

## OLRS Communication

- What?** Interagency Online Recruiting System Advisory Team
- Who?** OLRS professional users and job seekers
- Why?** Ensure OLRS system and enhancements best meet the global needs of state job seekers and agency recruiters
- When?** Distributed 9/16/10

**Message:** To ensure continued configuration and maintenance of the online recruiting system meets agency business requirements statewide, it is important to have active agency participation in reviewing and making decisions related to system configuration. It is also important for agency recruiter representatives to participate regularly in the review of requests for system changes and to be involved in the NEOGOV Community so the State is able to influence future vendor enhancements.

Examples of items that would be addressed by the team include:

- Discussion of system configuration requests from recruiters or process change requests that impact the entire community; e.g., change in approach to running the layoff report and reviewing layoff candidates to determine the best option to suit agency needs globally.
- Review anticipated system enhancements and impact on state business practices; e.g., changes in security and the way it will impact organizations.

When an enhancement request is submit to DOP's Service Center by an agency recruiter, the incident will be assigned to the OLRS Centralized Administrator to present the request to the OLRS Interagency Advisory team. Enhancement requests should include as much information as possible, such as screen shots and how the enhancement would affect the state's business processes. The team will review the request and how it will affect the state's use of the system. The request will either be escalated to NEOGOV in the form of an enhancement request or may be denied with reason to the requestor.

Because of their urgency or lack of impact on the enterprise, examples of items that would not likely be addressed by the team include:

- Issues that need immediate attention and incident reporting to the vendor; e.g., system performance affecting the state community.
- Processes within NEOGOV that are not working properly and have been reported by users; e.g., Job Interest Card not being sent out.
- Specific agency configuration changes; e.g., a request for a role change.

**Members:** Team members include two members who were on the OLRS Implementation Project Team, three members from different agencies, one system Centralized Administrator, one small agency recruiter, and will be facilitated by the DOP System Support Team Manager.

Agency member participation will be reviewed according to the progress and objectives of the team, with a formal review by September 1, 2011. Initial members:

- DOC – Jennifer Elksnitis (project team rep)
- DOT – Michaela Holmberg (project team rep)
- DSHS – Jose Dominguez
- Ecology – Gerard Buan
- DOR – Joanna Falcatan
- DOP Centralized Administrator – Devonee Davis
- DOP Central Administrator – Don Chavez (Observer)
- DOP Small Agency Recruiter– Evan Oderman
- System Support Team Manager – Joan Hopper (Facilitator)

**Questions? Contact:**

DOP Service Center: (360) 664-6400

Email Contact: [servicecenter@dop.wa.gov](mailto:servicecenter@dop.wa.gov)

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