NEOGOV

Transition

Local Government Training

April 2018

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Agenda

- NEOGOV Overview
- Key Changes
- External Civil Service Hiring Scenarios
- SCSC Hiring Procedures
- Available Exams at Go-Live
- Emergency Appointments
- Additional SCSC Hiring Processes
- Veterans' Preference
- AS400 Lists
- NEOGOV Training

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NEOGOV Overview – What is it?

- NEOGOV is an applicant tracking system.
  - It provides the ability to track activities and documentation for each applicant in one system.
  - Applicants will be evaluated, scored, referred, and hired in the system.
  - All approvals will occur in NEOGOV.
  - All applicant correspondence will be sent and stored electronically.

- The data in NEOGOV will be used to:
  - Report hiring metrics.
  - Determine hiring trends.
  - Identify opportunities to streamline the hiring process.

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Key Changes for SCSC Staff

- Effective April 23rd, all SCSC test announcements/job postings will be posted on NEOGOV; not the SCSC website.
- Most civil service external postings will be vacancy-based postings (Experience & Training exams).
- Agencies will draft selling language for external postings.
- Requests to post external vacancies will route to SCSC through NEOGOV.
- Evaluations will be conducted and stored in NEOGOV.
- Approvals to post exams/vacancies and hire will be routed to the SCSC in NEOGOV.
- Applicant correspondence will be sent from/stored in NEOGOV.

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Key Changes for Job Seekers

- Effective April 23rd, all SCSC test announcements/external job postings will move to www.employment.pa.gov.
- External applicants will go to one website, www.employment.pa.gov, to view and apply for civil service and non-civil service vacancies. External meaning current code 11 or 12 candidates applying from off the street.
- Applicants will no longer receive "Availability Surveys."
- Applicants can register for "Job Alerts" which will provide automatic email notifications when vacancies are posted that are associated with their selected job categories.
- Some civil service positions will still require applicants to take an exam at a test center; however, job seekers will also be able to apply for civil service vacancies by completing an application and answering job-related questions online.
- Applicants will receive email notifications when vacancies are posted for list-based job titles.
- Job seekers are encouraged to reapply and retest for all civil service job titles posted on www.employment.pa.gov. Retest wait periods have been waived for this purpose.
- IMPORTANT NOTE: Internal posting procedures will remain the same at this time.

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Key Changes for Agencies

- Agencies can use existing AS/400 lists to fill vacancies for a *temporary period of time* while NEOGOV candidate pools are being established. Lists must be pulled from AS400 by April 20, 2018. The use of AS400 lists and NEOGOV lists simultaneously will not be an option.
- Agencies will request to post external civil service vacancies through NEOGOV.
- Agencies will draft posting language using selling/marketing techniques for test announcements and vacancy postings.
- Civil Service will provide agencies with candidates through referred lists in NEOGOV.
- Agencies will no longer be able to view unofficial civil service lists.
- Agencies will access candidate applications through NEOGOV for referred candidates.
- Agencies will no longer send “Availability Surveys.”
- Approvals to hire candidates will be submitted through NEOGOV.

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Exam Postings for Future Vacancies

Overview:

- Job seekers must submit an application to an *exam* posting.
  - For written exams, applicants will be directed to schedule to take the exam at an SCSC test center.
  - For E&T exams, applicants will answer supplemental questions as part of the application.
- Applicants who meet the METs and pass the exam will receive a score and be placed on a master eligible list.
- SCSC will send emails to candidates on the master list when vacancies are posted.
- Candidates who apply to the vacancy posting will be referred to agencies for interviews, in accordance with the established rule of 3/extended rule of 3.

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Vacancy Postings

Overview:

- There will be two types of vacancy postings. In both versions, job seekers will be applying for a position that is *currently vacant*.
- In one version, applicants already have an exam score and are on a master eligible list.
  - SCSC will notify applicants on the master list when a vacancy is posted for that job title.
  - Applicants will need to apply to the vacancy posting to be considered for the open position.
  - The candidates with the highest scores will be referred to agencies for interviews.
- In the second type of vacancy posting, job seekers will apply to a vacancy posting and answer supplemental questions related to the specific vacancy.
  - Applicants who meet the METs will be scored.
  - The candidates with the highest scores will be referred to agencies for interviews.
  - When the vacancy is filled, the referred list will be closed and archived. Candidates will not retain their scores in this scenario.

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Post a Vacancy Associated with a Exam Master List

1. HR staff, HR liaison, or hiring manager will submit OHC requisitions to post a vacancy for a job title identified as a written or E&T exam with a master list.
   - The initial requisition should include a completed Job Posting Form.

2. SCSC will create the vacancy posting and notify the agency contact via task.

3. The agency contact will review the posting to ensure the content is complete and accurate.

4. The vacancy will be posted.

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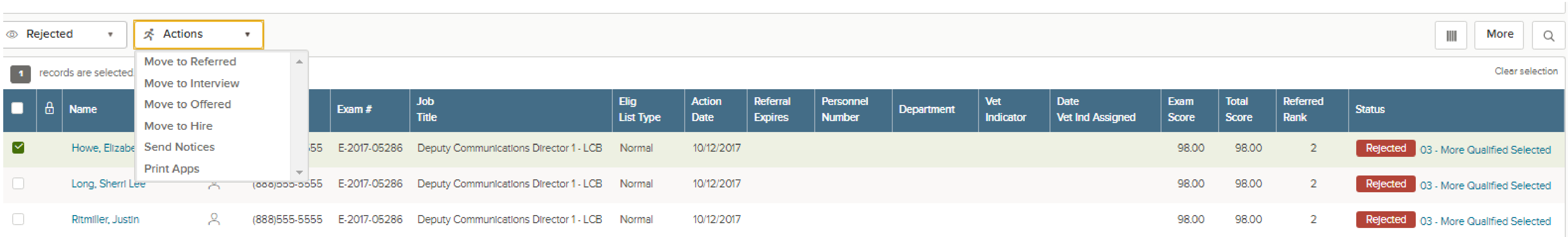
Post a Vacancy Associated with a Exam Master List

5. When the posting closes, SCSC will send referred lists with the Rule of 3/ expanded Rule of 3 candidates. A complete referred list will be sent when an agency is filling multiple vacancies.

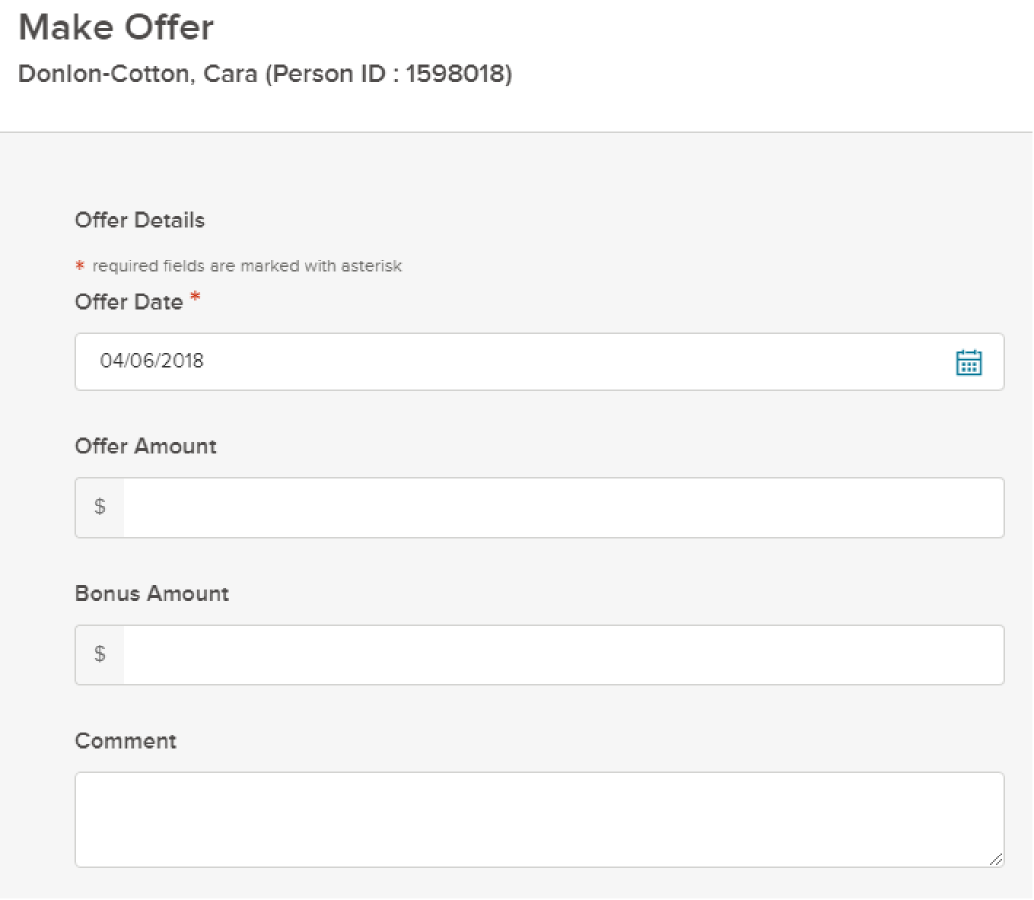
6. The hiring manager will interview candidates and make a selection.

