

Process Name	Request, Fulfill and Receive Self-ID Analysis Report
Summary or Description	<p>Outlines activities required to request, fulfill and receive a Self-ID Analysis report. The Self-ID Analysis data is based on self-reported data provided by Applicants when they apply for a set position via Mosaic. Chairs/Selection Committee use this information to assess the composition of their applicant pools throughout the recruitment process. The Chair/Designate requests this report at a minimum of three times during an active recruitment to assess and interpret the gap in equity seeking group representation for their viable applicant pool, applicants selected for the long list and applicants selected for the short list.</p> <p>The report requests are received and generated by the Fulfillment team, comprised of the Employment Equity team and members from the Service Centre. This is an entirely new process designed to support the SPS A1 implementation needs.</p> <p>To ensure the smooth functioning of this process, a service level standard has been set. A mechanism of reporting on service level metrics is embedded in the solution.</p> <p>Goal for Process Work: an easy, simple process for incorporating new work into the recruitment and selection process.</p>
High Level Process	<pre> graph LR Start((START)) --> Request[Request Self-ID Analysis Report] Request --> Generate[Generate Self-ID Analysis Report] Generate --> Send[Send Self-ID Analysis Report to Chair/Designate] Send --> Receive[Receive Requested Report] Receive --> View[View/Download/ Interpret Self-Analysis Report] View --> End((END)) </pre>
Inputs	<p>Need for Gap Analysis Report raised Chair/Designate has changed the applicant disposition, as required</p>
Outputs	<p>A Gap Analysis report ready for interpretation</p>
Roles	<p>Chair (Department, Committee), *Designate, Fulfillment Team, Faculty/Department Administrator, Recruitment Designate for Department</p> <p>Note 1: *Designate may be the Search Committee, EE Facilitator, Faculty/Department Administrator, Recruitment/Department designate, depending on Task</p>
Tool/Platform	<p>Issue Collector/Jira Mosaic (Self-ID Analysis Hub)</p>

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Trigger	<input type="checkbox"/> Chair/designate requires a gap analysis report to inform Faculty search and hire process <input type="checkbox"/> Chair/designate changes applicant disposition to indicate viable applicant, or selects the long list or short list disposition <p>Note: The report is generated based on the applicant disposition.</p>							
Reporting	<p>The SLA is set for fulfillment within 48 hours of request receipt. The following measures will be monitored, and reported, over time.</p> <ul style="list-style-type: none"> • Utilization of the Self-ID Analysis report per Job Opening <ul style="list-style-type: none"> ○ A count of the number and types of requests generated for the Self-ID report • Ability to fulfill the requests for a Self-ID Analysis report in less than 48 hours <ul style="list-style-type: none"> ○ {average fulfillment time} ○ {minimum and maximum fulfillment time} 							
Communication	<p>Communication: Questions/Comments related to the report request will be managed via the EE team's email address (hr.empequity@mcmaster.ca) A closing comment within the Issue Collector and Jira ticket will address vehicle for questions about the report.</p>							
Exception A	<p>Did the applicant(s) apply for the position outside of Mosaic?</p> <p>Some departments utilize specific, external Faculty domain recruitment sites to advertise and receive applications for a Job Opening. These individuals are invited to complete the self-id survey via lime survey. There is an existing process that is used today to support Faculties/Departments who wish to have their applicants take a self-id survey.</p>							
Capability Matrix	Capability	Chair	Faculty Admin	Depart. Admin	EE Team	***Fulfillment Team	**Recruitment / Dept. Designate	EE Facilitator
	Access Self-ID Hub	x	x	x	x	x	x	x
	*Search Job Openings	x	x	x	x	x	x	
	Manage Applicant Dispositions		x	x			x	
	Access Self-ID Report User Guide	x	x	x	x	x	x	x
	Request and Receive Self-ID Reports	x	x	x	x	x	x	x
	Generate Reports				x	x		
	<p>*The EE team/Fulfilment team will have access to all job openings; all other roles will have access to job openings within their respective Faculty</p> <p>**Recruitment Designate for Department: Depending on the size of the department (specifically FHS departments) a Recruitment coordinator will be assigned to the recruitment for a specific faculty position</p> <p>***Fulfillment Team: This is comprised of the EE Team and 2 members of the Service Centre</p>							

