



GC JOBS TRANSFORMATION

Overview
June 2019

THE PUBLIC SERVICE COMMISSION (PSC)...

- is the **staffing authority** in the federal public service as per the *Public Service Employment Act (PSEA)*. PSC promotes and safeguards a non-partisan, merit-based and representative public service that serves all Canadians.
- facilitates the **recruitment of talented Canadians** from across the country on behalf of departments.
- continually **strives to renew** its recruitment services.
- ***The vision of the PSC is Building tomorrow's public service today.***

OUR GOAL WITH GC JOBS TRANSFORMATION IS...

...to provide the GC with a flexible, innovative, inclusive and user-centric recruitment solution that attracts talent and meets the needs of job seekers, hiring managers and human resource professionals.

PARTNERSHIP WITH TBS...

Through a strong partnership with TBS, we ensure alignment with the Next Generation HR and Pay initiative towards a common goal of a seamless end-to-end solution that puts users front and centre.

- Collaborating with NextGen leads at the ADM and DG level to ensure a unified approach
- Leveraging existing governance such as the NextGen ADM committee and PSRS Interdepartmental Steering Committee
- Establishing a horizontal integration function to facilitate working level collaboration with NextGen on business needs (e.g. business requirement integration points)

OUR APPROACH

Phase 0 Pre-Project Discovery (Part 1: 2018-19)

The pre-project phase is all about collecting information:

- from job seekers, hiring managers, HR professionals and stakeholders about their needs.
- from industry about what currently exists in the private sector in terms of recruitment solutions.

Phase 0 Pre-Project Discovery (Part 2: 2019-20)

Evaluate and review options analysis to determine the best way forward, whether it is to buy, build or a combination of both.

Testing with selected departments.

Phase 1 Pilot Deployment (2020-21)

PSC will deploy an inclusive, modern, user-centric and seamless digital recruitment solution, a phased approach will be used to ensure that the platform and functionality are stable.

Phase 2 Implementation (2021-22 and beyond)

In this phase PSC will continue to solicit feedback on the new recruitment solution to make further enhancements in key areas and improve the user experience.