7. In NEOGOV, the status of the selected candidate should be changed to Offered.



Post a Vacancy Associated with a Exam Master List

8. The Make Offer form will appear and the required offer date field will be prepopulated. Click Save & Submit to finalize the status change to offered.



Make Offer

Donlon-Cotton, Cara (Person ID : 1598018)

Offer Details

* required fields are marked with asterisk

Offer Date *

04/06/2018

Offer Amount

$

Bonus Amount

$

Comment

Post a Vacancy Associated with a Exam Master List

9. HR staff will extend a conditional job offer and conduct the background check.

10. Once the background check is successfully completed, HR staff, HR liaison, or hiring manager will change the status of the selected candidate to Hire and submit a hire form in NEOGOV.

11. Once approvals are granted, SCSC will authorize the hire. HR will be notified and may then extend the formal job offer.

Post a Vacancy with an Existing E&T

1. HR staff will contact SCSC to request a copy of the existing E&T exam.

2. a. **If <u>no</u> changes are needed to the exam**, HR staff, HR liaison, or hiring manager will submit requisitions to post a vacancy for a job title with the existing E&T exam.

- The initial requisition should include a completed Job Posting Form. Comments should be added to the requisition to indicate that they reviewed the existing E&T and no changes are needed.

Post a Vacancy with an Existing E&T

2\. b. **If changes <u>are</u> needed to the exam**, HR staff, HR liaison, or hiring manager will submit requisitions to post a vacancy for a job title with a <u>*new*</u> E&T exam.

- The initial requisition should include a completed Job Posting Form <u>*and*</u> SCSC Examination Development Information Form.
- Comments should be added to the requisition to indicate that they reviewed the existing E&T and changes are needed.
- SCSC will work with HR and SMEs to discuss the SCSC Examination Development Information Form, duties of the position, work behaviors, and additional experience/skills that may need to be asked and scored on the posting.

Post a Vacancy with an Existing E&T

3. SCSC will develop a *new* exam, or use the existing E&T, and create a scoring plan for the vacancy.

4. SCSC will create the vacancy posting and notify the agency contact via task.

5. The agency contact will review the posting to ensure the content is complete and accurate.

6. The vacancy will be posted.

Post a Vacancy with an Existing E&T

7. When the posting closes, SCSC will send referred lists with the Rule of 3/expanded Rule of 3 candidates. A complete referred list will be sent when an agency is filling multiple vacancies.

8. The hiring manager will interview candidates and make a selection.

9. In NEOGOV, the status of the selected candidate must be changed to Offered and the Make Offer form must be submitted.

10. HR staff will extend a conditional job offer and conduct the background check.

11. Once the background check is successfully completed, HR staff, HR liaison, or hiring manager will change the status of the selected candidate to Hire and submit a hire form in NEOGOV.

12. Once approvals are granted, SCSC will authorize the hire. HR will be notified and may then extend the formal job offer.

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Post a Vacancy with an Existing Written Exam or No Exam, Requesting an E&T

1. HR staff will work with SMEs to complete the SCSC Examination Development Information Form and ensure the position description is current.

2. HR staff, HR liaison, or hiring manager will submit requisitions to post a vacancy for a job title with an existing written exam or no exam, requesting to convert to/create an E&T.
   - The initial requisition should include a completed Job Posting Form and the SCSC Examination Development Information Form.

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Post a Vacancy with an Existing Written Exam or No Exam, Requesting an E&T

3. SCSC will work with HR and SMEs to discuss the SCSC Examination Development Information Form, duties of the position, work behaviors, and additional experience/skills that need to be asked and scored on the posting.
4. SCSC will develop an E&T exam and scoring plan for the vacancy.
5. SCSC will create the vacancy posting and notify the agency contact via task.
6. The agency contact will review the posting to ensure the content is complete and accurate.
7. The vacancy will be posted.

Post a Vacancy with an Existing Written Exam or No Exam, Requesting an E&T

8. When the posting closes, SCSC will send referred lists with the Rule of 3/ expanded Rule of 3 candidates. A complete referred list will be sent when an agency is filling multiple vacancies.
9. The hiring manager will interview candidates and make a selection.
10. In NEOGOV, the status of the selected candidate must be changed to Offered and the Make Offer form must be submitted.
11. HR staff will extend a conditional job offer and conduct the background check.
12. Once the background check is successfully completed, HR staff, HR liaison, or hiring manager will change the status of the selected candidate to Hire and submit a hire form in NEOGOV.
13. Once approvals are granted, SCSC will authorize the hire. HR will be notified and may then extend the formal job offer.

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SCSC Hiring Procedures

Estimated posting and conversion timeframes after April 23rd:

Type	Estimated Timeframe
Written Exam for Future Vacancies	5 days
E&T Exam for Future Vacancies	5 days
Vacancy, Existing E&T (no changes required)	5 days
Vacancy, Existing E&T (changes required)	15 days
Vacancy, No Existing E&T (create new)	15-20 days
Vacancy, Convert Existing Written Exam to E&T	15-20 days

SCSC Exams Available on April 23 Go-Live

Written, List-Based
County Caseworker 1
County Caseworker 2

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Emergency Appointments

- This will continue to be an option under civil service. If you have a need to make an emergency appointment, please contact your funding agency for detailed instructions.

- Candidates hired as emergency appointments must apply and be reachable on a referred list to remain employed beyond 60 days.

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Additional SCSC Hiring Processes

- **Selective Certifications**
  - Agencies must attach a completed 5274 Form to the requisition if requesting a selective certification.
  - The rest of this process will remain the same.
- **List Removals**
  - Will remain the same.
- **Civil Service Management Furlough Process**
  - Will remain the same.

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Civil Service Veterans' Preference

- When an applicant is granted veteran's preference, SCSC staff will add the indicator and points, and will review the applicant's record to see if the applicant appears on any active referrals.

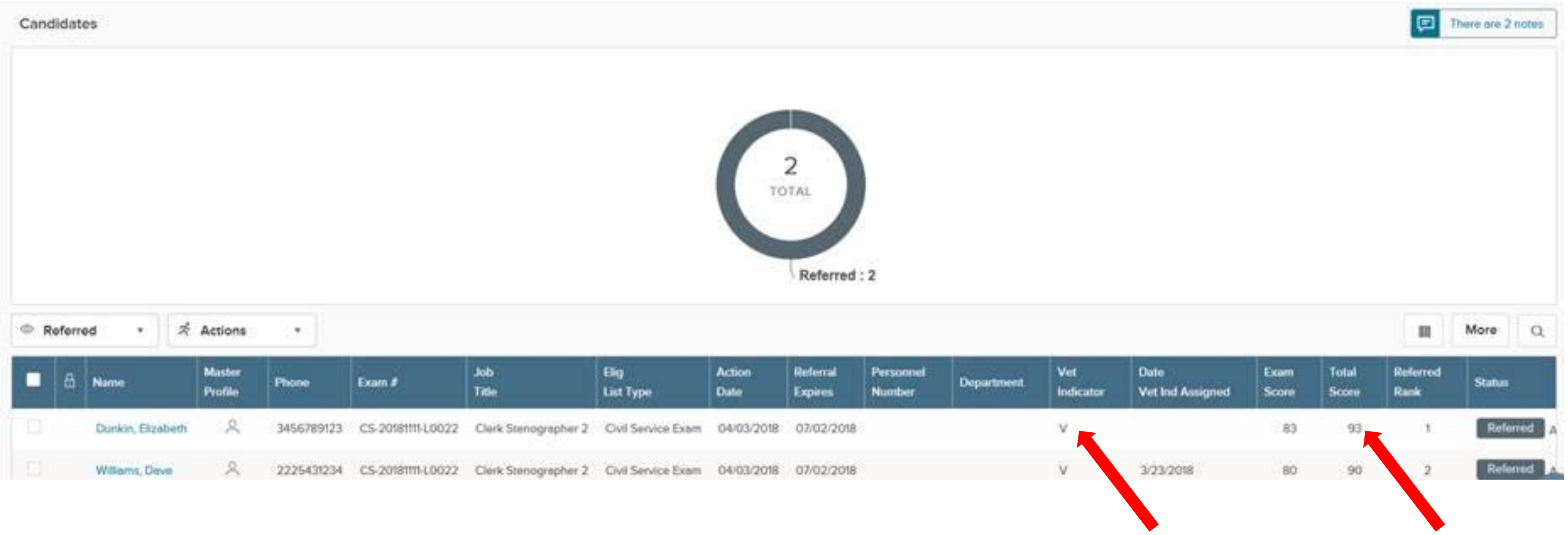
- If the score modification impacts the referral, the SCSC will contact the respective agencies to inform them of the change.
  - If the candidate was not included on the initial referral list, SCSC will send the candidate on a new referred list.
  - If the candidate was included on the initial referred list prior to being granted veterans' preference, the veteran indicator will display and ten points will be added to their total score.

Civil Service Veterans' Preference

- Hiring managers must continue to monitor their referred lists to ensure all veteran candidates are considered throughout the interview and selection process.
- Once a selection is made, the status of the selected candidate must be changed to Offered and the Make Offer form must be submitted.
- If the selected candidate is not in the offered status, SCSC will continue to refer newly certified veteran candidates who must be considered for the vacancy.