Process Name	Request, Fulfill and Receive Self-ID Analysis Report
Self-ID Analysis User Guide	Self-ID Analysis User Guide

Request, Fulfill and Received Self-ID Analysis Report Process Flow: [See Flow By Role](#)

Activities by Process Step

Process Role	Step	Task Description
Activity: Request Self-ID Analysis Report		
Faculty/ Department Administrator/ Designate	Change Applicant Dispositions in Mosaic	<p>IMPORTANT: In order to request a report, the applicant dispositions within a Job Opening must reflect the report requested. The report is based on the status/dispositions of the applicants. If this step is missed, the Self-ID Analysis report will not yield the expected/correct results.</p> <p>The criteria for each of the report types throughout the Faculty recruitment process is as follows:</p> <p>Viable Applicant report</p> <ul style="list-style-type: none"> This will pull all applicants that have not had their application ‘rejected’ or the application is not in draft mode <p>Long List Applicant report</p> <ul style="list-style-type: none"> This will pull all applicants that have had their disposition changed to ‘long list’ <p>Short List Applicant report</p> <ul style="list-style-type: none"> This will pull all applicants that have had their disposition changed to ‘short list’
Chair/Designate	Access Self-ID Analysis Report Request Form	<ul style="list-style-type: none"> Log into Mosaic Navigate to Self-ID Analysis Hub <ul style="list-style-type: none"> Login to Mosaic/Manager Self-Service or Administrative Home/Click on ‘Self-ID Analysis Hub Tile Click on ‘Request Self Id Report’ link <p>Response: The system displays an Issue Collector (Request form)</p>

Chair/Designate	Complete Request Form	<ul style="list-style-type: none"> • Complete the request form by responding to the prompts, <ul style="list-style-type: none"> ○ Name ○ Email Address ○ Job Opening ID ○ Department ID ○ Faculty Name ○ Type of Report <ul style="list-style-type: none"> ▪ All Applicants (for EE Team) ▪ Viable Applicants ▪ Long List ▪ Short List • Click 'submit' on the form <p>Response: the form is converted into a Jira ticket</p>
	Exception A	<p>Any applicants outside of Mosaic?</p> <ul style="list-style-type: none"> • Applicants that submit applications outside of Mosaic will be invited to complete the Self-Id Survey via lime survey. <ul style="list-style-type: none"> ○ There is an existing process, by which Faculty/Department Administrators provide the EE Team a list of applicants to receive a lime survey, the EE team sends the survey to the applicants and compiles the information for the Faculty/Department Administrators ○ Lime survey results will not be combined with the results received via Mosaic applicants, but instead be made available alongside the results received from the Mosaic applicants
Faculty/Department Administrators/ (Designate)	Send list of Lime Survey Applicants to EE Team	<ul style="list-style-type: none"> • The list will contain the name of the applicant and their email address • Send request and list to EE Team: hr.empequity@mcmaster.ca
EE Team	Send Lime survey to list of Applicants	<ul style="list-style-type: none"> • A notification request is sent to each of the applicants to complete the survey within 5 business days of receipt • The applicants complete the survey • The data is collected in a safe secure manner
EE Team	Access and Compile Survey Results	<ul style="list-style-type: none"> • The EE Team accesses the lime survey data and prepares a report based on the request type: <ul style="list-style-type: none"> ○ An all applicants report will be provided to assist in the viable applicant assessment stage ○ A long list report will be provided to assist in the long list assessment stage ○ A short list report will be provided to assist in the short list assessment stage <p>Note: At each stage, a list of applicants is provided to the EE team to initiate the report requests</p>

