



Submission Title: LA Careers Communication Website

Submission Category: Electronic Category/Website

Address: <http://lacareers.sharepointsite.net>

State: Louisiana

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1. Please provide a brief description of the submission.

The LA Careers Communication website went into production on August 25, 2008. The site was created to give state HR professionals a voice and central information source throughout the implementation of the LA Careers online application system project.

Early on in the project development, the management team realized that the full support of the HR community was critical to the success of LA Careers. In previous project implementations, feedback was solicited from the HR community through traditional means such as meetings and phone calls. Since the State of Louisiana has HR employees in every corner of the state, this approach posed a unique challenge for this project. Because of the LA Careers Communication Site, the HR community was able to voice their opinion at any time, day or night, from anywhere using tools based on Web 2.0 technologies.

The site consists of the following:

- a blog,
- message board,
- document library, and
- a podcast center.

The blog is where a project team member regularly posts updates about the project and site changes. Registered users can comment on the blog if they have questions or need further clarification about the blog topic. Most users, however, have used the message board to post questions and suggestions for topics that they would like to discuss. With over 3,600 hits, the document library is also a popular place on the site. The document

library houses all of the LA Careers related documents including: bulletin updates, agency training materials, rule change documents, and training exercises. The podcasts are used as an additional tool to disseminate important information to the HR community.

2. How long has the submission been in existence?

The site has been available to the HR Community since August 2008.

3. Why was the submission created?

During the research and development phase of this project, the project team realized that its success depended greatly upon the positive reception and engagement of the HR community. The LA Careers Communication site was created to involve the Human Resources community in the implementation of the LA Careers online application project. So, Civil Service encouraged them to participate by providing a place to let their voices be heard.

Web 2.0 technologies allowed the Department to employ a line of communication that was open for comment at any time. With that open line of communication, the HR community was engaged and partnered with Civil Service to make LA Careers a success.

4. How does this submission support the goals and objectives of your agenda/department?

The mission of the Louisiana Department of 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 new LA Careers online application system will enable agencies to attract a more productive and diverse workforce. It provides applicants with an easy, efficient process to apply for jobs within Louisiana state government. It also enables HR to forgo their paper laden processes and focus on more value-added tasks.

Since this was such a drastic process change, going from all paper to an online application, Civil Service needed a constant open line of communication with the HR community to ensure successful implementation. Although it has taken time to build the site, it continues to fulfill its purpose and surpass the original expectations!

5. Have you been able to measure the effectiveness of this submission? If so, how?

Civil Service has been able to measure the effectiveness of this submission through both qualitative and quantitative measures. The site receives approximately 1500 hits per month and has about 150 registered users. Additionally, Civil Service has received excellent feedback from the HR community. One example is Janice Bullitt, HR Analyst C at Huey P. Long Medical Center, “I love the message board! I think it’s a great tool and usually reference it first before I call/email someone”.

