NEW DIRECTION IN STAFFING INTERFACE (NDSI)

EXECUTIVE MANAGEMENT COMMITTEE
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GCDOCS# 6876236
NDSi PROJECT OVERVIEW

**Phase 1: External Applicant** → Improving the job seeker journey
Focus: improve the user experience, communicate effectively with applicants, simplify the staffing process, approach to advertisements...

**Phase 2: Hiring Managers** → Connecting Applicants with Sub-Delegated Managers
Focus: time to staff, simplify staffing process (NDS), candidate matching, attract passive candidates, volume management...

**Phase 3: HR and Enablers** → Maximizing GC Staffing Performance
Focus: simplify enabling processes (CHRBP), candidate communications, GC/labour market Information...

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**The approach**

- Mock-up based on user feedback
- Interactive prototype design (usability testing)
- Validated User & Business Requirements

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**The phases**

- Research
- Design
- Test
- Develop
- Test

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**Why...?**

User Experience

**The phases**

- Interact with Users
- Validate user, policy and GC partner requirements
OUTREACH AND ENGAGEMENT

60 + Awareness & Engagement Sessions

100 + Outreach & Engagement Sessions

16 Testing sessions

20 Consultation Events

20 Regional Sessions

10 + EE sessions

5 Bargaining Agent Sessions

Resulting in over 1400 pieces of feedback from 50+ organizations

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Concepts tested and validated through pilots include:

- Benefits, efficiencies, and necessity to use a common language construct to enable criteria selection and “matching” capability
- Utilization of Labour Market Information to inform decision making
- Various recruitment mechanisms (i.e., sourcing leads, passive and active candidates)
- Ability to design and produce innovative and engaging advertising materials

Provided the opportunity to promote and guide movement to the New Direction in Staffing methodologies
NDSi Outcomes:

- A seamless, intuitive experience for job seekers and delegated managers.
- Staffing and recruitment strategies correlated to hiring needs.
- Efficient enabling support contributing to effective hiring.

PERFORMANCE MEASUREMENT FRAMEWORK

Effectiveness (task completion)

Efficiency (time on task)

Satisfaction (overall)
The following are the concepts that resonated most with users:

- One Government of Canada job profile
- Customizable job seeker, hiring manager and HR professionals profiles
- Common, easily understood vocabulary to enhance “matching” and communication
- Re-use and sustainment of information – Enter once re-use many times
- A fundamental shift in the relationship from “one to one” to “one to many”
- Labour Market Information (LMI) to enable effective decision making
The following are the main outputs from the project:

- User-validated business requirements
- User feedback log and contact list
- Mock-ups and NDSi prototype
- NDSi information architecture
- Performance Measurement Framework (continuous improvement)
- Full transition package (including references to all documentation and recommendations)
The following are areas that should be further explored based on feedback from users:

- Inclusion of competencies and interests
- Skills validation
- Assessment
- Priority entitlement administration
- Integration of internal workforce data – minimize data entry
- Flexibility to customize based on departmental needs
- Continual feedback mechanism