



GC JOBS TRANSFORMATION

Overview



Current Recruitment landscape in the GC

Background, context, and project goals



The Public Service Commission (PSC)

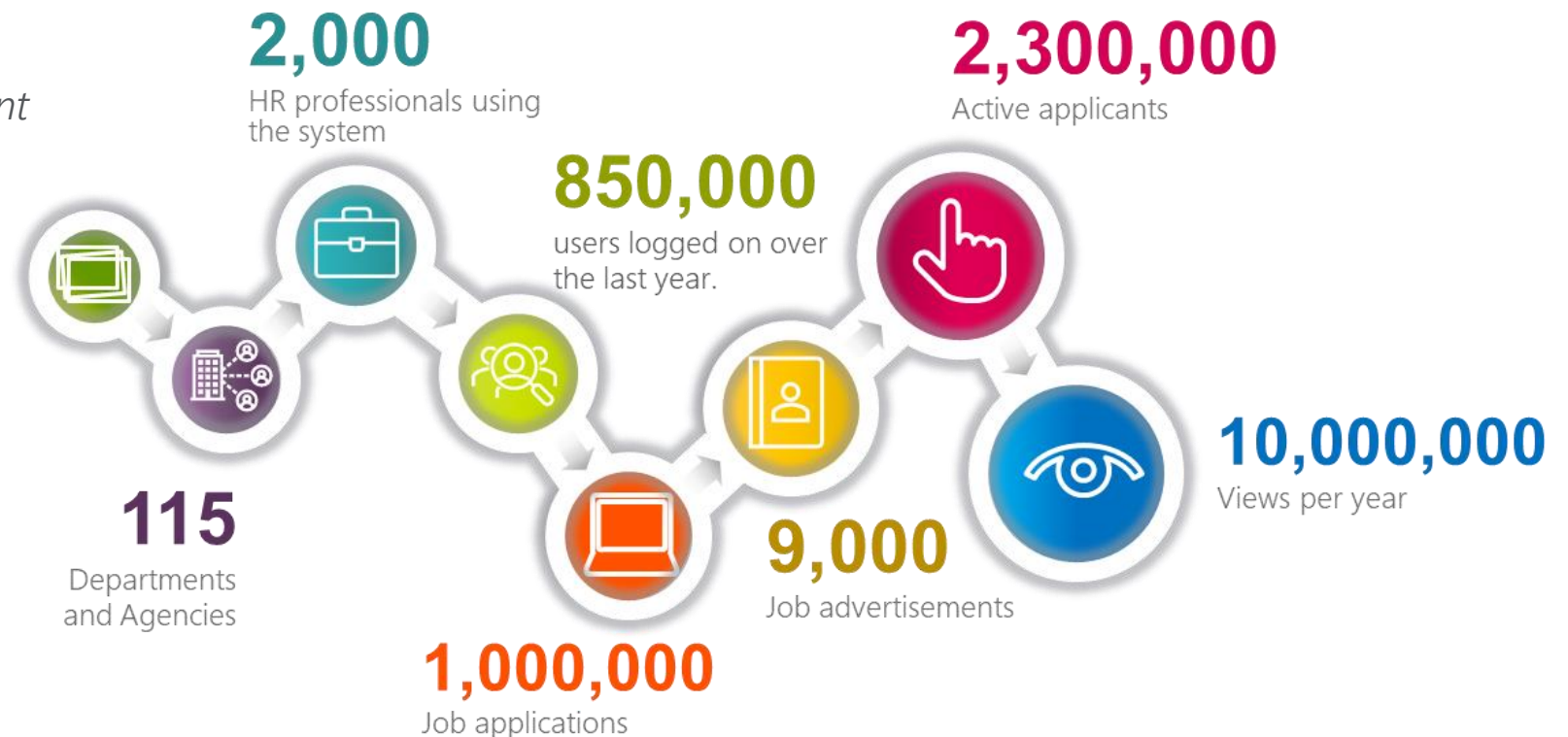
- Is the **staffing authority** in the federal public service as per the *Public Service Employment Act (PSEA)*. PSC promotes and safeguards a non-partisan, merit-based and representative public service that serves all Canadians.
- Facilitates the **recruitment of talented Canadians** from across the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

GC Jobs – A Key Infrastructure for the GC

GC Jobs is the principal tool by which the PSC manages and oversees staffing at the core of its mandate under the *Public Service Employment Act* (PSEA).