Civil Service Veterans’ Preference

The referred list will include columns displaying candidates’ veteran statuses and total scores.



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AS400 Lists

1. Agencies should review immediate and anticipated hiring needs for the next three months.

2. Determine, based on past experience, if there is a viable pool of current employees and, if so, post the position for PWOE, transfer, reassignment, etc.

3. Agencies should review current AS400 lists for their identified hiring priorities to determine if there are viable lists to use for immediate hiring.
   - If there are viable lists for the identified top priorities, agencies should pull the AS400 lists during cutover week (April 16-20). The AS400 lists will be viable for 90 days.
   - If there is no viable internal candidate pool and no acceptable candidates on the current list, a requisition should be submitted to the SCSC after April 23rd to request a vacancy based posting.

AS400 Lists

4. Agencies should use viable AS400 lists or request to post in NEOGOV and use the subsequent referred list to hire. **AS400 and NEOGOV lists should not be used simultaneously.**

5. Agencies should not pull AS400 lists after go-live because:
   - In most cases, no new candidates have been added to these lists for several months.
   - This shows that there was an intent to hire from these lists prior to transitioning to a new hiring platform.
   - This prevents considering candidates from different lists from two different systems for the same vacancy, which is more legally defensible.

NEOGOV Training

We're now going to review NEOGOV functionality that pertains to local government hiring.

Please refer to the *NEOGOV Online Hiring Center (OHC) Reference Guide*.

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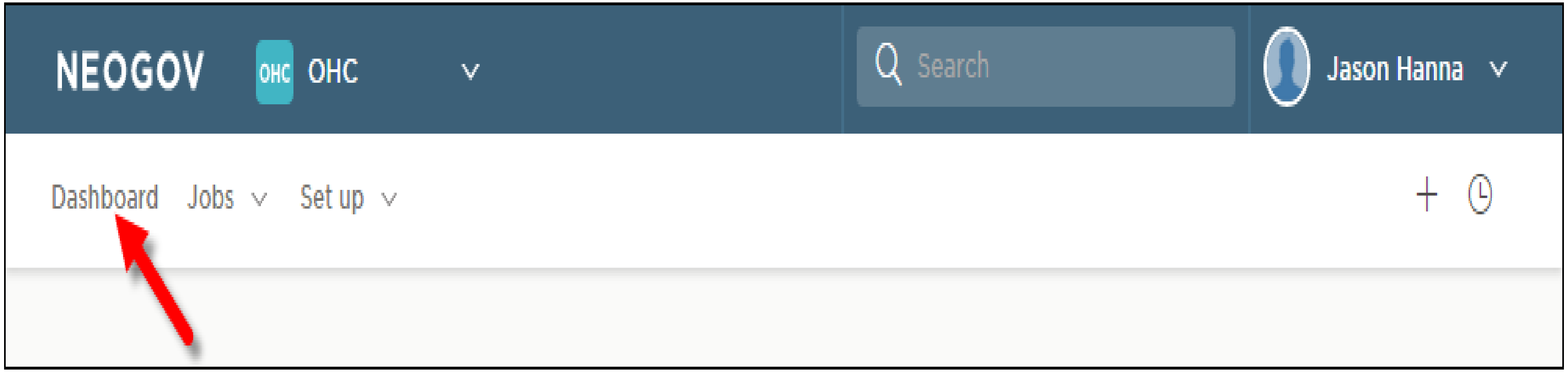
OHC Dashboard

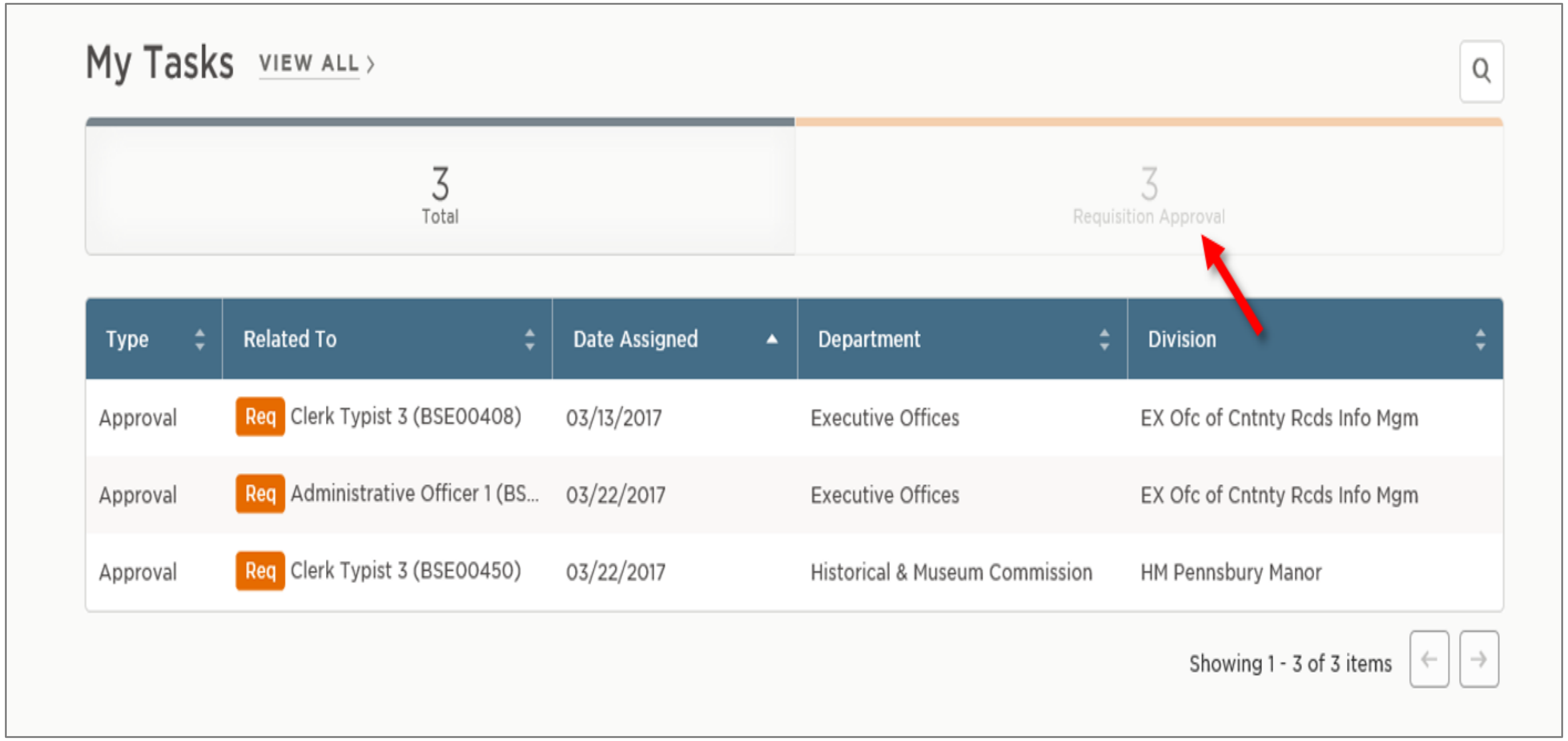
- Log into NEOGOV
- After logging in, your OHC dashboard displays.
- This is a centralized place of items that require your attention.
- In the OHC world, these are your assigned tasks, referred candidates, and associated requisitions.
- Whenever you need to return back to the dashboard, click Dashboard from the upper left.



OHC Dashboard – My Tasks

My Tasks

From the My Tasks section of your dashboard, you can act on requisitions pending your review.


My Tasks VIEW ALL ›

3
Total

3
Requisition Approval

Type	Related To	Date Assigned	Department	Division
Approval	Req Clerk Typist 3 (BSE00408)	03/13/2017	Executive Offices	EX Ofc of Cntnty Rcds Info Mgm
Approval	Req Administrative Officer 1 (BS...	03/22/2017	Executive Offices	EX Ofc of Cntnty Rcds Info Mgm
Approval	Req Clerk Typist 3 (BSE00450)	03/22/2017	Historical & Museum Commission	HM Pennsbury Manor

Showing 1 - 3 of 3 items

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OHC Dashboard – My Candidates

My Candidates

From the My Candidates section of your dashboard, referred lists will display if you are an assigned hiring manager on the requisition.

My Candidates

Req #	Requisition Title	Candidates	Department	Division	Hiring Manager	Created On
00006	Administrative Assistant	8	Operations	Human Resources	Jason Hanna +1	04/28/2016
00010	Database Administrator	5	Development	IT Operations	Jason Hanna	09/16/2016

Showing 1 - 2 of 2 items

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OHC Dashboard – My Requisitions

My Requisitions

From the My Requisitions section, three types of requisitions associated with you will display:

- Draft – Requisitions you have created and saved, but haven't yet submitted.
- In-Progress – Requisitions you have submitted and are in progress of being approved.
- Approved – Requisitions you have submitted and have been approved by all groups.

