INFORMATION REPORT

TO: Chair and Members of the Audit, Finance and Administration Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: June 11, 2012	
SUBJECT/REPORT NO: Word Recognition Software Recommendation from Audit Report 2010-08 - Human Resources - Recruitment and Selection (HUR12003 (a)) (City Wide) (Outstanding Business Items)	
SUBMITTED BY: Chris Murray, City Manager -- **SIGNATURE:**	**PREPARED BY:** Diana Belaisis Ext 4265 Helen Hale Tomasik Ext 4155

Committee Direction:

On March 2, 2011, in response to a review of the Management Action Plan related to the Audit Report 2010-08 – Human Resources Recruitment and Selection (AUD11011), Audit, Finance and Administration Committee directed staff to:

(a) table the investigation of Word Recognition Software that is compatible with PeopleSoft to assist in the applicant screening process for a one year period in order for Human Resources staff to complete their assessment of the current PeopleSoft system, which has a module for an enhanced screening process, and

(b) investigate the costs associated with an assessment of that software, and report to the Audit, Finance & Administration Committee within one year.

At the March 19, 2012 meeting of Audit Finance & Administration Committee staff presented Report HUR12003. At this meeting staff were directed to arrange for a separate meeting with Councillor Clark to demonstrate the enhanced functionality of the PeopleSoft recruitment module, prior to removal of investigation of word recognition software from the outstanding business list.

The meeting with Councillor Clark was held on May 28, 2012. Staff from Human Resources demonstrated and discussed with Councillor Clark and the Internal Auditor, who did the original audit, how the enhanced functionality will create efficiencies in the screening process. The Councillor was advised that Human Resources would be relying on the automated screening questionnaires and would very seldom access the Word Recognition capabilities due to the inherent problems of utilizing such a tool, as identified in the cost/benefit analysis completed for Report HUR12003. The Internal Auditor confirmed that the intention of the recommendation to investigate Word Recognition Software in the original audit report was to look for efficiencies in the screening process.

Summary:

The intent of the audit recommendation was to improve the efficiency of the manual screening processes. The enhanced functionality of PeopleSoft Version 9.1 provides automated screening questionnaires that can be tailored to specific job postings and thus provides a more effective and efficient way to short list candidates. The meeting with Councillor Clark confirmed that although word recognition software is available in the updated PeopleSoft, it is not the preferred technology Human Resources plans to utilize. No further actions to investigate Word Recognition software are required.