



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”.

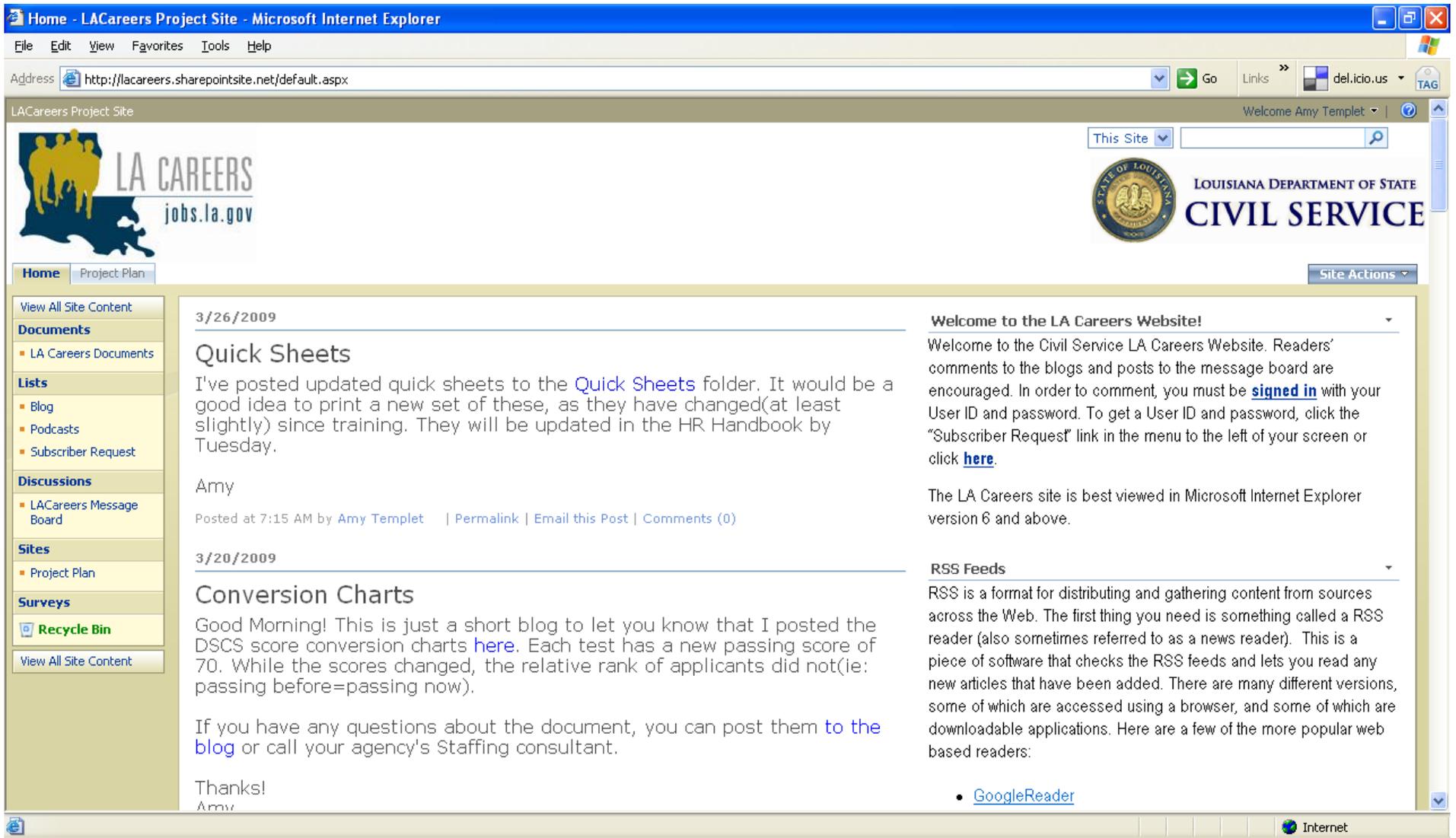


Figure 1: Screen shot of blog

LACareers Message Board - Microsoft Internet Explorer

Address: http://lacareers.sharepointsite.net/Lists/LACareers%20Message%20Board/AllItems.aspx

Welcome Amy Templet

LA CAREERS jobs.la.gov LACareers Project Site

LOUISIANA DEPARTMENT OF STATE CIVIL SERVICE

Home Project Plan Site Actions

LACareers Project Site > LACareers Message Board

LACareers Message Board

Welcome to the Civil Service LA Careers Message Board. This is intended to be a forum for you to exchange ideas with other Louisiana HR employees regarding the LA Careers project. For official documentation please check the LA Careers Documents library located in the menu to the left of the screen. This message board is best viewed in Microsoft Internet Explorer version 6 and above.

In order to post to this board, you must first have a User ID and password assigned. To request an ID and password, please use the "Subscriber Request" link located in the menu to the left of the screen.