EE Team	Send Self-ID Analysis Report to Requestor	<ul style="list-style-type: none"> The report is sent to the requestor via email <ul style="list-style-type: none"> The Service Level Agreement (SLA) for each of the report requests is as follows: <ul style="list-style-type: none"> All Applicant Report (Viable assessment stage) = 10 business days from when the request is received by the EE team (The timing includes the 5 days in which the survey is in field with the applicants) Long List (Long List assessment stage) = 3-5 business days from when the request is received by the EE Team Short List (Short List assessment stage) = 3-5 business days from when the request is received by the EE Team
Faculty/Department/ Administrators/ (Designate)	Receive Self-ID Analysis Report	<ul style="list-style-type: none"> The report is received by the requestor via email The report outlines the equity seeking group composition of the applicant group as well as shows the gap analysis Interpret report results as required Report is shared with those who require the information to inform Faculty Recruitment process stage
Jira	Notify Stakeholders	<ul style="list-style-type: none"> Chair/Designate receives a notification advising that their request will be fulfilled within 48 hours ‘Thank you for contacting Employment Equity, Human Resources Services. We are currently processing your request and will provide an update within 2 business days. For immediate assistance or additional questions, please contact Program Coordinator, Employment Equity at hr.empequity@mcmaster.ca or at 905-525-9140 ext. 28223, 8:30 am – 4:30 pm, Monday through Friday. General information, resources and updates are also available on our Employment Equity website. Have a Brighter day!’ The Fulfillment team receives a Jira ticket notification, advising that a report request was made
Fulfillment Team	Open/Read Jira Ticket	<ul style="list-style-type: none"> Inside the Jira ticket, the fulfillment team will see the contact information for the person that submitted the Report Request They will also see the Job Opening ID and the type of report required The Fulfillment team member assigns themselves the ticket so that other members of the fulfillment team do not try to action the ticket
Activity: Generate Self-ID Analysis Report		
Fulfillment Team	Generate Self-ID report	<ul style="list-style-type: none"> Log into Mosaic Navigate to Self-ID Analysis Hub <ul style="list-style-type: none"> Login to Mosaic/Manager Self-Service or Administrative Home/Click on ‘Self-ID Analysis Hub Tile Click on “Generate Self-ID Report” link Select applicable job opening Run Report <p>Response: The system displays the report</p>

		<ul style="list-style-type: none"> • Download report
Fulfillment Team	Attach Report to Jira Ticket	<ul style="list-style-type: none"> • Fulfillment team attaches report to Jira Ticket • Fulfillment team includes a 'canned' message in the ticket a) advising that the report is ready and b) how to access the report • Fulfillment team also advises Chair/Designate to direct any questions to hr.empequity@mcmaster.ca (citing Job Opening ID) • Fulfillment team closes ticket
Activity: Receive Requested Report		
Jira	Send Email Notification to Chair/Designate	<ul style="list-style-type: none"> • Once the ticket is closed, the system will send an email notification to the Chair/Delegate
Chair/Designate	Receive Jira Email Notification	<ul style="list-style-type: none"> • Chair/designate will receive an email notification • The Jira notification email (with report access) will be received within 48 hours of the initial request <ul style="list-style-type: none"> ○ The intent is to deliver the report much earlier than 48 hours
Activity: View/Download and Interpret Report		
Chair/Designate	Download Report	<ul style="list-style-type: none"> • Open Jira notification email • Login with MACID and password at https://macservicedesk.mcmaster.ca/servicedesk/customer/user/requests?portalId=642&requestTypeId=2594&page=1 • Extract report from Jira ticket <ul style="list-style-type: none"> ○ Download the pdf report • The report itself is confidential and should only be shared with individuals that require the information as part of the Faculty search process • Pose any questions via email - hr.empequity@mcmaster.ca
Chair/Designate	Interpret Report	<ul style="list-style-type: none"> • Read through the report • Consult the Self-ID Analysis User guide for guidance on report interpretation