The *Act* also requires the PSC to collect and analyze workforce information. Data collected in GC Jobs is used by the PSC to fulfill its obligation to report to Parliament.

GC Jobs



GC Jobs – An Aging Platform

The current Government of Canada's recruitment system is aging, and its outdated architecture and legacy technology make it increasingly complex and cost-prohibitive to add new functionality, and maintaining it is increasingly challenging. Therefore, timely progress on the project is becoming increasingly critical.

Technology

- Significant human intervention and coordination required
- Does not provide consolidated data and many key metrics

Service Delivery

- Most hiring functions after the application stage happen outside of the system
- Lack of functionality to support review and selection of candidates, negatively impacting time to staff
- Data gathering for reporting purposes time consuming and burdensome
- Impeded tracking and analysis to support staffing from a diversity and inclusion perspective

User Experience

- Predates social media, smart phones, tablets and other technologies
- Difficulty in applying and receiving real time communications of status

Project Goals

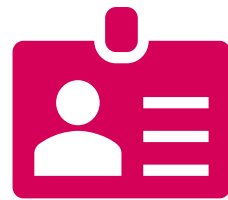


We are looking to transform recruitment for the Public service by providing:

- ✓ Inventory searches
- ✓ Candidate management
- ✓ Skills matching
- ✓ Task automation for the assessment of candidates

Our goal with GC Jobs Transformation is to provide the GC with an adaptable, modern, inclusive, user-centric and digital recruiting solution that attracts talent and meets the needs of job seekers, hiring managers and human resources professionals.

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.



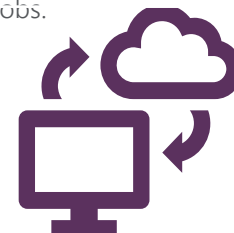
Support to persons with priority entitlement, including medically-released veterans.



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.

