

2010 Hiring Reform Action Plan

Hiring Reform Initiative:
Improve the quality of hires at NASA

Date:
July 6, 2010

Describe the barrier, problem, or deficiency being addressed:

During 2009 SWAT Team initiative, managers expressed concern that NASA's automated Staffing tool, NASA STARS, was inflexible when identifying required skills for rating candidates by failing to properly reflect evolving technology and changes in NASA's mission. There was also concern the automated process was inadvertently screening out candidates incorrectly by failing to recognize legitimate terminology used by applicants

Describe what is causing the barrier/problem (i.e., What is the root cause?):

The root cause for this barrier is a lack of understanding by both the HR Specialists and hiring managers when either identifying required skills through thorough job analysis or understanding the process necessary to update the NASA STARS system to reflect current terminology.

Define success or the desired outcome upon completion of applied tasks:

Candidate quality will be improved by ensuring the NASA STARS reflects the most accurate and current required skills when assessing applicants and that the HR Specialist and hiring manager fully understand the process to properly identify skills and update the system when required.

Primary Action Planning Team

Lead: NASA STARS Systems Administrator
Members: NASA Staffing Community

Action Steps

| Actions to be Taken | Key Deliverables/Output | Start Date/ End Date | Responsible Party (Parties) | Budget, Resources, and Approvals Needed |
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| Develop and implement training for hiring managers and HR Specialists | <ul style="list-style-type: none"> • Revised training for HR Specialists and hiring managers on hiring process at NASA • Use of newly developed toolkits • Links to all available training options such as HR University and training resources on OPM website | 6/30/10 – 12/31/10 & On-going | NASA Staffing Community and Implementation Team | Staff Support |
| Update skills in NASA STARS and establish a recurring process to ensure skills in STARS are current | <ul style="list-style-type: none"> • Current STARS Skills/Grammar update process documented • Gaps identified in current process • Validation of NASA STARS User Guide • STARS Skills/grammar identified • Communications Plan | 9/30/10 | NASA Staffing Community and Implementation Team | Staff Support |

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| <p>Document and communicate the process to review skill sets during job analysis</p> | <ul style="list-style-type: none"> • Written procedures addressing skills search during the job analysis process with Subject Matter Experts (SME's) • Documented skills search process • Additional review of resumes • Clearly defined procedures for documenting credit • Communications Plan | <p>9/30/10</p> | <p>NASA Staffing Community and Implementation Team</p> | <p>Staff Support</p> |
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