My Requisitions VIEW ALL >

3	0	1	1	1
Total	Draft	In-Progress	Approved	Open

Req #	Requisition Title	Department	Division	Position Code	Hiring Manager	Approval	Created On
BSE00347	Approved Tax Examiner	Executive Offices	EX BSE TCP-Revenue		Danielle Bensinger	Complete	02/28/2017
BSE00482	Open 22 - Communicati...	Executive Offices	EX Sec OA	00013372	Danielle Bensinger	Complete	03/29/2017
BSE00548	In Progress 22 - Director of Pe...	Civil Service	CS Bur of Pers Asemt	00115130	Danielle Bensinger	0 of 6	09/20/2017

Showing 1 - 3 of 3 items

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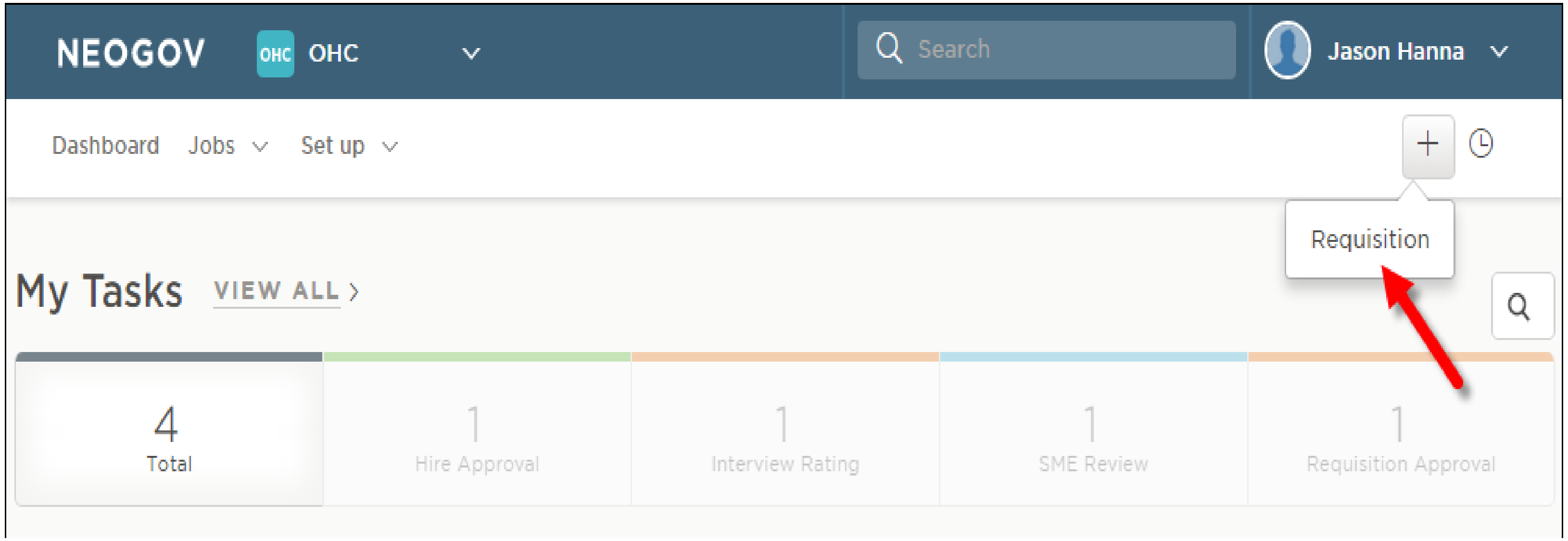
Create a Requisition

Create a Requisition

1. When a hiring department has an open position, they'll submit a requisition as a request to fill the vacancy.

2. From your dashboard, hover over the plus sign in the upper right corner and click on Requisition to create a new requisition and complete the form.



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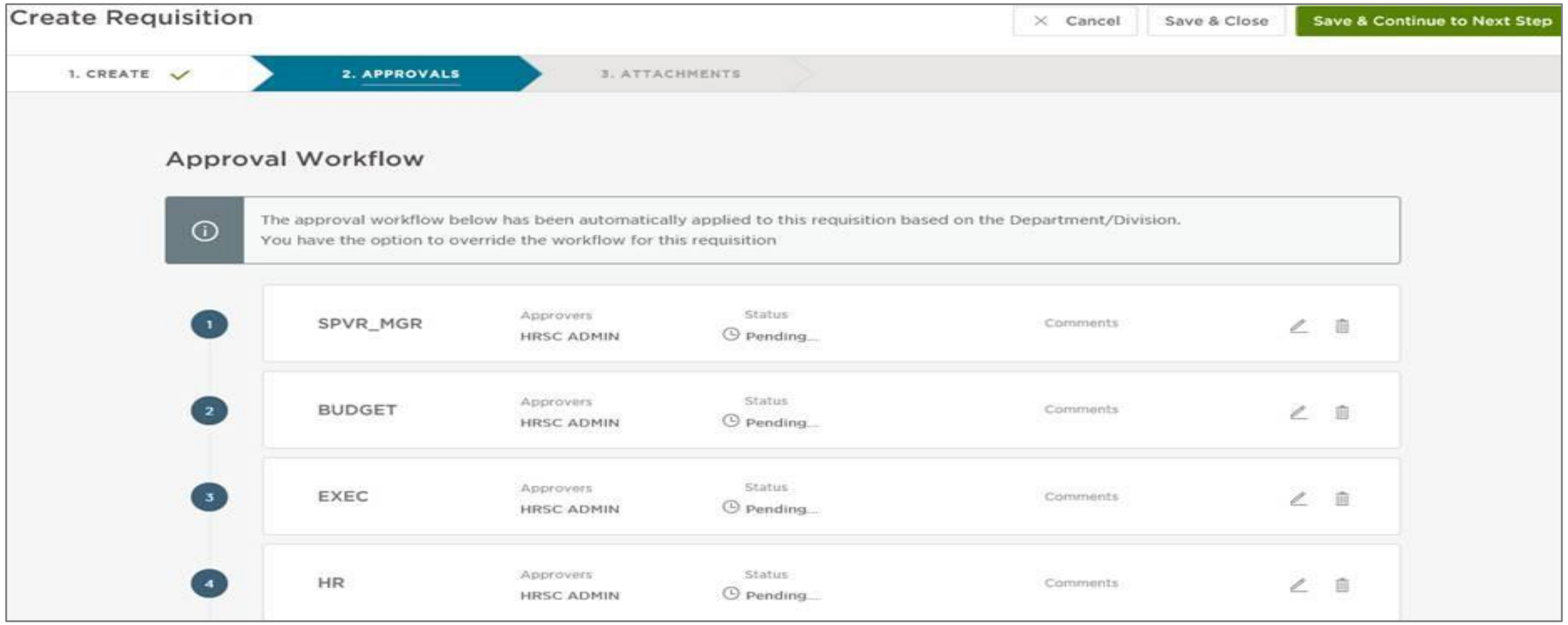
Create a Requisition

2. If you have a pre-established approval workflow, it will display on the second requisition form page.



NOTE: This pre-established work flow should NOT be changed. Changing this workflow has the potential to impact reimbursement from the funding agency back to the county agency.

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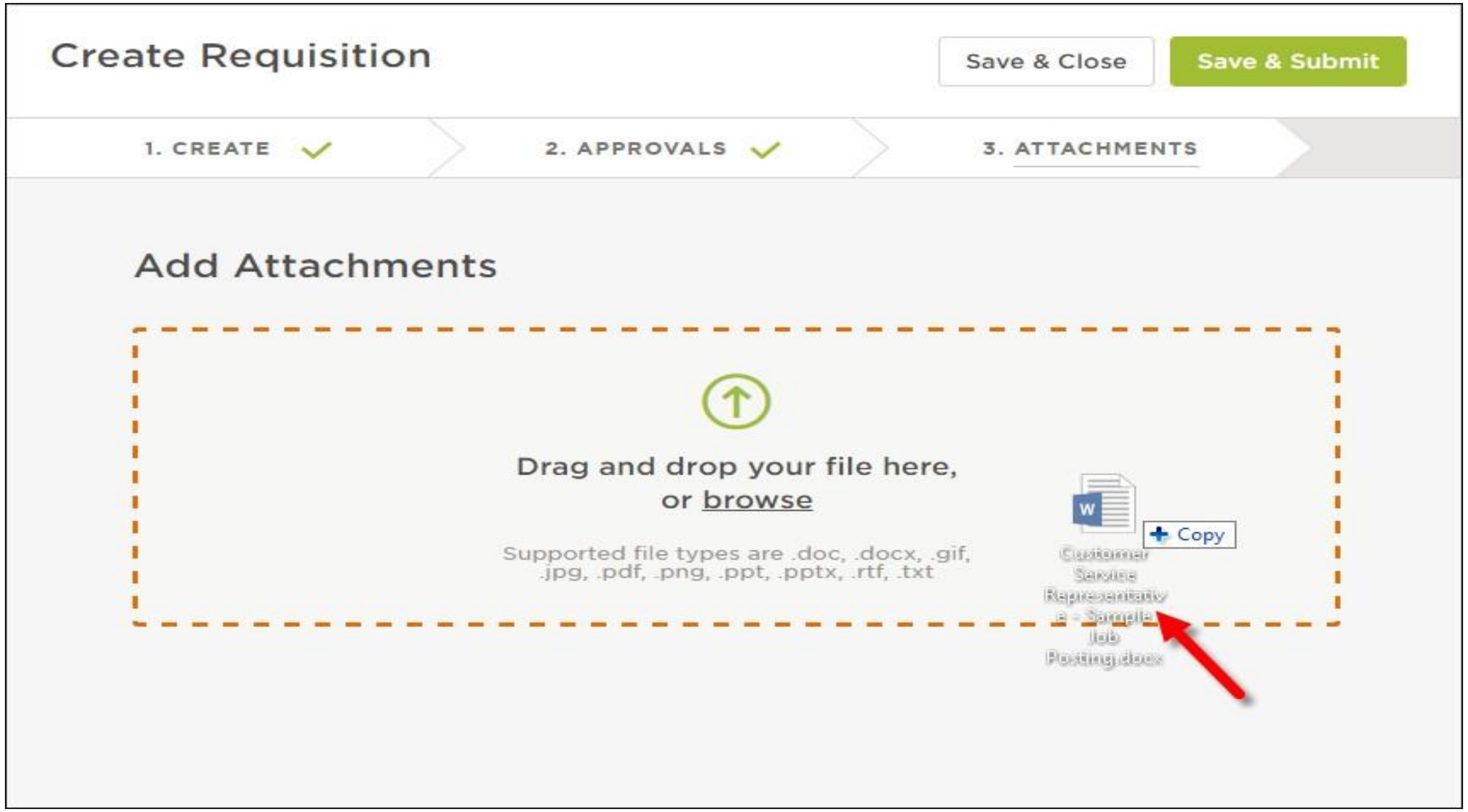
Create a Requisition

