

HUMAN RESOURCES MANAGERS MEETING

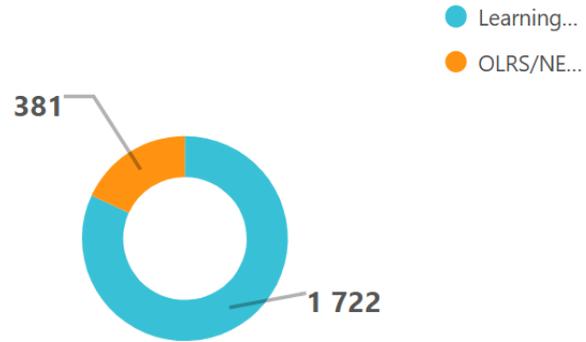
11/05/2025

Cindy Cotter and Devonee Davis

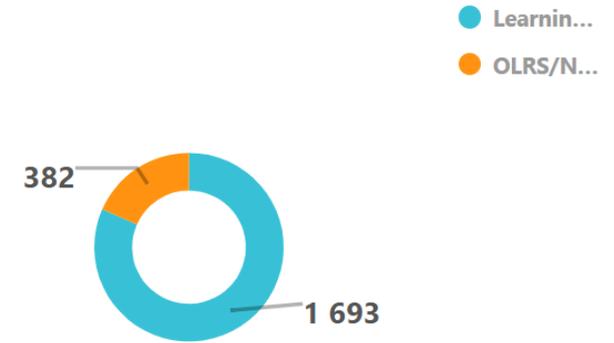
WPS HELP DESK STATS

WPS TICKETS SINCE JUNE 2025

WPS-Tickets Created(filtered by Time)



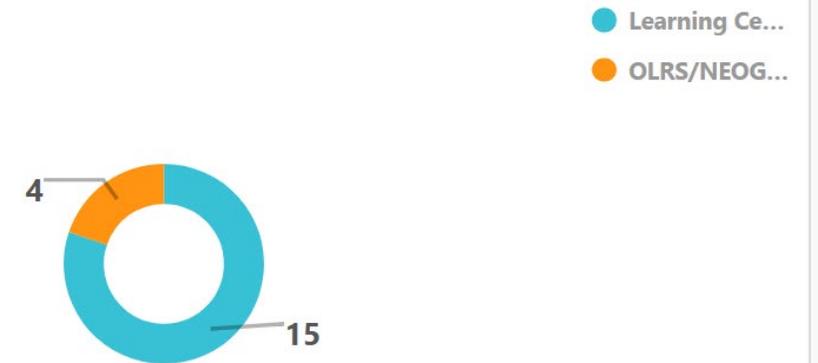
WPS-Tickets Solved(filtered by Time)