OUR WORK IS BASED ON GC DIGITAL STANDARDS



Design with users



Build in accessibility from the start



Iterate and improve frequently



Empower staff to deliver services



Work in the open by default



Be good data stewards



Use open standards and solutions



Design ethical services



Address security and privacy risks

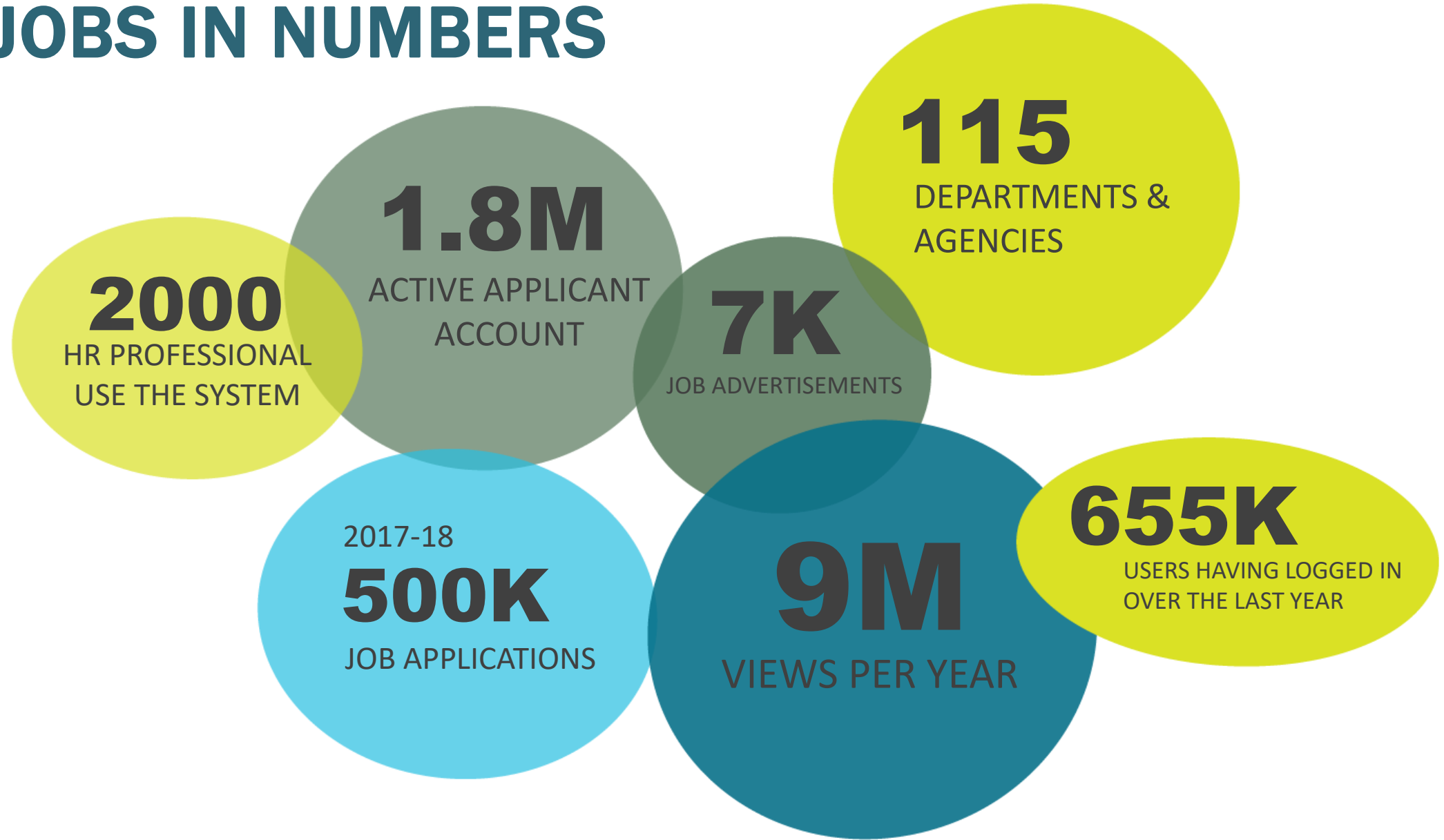


Collaborate widely

WE ENVISION A MODERN RECRUITMENT SOLUTION THAT PROVIDES:

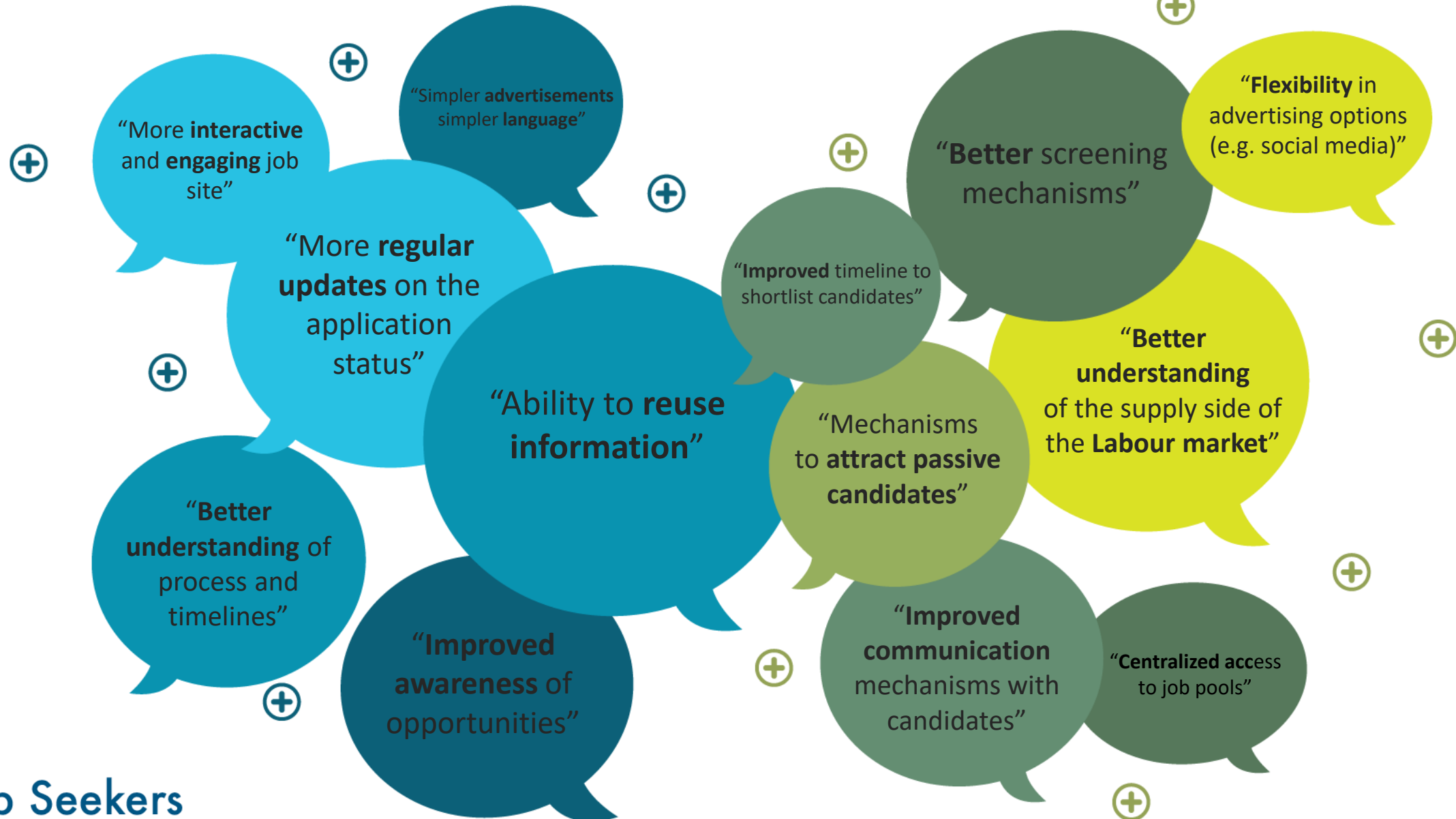
- ✓ A seamless, intuitive experience for job seekers, hiring managers and HR professionals
- ✓ All Canadians with a more direct and equitable means of searching for and applying to government jobs
- ✓ Support to persons with priority entitlement, including medically-released veterans
- ✓ A single solution that is suitable for all departments and agencies
- ✓ Seamless interoperability with existing and future GC HR programs and systems
- ✓ Alignment with digital principles of the GC to support the OneGC Digital Exchange Platform
- ✓ Safeguarded and improved reporting to Parliament

GC JOBS IN NUMBERS



WHAT WE'VE HEARD FROM USERS...

Hiring Managers



Job Seekers

FEATURES WE ARE INTERESTED IN:

Reusability of application and candidates information to more than one hiring process

Multi-Channel access
(i.e. accessible via different devices)

Reporting & monitoring and performance measurement

Job seekers profile
(applicant passport)

Skills Inventory

Communication tools

Services Centre and Contact Management
(e.g help desk/user, customer support, etc.)

Self-serve options
(for all target groups)

Collaborative space for HR and hiring managers

Labour market information

Status dashboards

Outreach options **(posting job opportunities on social media)**

SOME KEY NON-FUNCTIONAL REQUIREMENTS

Must **scale in proportion** with changing volume requirements

Must **interoperate with other systems** through APIs

Must **meet government requirements** in terms of cybersecurity, information management, accessibility and bilingualism