3. Click Save & Continue to Next Step.

4. Drag any file attachments to the third requisition form page and click Save & Submit.



Approve a Requisition

- In the My Tasks section of your dashboard you can review a requisition sent to you for approval.

- Select the pending requisition and choose approve, deny, or hold.

- A requisition must be cancelled by the person who created it or your assigned staff analyst within the funding agency. Additionally, if a requisition has been approved, it can be cancelled by your assigned staff analyst within the funding agency.

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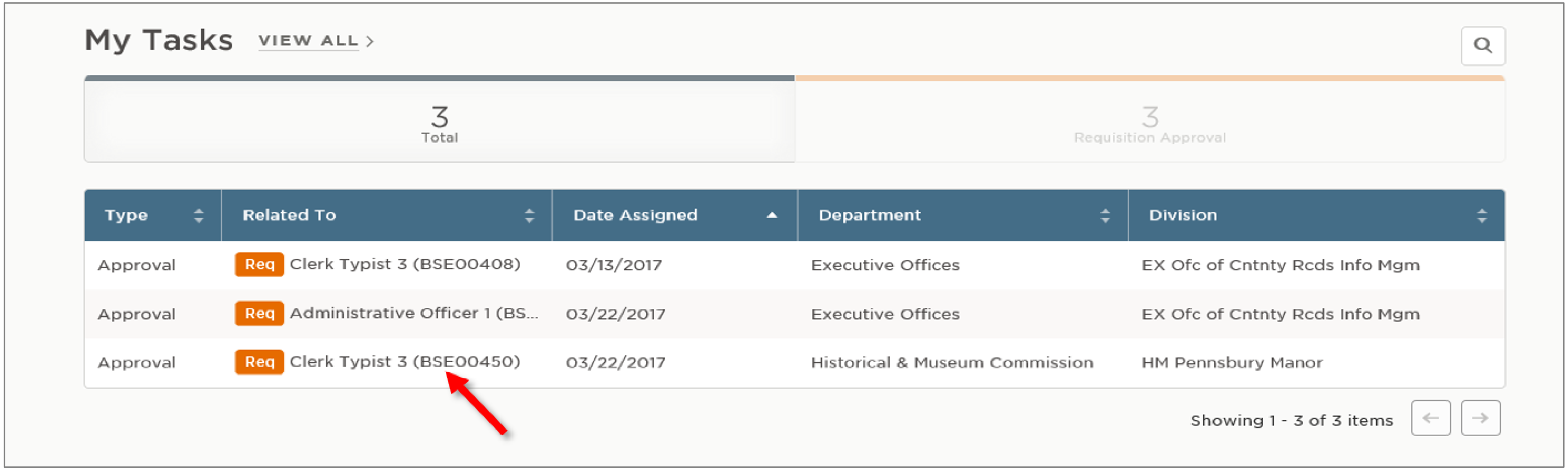
Approve a Requisition

Steps to Approve a Requisition

1. From the My Tasks section, click the requisition pending your review.



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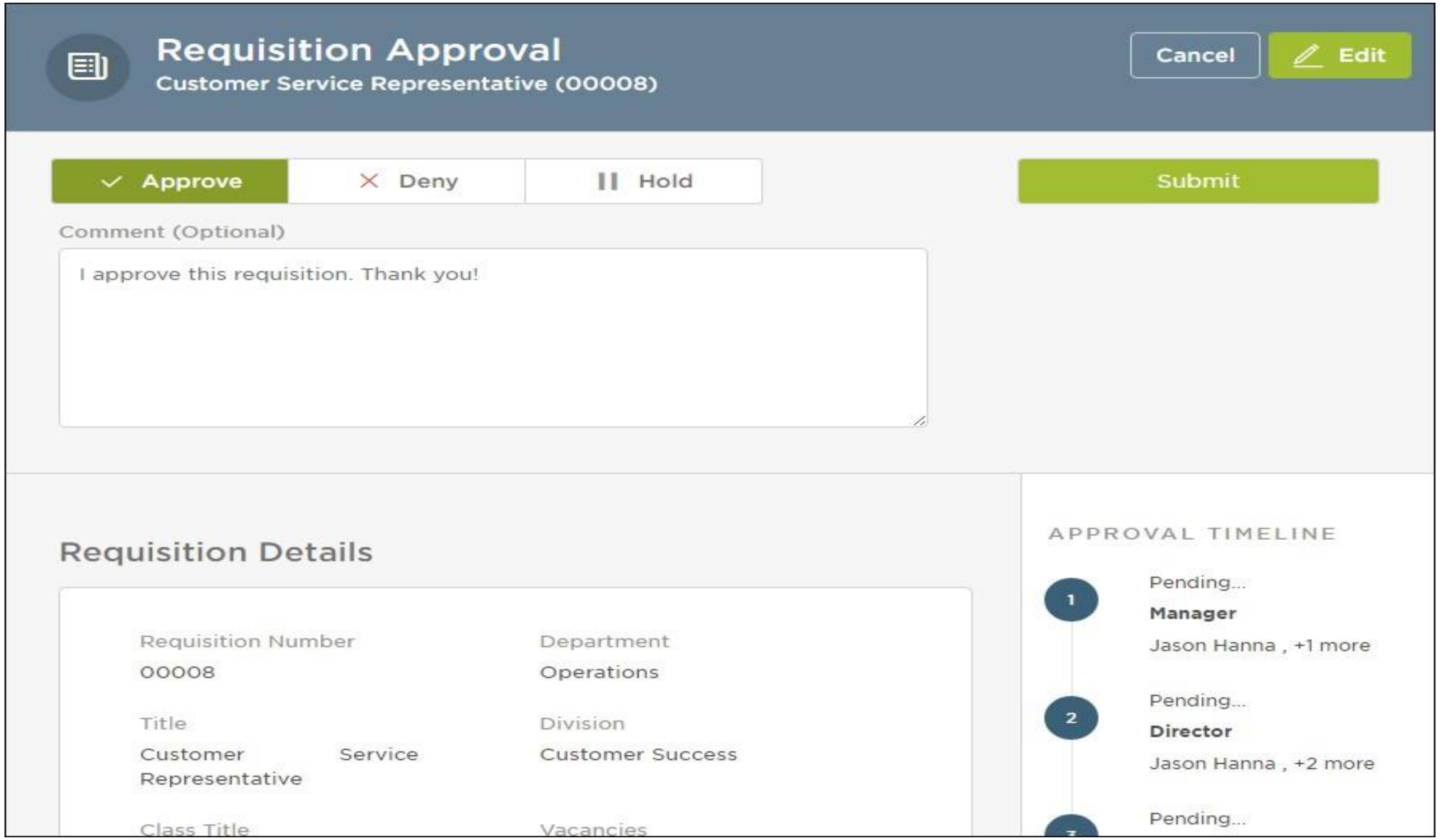
Approve a Requisition

2. Click Approve, type any comments, and click Submit.



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View a Referred List

- From the My Candidates section of your dashboard, click the Requisition Title.

My Candidates

Req #	Requisition Title	Candidates	Department	Division	Hiring Manager	Created On
00006	Administrative Assistant	8	Operations	Human Resources	Jason Hanna +1	04/28/2016
00010	Database Administrator	5	Development	IT Operations	Jason Hanna	09/16/2016

Showing 1 - 2 of 2 items

- You're now viewing the referred list.