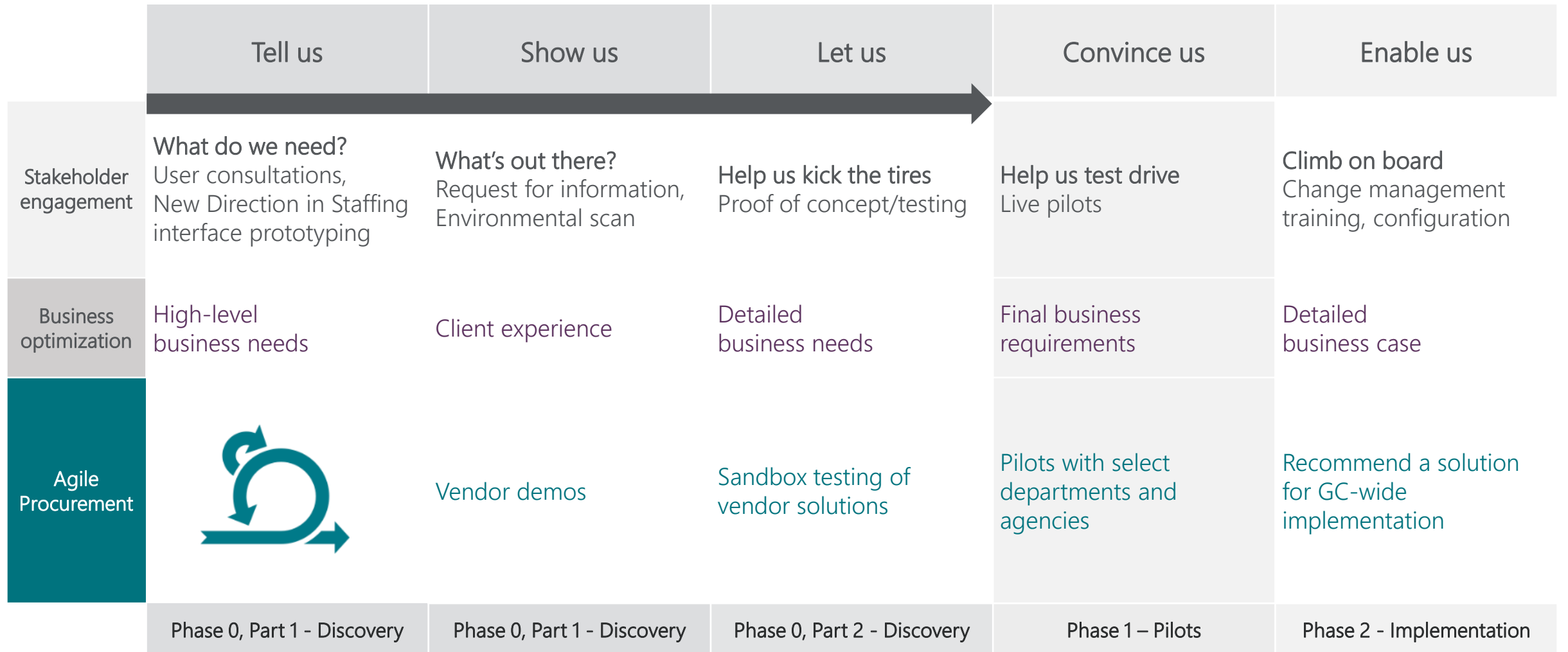


Safeguarded and improved reporting to Parliament.

Current status of GC Jobs Transformation and looking forward

Our approach through past, present and future

High-level Roadmap



Tell us: What we've heard from users

In 2018-2019, we conducted extensive user consultations with job seekers, hiring managers and HR professionals to determine which features they would be interested in seeing in a new recruitment solution platform. These are their answers:



JOB SEEKERS

- "More interactive and engaging job site"
- "Simpler advertisements, simpler language"
- "More regular updates on the application status"
- "Better understanding of process and timelines"
- "Improved awareness of opportunities"
- "Ability to reuse information"



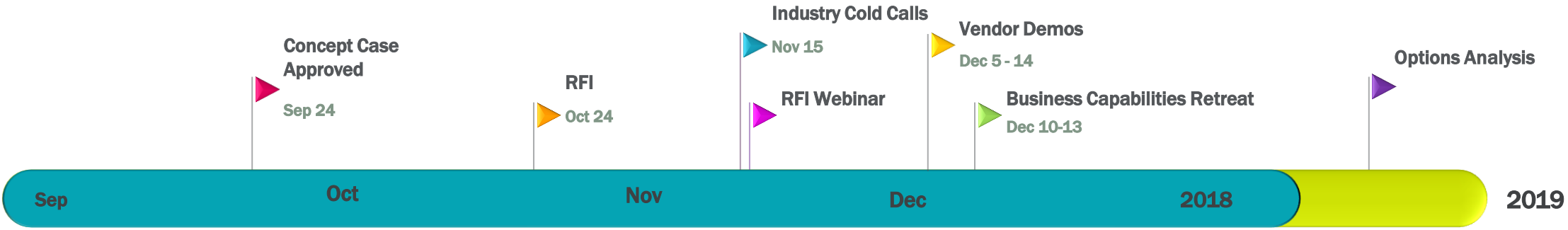
HIRING MANAGERS // HR PROFESSIONALS

- "Improved timeline to shortlist candidates"
- "Flexibility in advertising options (e.g. social media)"
- "Better screening mechanisms"
- "Better understanding of the supply side of the labour market"
- "Centralized access to job pools"
- "Improved communication mechanisms with candidates"
- "Mechanisms to attract passive applicants"

Show us: Request for information & webinar

During this step of the Discovery Phase, we had several engagements with potential vendors and gave an opportunity for industry leaders to showcase sketches of potential recruitment solution platforms that respond to user needs and our overall project goals, most notably during vendor demos and a business capabilities retreat.

The demos and retreat eventually culminated in an [RFI Discovery Paper](#) and a [GCJT Environmental Scan Report](#) that highlight the advantages and risks of a Cloud-based “Software as a Service” model.



Let us: Proof of Concept Testing

Goal of the Proof of Concept was to:

- ✓ Validate that Software as a Service (SaaS) is a viable option for a new recruitment solution.
- ✓ Test solution against our GC Recruitment Business Reference Model and technical requirements.
- ✓ Test solution with users to conclude on ease of use.

