

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Jeremy Kushin

Email: jeremy.kushin@ct.gov

Agency: Department of Administrative Services

Project: DAS/State of Connecticut Executive Branch Centralization and Modernization of Hu...

Project Manager: Jeremy Kushin

Reporting Period: Project Inception through 06/30/2021

Total Funds Requested: \$4,596,200

Total Funds Allotted to Agency: \$4,596,200

Accumulative Total Capital Fund Expenditures to Date: \$3,788,192

Brief Project Description/Summary:

LinkedIn Learning

Brief Project Description/Summary: To provide Executive branch employees within the scope of HR Centralization a learning management system consisting of modern learning solutions to address professional development societal and workplace trends and needs

ScanOptics/PeopleDoc

Brief Project Description/Summary: To digitize all in-scope employee personnel, payroll, medical and Workers Comp files and set up case automation that will create efficiency regarding workflows.

Ideal

Brief Project Description/Summary: HR will use machine learning and artificial intelligence ("AI") shortlisting to assist in providing the most qualified applicant pool to hiring State agencies. Ideal will provide a cloud-based single software solution that uses machine learning and AI to assist in shortlisting the most qualified applicants for recruitments, especially with jobs that attract a high volume of applicants. Idea will be integrating with the State Applicant Tracking System (JobAps).

JobAps (Phase 3)

Brief Project Description/Summary: This phase of JobAps updates will include an Integration with Ideal, Enhancements to the Referral Questionnaire Spreadsheet Report, and Online Employment Center Enhancements. The Integration with Ideal will allow users to shortlist candidates within the platform. The enhancements to the Referral Questionnaire Spreadsheet Report will allow users to generate more relevant and efficient information through JobAps. The Online Employment Center Enhancements will improve the look of the web page and include professional service hours.

LinkedIn Recruiter

Brief Project Description/Summary: In an effort to modernize and enhance HR's service delivery and support lean recruiting efforts, State of Connecticut, Executive Branch Human Resources will use LinkedIn Recruiter, which is a cloud-based solution recruitment tool that shall be used for strategic sourcing, pipelining and branding. Personalized targeted job slots shall be used to attract qualified passive and difficult to source candidates for difficult to fill titles using strategic sourcing and pipelining. The system has access to a social network pool of professionals. The system uses algorithms to match and attract users to State jobs, especially for difficult to recruit for areas. This would assist the State with filling critical positions as traditional recruitment methods have been resulting in limited to no applicants, especially in areas of physicians, psychiatrists, engineers and some specialty and skilled trade's titles.

Summary of Progress Achieved to Date:**LinkedIn Learning**

Summary of Progress Achieved to Date: LinkedIn Learning is in rollout and has been fully implemented in 14 in-scope Executive Branch agencies, with the remaining agencies going live through the summer and early September. As each agency goes live, agency sub administrators are being identified, provisioned and trained to handle the learning assignments and reporting capabilities. We are also testing the deployment of state-designed content as part of the platform's custom content feature.

ScanOptics/PeopleDoc

Summary of Progress Achieved to Date: All files have been picked up by ScanOptics and are fully uploaded into the PeopleDoc (UKG) platform, all functional areas are in the process of finalizing their first set of case management workflows, the employee self-service portal is active for all in-scope users.

Digitized files improve the speed of access of files from any location are a more secure file keeping method than paper files. HR users are now able to access the files from any location instead of going to a specific physical location to find a document. Previously, files were kept in drawers which could be detrimental to security.

Case Management has improved a standardization of processes and allows for greater productivity. Forms are now standardized ensuring accuracy and completeness. HR users can fill out interactive forms and send them to the correct location with the click of a button, which eliminates the need for extraneous emails and non-director communication.

The employee portal contains a wealth of information and gives employees immediate answers to their question which greatly improves customer service. It also ensures that accurate information is being disseminated to the employee population.

