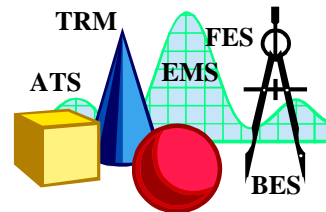


Employment Management Systems

Evaluation Criteria



Employment Management Systems - More Choices Than Ever

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Just a few years ago, there were only a handful of Applicant Tracking System choices on the market. The choices were simple. It was either product X, Y or Z. But then, things changed. The Internet happened. The economy boomed. And the job market exploded.

Today, depending on what sources you read and what your requirements are, the choices number over 150 employment management systems. The choices range ...

- from the very rudimentary to the feature rich,
- from client/server-based to multi-tier architecture,
- from in-house systems to hosted (Application Service Provider) systems,
- from Windows-based to Web-based,
- from single site to enterprise-wide, and
- from a few hundred dollars to several million.

Regardless, you still need to do a requirements analysis to determine how much you want to spend and how much functionality you really need. The following Criteria Checklist is offered to help you at least explore the right questions as you do your analysis. This article is updated routinely. For the latest copy, please visit www.careerxroads.com or www.beksddata.com.

CRITERIA	WEIGHT	RATING	SCORE
VENDOR ASSESSMENT:			
What is the Vendor's financial rating/stability?			
How long has the Vendor been in the Applicant Tracking System business?			
What is the Vendor's reputation in the marketplace for support, product development, innovation, and reliability?			
How many customers does the Vendor have? How many 'Paid' customers, not beta?			
What strategic/business alliances does the Vendor have? With whom?			
What level of HR & Staffing expertise does the Vendor have?			

CRITERIA	WEIGHT	RATING	SCORE
REQUISITION MANAGEMENT:			
Is there a Requisition Module?			
Are there Fields to capture all the information you need?			
Does the module allow tracking of changes to select core data?			
Does the module allow tracking of various Event records, i.e. eg. Interviews, Job Bids, Offers, Hires, Correspondence, Rejections, etc.?			
Can Hiring Managers create, route and approve Requisitions? How?			
Can a Requisition be created & routed electronically for approval? How?			
Are there any User-definable Fields?			
Does the module allow the creation of a comprehensive electronic record, i.e. eg. a scanned requisition form, ad copy, or other electronic documents?			
Can you assign a Recruiting Team to a Req? How would each member retrieve and view their own Reqs?			
SOURCING FEATURES:			
Does the application provide the capability to extract & post jobs to your Intranet and/or the Internet? How? Describe. Number of sites?			
Are any Internet search products bundled/supported (i.e. eg. InfoGist, Airs SearchStation, Eliyon, etc)			
Does the Vendor have any special relationships with Internet Job Boards that would make interaction easier for me? (i.e. Do they act as a broker on my behalf?)			
Does the Vendor offer any third party aggregator services (e.g. RecruitUSA, etc.)?			
Does the system have any affiliations with Social Networks?			
Are there any special/additional costs associated with services in this arena?			
SKILL SEARCHING:			
Is an off-the-shelf Search Engine bundled with the product? Which one (e.g. Verity, Engenium, Autonomy, etc.) ?			
Does the application search the full text of a scanned resume or an extracted skills list?			
Is the speed of skill searches adequate?			
Can weights or percentages be applied to search criteria (e.g. Must have, Nice to have, Not)?			
Are 'context sensitive' searches available? e.g. Find all applicants that went to			

