

County of Los Angeles – NEOGOV Implementation Executive Summary

Overview

Los Angeles County's implementation of NEOGOV allows for an end-to-end recruitment and selection platform with online application tracking, exam scoring, exam scheduling, and list management.

Challenge

Los Angeles County (County), the nation's largest local government employer receives an average of 400,000 applications for job opportunities every year. Until NEOGOV was implemented in 2015, the County relied on a series of disparate, disconnected, and in some cases outdated, software applications to manage our recruitment, examination and selection processes. The result was a disjointed series of activities requiring constant oversight and manual interventions to connect the data, processes and people. This was labor intensive, inefficient, and inconsistent.

Innovative Solution

With the new system implementation, for the first time, the County has an end-to-end recruitment and selection platform with online application tracking, exam scoring, exam scheduling, and class specifications. Further, the new system allows individual departments and The Department of Human Resources (DHR) to increase productivity, streamline business processes, and improve HR services by eliminating several legacy systems and integrating with our enterprise Electronic Human Resources system (eHR).

Originality

This program is a prime example of public-private partnership by which the County partnered with NEOGOV to develop a new module for List Management. This is a new capability added to NEOGOV's suite based on the work done with DHR. The program leverages the cloud-based NEOGOV system that enables the County to provide access to applicants and HR staff alike anywhere, anytime and on any device. This also enables the County to integrate with various social media platforms and implement a marketing strategy for our recruitment efforts. The new system is a native web-based application and now for the first time our job bulletins are searchable via Google and other popular search engines. In addition, the new system is tightly integrated with third party online

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exam providers, which enables the County to increase the number of online exams and reduce the need to rent test facilities and travel to remote sites.

Cost Effectiveness

Transitioning to NEOGOV has led to an estimated annual cost avoidance of \$1.8M and estimated annual cost savings of \$500K. Tangible cost benefits were found by reducing the time spent by HR staff on reviewing and entering information into multiple systems; reducing the need to rent off-site test facilities and associated travel costs; reducing the need to rent facilities to physically house applications; and reducing the time spent communicating with applicants. There were also cost benefits in intangible areas such as the amount of time spent by HR staff to find a file that was misplaced, or liability costs associated with the keeping of records as physical files.

Results

The creation of an end-to-end digital platform for all recruiting, examination and selection processes, with the combination of business process improvements, has provided the County and job applicants a more efficient, engaging and purposeful process by which we continue to attract, recruit and select top talent to fulfill the County's public service mission. The system's ease of use and automation allows HR staff to spend less time on the mundane processes and more effort on the actual recruitment and selection activities, while ensuring that we maintain and continue to meet the standards of fairness as provided for by the civil service rules. The new system was brought online in the largest County agency in the nation on schedule and without any unplanned or unforeseen interruptions to County services or human resources functions. The system has streamlined and vastly improved the core human resource functions of recruiting, examination and selection. In fact, The County's NEOGOV implementation project was recognized by the vendor (NEOGO) as the 'Best Customer Implementation of the Year' in 2015.

Project Contact

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