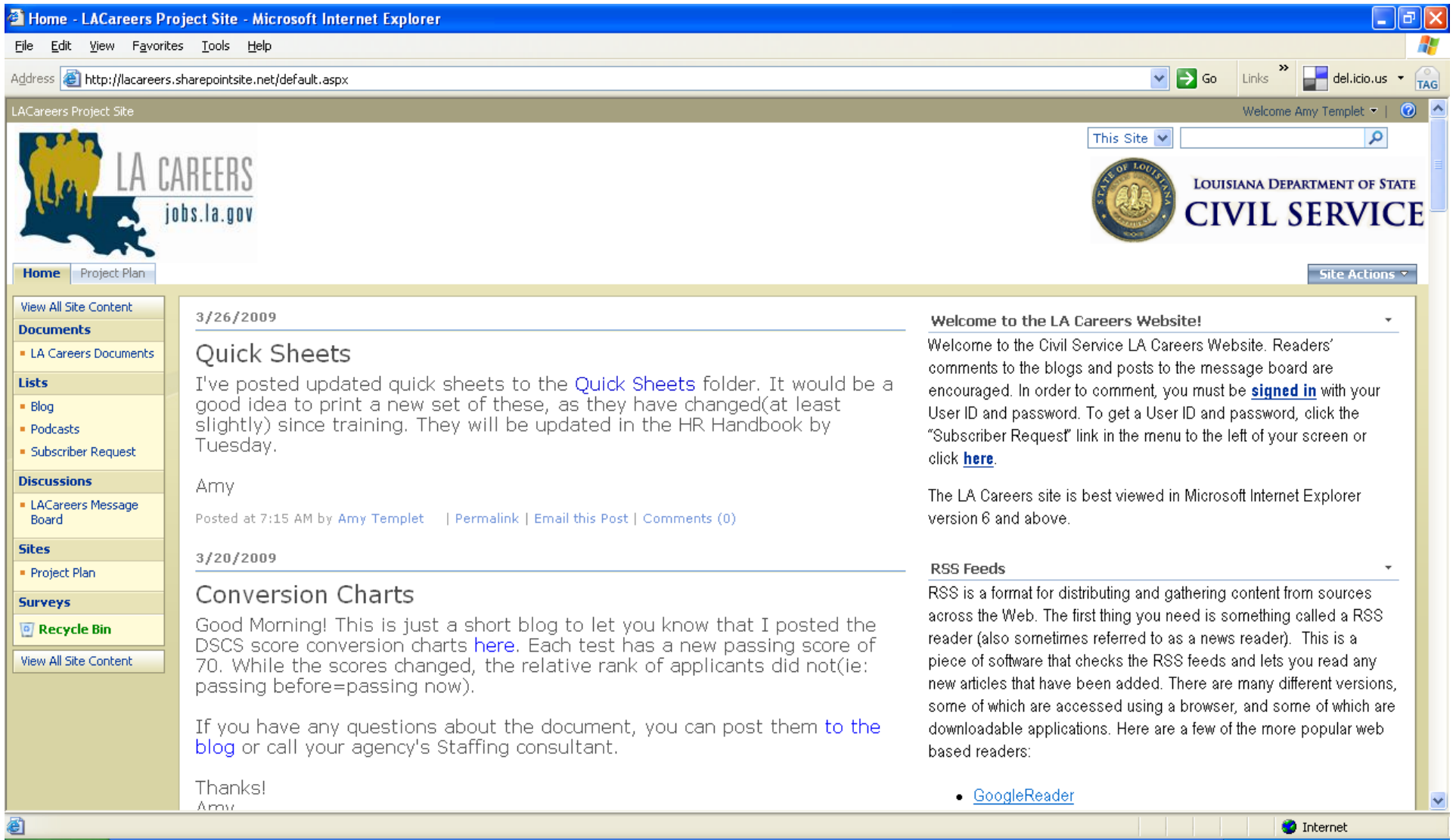


Figure 1: Screen shot of blog

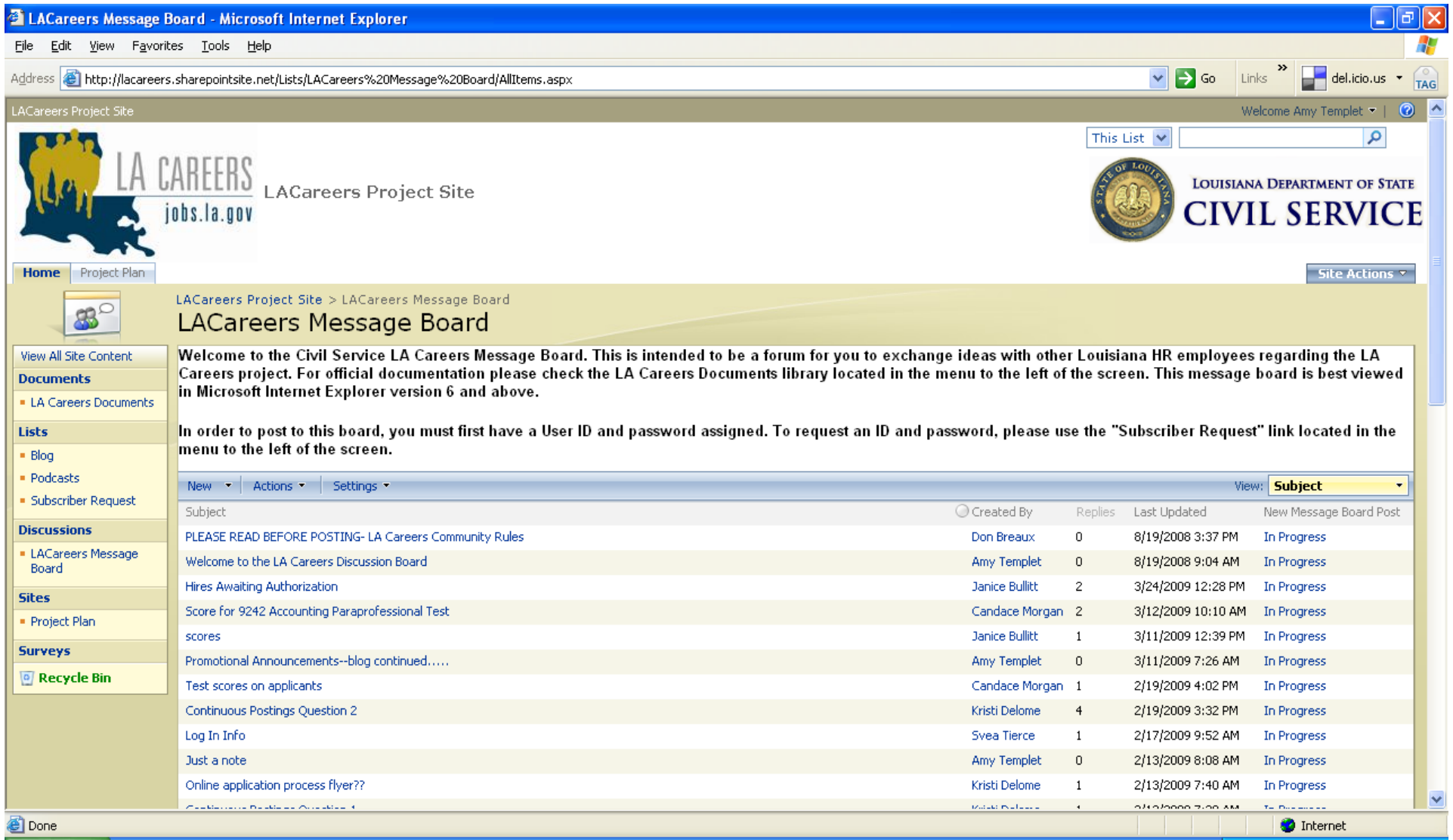



Figure 2: Screen shot of message board


LA Careers Documents - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://lacareers.sharepointsite.net/Shared%20Documents/Forms/AllItems.aspx> Go Links del.icio.us TAG

LACareers Project Site Welcome Amy Templet

 LA CAREERS Project Site jobs.la.gov

 LOUISIANA DEPARTMENT OF STATE CIVIL SERVICE

Home Project Plan Site Actions

LACareers Project Site > LA Careers Documents

LA Careers Documents

New Upload Actions Settings View: All Documents

| Type | Name | Modified | Modified By |
|----------|---------------------------------------|--------------------|-------------|
| Folder | August 25 Meeting Documents | 8/25/2008 7:07 AM | Amy Templet |
| Folder | Frequently Asked Questions | 8/22/2008 12:57 PM | Amy Templet |
| Folder | LA Careers Bulletins | 2/20/2009 2:15 PM | Amy Templet |
| Folder | LA Careers Exercises | 1/27/2009 12:25 PM | Amy Templet |
| Folder | LA Careers Newsletters | 8/25/2008 7:11 AM | Amy Templet |
| Folder | LSP Pre-Conference Workshop | 11/7/2008 8:41 AM | Kim Price |
| Folder | Rule Documents | 9/26/2008 8:36 AM | Amy Templet |
| Folder | Training Materials | 2/5/2009 7:09 AM | Amy Templet |
| Document | Conversion charts for HR Info | 3/24/2009 7:04 AM | Amy Templet |
| Document | LA Careers Communications Site Policy | 8/25/2008 12:32 PM | Amy Templet |
| Link | RSS | | |

