

I. Functional Area Workflows Identified in Phase I

- LTC hire process
- MQ appeal process

II. Summary of Phase II Business Process changes (**add rows as needed*)

Workflow	Change Recommendation	Needs Assessment*
Workflow Name LTC application/Capturing EEO data	<ul style="list-style-type: none"> • Bullet list of significant change recommendations with 1 sentence explaining the change • Modernize the LTC’s hiring hall referral process by through electronic applications 	<ul style="list-style-type: none"> • Indicate (New) or (Update), statement of need and 1 sentence describing the recommendation • (NEW) – Creation of an online LTC portal to receive applications such as LTC “Department” in NeoGov • (Update) -Coordination with Labor Relations for LTC CBA provision change on the referral recruitment process
MQ Appeal Process	<ul style="list-style-type: none"> • Change MQ SOP to allow applicants to meet MQ at the time of appointment 	<ul style="list-style-type: none"> • (Update) – MQ SOP

*Significant needs noted that apply to more than one workflow update should only be listed once

Work We Should Stop Performing

Simple list of functions/tasks recommended to stop being performed in this functional area

- Technical Staff should not be responsible for training hiring managers.
- Dept Admin Staff – Create Requisition and initial draft Job Posting.
- ADA reassignments/Injured Worker placements.
- LTC Seniority lists.
- Performance Evaluation processing.

ADDED FUTURE STATE HR FUNCTIONAL AREAS

- *Bullet list of functional areas recommended to be taken on by this workgroup*
- Onboarding – Human Capitol Strategy
- Career Counseling and Talent Retention

- Data Analytics
- Change service model for a more curated recruitment experience that uses professional or expert knowledge to drive recruitment needs – create tiered level of services.
- Career Counseling & Talent Retention- Mapping careers based on classification (i.e. OA to Admin Officer).
- Training for HR recruitment in the role of professional recruiter to provide professional services for effective recruitment strategies.
- Develop a Workshare Model- partnering HR agencies together to provide backup coverage and training/mentoring for new staff.
- Talent Acquisition - the process of finding, attracting, or otherwise acquiring talented people to work for State of Alaska, as well as the steps taken to retain them as employees.
- Candidate Sourcing -Identify talent needs and sourcing channels and create/manage talent pools for active and passive candidate sourcing.
- SOA Branding - Establish employer brand to identify key employer attributes that distinguishes the State of Alaska within the market.

INTERNAL LIAISON

Does this function need a liaison in another area of the Division of Personnel and/or in the Department? If so, list here

- These are the HRBPs. They will identify general recruitment concerns within the department and assist with information gathering. Identify recruitment needs within the department and advise senior leadership to work with strategic recruitment partner in the COE. Strategic Recruitment partner and planning.

SYSTEM & DATABASE REQUIREMENTS

- **Bullet list of system/database needs to carryout the recommended changes**
- Electronic recruitment application intake portal for LTC, such as NeoGov
- Ability to utilize existing applicant pools on a statewide level, look at systems that we can share applicant pools, or create database for marketing of future vacancies in the same or similar job classes.
- Technician’s ability to process cross departmentally to adequately provide coverage and back up support to other departments outside their own.
- Develop Chat box or Internal Call Center for hiring manager support. Similar to AK airlines “ask Jen”

Sustained Benefits of the Proposal

- **Bullet list of benefits/efficiencies gained from the recommendations**
- Expedited hiring process
- Larger LTC applicant pools allowing for a mutually beneficial relationship between the State and LTC
- Accurate EEO data and reporting capabilities
- Increased support for hiring managers.
- Workshare Model – would provide backup support/coverage for leave/vacancies and training/mentoring for new staff.