LABOUR MARKET INFORMATION SYSTEM

Business Requirements Document (BRD)

Version 1.4

Version and Approvals

VERSION HISTORY			
Version #	**Date**	**Revised By**	Reason for change
1.0	06.06.2017	D. Elliott	
1.1	08.06.2017	D. Elliott	Business Requirements added
1.2	13.06.2017		Business Requirements added
1.4	16.06.2017	S. Parker	Business Requirements added
1.5	22.06.2017	S. Parker	Changes to Mobile App use case and requirements
1.6	26.06.2017	S. Parker	Changes to Mobile App use case and requirements

This document has been approved as the official Business Requirements Document for LMIS and accurately reflects the current understanding of business requirements. Following approval of this document, requirement changes will be governed by the project's change management process, including impact analysis, appropriate reviews and approvals.

DOCUMENT APPROVALS			
Approver Name	**Project Role**	**Signature/Electronic Approval**	**Date**

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User interaction with the LMIS ..... **¡Error! Marcador no definido.**

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1 Project Details

Project Name	LMIS
Project Type	Phase I, Phase II, Phase III and Mobile App
Project Start Date	
Project End Date	
Project Sponsor	
Primary Driver	Mandatory
Secondary Driver	Efficiency
Division	
Project Manager/Dept.	Dwayne Walters – MIS Department

2 Document Overview

This document defines the high level requirements of the LMIS application. It will be used as the basis for the following activities:

- Creating solution designs
- Developing test plans, test scripts, and test cases
- Determining project completion
- Assessing project success

3 Document Resources

Name	Business Unit	Role
	Electronic Labour Exchange	
	Labour Market Intelligence	

4 Glossary of Terms

Term/Acronym	Definition
MLSS	Ministry of Labour and Social Security
LMIS	Labour Market Information System
LMI	Labour Market Intelligence
ELE	Electronic Labour Exchange
External User	Registered Jobseeker, Registered Employer, Registered Skill Bank user
LMIS Officer	Internal MLSS user such as ELE Administrator, LMI Administrator

5 Project Overview

The Labour Market Information System (LMIS) is a job matching facility operated by the Government of Jamaica through the Ministry of Labour and Social Security. The main objective of the LMIS is to facilitate access to employment opportunities for all Jamaicans. This is achieved by:

1. Creating avenues through which one can access employment opportunities
2. Bringing qualified Jobseekers to the Employers.
3. Providing information on where to locate jobs through labour market intelligence. This information assists curriculum planners and developers to know exactly where there is an oversupply of skills or undersupply and who in turn plan their programmes based on the demand.
4. Encourage employers to provide information for LMI.
5. Provide Jobseekers with information to assist with job readiness sessions and consultations.

The LMIS is also a database of qualitative and quantitative information. The information is collected from a number of labour market information producers and disseminated via its web site in order to improve access to said statistical information.

The LMIS has three components, namely: the Electronic Labour Exchange, the Skills Bank, and Labour Market Intelligence.

The Electronic Labour Exchange (ELE):
As the core component of the LMIS, the ELE facilitates the matching of job seekers with employers. The services are available both on-line and off-line.

On-line Services for Job-seekers:

1. Tips on résumé writing, preparing for interviews and job search technique
2. Create résumés
3. Job search
4. Email notification from employers about job interviews.

Off-line Services for Job-seekers:

1. Computer facilities to post résumés and conduct job search
2. Referral to other institutions
3. Presentations/workshops on topics such as labour market trends and workplace readiness
4. Entrepreneurship workshops which expose ELE clients to income generating skills which are easily learnt e.g. floral arrangement, sewing and making gift baskets
5. Career development activities for secondary schools

On-line Services for Employers:

1. Posting job vacancies
2. Access to a database of skilled workers
3. Search for and selection of candidates

Off-line Services for Employers:

1. Interview and short listing of candidates for employers
2. Guidance to employers on how to post job vacancies
3. Posting vacancies for employers
4. Conference room facility at the Ministry's North Street office which may be used by employers to conduct interviews.

Skills Bank:

The Skills Bank is a database of Jamaicans with certified skills. Qualified persons are encouraged to register on-line so that employers can access workers with the required competencies. It is hoped that the database will provide information which can be used to help determine the supply of and demand for labour, shortages and trends, as well as facilitate occupational projections.