View All Site Content

Documents

- LA Careers Documents

Lists

- Blog
- Podcasts
- Subscriber Request

Discussions

- LACareers Message Board

Sites

- Project Plan

Surveys

- Recycle Bin

Done Internet

Figure 3: Screen shot of document library

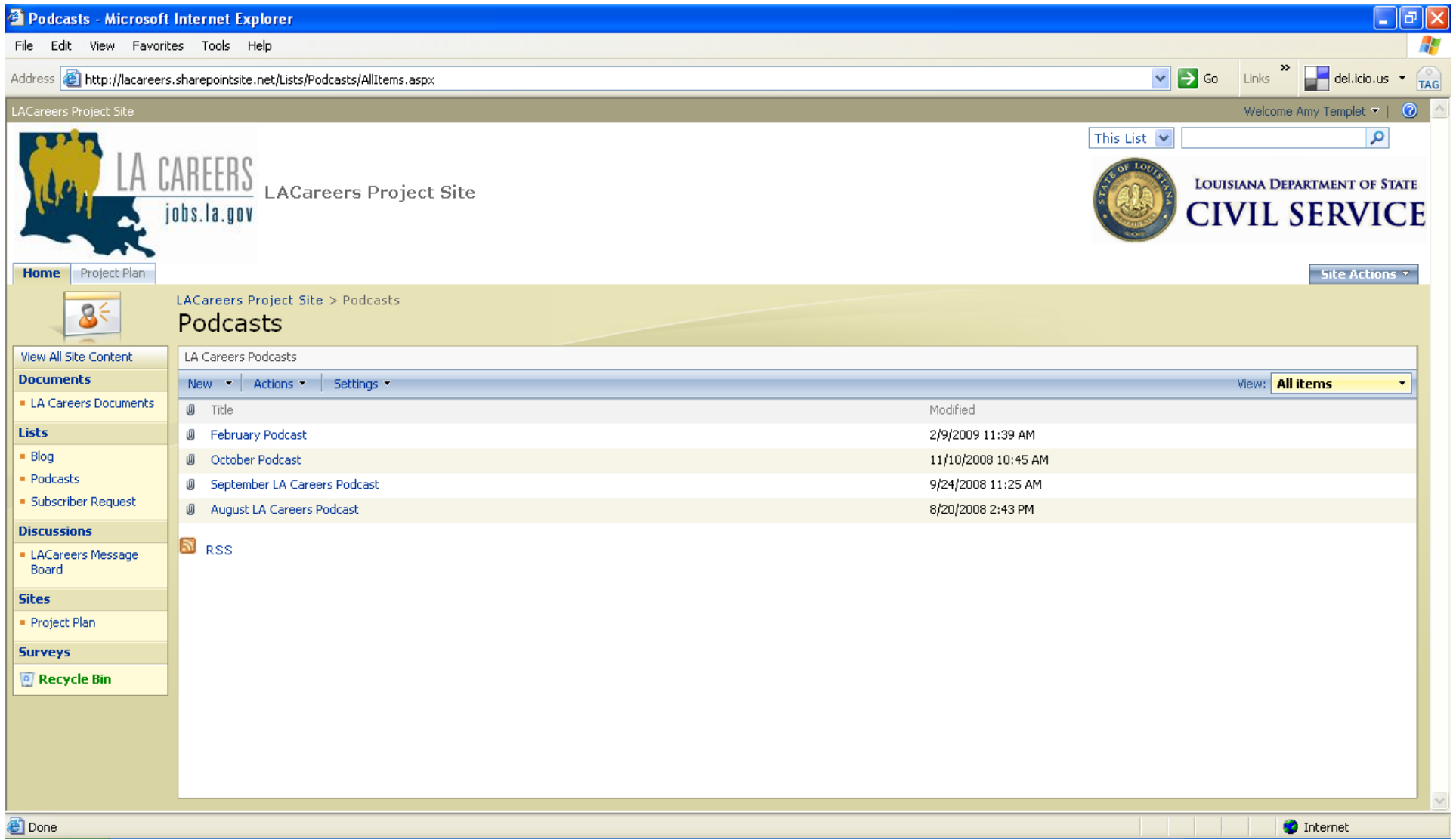


Figure 4: Screen shot of podcast center