CRITERIA	WEIGHT	RATING	SCORE
Rutgers, but not those that live at Rutgers Ave.			
Does the skill search feature work acceptably with high volumes of records?			
Can queries be saved as Private or Public, and re-used easily?			
Are there any limits to the size of a single query?			
Is there a library or dictionary of search terms available?			
Can fields from the data base record be searched (e.g. Profile elements)? In combination with resume words?			
Can Req Description content be used for the Search.			
Is the search screen intuitive and user-friendly?			
How are previously viewed Resumes identified/tagged – so they are not viewed again the next time the same search is run?			
What is the sort order of the Candidate display list? Can it be customized?			
What is searched, a formatted (i.e. DOC, WPD, RTF, PDF) Resume file, or a Text copy of the submitted Resume?			
What format of the Resume is viewable during a search? Image, Text, PDF, DOC, other?			
Can an Resume be Routed electronically? How? One at a time or in multiples?			
Can an Resume be Printed? One at a time or in multiples?			
As new Resumes enter the database, are they automatically matched to Reqs, and are Recruiters notified immediately of matches?			
CANDIDATE/APPLICANT MANAGEMENT:			
Is there a Candidate/Applicant management module?			
Are there Fields to capture all the information you need?			
Does the module allow tracking of changes to select core data?			
Does the module allow tracking of various Event records, i.e. eg. Interviews, Job Bids, Offers, Hires, Correspondence, Rejections, etc.?			
Is the speed of on-line/real-time Inquiry flexible and fast enough for your company's targeted volume of data?			
Can an Applicant Record be created manually, as well as through typical Resume Processing methods?			

CRITERIA	WEIGHT	RATING	SCORE
Are there any User-definable Fields?			
Does the module allow the creation of a comprehensive electronic record, i.e. eg. a Resume, Job Application, or other electronic documents?			
Does the system facilitate scheduling of Interviews? Can you see/coordinate Hiring Manager's, Recruiter's, Candidate's calendar?			
TRANSACTION MANAGEMENT:			
Does the system allow tracking of various Event records, i.e. eg. Interviews, Job Bids, Offers, Hires, Correspondence, Rejections, etc.?			
Are Transactions back-datable?			
Do Transactions reference a Requisition and/or Applicant as appropriate?			
Are there any limits to the numbers of transactions recordable?			
REPORTING:			
What standard reports come with the system?			
Can standard reports be modified in any way? How? Cost?			
Does the product offer a Report Writer tool of its own for Ad hoc reporting? What are the features and limitations of the Report Writer?			
For Ad hoc reporting, can you use your own off-the-shelf Reporting Tool (i.e. e.g. MSAccess, Crystal, ReportSmith, Impromptu, etc.)? How?			
Do standard and ad hoc reports run directly against the production database, or is the report data old?			
Can I report on every field in my database?			
RESUME SCANNING/PROCESSING:			
Does the application enable multiple channels of Resume input? i.e. Paper Resume Scanning, Fax-In, Diskettes, E-Mail, Internet, Bulk Loading?			
If Paper Resume Scanning tools provided:			
Does the application employ OCR technology for Paper Resume Scanning? Which one(s)? Are multiple languages supported?			
Are the Scanner and OCR products off-the-shelf?			
Are various caliber Scanners and/or OCR products offered and supported?			
Are the saving of the scanned resume Text and/or Image optional?			

CRITERIA	WEIGHT	RATING	SCORE
Is the OCR process at scan time or downstream in batch?			
How does scanning separate resumes? e.g. Blank sheet between each?			
Does the application provide an efficient & flexible method for editing OCR'd text? e.g. Are the screens friendly and designed for high volume?			
Is the Image viewable during Text editing?			
Can you scan cover letters, but delete the Text, so only Image is retained?			
What is the cost for the software & hardware?			
If Fax-in, Email, Diskette Resume processing tools provided:			
What specific tools are provided for each?			
What special hardware or software is required for each?			
What is the cost of each tool?			
If Resume Processing services are provided:			
What vendor or vendors are offered?			
What is the pricing for the services?			
Describe the flow of my Resumes from the service provider to my database.			
Miscellaneous:			
Does the application automatically create a database record from the scanned/processed Resume Text? e.g. What data ... Name, Address, Phone, Education, etc? How efficient is this interface?			
Are scanned/processed resumes immediately available for search? Or, must some intermediate process run first?			
Can the application 'handle' your anticipated volume of resumes?			
Can I batch resumes by Source, Specific Source, etc. and 'tag' batches electronically?			
Can resumes be imported/processed from the Internet? How?			
Describe any Bulk Load features pertinent to Resume conversions or feeds from any other bulk sources.			
CAREERSITE FUNCTIONALITY:			
Does the vendor offer Intranet and/or Internet careersite hosting?			
Which of the following features are supported: Profiling, Job Agent, Pre-screening.			