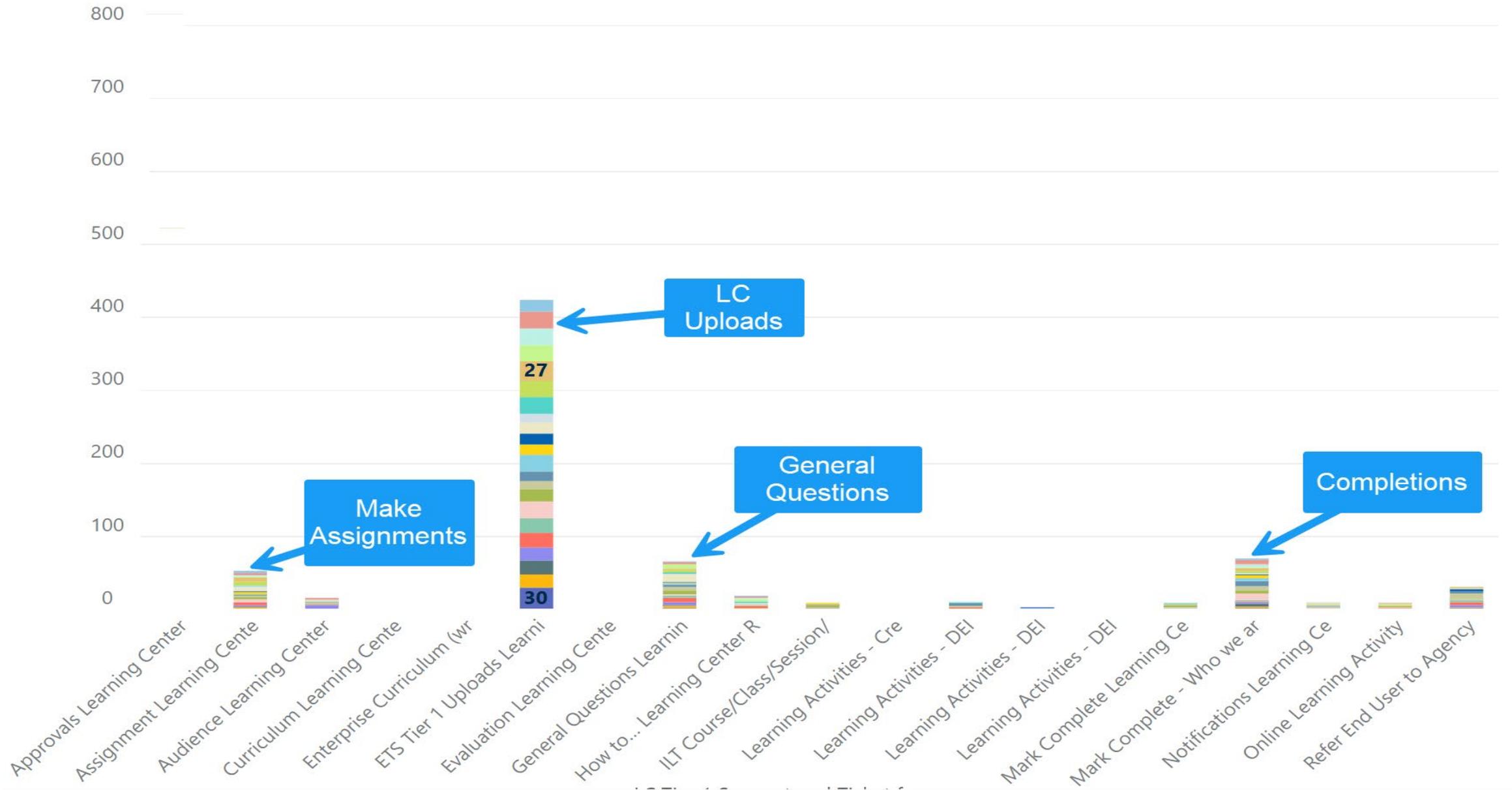
WPS-Tickets Created Daily Average



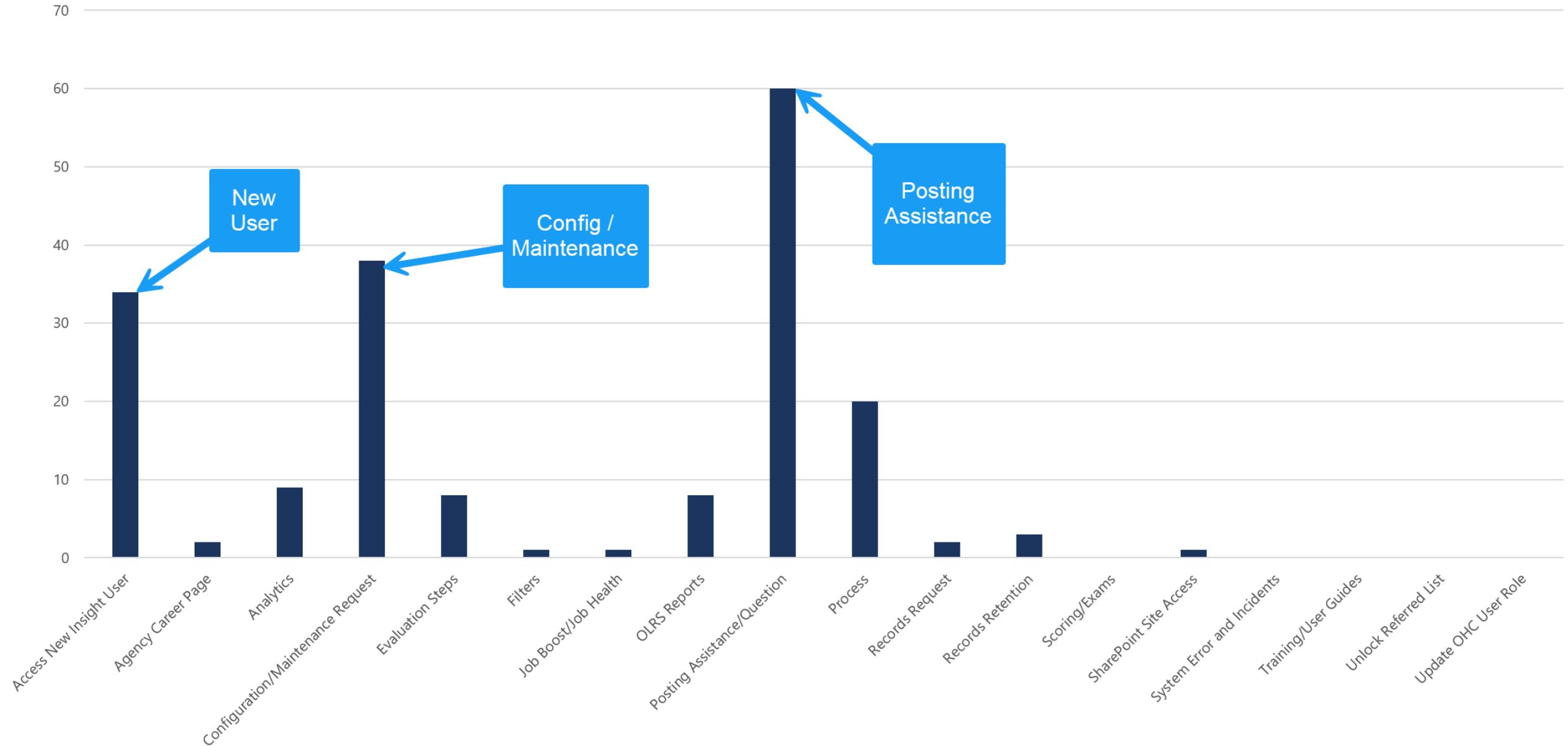
WPS-Tickets Solved Daily Average



LC TICKETS BY CATEGORY



OLRS TICKETS BY CATEGORY



ONLINE RECRUITING SYSTEM (OLRS)

OLRS STATISTICS

Monthly Averages	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25
Postings	1,000	1,032	925	857	1,436	1,452	1,297	917
Applications	30,959	30,080	27,774	22,297	25,864	27,931	38,772	33,974
Hits	887,597	830,452	1,284,131	1,756,731	2,551,986	2,522,988	2,778,734	1,894,185
Offers/Hires	948	1,024	1003	922	1,483	1,459	1,324	1,188

Notes: Hiring Freeze started May 18, 2020. Lifted April 28, 2021.

Hiring Freeze started December 2, 2024.

Data for internal use.

RECENT RELEASES

- **Single Sign On Released**
 - EntraID for validation
 - Inactivated inactive users
- **Subject Line for Insight Notice Templates**
- **Usability** – layout of sent Notices, filter on View Results page, expanded Comments box, order of sections when viewing submitted applications, Task table in Unified Dashboard streamlined

ROADMAP

- **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
- **Templates**
 - Hire Workflow
 - Evaluation Steps
 - Requisitions

OLRS SUPPORT

- **OLRS Guidance SharePoint secured site -**
<https://stateofwa.sharepoint.com/sites/DES-OnlineRecruitingSystemGuidance>
 - News
 - User guides
 - Training modules
 - Presentations
 - OLRs Notices