Labour Market Intelligence:

This is a combination of current and historical data on the local economy, population and labour market. It also includes information on training opportunities for the youth, sources of funding for education, the most frequently advertised jobs (hottest jobs) and summaries of labour market research conducted by MLSS. The LMIS has assisted hundreds of persons to gain employment. It is designed to create an environment in which decisions by individuals in the labour market are based on reliable information. This should translate into an efficiently functioning labour market with less mismatch between the skills that job seekers are offering and those required by employers.

5.2 Project Dependencies

5.3 Stakeholders

The following comprises the internal and external stakeholders whose requirements are represented by this document:

	Stakeholders
1.	Employers
2.	Job Seekers
3.	ELE Officers
4.	LMI Officers
5.	
6.	

6 Scope

This is a request for improvements to be carried out on LMIS in order to improve the overall efficiency and effectiveness of the system.

These Improvements will be:

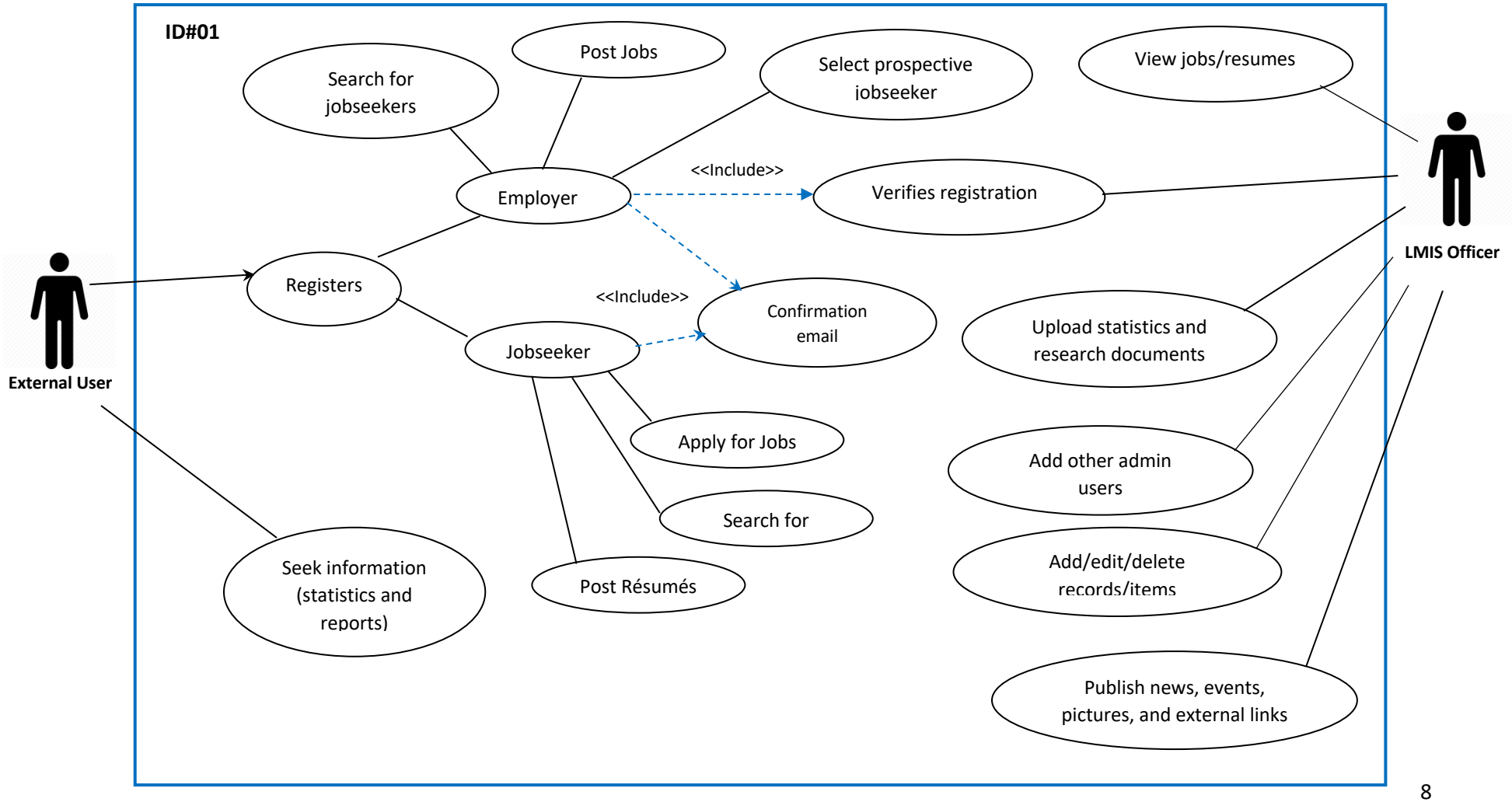
1. Enhancement to the website with regards to Phase 3.
2. Creation of Mobile App.