Ideal**Summary of Progress Achieved to Date:**

Determined workflow for auditing action taken codes as applicants progress through a certified list in the hiring process; Ideal is moving applications based on action taken codes from one stage to another based on the Ideal generated grade in production. Ideal silently grading new applicants in production to test; Ideal collecting new applicants from JobAps in production and apply a grade to these applicants; Ideal hosted one live, web-based training session that was recorded to Talent Solutions staff; Collaborated with EEO to discuss applicant flow requirements relative to Ideal and upcoming workflow changes within Talent Solutions; JobAps modified a report to display action taken history in chronological order; Identified new roadblocks and problem solved these roadblocks. For example: Action taken codes were reverting to prior action taken codes. JobAps and Ideal engineers resolved this issue and Action taken codes were not being sent to Ideal in chronological order. JobAps and Ideal engineers resolved this issue.

JobAps (Phase 3)**Summary of Progress Achieved to Date:**

The Integration with Ideal is being built and testing is taking place in the stage environment. The enhancements to the Referral Questionnaire Spreadsheet Report are now active in the staging environment. There has been a meeting with the website administrator to determine impact on DAS and ct.gov websites regarding the Online Employment Center Enhancements.

LinkedIn Recruiter**Summary of Progress Achieved to Date:**

During this time period, a significant formatting issue has been discovered with jobs placed in the specialized slots. This has caused daily increased workload on the state. Several meetings have been had and LinkedIn has escalated this issue to their engineering team. LinkedIn has resolved the issue of non-member access to the State of Connecticut Executive Branch page.

Issues and Risks:

LinkedIn Learning

Issues and Risks:

Due to the variety of network and computer configurations across in-scope Executive Branch agencies, user testing is required in order for the agency to go live, and in some cases, the testing window needs to be extended in order to diagnose and resolve access issues. In addition, a registration process is under design to allow access for users who do not have a state email address.

ScanOptics/PeopleDoc

Issues and Risks: Employees are logging into the self-service portal without SSO. This is something that we can always change given the necessary IT support for this project.

Ideal

Issues and Risks: We are customizing Ideal to meet our business needs. As such, we need to ensure Ideal understands our process, while ensuring our affirmative action process is adhered to. We spent time up front to minimize issues and risk by ensuring EEO, JobAps, and Ideal understand our recruitment process and understand the goal and purpose of this project.

Part of this project is to implement single sign on. While JobAps and Ideal can commit to implementing single sign on, our internal IT department has other priorities of greater need at this time. We can proceed without single sign on if IT does not have the time to devote to this portion of the project.

JobAps (Phase 3)

Issues and Risks:

Integration with Ideal: Two different contractors (Ideal and JobAps) with different requirements and timelines.

Online Employment Center Enhancements: Compliance with the DAS Digital Services style guide, the DECD Branding Guide and accessibility guidelines. Delay is in the purchase of necessary software to complete the design.

LinkedIn Recruiter

Issues and Risks: The aforementioned formatting issue has not been resolved but has been escalated to LinkedIn engineers.

Next Steps & Project Milestones:
LinkedIn Learning

Next Steps & Project Milestones: Complete the testing for users who do not have a state email address; release state-designed custom content on the platform; continue to roll out the platform through the summer and early September; continue to identify, provision and train agency sub administrators.

ScanOptics/PeopleDoc

Next Steps & Project Milestones: Continue to expand employee case management and build significant workflows, create more request forms for the employee self-service portal, continue to train users on more sophisticated features of the system.

Ideal

Next Steps & Project Milestones:

Finish integration deployment to production between JobAps and Ideal; Audit action taken codes for recruitments and address any non-compliance, if applicable; If necessary, HR to set up Ideal as a user in staging JobAps; If necessary, HR to set up Ideal as a user in production JobAps and provide login; Ideal will grade new applicants in production and Ideal to allow generated grades to be accessible; HR and Ideal to complete user acceptance testing in the production environment; Transition to Ideal platform and train staff. Ideal to host one more live, web-based training sessions that can be recorded and used by HR.

While the next steps include elements of the project milestones, the project milestones are:

Testing to ensure data is flowing correctly and that assessments are accurately grading applicants within the production environment and training staff in how to use this new software.

JobAps (Phase 3)

Next Steps & Project Milestones : Upon resolution of the regrading issue, testing will continue in the stage environment. We will then move to production. The tool will need to machine learn from our manual recruitments. DAS will send applications to Ideal for their review while conducting a manual review simultaneously. This can take three to six months.

LinkedIn Recruiter

Next Steps & Project Milestones : Continue to troubleshoot above-noted issues and risks as well as any other issues, Update branded page at least quarterly, the main focus of this project has been completed.