

# HUMAN RESOURCES MANAGERS MEETING

11/06/2024

Cindy Cotter and Devonee Davis

DES

# **ONLINE RECRUITING SYSTEM (OLRS)**

# OLRS STATISTICS

Monthly Averages	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25 Qtr1
Postings	1,000	1,032	925	857	1,436	1,452	1,297	1,238
Applications	30,959	30,080	27,774	22,297	25,864	27,931	38,772	41,644
Hits	887,597	830,452	1,284,131	1,756,731	2,551,986	2,522,988	2,778,734	2,455,189
Offers/Hires	948	1,024	1003	922	1,483	1,459	1,324	1,290

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

# RECENT RELEASES

- **Online OLRIS Training**
  - OnDemand training modules by topic
- **Updates to [careers.wa.gov](https://careers.wa.gov)**
  - Design update
  - Diversity & Equity moved to home page
  - Continual improvements to content



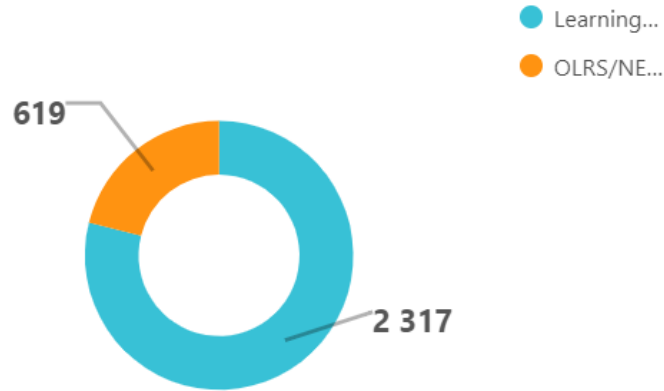
# ROADMAP

- **Single Sign On (SSO)**
  - DES is in the Security Design Review phase with NEOGOV for the use of SSO when accessing the OLRs.
- **Sunset of Insight Reports**
  - Reports transitioning to Analytics & Reporting
    - Standard Reports
    - Custom Reports
    - Insight users will need the additional role permission to access to Analytics & Reporting or only the Report Builder within the A&R

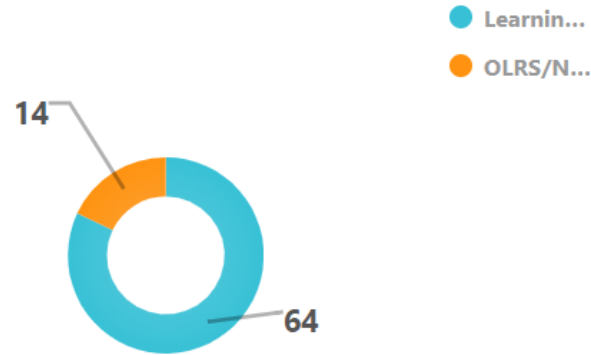
# WPS HELP DESK STATS

# WPS TICKETS SINCE MAY 2024

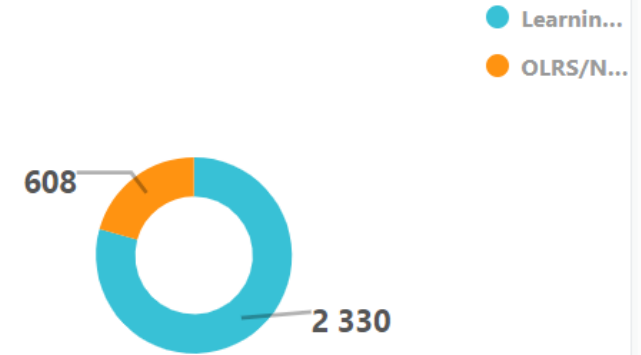
WPS-Tickets Created(filtered by Time)



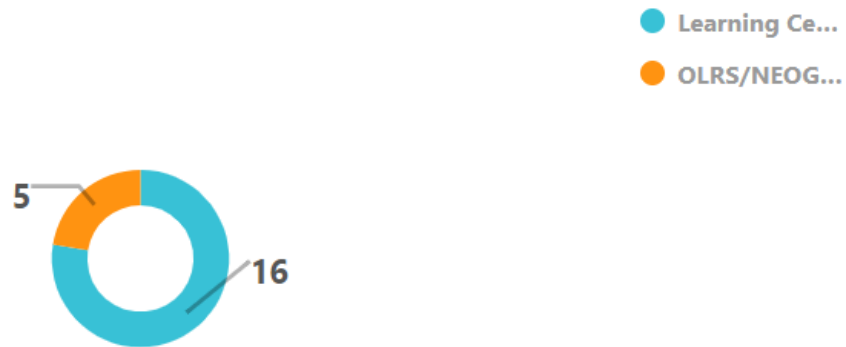
WPS-Current Unsolved(filtered by Time)