SaaS Alignment:

- ✓ Proof of concept demonstrated that a SaaS solution can potentially satisfy most of the public service recruiting needs; offers flexibility of configuration while keeping processes streamlined and efficient; is capable of integrating with various PSC applications.

Functionality:

- ✓ Software-as-a-Service provides strong functionality that is better able to keep up with changing market demands.
- ✓ Digital Transformation drives improvements to:
 - ✓ User Experience
 - ✓ Processes and Policies
 - ✓ Business Models and Services

Transforming Recruitment

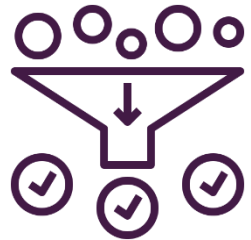
The PSC conducted its Proof-of-Concept testing in 2020. It concluded that a cloud-based, software-as-a-service (SaaS) recruitment solution is the best viable option in terms of functionality and product lifecycle costs. This permits us to leverage leading practices and stay current, no longer falling behind.

With the implementation of a cloud-based Software-as-a-Service (SAAS) solution, we can rethink recruitment to shorten time-to-staff and hire the right talent with:

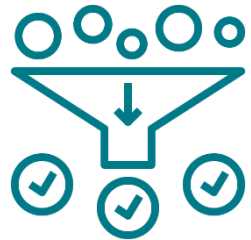
- Streamlined workflows, simplified processes and intuitive collaboration tools;
- Integrated functionality to reach candidates by leveraging labour market information, other social media and career boards;
- Competitive, appealing and user-friendly job advertisements, enabling 'quick apply' from any mobile device using pre-populated information.



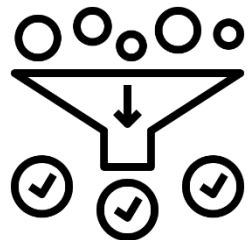
Adapt to Adopt Mindset



Fit Gap Analysis
What fits right out of the box, with some configuration?



Process Review
Where will we need to change how we work?



Solution Design
Where will we need to develop GC specific solutions?

To **adopt** a modern solution and realise the benefits of industry best practices, we need to **adapt** the way we work.

Software-as-a-Service provides strong functionality that is better able to keep up with changing market demands.

Digital Transformation drives improvements to:

- ✓ User Experience
- ✓ Processes and Policies
- ✓ Business Models and Services

Ceridian Dayforce Recruiting Solution: Validation and Prototype Testing

- Following the proof of concept, the PSC leveraged an existing contract with Ceridian, to explore the Dayforce recruiting solution as a candidate for prototype testing and further review.
- Results demonstrated that Dayforce is a viable solution that meets our requirements for a modern, intuitive and user-centric recruitment solution and that live pilots should be the next step.
- Users reported an overall positive experience, with most finding the solution a significant improvement over the current site, as well as simple, intuitive, and visually appealing.



