

Quality Issue: On-line Classification and Hiring System (People Admin)

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<p>Issue Description: In 2004 Iowa State University purchased and implemented the recruitment segment of People Admin Software (web-based classification and recruitment system). In 2006 the position description segment was implemented. The purpose of the system is to standardize the recruitment process, and to eliminate/reduce paper applications. The system allows applicants to complete all application materials on-line, and provides on-line access to individuals in the hiring/selection process to view application materials on-line. The system also allows for storage of historical data on vacancies. Users of the system (Iowa State University departments) have indicated the following issues/concerns with the system: 1) system is slow; 2) system is not intuitive; 3) inability to open more than one window at a time when in the system; 4) requirement to restart computer if user accidentally exits system or system "times-out" during daily use. The People Admin system is owned and maintained by ISU HR.</p>	<p>Countermeasures: ISU has contracted with People Admin to purchase and implement to People Admin version 7 in 2013.</p>																																							
<p>Goal: ISU has contracted with People Admin to purchase and implement People Admin 7, which should address many of the issues by users.</p>	<p>Implementation:</p>																																							
<p>Root Cause Analysis: Processing paper position descriptions and accepting paper applications was both time consuming and inefficient. An electronic system provides a more efficient use of resources, and provides easy access of information to individuals involved in the classification/hiring processes.</p>	<table border="1"> <thead> <tr> <th>Item #:</th> <th>Description</th> <th>Who</th> <th>When</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Implementation of People Admin recruitment segment</td> <td>ISU HR</td> <td>FY2004</td> </tr> <tr> <td>2</td> <td>Implementation of People Admin position description segment</td> <td>ISU HR</td> <td>FY2006</td> </tr> <tr> <td>3</td> <td>People Admin 7 upgrade</td> <td>ISU HR</td> <td>FY2014</td> </tr> <tr> <td>4</td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td></td> <td></td> <td></td> </tr> <tr> <td>6</td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td></td> <td></td> <td></td> </tr> <tr> <td>8</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Item #:	Description	Who	When	1	Implementation of People Admin recruitment segment	ISU HR	FY2004	2	Implementation of People Admin position description segment	ISU HR	FY2006	3	People Admin 7 upgrade	ISU HR	FY2014	4				5				6				7				8						
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