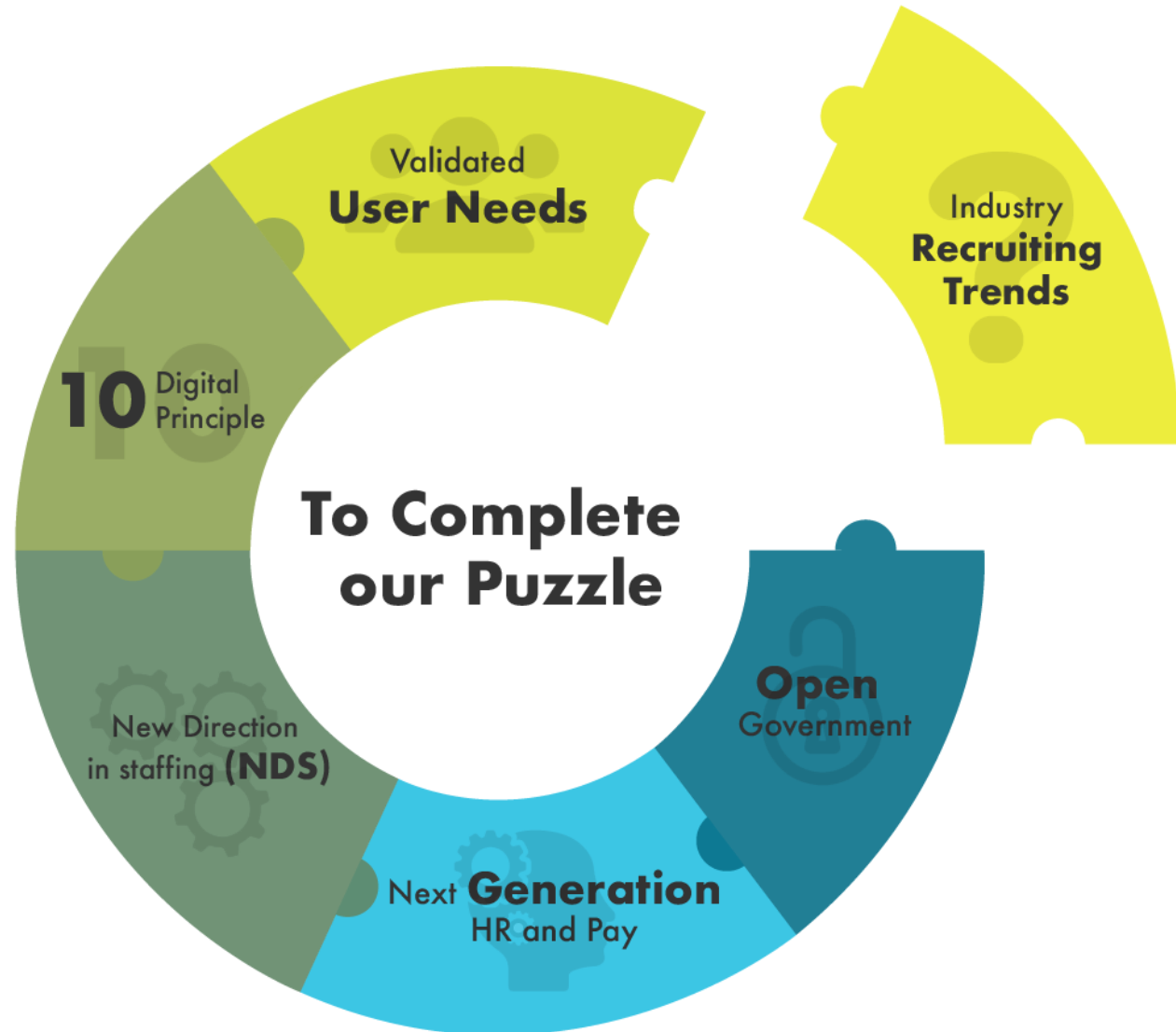
Must **meet user expectations** in terms of speed and responsiveness