Candidates

There are 2 notes

Referred ▾ Actions ▾ More

Name	Master Profile	Phone	Exam #	Job Title	Elig List Type	Action Date	Referral Expires	Personnel Number	Department	Vet Indicator	Date Vet Ind Assigned	Exam Score	Total Score	Referred Rank	Status
Dunkin, Elizabeth		3456789123	CS-20181111-L0022	Clerk Stenographer 2	Civil Service Exam	04/03/2018	07/02/2018			V		83	93	1	Referred
Williams, Dave		2225431234	CS-20181111-L0022	Clerk Stenographer 2	Civil Service Exam	04/03/2018	07/02/2018			V	3/23/2018	80	90	2	Referred

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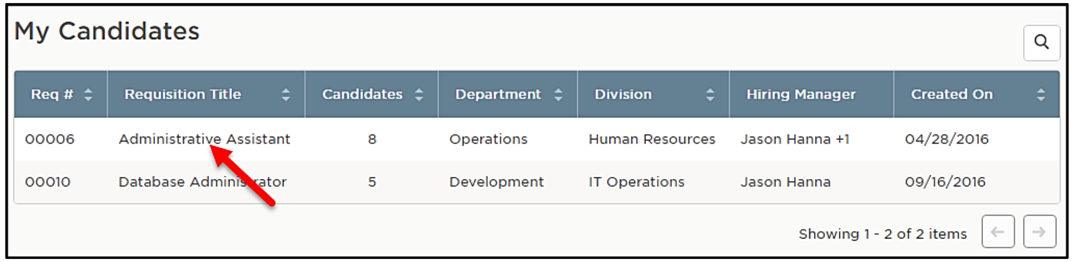
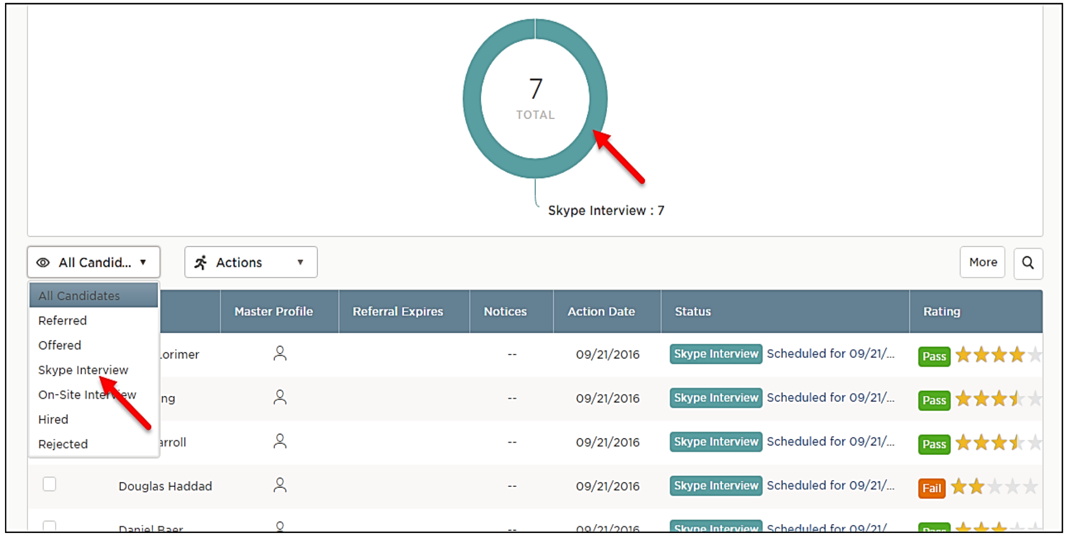
Reject a Candidate

1. From the My Candidates section of your dashboard, click the referred list.

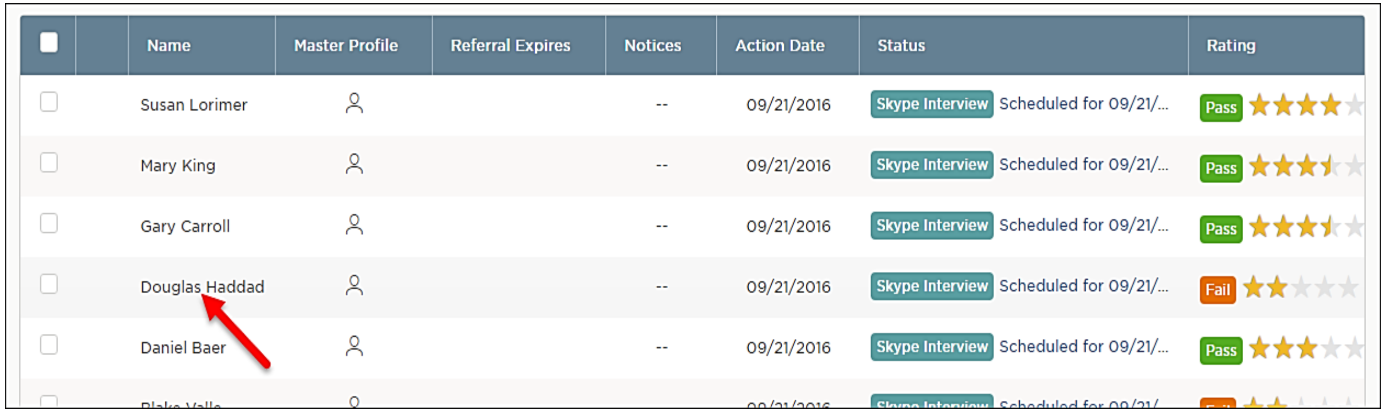


2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and determined one or more will be rejected.

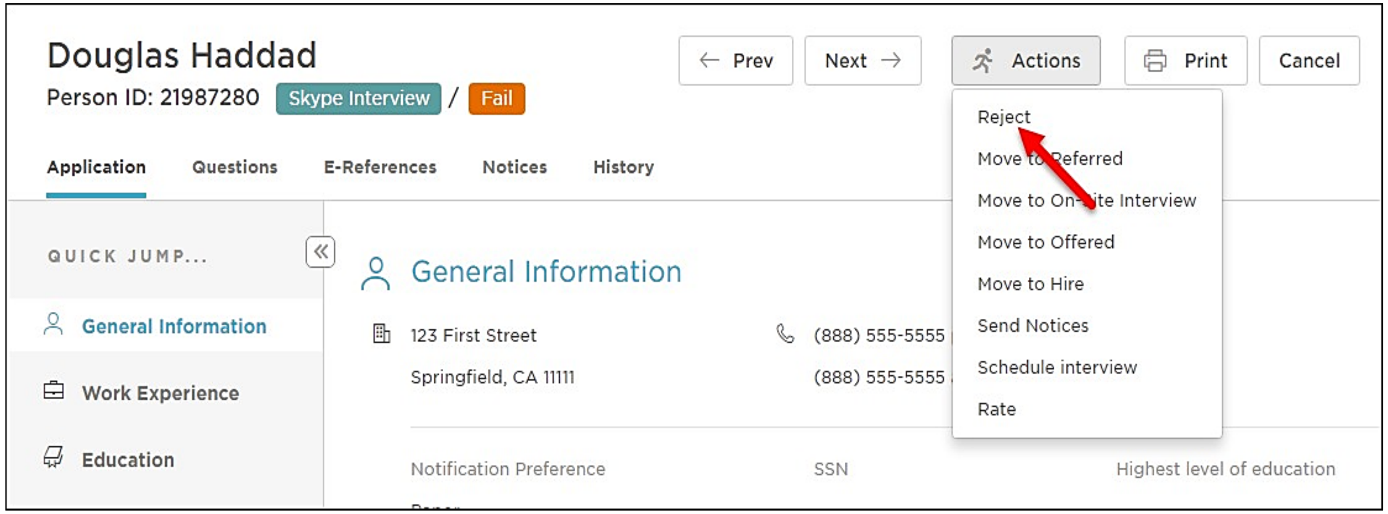


Reject a Candidate

3. Click the name of the first candidate to be rejected.



4. On the Actions menu, click Reject.



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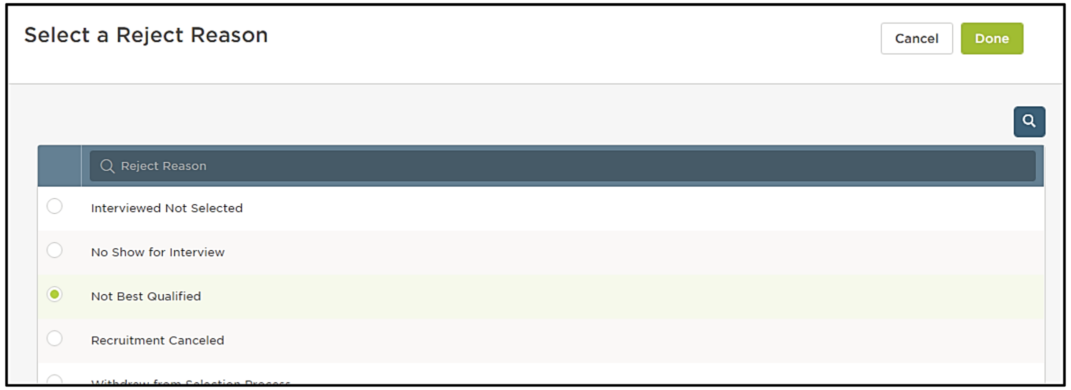
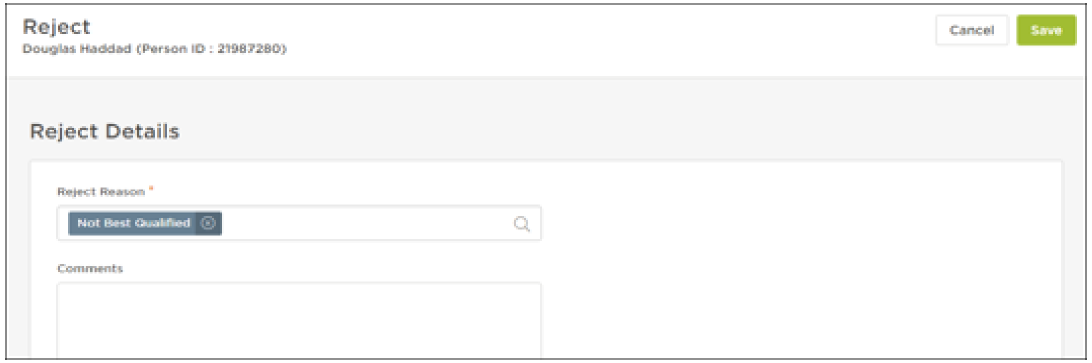
Reject a Candidate