CRITERIA	WEIGHT	RATING	SCORE
Describe each.			
When a job seeker applies for a job, is the submission directly updated to the database?			
Is a shopping cart option available for the Job Seeker? Describe.			
Can Job Seeker's update their Resume and Profile at any time?			
Can Job Seeker's see a list of jobs they've previously applied for? Can they see the status of a Job?			
Can Job Seeker's see contact info for a Recruiter?			
Can Job Seeker's submit a request for info (e.g. jobs applied for, profile, etc.)?			
CORRESPONDENCE PROCESSING:			
Is correspondence done via Paper and/or E-Mail?			
Which Word Processing products are used/supported, if any?			
What letter types are available: Standard Acknowledgments? Offers? Rejects? etc.			
How are changes to content or new correspondence created?			
INTERFACES/INTEGRATION:			
Describe interface options to/from an HRIS. Which Vendors? And, do interfaces exist in Production use?			
Describe any HRIS vendors with which you have preferred relationships.			
Describe format & timing of interface. XML, CSV, other?			
TECHNICAL:			
Is the application available ASP (Application Service Provider) or In-house, or both?			
Are there any differences in functionality between the In-house and ASP versions of the product?			
Is the Application truly Web-native or just a Windows App delivered via Terminal Server. If truly Web-based, is it coded in HTTP/HTML/Active Server Pages.			
If Application is Web-based, which Browsers are supported? Any plug-ins required?			
Is the speed of on-line/real-time Inquiry flexible and fast enough for your company's targeted volume of data?			
If In-house:			

CRITERIA	WEIGHT	RATING	SCORE
Does the product run on an acceptable/open platform?			
Does the product run on a LAN? Which ones?			
How does the product run in a WAN environment? How is it deployable to remote locations? I.e. From Recruiter's home?			
What caliber of server(s) is/are required for the application? Describe typical server configurations with recommended hardware & software.			
What caliber of desktop stations are required?			
What desktop Operating Systems are supported?			
Does the application execute from the Workstation or from the Server?			
How are application upgrades distributed, if installed at desktop?			
Does the application enable Routing of resumes? Via your E-Mail system? Which E-Mail systems are supported?			
Is there a rule of thumb for database, resume text and resume image storage requirements? Are there any special storage conditions/restrictions per your network?			
Does the application impose any special storage structures/limitations/conditions at the server or desktop level?			
What Database Management Systems (DBMS) are supported? I.e. Oracle? SQLServer? Sybase? Others?			
Is the application written in a standard language? Which one(s)?			
Is there a facility to Import and Export data? How easily does it work?			
Is the Source Code available or placed in Escrow?			
Is the application design client/server, three-tier, web-based? Describe. Are all features & functions web-based such that all I would need on a desktop is a browser?			
If application is web-based, which browsers are supported?			
<i>If Outsourced/ASP:</i>			
What Browsers and Versions are supported?			
Is 24 by 7 uptime supported? Any routinely scheduled windows of maintenance?			
[Note: Client is encouraged to assess routine Internet speed as benchmark of performance. If poor, a separate dedicated communication line may be needed to the host server site.]			
Evaluate access speed to application.			

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Describe host server architecture.			
Describe back-up/disaster recovery facilities. What recourse do you have if the Vendor goes belly-up?			
Who owns the data? If the Vendor goes out of business, what happens to your data?			
Describe Reporting, including level of data access for AdHoc reporting needs.			
Are Servers at Vendor's site or at subcontracted site/company? Describe redundancy, security, etc.			
Is there any encryption used/required to protect the data?			
SYSTEM ADMINISTRATION:			
Describe the toolkit functionality provided for user-controlled configuration changes. Any limitations to what a User Sys Admin can or can not do?			
What training is required for the system administrator?			
Are there additional costs for this functionality?			
SECURITY:			
Does the application provide Inquiry vs Add/Change/Delete control?			
Are security controls available at the screen, field and transaction level?			
Is there a Security Administrator function within the application?			
How does a User or Job Seeker change their Password?			
Does the application have Tables that can be easily maintained for common types of descriptive data elements?			
Is there a logging facility to monitor transaction activity?			
Are all update events stamped with the Logon ID, Date & Time?			
Does the application have Tables that allow minor alterations in transactional flow/logic? i.e. Workflow configurability. Describe.			
TRAINING:			
Is functional application training available & adequate? Intro Level? Intermediate? Advanced?			
Minimum recommended training to use the system? How many days?			
Is technical training available & adequate?			