Must adapt in **consequences to changes** in the legislative environment

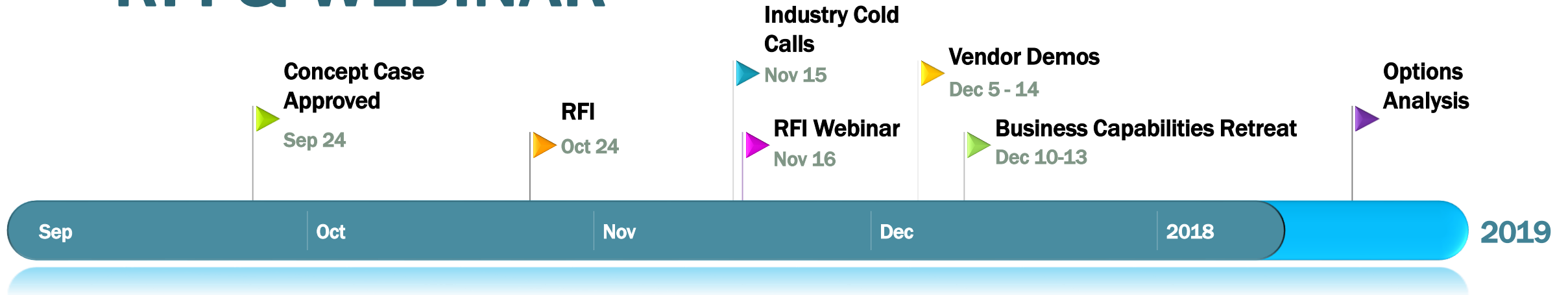
TO COMPLETE OUR PUZZLE

A DIALOGUE WITH INDUSTRY ON TRENDS AND SOLUTIONS

1. Design with users
2. Iterate and improve frequently
3. Work in the open by default
4. Use open standards and solutions
5. Address security and privacy risk
6. Build in accessibility from the start
7. Empower staff to deliver better services
8. Be good data stewards
9. Design ethical services
10. Collaborate widely



RFI & WEBINAR



On November 16, PSC hosted a Webinar to provide an overview of the project to industry leaders, allowing them also to ask questions about the recently issued GC Jobs Transformation Project Request for Information (RFI).

All questions and responses during this session were published online via <https://buyandsell.gc.ca>



VENDOR DEMOS

Over 7 in-person Vendor Demos were held in December and January. The demos will provide the project team with important information on recruitment trends, possible challenges we may face, and help refine the requirements of future GC Jobs iterations.

Over 20 participants across PSC, as well as NextGen HR and Pay representatives attended the demonstrations.

Oversight

Central
Programs &
Regions

Operations

Priority
Entitlement

Psychology
Centre

IT

Enterprise
Architecture

VENDOR DEMOS HIGHLIGHTS

Job Seeker/Hiring Manager/HR Advisor

- 1 Skills inventories and gender bias scans to support the creation of job requisitions
- 2 Integrated interview scheduler and in-tool collaboration capabilities
- 3 Personalized views for HR, e.g. status, requisition #, etc.
- 4 Graphic timeline views of candidates' employment history
- 5 "Carousel view" of resumes for comparability and side-by-side view of assessment results
- 6 Resume parsing to auto-populate tombstone information in candidate profiles
- 7 Capability to upload documents - such as diplomas - and reuse information in profile
- 8 Quick "card format" view of job requisition summaries to browse jobs
- 9 Ability to quick apply simply by providing an email address
- 10 "Opportunity graphs" for candidates based on historical activity and AI

VENDOR DEMOS

General highlights

- 1 Labour market information of availability of candidates within a geographic area
- 2 Organization specific branding and multimedia options, e.g. employer videos
- 3 Easily configurable workflows and automated status updates and views for various user types
- 4 Front end generally compatible with high accessibility standards (WCAG 2.0 AA)
- 5 Fully mobile responsive, including ability to apply for jobs
- 6 Interoperability with other systems and platforms
- 7 Ability to create evergreen requisitions for program inventories
- 8 Tools to track all communications with the candidates and hiring team
- 9 “Candidate pipeline” summaries that show which part of the process is taking more time
- 10 Online and mobile job offer and electronic signing capabilities

NEXT STEPS IN PHASE 0

- Our focus for the coming year:
 - Further discovery through proof of concept testing
 - Business Case, Project Charter and Treasury Board Submission
 - Business transformation work, including learning strategy for modern recruitment

Engage with us!



[#GCJobsTransformation](#)



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GCcollab

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