City of Los Angeles

Integrating with Biddle to Deliver 10,000+ Candidate Tests Per Year

THE CHALLENGE

With up to 100,000 applications per year, the City of Los Angeles needed a more efficient selection process. Despite the productivity gains they experienced by moving to NEOGOV's applicant tracking system, the City found another step in the process that would increase efficiency: improving the candidate testing experience.

"We have a pretty complex process due to the large number of applicants we get. We have 43 departments and bureaus with different job classifications, and each one has varying numbers of applicants and examinations," Senior Personnel Analyst I Jessica Didway said.

With a single exam sometimes required for more than 20,000 applicants, the City needed a better way to administer candidate testing and scoring that could be managed inside their applicant tracking system, Insight.

FACILITATING CHANGE

To accelerate the candidate exam process, the City of Los Angeles integrated Biddle's testing service, TestGenius, with NEOGOV's applicant tracking solution, Insight. The City is now able to administer candidate tests online and the test scores are automatically added to Insight, which gives them a more holistic view of candidates without leaving the platform.

"The integration has been critical for us because without it, our online test scores and recruitment information would be in different environments," Senior Personnel Analyst I Tommy Siu said.

THE BENEFIT

Thanks to the seamless integration between the two solutions, the City is able to issue test notices and unique test codes for each candidate directly in Insight, speeding up their selection process.

"We are able to test so many more people within a specific time period," Senior Personnel Analyst I Allie Bostron said. "But that's not all. Now that we do online testing, we can cast a wider net to find candidates from different geographic locations other than just Los Angeles, which has been a huge benefit to us in terms of diversity."

In addition to the benefit the City has seen using the testing service's existing features, the City of Los Angeles has been working closely with Biddle to create additional online testing services to further streamline and improve the online candidate testing experience.

"Biddle is almost always able to accommodate our needs and if they don't have what we need, they find an alternative for us." Siu said.

"The same goes for NEOGOV. They are always trying to find new ways to support us," Didway added. "We have been very pleased with both vendors and how they work to ensure we're successful."

One of the additional benefits the City of Los Angeles found when introducing Biddle's integration to their system was that they did not need to start from scratch with finding a new vendor.

"At the City of LA, it's difficult to establish relationships with new vendors," Didway said. "Because we were already using NEOGOV, we were able to take advantage of the partnership NEOGOV had already built with Biddle, which made the process much more efficient."

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> **ALLIE BOSTRON, Senior Personnel Analyst I**
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