New Actions Settings View: Subject

Subject	Created By	Replies	Last Updated	New Message Board Post
PLEASE READ BEFORE POSTING- LA Careers Community Rules	Don Breaux	0	8/19/2008 3:37 PM	In Progress
Welcome to the LA Careers Discussion Board	Amy Templet	0	8/19/2008 9:04 AM	In Progress
Hires Awaiting Authorization	Janice Bullitt	2	3/24/2009 12:28 PM	In Progress
Score for 9242 Accounting Paraprofessional Test	Candace Morgan	2	3/12/2009 10:10 AM	In Progress
scores	Janice Bullitt	1	3/11/2009 12:39 PM	In Progress
Promotional Announcements--blog continued.....	Amy Templet	0	3/11/2009 7:26 AM	In Progress
Test scores on applicants	Candace Morgan	1	2/19/2009 4:02 PM	In Progress
Continuous Postings Question 2	Kristi Delome	4	2/19/2009 3:32 PM	In Progress
Log In Info	Svea Tierce	1	2/17/2009 9:52 AM	In Progress
Just a note	Amy Templet	0	2/13/2009 8:08 AM	In Progress
Online application process flyer??	Kristi Delome	1	2/13/2009 7:40 AM	In Progress

Done Internet

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

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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

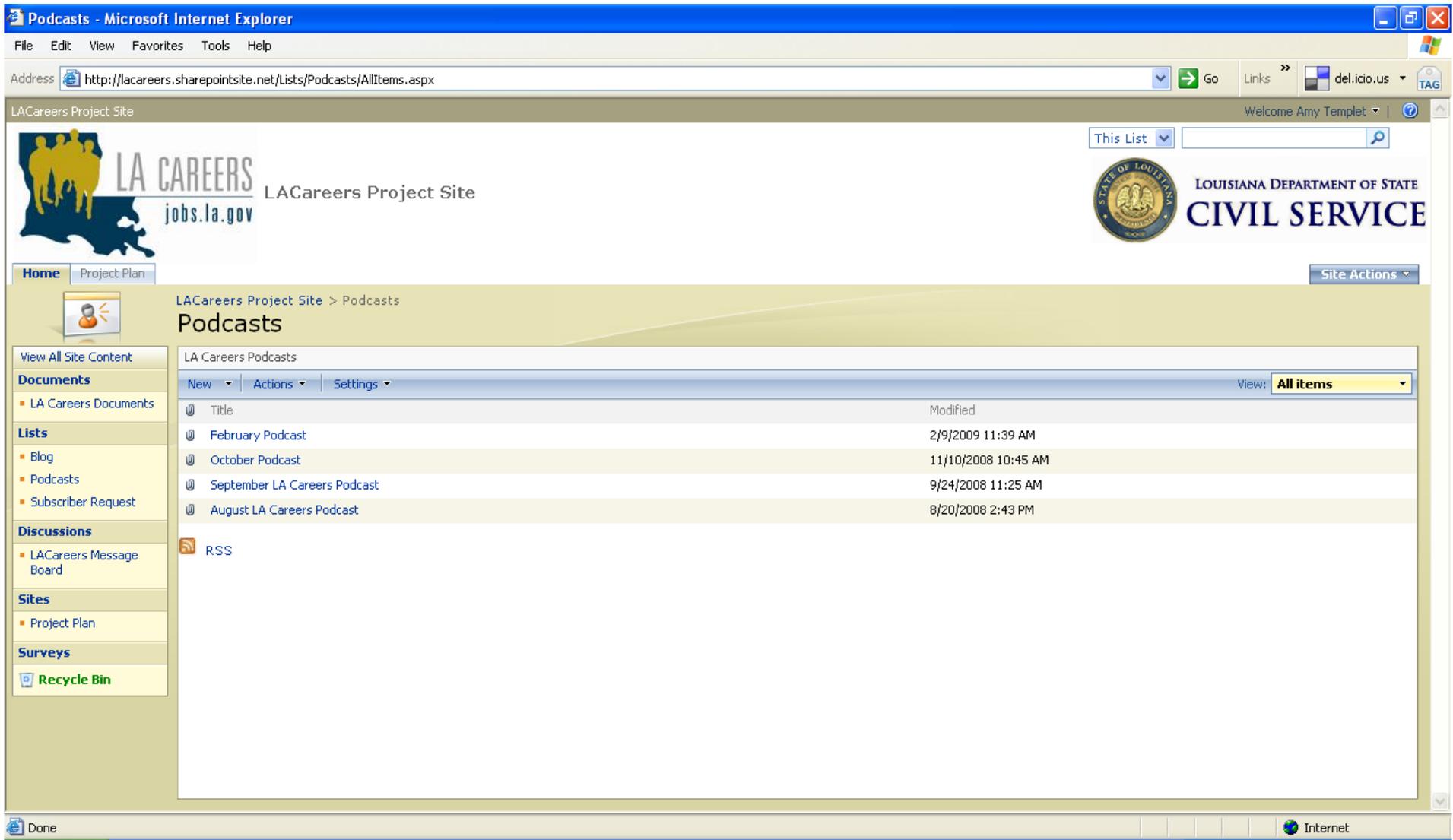


Figure 4: Screen shot of podcast center