shannon Casias and project team member Winston Inoway were tasked with creating the online training for recruiters and managers. To create the online training, they used two tools that DHRM had not previously used for training purposes; a customizable screen capture application called Snagit and Google Sites. Snagit was used to develop the training videos and Google Sites was used to

house the training videos. Instead of simply recording a video of a face-to-face training session and using it for the online training, Shannon decided a more effective way to do the online training was to map out the individual steps in each process and create a training video for each step.

In the weeks just prior to the January 2014 launch, Shannon and Winston worked many hours together to create the training videos and have them ready for the launch date. Shannon developed screen shots, added graphics, and recorded step-by-step instructions creating a short training segment or “snippet” for each step. Winston reviewed and edited every “snippet” adding artistic touches, making sure the content made sense, that the video and audio matched, and that the quality of each “snippet” was acceptable. The completed training videos were completed in time for the launch date and posted to the new State Jobs 2.0 Training Resources page that Winston created using Google Sites. The site can be viewed at:

<https://sites.google.com/a/utah.gov/state-jobs-2-0-training-resources/>

The decisions to use the Snagit application, create individual training “snippets” and use Google Sites to create and deliver the State Jobs 2.0 training allowed DHRM to provide a more efficient and effective training option in the following ways:

- Allowed training to be provided regardless of the geographic location of recruiters and agency managers. This reduced the need for users to travel to receive training saving time and money.
- Provided a readily available training resource for new recruiters and agency managers. This allowed new users to be trained quickly and to receive training consistent with that of their peers.
- Provided an ongoing ready reference that users could access 24/7 allowing them to get answers quickly on their own.
- Provided users with flexibility regarding how they used the 24/7 ready reference. Users could choose to view a video for a single process step or view a video with all of the steps based on their needs. This allowed users to get exactly what they need saving them time.

Without the efforts of Shannon Casias and Winston Inoway, the approach they chose for the online training, and the use of these tools DHRM’s implementation of the State Jobs 2.0 recruitment system would not have been the success that it was.

Responses to questions 1-11:

1. Please provide a brief description of this program.

State Jobs 2.0 Training Resources created an online resource/reference page for all DHRM and agency hiring managers to use as a reference that was accessible regardless of geographical location or time of day. The resource targeted information for each individualized step of the process for both DHRM recruiters and hiring managers making it easy to understand and proceed regardless of experience with or exposure to State Jobs 2.0.

2. How long has this program been operational (month and year)?

The system was implemented in January 2014 with the release of the new State Jobs 2.0 system to all state users.

3. Why was this program created? (What problem[s] or issues does it address?)

The program was created to provide individualized training to all users, regardless of their experience level. The online aspect provided essential training to anyone regardless of time of day or location which proved to be an obstacle given the vast geographical variation of potential state employees and users of the system. Additionally, the training targeted specific topic demonstrations to assist when moving through the recruitment process as either a hiring manager or as a recruiter.

4. Why is this program a new and creative method?

Prior to release of State Jobs 2.0 User Training Resources, many users relied on other employees or human resource contacts for help with the system. This at times wasn't always convenient and staff wasn't always available. This program allows for individualized training and reference whenever needed.

5. What was the program's start up costs? (Provide detailed information about specific purchases for this program, staffing needs and other expenditures, as well as existing materials, technology and staff already in place.)

Two employees spent 3 weeks of work time on this project. In addition, we purchased a Snagit application. Total startup costs including staff salaries was \$11,010.

6. What are the program's operational costs?

This site is updated on an as needed basis. The recruitment consultant reviews and updates the site at least quarterly. Estimated annual operational costs are less than \$500.00 per year.

7. How is this program funded?

The department is funded through an Internal Service Fund. Each agency who utilizes HR services is charged an annual rate per FTE.

8. Did this program originate in your state?

Yes. The resource page was created by two DHRM employees, Shannon Casias and Winston Inoway for use by all state users.

9. Are you aware of similar programs in other states?

No. I am unaware if other similar programs exist in other states.

If yes, how does this program differ?

10. How do you measure the success of this program?

Success has been measured by the reduction in errors and person to person contacts related to use of State Jobs 2.0 by all state users. The implementation of State Jobs 2.0 would not have been as successful as it was without this program and the continued use by newly hired users extends and adds to the success of this program.

11. How has the program grown and/or changed since its inception?

The site has been updated as needed. No other significant changes have occurred.