CRITERIA	WEIGHT	RATING	SCORE
Are Train-the-Trainer options available?			
Is training available on-site, via the web, or CBT?			
What is the cost of training? Basic vs additional.			
Are training materials available & adequate? i.e. in contrast to typical User Guide's.			
DOCUMENTATION:			
Is functional documentation available & adequate?			
Is technical documentation available & adequate?			
VENDOR SUPPORT:			
Does the Vendor provide Help Desk/Technical support? What hours of operation? Is there an additional fee above annual maintenance?			
Does the Vendor provide Consulting expertise during Implementation and On-going? Costs? Are they your people or a 3 rd party?			
What is the lead-time and duration for a typical implementation?			
What internal functional & technical persons must be involved in an implementation?			
Does the Vendor allow customizations? How are they supported? What is the impact with respect to future releases? Costs?			
Does the Vendor provide recruiting process consulting to assist in integrating the application into the organization, in order to maximize your return on investment? Rate?			
Does the Vendor provide 'House Calls' to assess/improve technical performance? Cost?			
NEW RELEASE CYCLES:			
How frequently has the Vendor upgraded its product line with new features & technologies?			
How much time does a customer typically have to migrate to a new release?			
How many previous releases are typically supported.			
Are there costs for new release migrations?			
GLOBAL CAPABILITIES:			
Does the system support multiple languages? Which ones?			
Describe what multi-language "support" means. i.e. Content? Rules? Field Label			

CRITERIA	WEIGHT	RATING	SCORE
Displays, Resumes, Job Postings, etc.?			
How does your product handle Time Zone differences in transaction dating?			
Do you have any customers using your product in a Global deployment?			
REFERENCE CHECKS:			
Please provide 3 to 5 customer references?			
What customer references can be provided, similar to your company in terms of Data Volume, # Users & Locations? U.S. and Global.			
PRICING:			
What is the pricing basis of the application? i.e. Per Seat, Per Resume, Per Hire? Single Location versus Multiple Location options? Describe 1 st year price versus subsequent year pricing.			
Does the vendor offer a subscription price versus a perpetual price option?			
If offered, what is the pricing difference between the In-house vs ASP versions?			
Please itemize high level costs. e.g. License costs, Maintenance, Hosting, Implementation, Data Conversions, Interfaces, Resume Processing, Training, other.			
Are modules of the application available in a la carte fashion?			
What is the rate and basis for Annual Maintenance? What is covered?			
What is the cost of Training?			
What is the charge for documentation? User vs Technical documentation.			
What is the fee schedule for additional services? i.e. Customizations.			
CONFIGURABILITY:			
Does the system offer workflow configurability? By business unit, by location, other?			
Does the system offer User Interface configurability?			
Can the client control/change configuration changes? If not, what is the cost for the vendor to do so?			
MISCELLANEOUS:			
Does the application require an Internal System Administrator role? What are the requirements of this person(s)?			
Does the Vendor host National or Regional User Conferences? How often? Where? Cost? Content?			
Does the Vendor have a User Guide Group to steer the products future directions? Do you have a listserv or other web-accessible knowledge & support facility?			

CRITERIA	WEIGHT	RATING	SCORE
Is Source Code held in escrow?			
Is there a Cost Per Hire Module?			
Is the system Profile-based or Resume-based?			
Is there an adequate & flexible Archive facility for Applicant & Req data?			
Do you have Vendor Management functionality?			
Do you have relationships & interfaces with 3 rd party vendors like iTax, DDI, HireRight, etc?			
Does your product offer any special Portal features, e.g. Agency Portals, etc?			