 - Reports and Analytics
- **Submit all questions/requests regarding the OLRs in the DES Support Center Zendesk Portal -** https://desitsupport4u.des.wa.gov/hc/en-us/requests/new?ticket_form_id=1500000592702

LEARNING CENTER

ONGOING LC PRIORITY TASKS

Description	Priority Order	Status	% Complete
I.T. Security Class Replacement	Important	Complete	100%
WaTech PluralSight Connector	Important	Complete	100%
DNR Career Pathing Project	Medium	Complete	100%
Move Contracts Extended Enterprise Training	Medium	Complete	100%
Access Request System (ARS)	High	Complete	100%

ONGOING LC PRIORITY TASKS

Description	Priority Order	Status	% Complete
OneWA Training Coordination	Important	OnGoing	10%
Percipio integration for WSDOT	Important	Complete	100%
25.2 Update	Medium	Complete	100%
25.3 Update	Medium	OnGoing	50%

LC END OF LIFE ANNOUNCEMENT

- Our vendor, Cornerstone, has announced they will be retiring the SumTotal platform at the end of 2027.
- Working to determine the next chapter for the Washington State Learning Center and we will share information as it is available.
- Our commitment
 - Finding a system that serves the enterprise.
 - Ensuring system is secure
 - Maintaining domains
 - Ensuring accessibility
 - Listening to our customers to learn and understanding training needs.
 - Developing buy-in

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 'THANK' and flows under 'YOU', ending in a small curl.