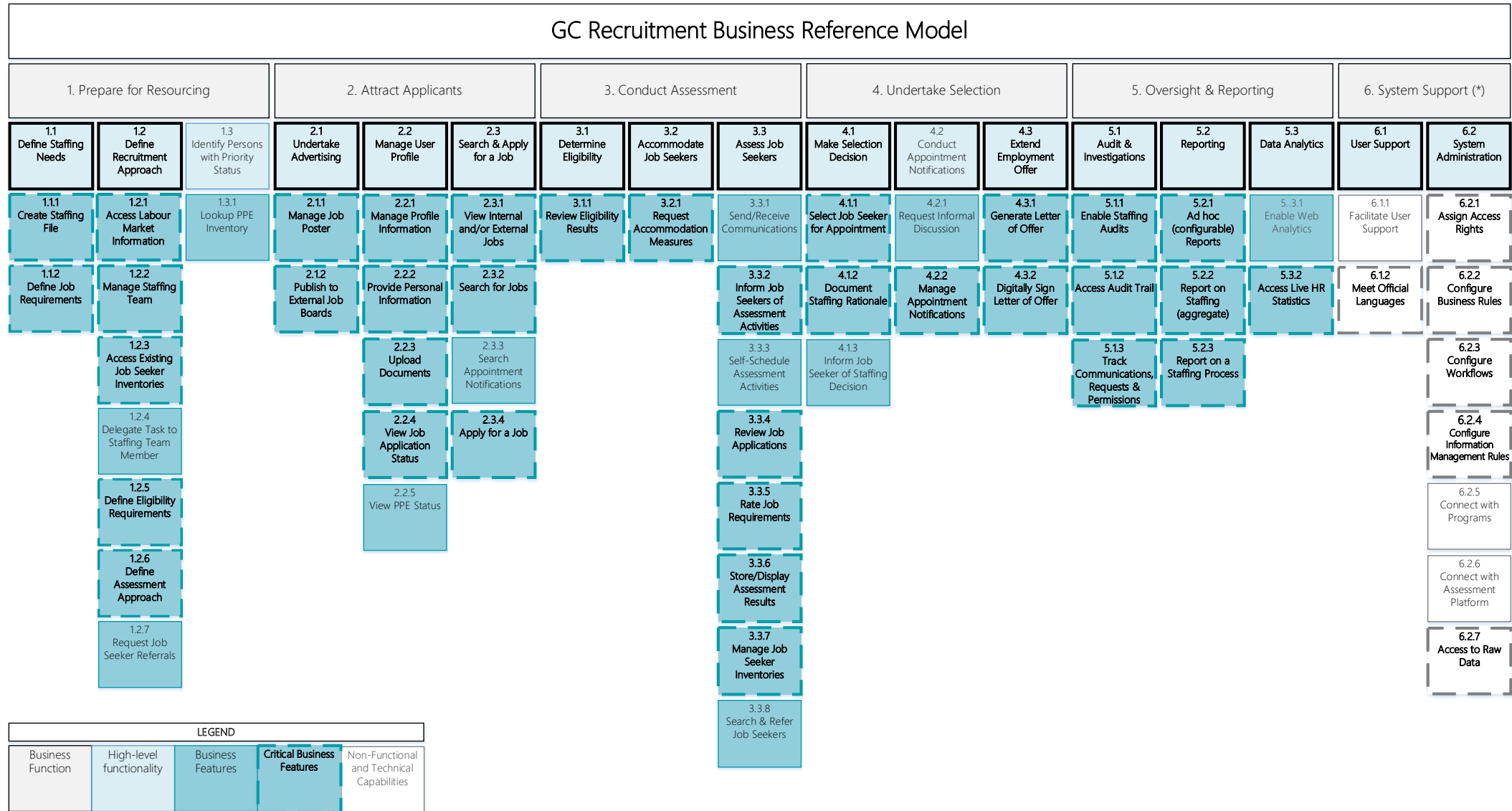
Next Steps

- Results from the prototype and validation demonstrate that the Ceridian Dayforce recruitment module is a viable solution and that the PSC should go forward to a next phase of conducting live pilots with a limited number of departments to test the solution in a production environment.
 - Timelines for pilots are being looked at from an enterprise lens that includes testing of other modules Dayforce modules such as Pay.
- While some technical and functional gaps remain in Ceridian's proposed recruitment solution, many can be fixed by adapting our way of working to better align with industry best practices instead of simply reconfiguring the solution around every perceived gap. This involves **adapting** our approach to better **adopt** a newer and more modern solution.

