Case Study A - Looking Glass Recruitment

**This information may contain ambiguities and/or errors – seek advice if necessary.**

Looking Glass Recruitment is a human resources agency based in Auckland. The current informal paper-based system that is being used often causes problems with matching a candidate’s skills and qualifications against those required for a particular vacancy, and with keeping accurate information regarding an employer’s vacancies.

An increasing number of employment seekers (known in the agency as candidates) are using the services offered by Looking Glass Recruitment and a database application is required to help automate the processes of tracking employers’ vacancies and candidates’ details. The main goal of the new application is to provide a robust system so that employers are presented with accurate candidate information and candidates are guided towards appropriate vacancies. It is important that the new application raise the efficiency of the Looking Glass Recruitment services and lead to an increase in employer and candidate satisfaction and a larger increase in its employer base.

The employer liaison officer (Mr. Samuel Steel) maintains details about all employers who use the service. However, new employers are infrequent at present so, currently, a form for maintaining employers is not required. The employers approach the agency when they have a vacancy. Samuel records the appropriate data about the vacancy on a vacancy form. This includes the vacancy description, category, type (part time or full time) and the skills and qualifications required to be able to perform it. When a new vacancy is created, its status is set to unfilled. A vacancy that has been marked as filled cannot be updated. Vacancies that are unfilled cannot be deleted.

If candidates are interested in finding a vacancy, they register with the agency. The candidate liaison officer (Ms. Samantha Crystal) records all the candidates’ relevant contact details. Samantha also keeps a list of the different types of skills and qualifications required to gain employment but as both of these are static at present, forms for maintaining them are not required. When the candidates register, they indicate which skills and qualifications they have (they may have several skills and qualifications). A candidate may have certification.

The vacancies are displayed on a website which is updated twice daily. If the candidates see a vacancy they like they approach Samantha and indicate their interest. Samuel then applies the candidate to the vacancy. Only candidates who possess those skills and qualifications required for the vacancy can be applied to it. Candidates already in employment are allowed to apply to a vacancy.

Several candidates can apply for the same vacancy. Samuel then sends the list of potential candidates to the employer, who then creates a shortlist, interviews and selects a candidate to fill the position. Once the employer has chosen a candidate, the employer contacts Samuel and informs him that the vacancy is filled. Samuel then updates the vacancy to show it has been filled, and the candidate record is updated to indicate employment. Only vacancies with a status of unfilled can be marked as filled.

###### Application Requirements

The main requirements for the Looking Glass application are:

1) Forms are required to:

* Enter, modify or delete candidates.
* Enter, modify or delete vacancies.
* Add or remove skills or qualifications to or from a candidate.
* Add or remove skills or qualifications to or from a vacancy.
* Apply a candidate to a vacancy.
* Mark a vacancy as filled.

2) The following reports are required:

* All filled vacancies.
* All unfilled vacancies.
* All unfilled vacancies with candidates interested.
* Vacancies by category
* Vacancies by employer
* All candidates

##### Business Processes – Operational Business Rules

1. Enter, modify or delete candidates.

* List candidate details (candidate ID, last name, first name, street address, suburb, phone number, and status) by first name within last name.
* List certification details (notes and certification date) for a selected candidate.

1. Enter, modify or delete vacancies.

* List vacancy details (vacancy ID, description, type, status, hourly rate, employer name, and category name) by description.
* List employers (employer ID, employer name) by employer name.
* List categories (category ID, category name) by category name.

1. Add or remove skills or qualifications to or from a candidate.

* List candidate details (candidate ID, last name, and first name) by first name within last name.
* List skills (skill id and description) by description.
* List skills (skill id, description, and years) by description for a selected candidate.
* List qualifications (qualification id, level and description) by description.
* List qualifications (qualification id, level and description) by description for a selected candidate.

1. Add or remove skills or qualifications to or from a candidate.

* List vacancy details (vacancy ID, description, and employer name) for unfilled vacancies only by description.
* List skills (skill id and description) by description.
* List skills (skill id, description, and years) by description for a selected vacancy.
* List qualifications (qualification id, level and description) by description.
* List qualifications (qualification id, level and description) by description for a selected vacancy.

1. Apply a candidate to a vacancy.

* List vacancy details (vacancy ID, description, type, and employer name) for unfilled vacancies only by description.
* List applications (candidate’s last name and first name) for a selected vacancy by candidate’s last name
* List candidate details (candidate ID, last name, and first name) by first name within last name.
* List skills (skill id, description, and years) by description for a selected vacancy.
* List qualifications (qualification id, level and description) by description for a selected vacancy.
* List skills (skill id, description, and years) by description for a selected candidate.
* List qualifications (qualification id, level and description) by description for a selected candidate.

1. Mark a vacancy as filled.

* List vacancy details (vacancy ID, description, type, hourly rate and employer name) for unfilled vacancies only by description.
* List applications (status, candidate’s last name and first name) for a selected vacancy by candidate’s last name

1. All filled vacancies.

* For each filled vacancy list the vacancy id, description, type, status, category name, employer name, employer street address, employer suburb, descriptions of skills, and descriptions of qualifications.

1. All unfilled vacancies.

* For each unfilled vacancy list the vacancy id, description, type, status, category name, employer name, employer street address, employer suburb, descriptions of skills, and descriptions of qualifications.

1. All unfilled vacancies with candidates interested.

* For each unfilled vacancy list the vacancy id, description, type, status, employer name, descriptions and years of skills, descriptions of qualifications and full names of the candidates.

1. Vacancies by Category.

* For each vacancy list the vacancy id, description, hourly rate, and category name. Sort by category name.

1. Vacancies by Employer.

* For each vacancy list the vacancy id, type, status, and employer name. Sort by employer name.

1. All Candidates.

* For each candidate list the candidate id, last name, first name, street address, suburb, phone number, status, and certification date (if applicable). Sort by first name within last name.