WPS-Tickets Solved(filtered by Time)



WPS-Tickets Created Daily Average

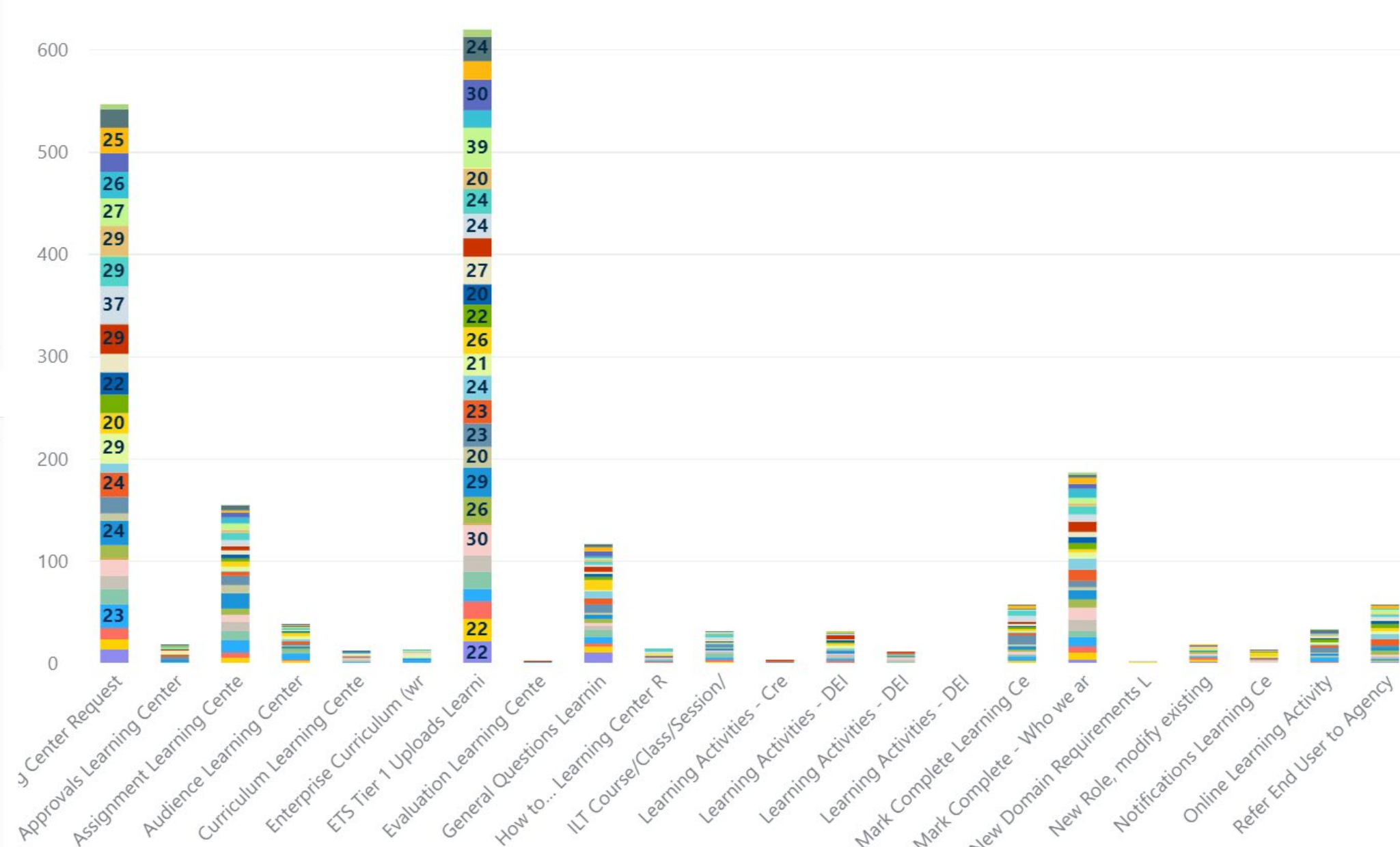


WPS-Tickets Solved Daily Average



Tickets

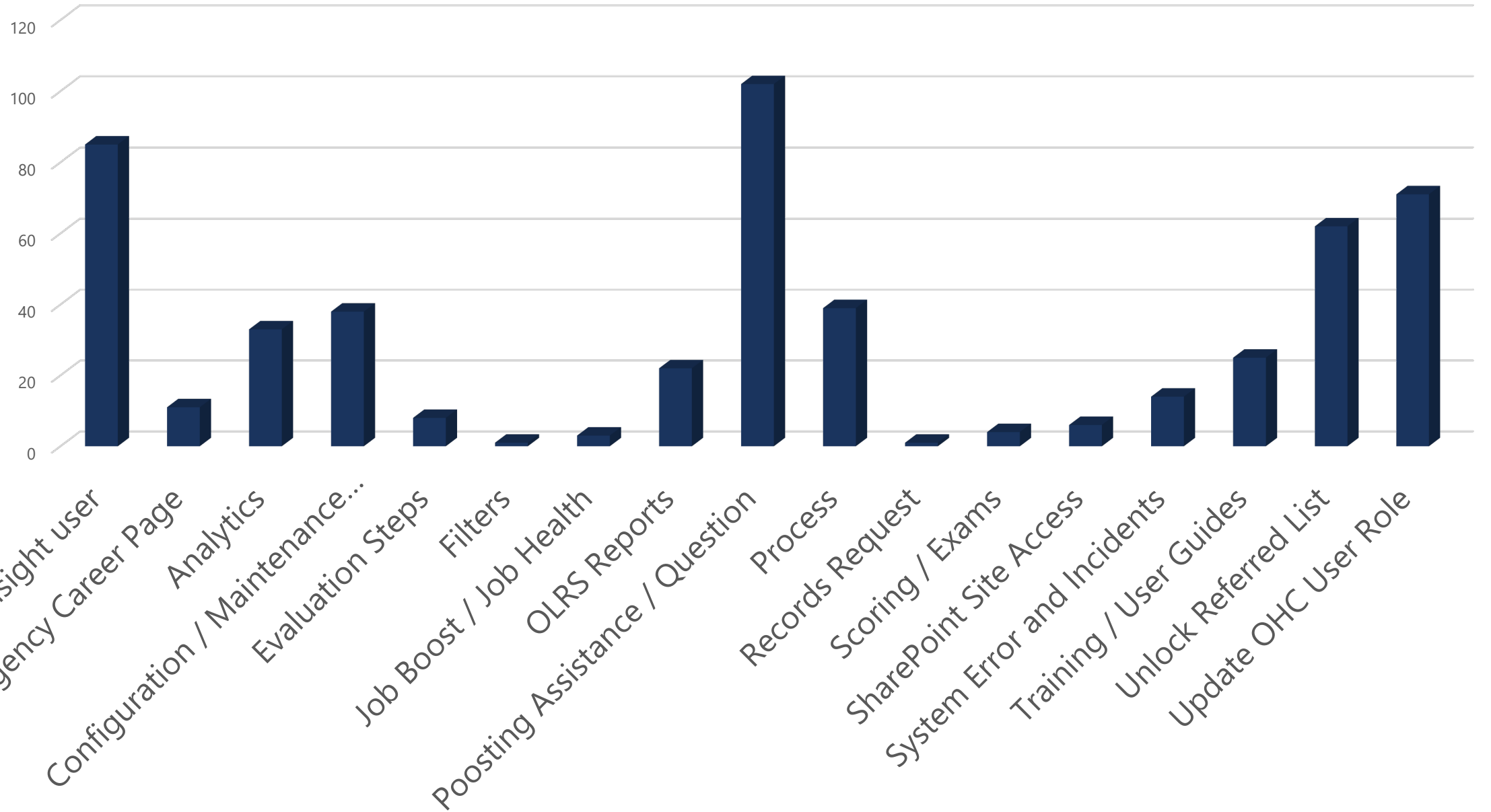
# LC TICKETS BY CATEGORY SINCE MAY 2024



LC Tier 1 Support and Ticket form



# OLRS Tickets by Category May 2024 through November 2024



# LEARNING CENTER



# ONGOING LC PRIORITY TASKS

<b>Description</b>	<b>Priority Order</b>	<b>Status</b>	<b>% Complete</b>
I.T. Security Class Replacement	<b>Important</b>	<b>Complete</b>	<b>100%</b>
Reports Project phase 1 - enterprise training content provider reports	<b>Important</b>	<b>Complete</b>	<b>100%</b>
Update Informatica (HRMS/AD feed)	<b>Important</b>	<b>Complete</b>	<b>100%</b>
Storage Overage	<b>Important</b>	<b>Complete</b>	<b>100%</b>
Role Changes	<b>Important</b>	<b>Complete</b>	<b>100%</b>
Monthly offerings of LC Admin Basics (moving to quarterly in 2025)	<b>Medium</b>	<b>Complete</b>	<b>100%</b>



# ONGOING GOVERNANCE UPDATES

Description	Priority Order	Status	% Complete	Notes
Learner Dashboard	<b>Important</b>	<b>In Progress</b>	<b>50%</b>	UX – ETS User Exp team – limited by widgets so creating new custom dashboard. Coordinating with vendor to include widget content in custom html which will resolve accessibility and layout issues.
Remove Homepage	<b>Important</b>	<b>In Progress</b>	<b>50%</b>	Will change when we finalize the learner dashboard

- Home
- Timeline
- Library
- All Users
- Learning Activities
- Training Transcript
- Training Schedule

### ANNOUNCEMENTS

View the latest statewide announcements below.