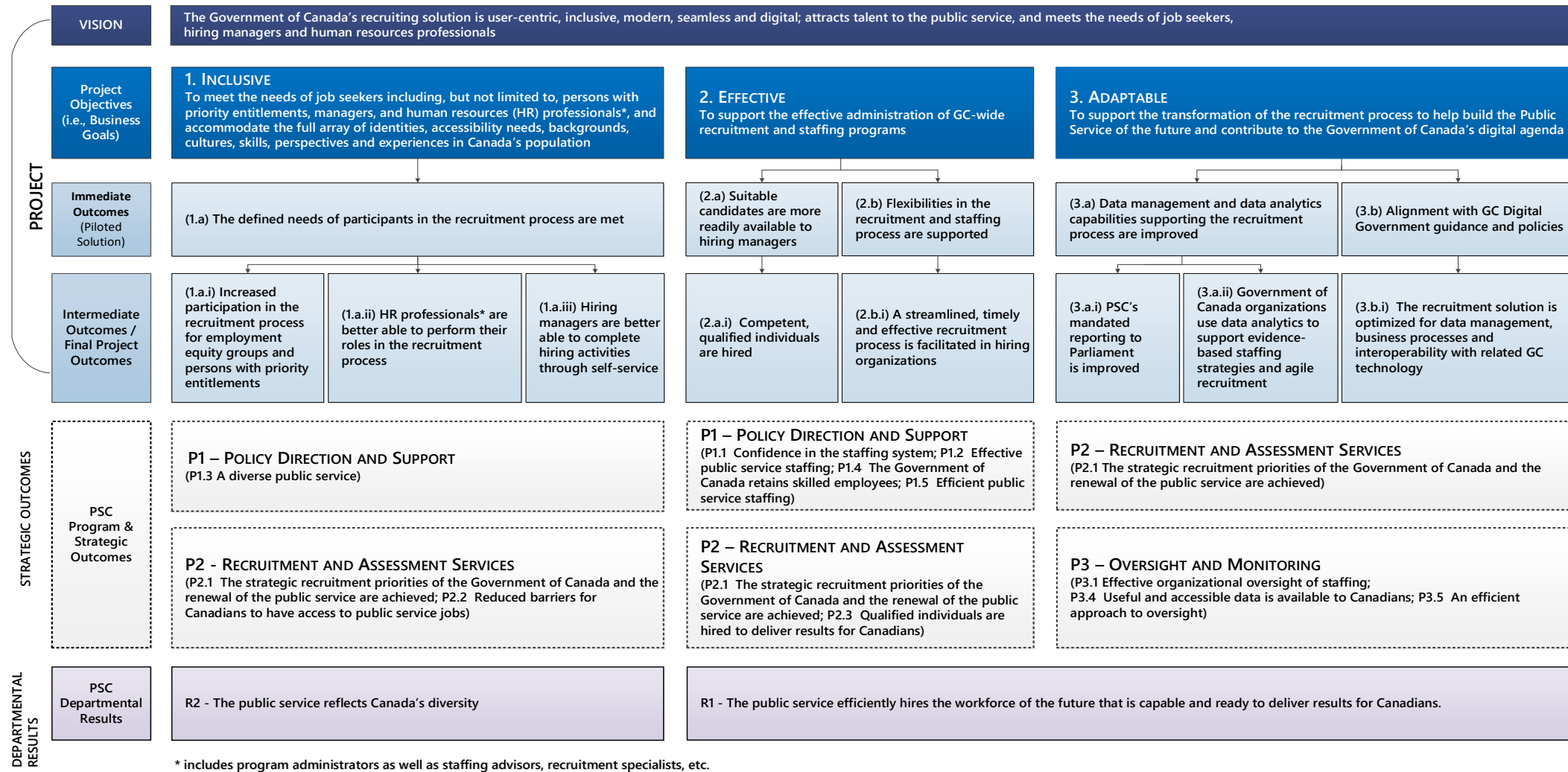
Questions



Annex A: Business Reference Model



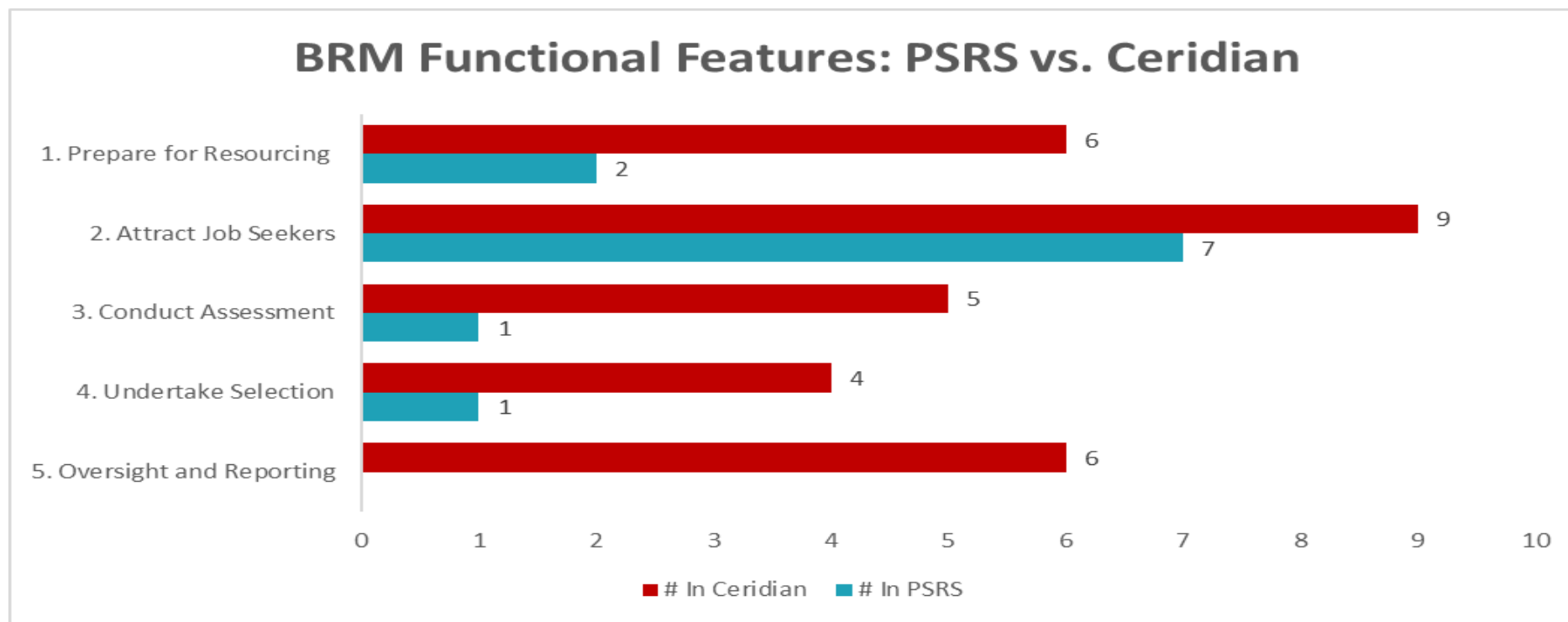
Annex B: GC Jobs Transformation Business Logic Model



GC Jobs Transformation Business Logic Model (accessible version): https://wiki.gccollab.ca/File:GCJT_Business_Logic_Model_final_FN.vsd

Functional Features: PSRS vs. Ceridian

- Of the 35 functional features assessed:
 - 30 or 86% exist in some capacity in the Ceridian Dayforce solution
 - 11 or 38% exist in some capacity in PSRS



Highlights of Capabilities

Hiring Managers // HR Professionals

Key Capabilities	Description of Fit and Strength
Create a Staffing File	Automated poster creation using standard templates
Candidate Hire Approval Workflow	Approve staffing actions through digital workflows, including creating and editing job requisitions
Publish to External Job Boards	Seamless posting to external sites such as professional networking platforms or social media
Define Job Requirements	Ability to select previously used screening questions relevant to the position
Inform Job Seekers of Assessment Activities	Messaging templates to notify job seekers of upcoming assessment steps
View Staffing Process Status	Ability to view status of staffing processes and applications that make it through various stages of a staffing process
Document Staffing Rationale	Upload notes in the staffing file and select who can access the information
Generate Letter of Offer	Digital letters of offer that candidates can sign electronically

Highlights of Capabilities (cont'd)

Job Seeker

Key Capabilities	Description of Fit and Strength
Search for Jobs	Advanced search capabilities based on key words, and ability to save and edit search filters
Upload Documents	Upload various types of documents (CV, cover letter, references, certifications, etc.). Parse information from the documents to create/update the candidate profile fields
View Application Status	View job application statuses, receive status updates when screening decisions are made

Oversight & Reporting

Key Capabilities	Description of Fit and Strength
Ad-Hoc Reporting	Use report designer to create ad hoc reports by selecting data fields, filters, and criteria.
Enable Staffing Audits	Set levels of access for the reports and the report designer tool.
Report on Staffing	Generate aggregate reports on staffing activities at the organizational and government-wide levels.