



Public Service Commission  
of Canada

Commission de la fonction publique  
du Canada

# NEW DIRECTION IN STAFFING INTERFACE (NDSI)



EXECUTIVE MANAGEMENT COMMITTEE  
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GCDOCS# 6876236

Canada

# NDSi PROJECT OVERVIEW

## Why...?



## The phases



**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

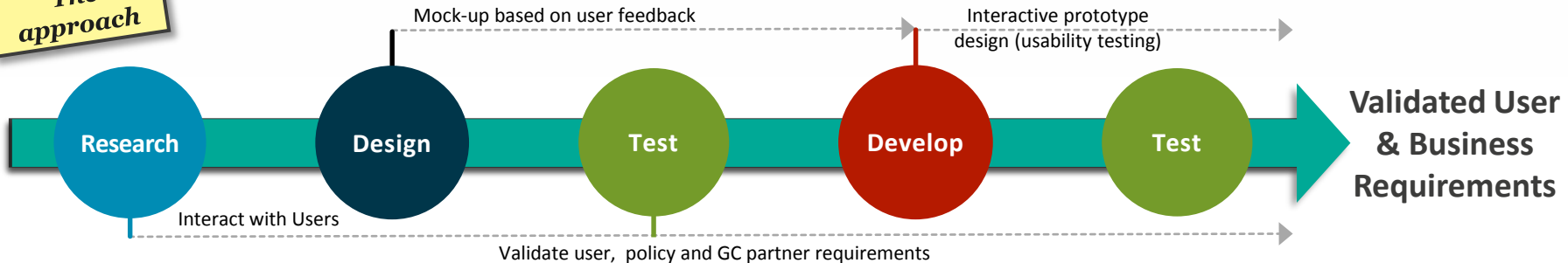
Focus: time to staff, simplify staffing process (NDS), candidate matching, attract passive candidates, volume management...



**Phase 3: HR and Enablers** → Maximizing GC Staffing Performance

Focus: simplify enabling processes (CHRBP), candidate communications, GC/labour market Information...

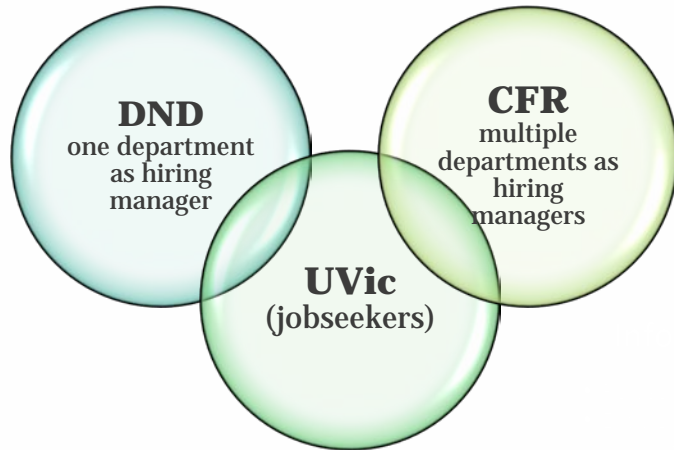
## The approach



# OUTREACH AND ENGAGEMENT



**Resulting in over 1400 pieces of feedback from 50+ organizations**



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:

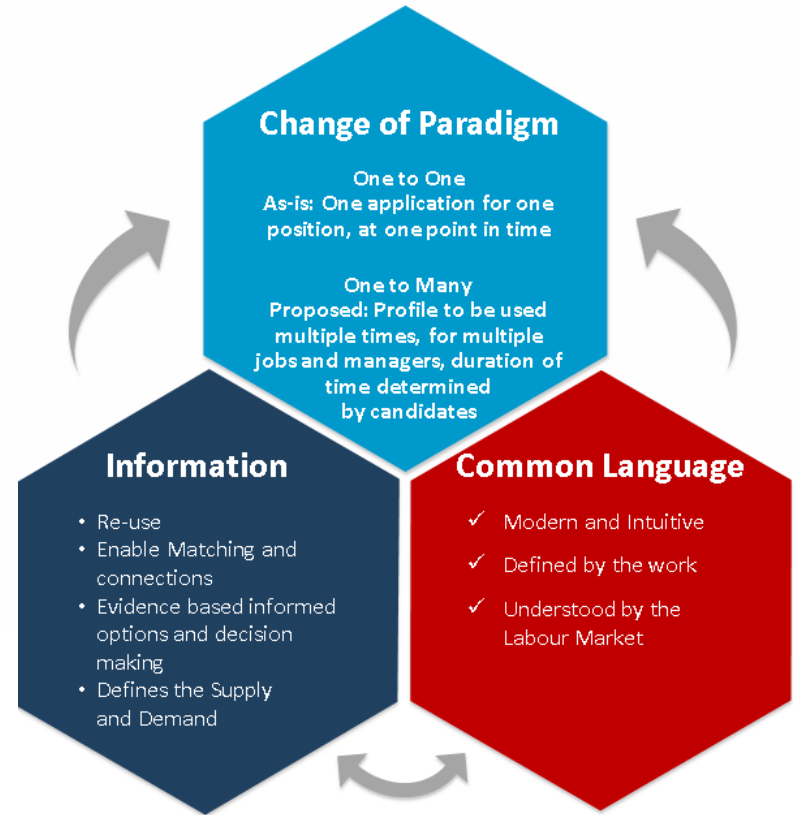
- A seamless, intuitive experience for job seekers and delegated managers.
- Staffing and recruitment strategies correlated to hiring needs
- Efficient enabling support contributing to effective hiring



# NDSI KEY FINDINGS

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)



## SUGGESTED AREAS OF FURTHER EXPLORATION

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

