

# HUMAN RESOURCES MANAGERS MEETING

05/01/2024

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DES

# **ONLINE RECRUITING SYSTEM (OLRS)**

# OLRS STATISTICS

Monthly Averages	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24 Qtr3
<b>Postings</b>	973	1,000	1,032	925	857	1,436	1,452	1,385
<b>Applications</b>	31,556	30,959	30,080	27,774	22,297	25,864	27,931	38,845
<b>Hits</b>	904,106	887,597	830,452	1,284,131	1,756,731	2,551,986	2,522,988	2,896,047
<b>Offers/Hires</b>	1,030	948	1,024	1003	922	1,483	1,459	1,330

*Note: Hiring Freeze started May 18, 2020. Lifted April 28, 2021.  
Data for internal use.*

# RECENT RELEASES

- **Referred List Personally Identifying Information (PII) Blinding and Attachment Redaction for Online Hiring Center (OHC)**
  - March 5<sup>th</sup>
- **Addition of *Middle Eastern or North African* as a response option in the AgencyWide Question**
  - May 1<sup>st</sup>
- **Internal use field to indicate posting is/was Continuous (for reporting purposes)**
  - May 1<sup>st</sup>

# COMING SOON

- **Online OLRs Training**

- OnDemand training modules by topic

## **Single Sign On (SSO)**

- DES is in the contracting phase with NEOGOV for the use of SSO when accessing the OLRs.

# **IT SECURITY TRAINING REPLACEMENT**

# SEC-03 (PENDING FINAL APPROVALS)

## INFORMATION SECURITY AND PRIVACY AWARENESS TRAINING POLICY

1. Agencies must ensure all IT system users are aware of basic information security.
  - a) Information security training must be completed:
    - i. As part of onboarding for new users within 30 days of start date.
    - ii. At least annually.
  - b) The security awareness program must minimally include:
    - i. A basic understanding of the need for information security.
    - ii. User actions to maintain security.
    - iii. User actions to respond to suspected security incidents.

Based on:

- NIST Cybersecurity Framework
- NIST 800-16 - Information Technology Security Training Requirements: A Role- and Performance-Based Model
- NIST 800-50 - Building an Information Technology Security Awareness and Training Program

## STATUS

- ~ 45-50 minutes
- Selected modules will raise awareness of cybersecurity threats
- Content provider – InfoSec
- VPAT available in LC Communittees
- The modules selected will include, at a minimum:

- Introduction
- Password Security
- Safe Web Browsing
- Phishing
- Data Privacy
- Working Remotely
- Mobile Security
- Physical Security
- Social Media Best Practices
- Social Engineering

- Removable Media
- Malware
- Information security basics
- Social engineering
- Social media threats
- Recognizing and reporting incidents
- Uses of personal information technology
- Protection of information assets
- Information security and privacy policies



# ADDITIONAL INFORMATION

- Old content will be retired. New Content will have new Learning Activity Name and Code. We will handle this like we handled the SHP replacement in 2019.
- Going forward content will be refreshed annually, with previous content archived. This will help with reporting.
- The IT Security and Privacy Training and Awareness Policy requires all employees to complete training modules annually.
- New hires must complete the training within thirty (30) days of their start date.
- DES is working with WaTech on the rollout. Approach will be similar to DEI training rollout.
- Agencies are expected to have a completion rate of 85% or higher
- Agencies report completions statistics in September as part of WaTech's Annual Technology Certification.

