

New Jersey State Agency Streamlines Hiring Processes With *KnowledgeLake* ECM



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION

KnowledgeLake

CLIENT PROFILE:

WEBSITE:

www.state.nj.us/csc

LOCATION:

Trenton, NJ 08625, USA

INDUSTRY:

Government

Commerce Travels on IDOT

The Selection Service division of the New Jersey Civil Service Commission is responsible for recruiting and managing the hiring of new employees for the state. Its mission is:

- Create fair and equal opportunities for all employees
- Create an efficient work environment
- Offer a variety of services to enhance employees' careers and personal lives

BUSINESS NEEDS

The Selection Service division of the New Jersey Civil Service Commission was bogged down by the large volumes of paper documents required by applicants seeking jobs with the state.

Historically the Selection Services division managed all of its processes using paper documents. Over the years, this led to increasingly cumbersome, time-consuming, and expensive hiring processes. Paper documents coming in through multiple channels, delays in processing created by phone calls from applicants, lost documents that led to further delays, difficulties in matching up late-arriving documents—these and other problems created ongoing inefficiencies that needed to be corrected.

SOLUTION

To streamline its processes, the agency deployed a KnowledgeLake enterprise content management solution running on Microsoft SharePoint. The result is faster searches for information, improved document management, and the successful deployment of an enterprise-level solution that may make its way across other agency departments.

To assist with this integration, the agency and KnowledgeLake team members used search functionality in KnowledgeLake Imaging for SharePoint, including metadata, keywords, and scope-driven search capabilities for fast, efficient searches for documents entered into the system through OAS.

With the completion of the first phase, the KnowledgeLake and NJCSC teams moved into the second phase of the project, which includes a migration of legacy data from the FileNet system into SharePoint.

HUGE SAVINGS

“*We felt that with KnowledgeLake, our vision for using technology to automate our processes was greatly expanded.*”

Senior IT Representative

SOLUTION

KnowledgeLake Professional Services helped develop a taxonomy and design for the project, and delivered training and skills transfers. Part of the project involved creating an interface to the public-facing Online Application System (OAS), which applicants use to apply for jobs.

By deploying a KnowledgeLake solution on top of Microsoft SharePoint, the New Jersey Civil Service Commission took a major step to dramatically streamline and improve the processes involved in vetting and hiring employees. The solution makes it easier to find information quickly, it reduces delays in processing applicants, and it is providing a potential solution for wider deployment of an enterprise content management system that can deliver time and cost savings in other departments.