5. Use the search tool to find and select a reject reason. Click Done.



6. Once the appropriate reject reason has been selected, click Save.



7. Repeat these steps for any remaining rejected candidates.

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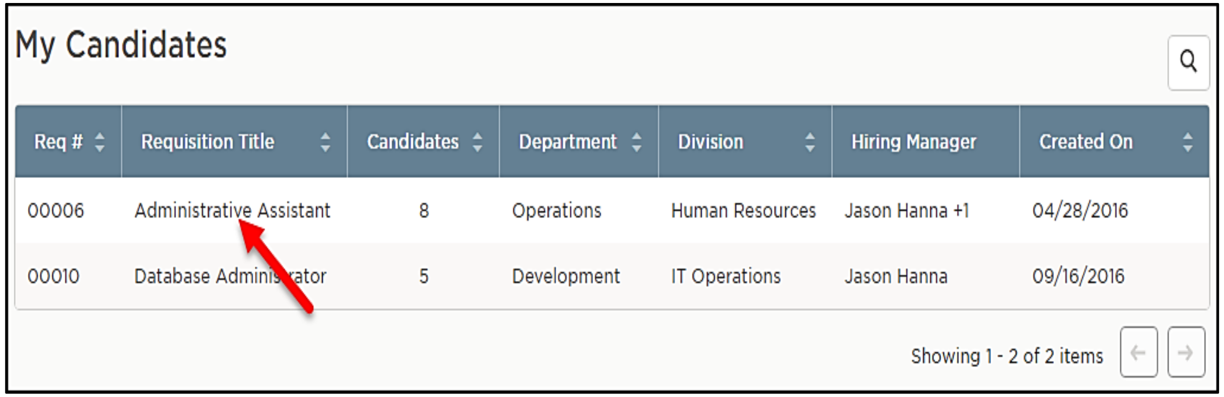
SCSC Annotation Codes

- SCSC annotation codes will be included in the list of rejection reasons in NEOGOV.
- Each will begin with "SCSC Referral Rejection –"

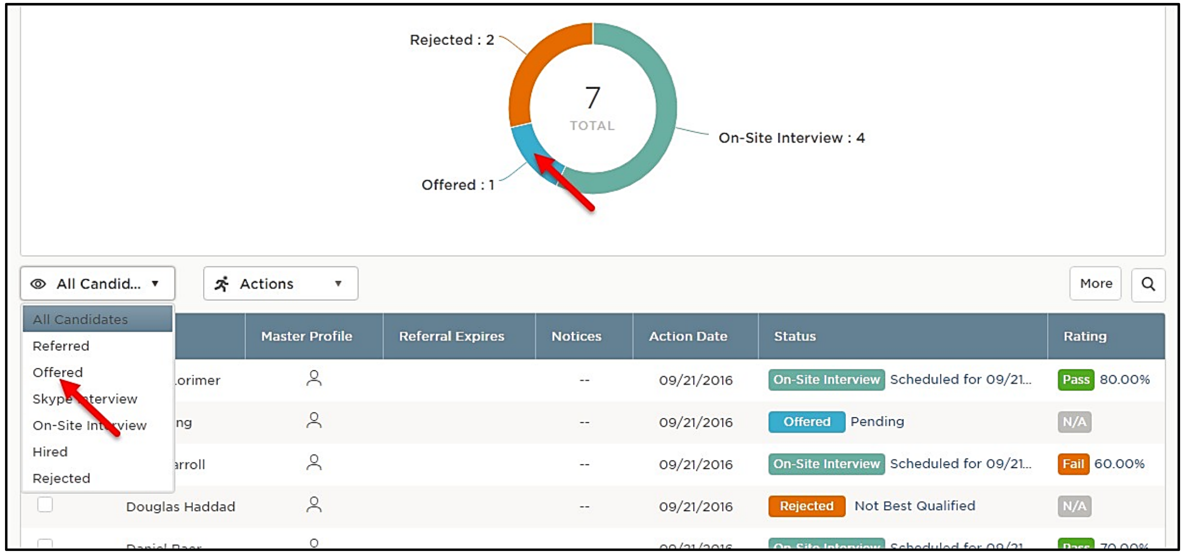
SCSC Annotation Codes			
Interviewed, Not Selected	**Rejected Job Offer**	**Older Adults Protective Services Act, Did Not Provide Required Documentation**	**Failed Medical or Psychological Testing**
Not Considered, Candidate Referred after Final Selection	**Passover**	**Child Protective Services Law, Statutorily Disqualified**	**Does Not Have Required Licensure**
Pending Removal	**Unable to Contact**	**Child Protective Services Law, Did Not Provide Required Documentation**	**Seniority Promotion, Did Not Bid**
No Longer Meets Referral Criteria	**Removed**	**Not Interviewed, Placement Option Not Utilized**	**Seniority Promotion, Bid**
No Longer Interested in Position	**Applicant Deceased**	**Not Contacted for Interview**	**Requisition and/or Vacancy Cancelled**
Did Not Show for Interview	**Liquor Code, Statutorily Disqualified**	**Does Not Have Commercial Driver's License**	**Failed Drug and Alcohol Testing**
Older Adults Protective Services Act, Statutorily Disqualified			

Select a Candidate for Hire

1. From the My Candidates section on your dashboard, click the referred list.



2. On the doughnut chart or on the Candidates menu, click the referred step.



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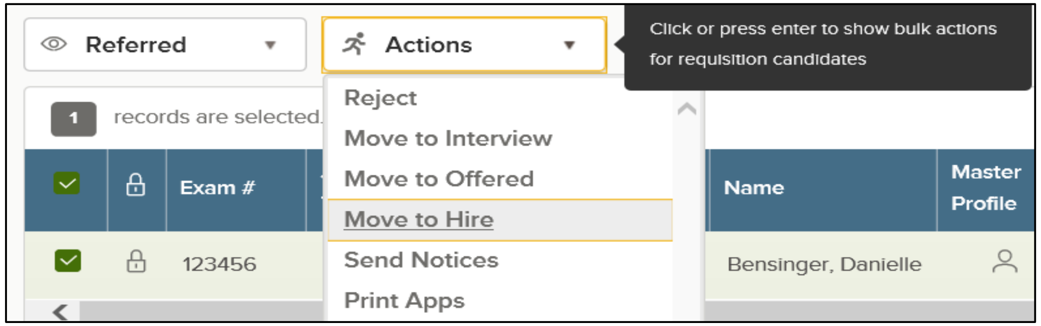
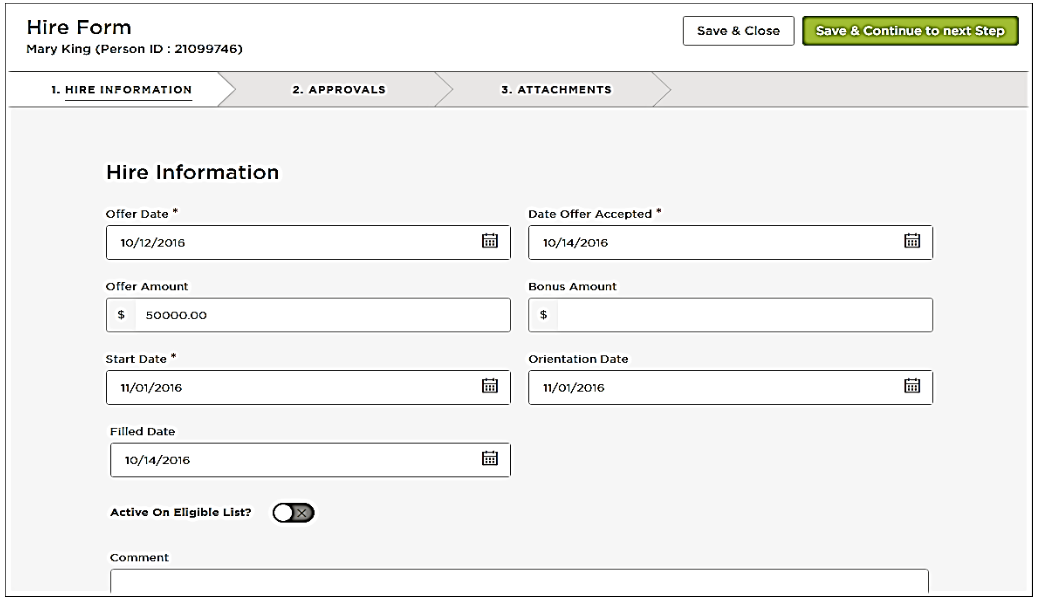
Select a Candidate for Hire