# WPS HELP DESK STATS

# TICKETS SINCE NOV 2023

WPS Tickets

WPS Category

WPS Agent

WPS Satisfaction

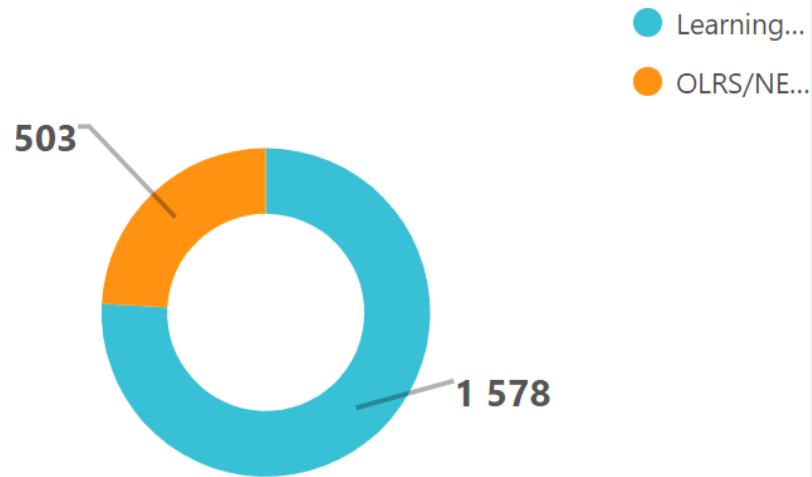
Time



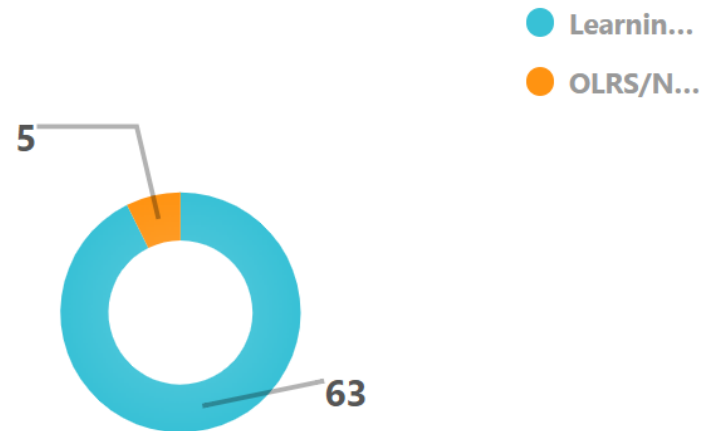
Currently viewing: 11/30/2023 — 4/29/2024



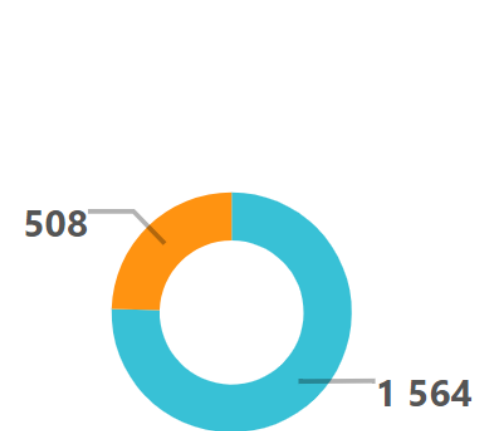
WPS-Tickets Created(filtered by Time)



WPS-Current Unsolved(filtered by Time)

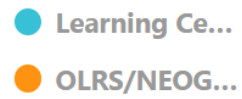


WPS-Tickets Solved(filtered by Time)

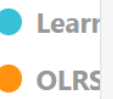


# TICKETS SINCE NOV 2023

WPS-Tickets Created Daily Average



WPS-Tickets Solved Daily Average



# LEARNING CENTER

# ONGOING PRIORITY TASKS

<b>Description</b>	<b>Priority Order</b>	<b>Status</b>	<b>% Complete</b>
Role Changes	High	<b>In Progress</b>	<b>85%</b>
I.T. Security Replacement	High	<b>In Progress</b>	<b>50%</b>
Remove Home Page	High	<b>In Progress</b>	<b>50%</b>
Redesign Learner Dashboard	High	<b>In Progress</b>	<b>75%</b>
OneWA Training Effort	High	<b>In Progress</b>	<b>50%</b>
Reports Club	High	<b>In Progress</b>	<b>10%</b>

# THE YEAR AHEAD

Description	Priority Order	Status	% Complete
OLRS Single Sign-on	High	In Progress	10%
OLRS eLearning	Medium	In Progress	75%
LC ILT Training	Medium	In Progress	50%
LC Optimization - Archive old content	Medium		
LC Optimization - Refresh ongoing courses/classes	Medium		
LC Optimization - Transcript fix	Medium		
LC Optimization - Retire Wrappers	High		
LC New Functionality - Accreditation	High		
LC New Functionality - Gamification	Medium		
LC New Functionality – eSig Support	Low	In Progress	25%

# STATEWIDE DEI TRAINING UPDATE





Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES

# DEI Dashboard 2024

			Jan-24	Feb-24	Mar-24	Apr-24
Cumulative video completion totals	27455		608	1658	1336	736
Mod completions						
Mod 1			595	951	1015	1064
Mod 2			434	837	923	742
Mod 3			347	549	576	654
Mod 4			214	536	484	492
Cumulative Totals	19282		1590	2873	2998	2952

# QUESTIONS

- Any questions, thoughts, concerns, enthusiasms?

**THANK YOU**

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# TEMPLATE

## Header

- Content

## Header

- Content