**ANNOUNCEMENTS**

### TRAINING

Navigate to the learning dashboard where you can resume courses, see progress and access new training as soon as it's available.

**DASHBOARD**

### MY TRANSCRIPT

Easily view and export your current transcript.

**TRANSCRIPT**

### QUICK LINKS

Use the links below to access important sections of the Learning center.

- My Messages

- Home
- Timeline
- Library
- All Users
- Learning Activities
- Training Transcript
- Training Schedule

My Experience Hub

Home

0 Overdue Activity

0 Critical Activity

1 Assigned Activity

0

NEWS

**Department of Enterprise Services News**

For any questions or help with The Learning Center please contact - Suzie Hagen at [Suzie.Hagen@des.wa.gov](mailto:Suzie.Hagen@des.wa.gov) or 360-407-8411

MY SCHEDULE

November 2024						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

MENU QUICK LINKS

- Training Transcript
- Training Schedule
- Learner Approvals
- Messages
- Advanced Reporting
- Invoice Report
- Proxy Relationships
- Self-Reported Training

MY LEARNING ASSIGNMENTS [View all >](#)

**Module 1**  
Racism as a foundation

A Path Toward Equity: Disrupting Structural Racism Through Awareness & Belonging

Enterprise Services 2h 30m

ILT COURSE

**A Path Toward Equity: Module 1** ...

REQUIRED

[REGISTER](#)

RESUME LEARNING [View all >](#)



# ONGOING LC PRIORITY TASKS


Description	Priority Order	Status	% Complete
OneWA Training Coordination	<b>Important</b>	<b>OnGoing</b>	<b>10%</b>
Cloud First PluralSight integration	<b>Important</b>	<b>OnGoing</b>	<b>10%</b>
Percipio integration for WSDOT	<b>Important</b>	<b>OnGoing</b>	<b>10%</b>
24.3 Update	<b>Medium</b>	<b>OnGoing</b>	<b>95%</b>
Advanced Reports Creation (enterprise)	<b>Important</b>	<b>OnGoing</b>	<b>10%</b>
Optimization Projects	<b>Important</b>	<b>OnGoing</b>	<b>25%</b>



# ADDITIONAL DES TEAM IMPACTS

Description`	Priority Order	Status	% Complete
PROSCI Enterprise Portal	<b>Important</b>	<b>OnGoing</b>	<b>10%</b>
OneWA Readiness/OCM Advisory Board	<b>Important</b>	<b>OnGoing</b>	<b>10%</b>
OLRS SSO integration	<b>Important</b>	<b>OnGoing</b>	<b>10%</b>
Multiple OLRs agency specific projects	<b>Medium</b>	<b>OnGoing</b>	<b>25%</b>
Terms and Conditions IAA Replacement	<b>Important</b>	<b>In progress</b>	<b>75%</b>

# The Year Ahead

Task	Priority	Stand Alone / Concurrent	Status	 Size
Develop additional LC Training – Intermediate, Advanced, Manager	<b>Low</b>	<b>Concurrent</b>	<b>Ongoing</b>	XL
Reports Club Phase 2	<b>High</b>	<b>Concurrent</b>	<b>Not yet started</b>	XXL
Optimization – Archive old, redundant, or outdated content	<b>Important</b>	<b>First, stand alone</b>	<b>Not yet started</b>	XXL
Refresh courses with over 100 offerings	<b>Important</b>	<b>Second, stand alone, dependent on first optimization</b>	<b>Not yet started</b>	XXL
Retire enterprise curriculums (wrappers) – adopt a centralized assignment model	<b>Important</b>	<b>Third, stand alone, dependent on second optimization</b>	<b>Not yet started</b>	XXXL



# STATEWIDE DEI TRAINING UPDATE



Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES

# DEI Dashboard 2024

			Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Cumulative video completion totals	30918		624	1676	1375	742	750	808	725	589	560	492
Mod completions												
Mod 1			595	951	1015	1064	953	384	903	868	879	623
Mod 2			434	837	923	742	971	240	748	916	788	600
Mod 3			347	549	576	654	693	308	639	666	651	513
Mod 4			214	536	484	492	684	246	532	668	589	451
Cumulative Totals	34795		1590	2873	2998	2952	3301	1178	2822	3118	2907	2187

# QUESTIONS

- Any questions, thoughts, concerns, enthusiasms?

**THANK YOU**

The text "THANK YOU" is written in a bold, dark blue, sans-serif font. Below the text is a large, stylized blue wave graphic that starts under the 'T' and ends under the 'U', with a small curl at the end.