3. Select the candidate. From the Actions dropdown, choose Move to Hire.



4. The Hire Form will appear. Complete the form and click Save & Continue to Next Step.



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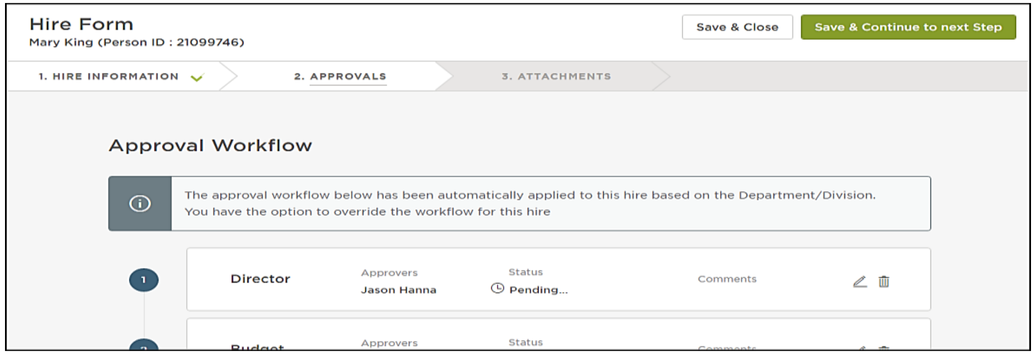
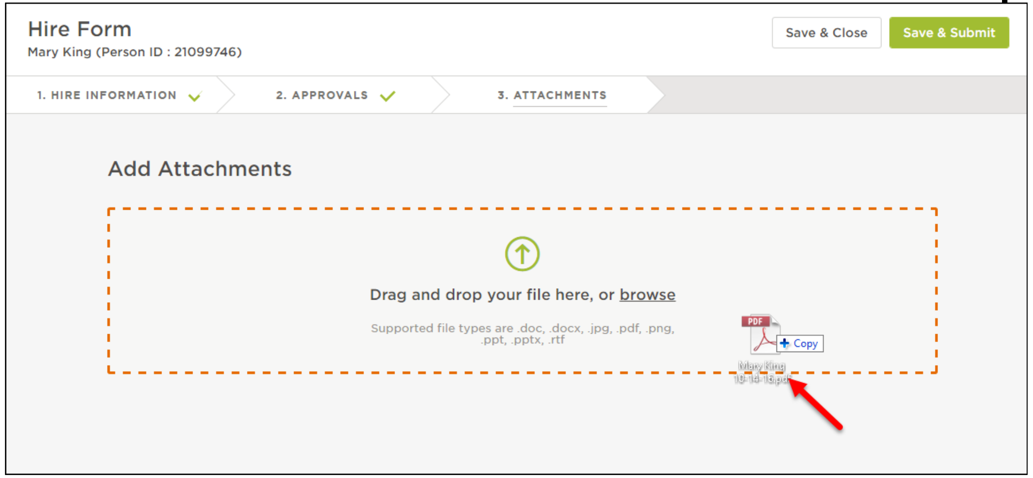
Select a Candidate for Hire

5. The approval workflow template displays on the second hire form page.

6. Click Save & Continue to Next Step.



7. Drag any file attachments to the third hire form page and click Save & Submit.



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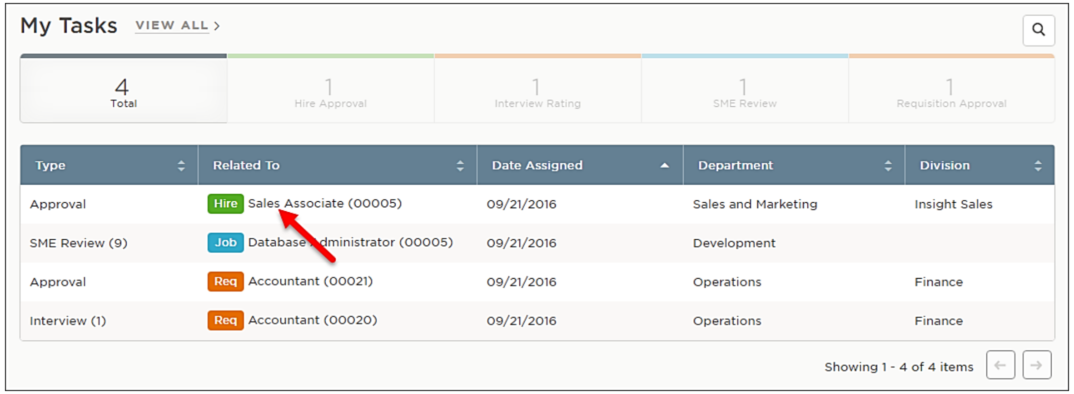
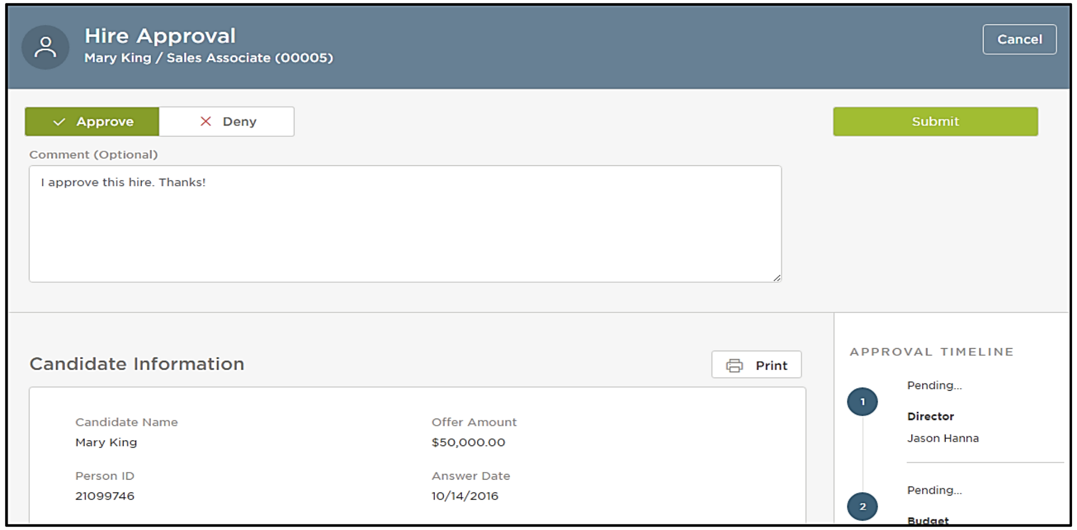
Approve a Hire

1. From the My Tasks section, click the hire pending your review.



2. Click Approve, enter appropriate comments if needed, and click Submit.



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Logging into NEOGOV

NEOGOV Login Procedures – You will receive two email notices just in time for this conversion directly from NEOGOV. Samples of both of these notices are shown below.

Below is a sample new user account email. The email always has the subject line of "Your New User Account" and sent from info@neogov.com.

------*---*---*---*---*---*---*---*---*---*---*---*---*---*---*---*

PLEASE DO NOT REPLY TO THIS EMAIL
If you reply to this email, your reply will *NOT* be read.
------*---*---*---*---*---*---*---*---*---*---*---*---*---*---*---*
Dear Kyle,

A new user account has been created for you in NEOGOV Insight. Your account information is:

Name: Kyle Edwards
Username: kedwards@neogov.com

You will be receiving a separate email with a link to set your password. The link in the email will expire after 24 hours, so please make sure you set your password in a timely manner.

Once you set your password you can log on to Insight at https://secure.neogov.com/insight/login.cfm

Below is a sample new user set password email. The email always has the subject line of "Important Security Notice From Neogov!" and sent from noreply@neogov.com.

------*---*---*---*---*---*---*---*---*---*---*---*---*---*---*---*---*

PLEASE DO NOT REPLY TO THIS EMAIL
If you reply to this email, your reply will *NOT* be read.
------*---*---*---*---*---*---*---*---*---*---*---*---*---*---*---*---*

Dear Kyle,

Your account has been created. Please Click to reset password to set your password and activate your account.

If you are unable to click the link above please copy and paste the complete link below into your browser's URL bar
https://login.neogov.com/Account/SetNewPassword?GUID=MjM5ODdCM0EtNTA1Ni04Q0QxLThDNDdCNTQ3QjFBNTU2RRQ=&siteCode=IN

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Getting Started

1. Agencies will determine who will serve as their civil service liaison.
   - Some agencies already have an employee designated to perform civil service hiring.
2. Civil Service will provide agencies with access to NEOGOV.
   - This would be the employee(s) responsible for carrying out the agency's civil service hiring.
3. Civil Service will guide first time users through the external hiring process.
   - How to create and submit a requisition.
   - Receive and view the referred list.
   - Submit an approval to hire.
4. Contact our resource account at ra-cs-paad@pa.gov or by telephone at 717-787-5855.

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