7 Key Assumptions and Constraints

#	Assumptions
1.	It is assumed that all job vacancies being offered by participating employers will be entered into the system
2.	It is assumed that all résumés for Jobseekers will be entered into the system.
#	**Constraints**
1.	The internet service plays an integral role in the operations of the LMIS and as such this essential service is required to grant online users access to the LMIS website.

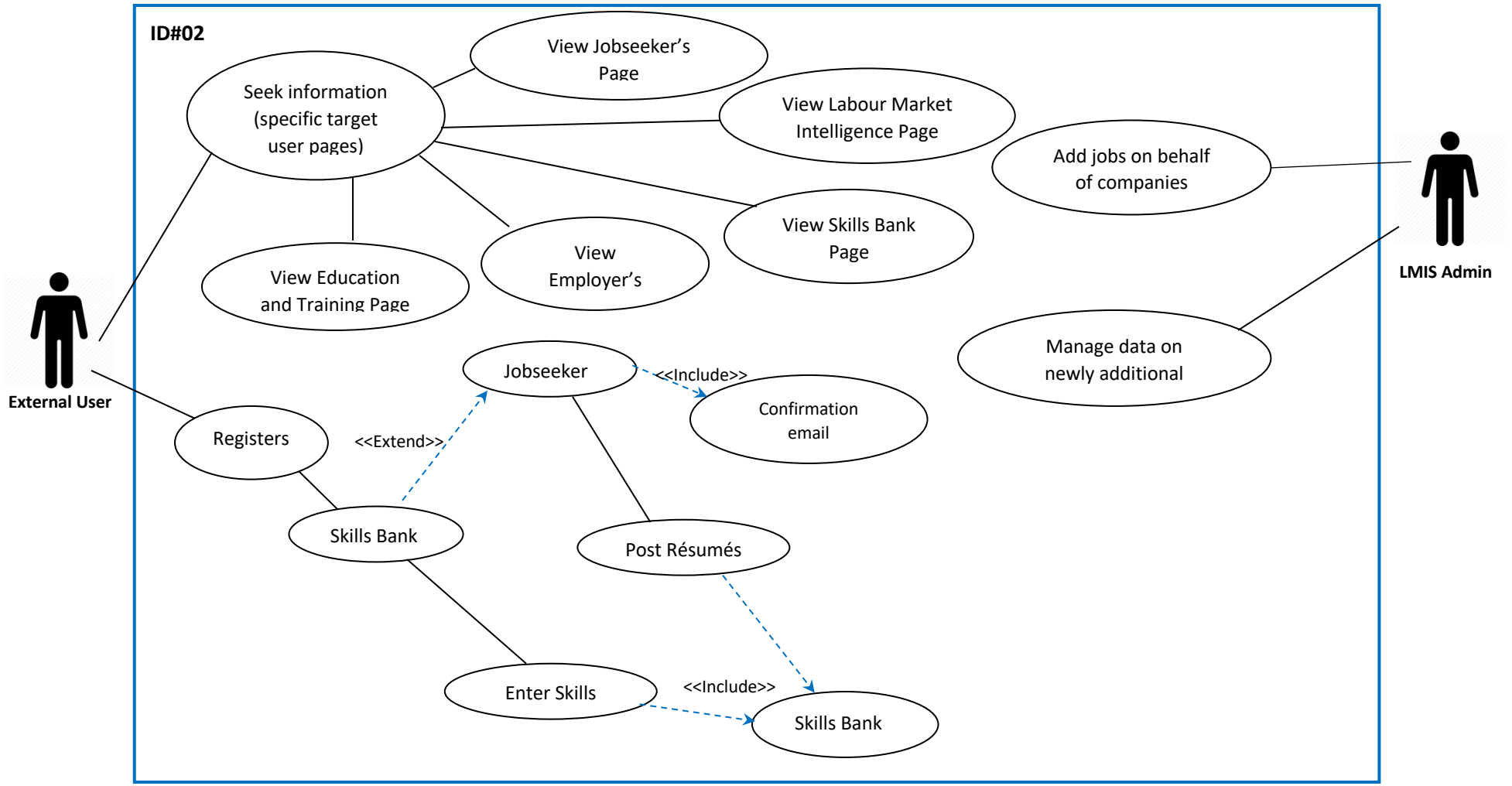
8 Use Cases

Use Case ID:	**01**		
Use Case Name:	**Job and Resume Matching (Phase I)**		
Created By:		Last Updated By:	
Date Created:	08-06-17	Date Last Updated:	



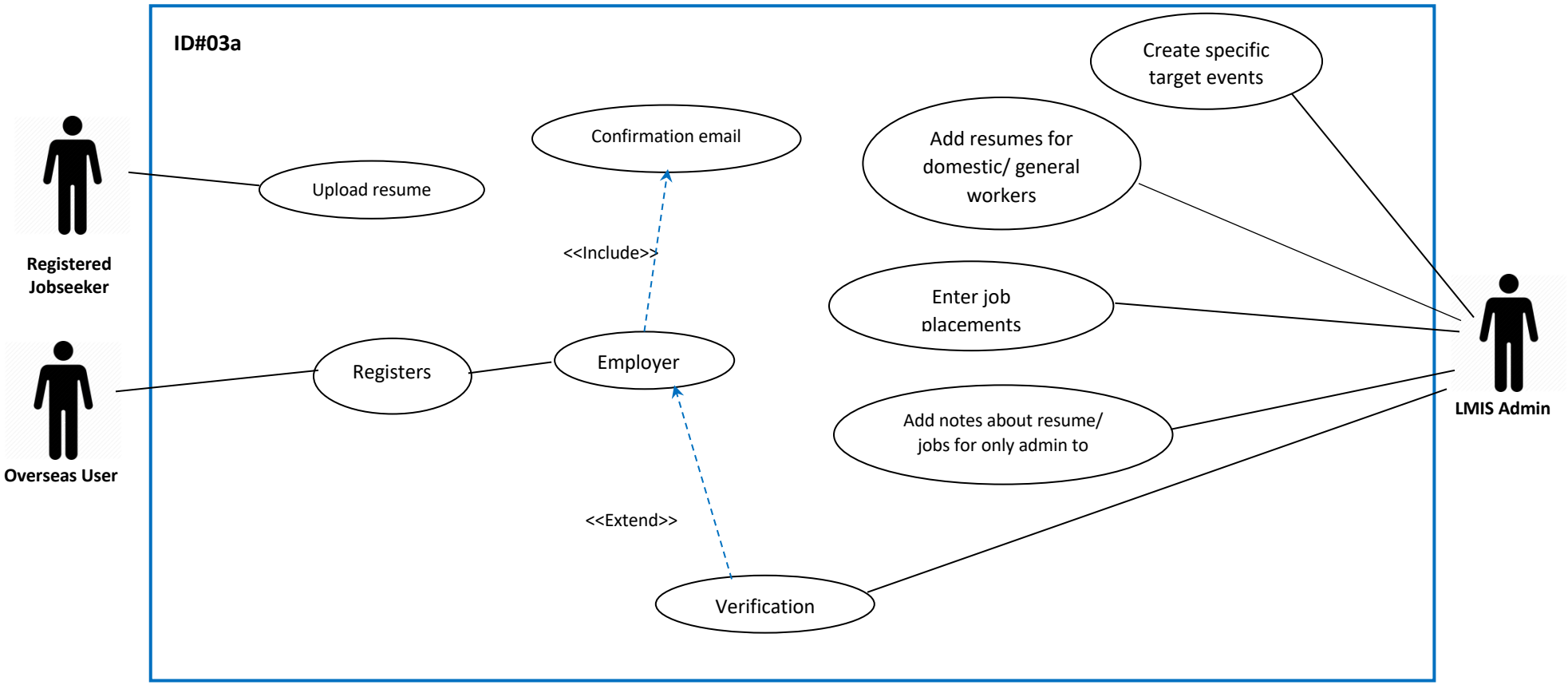
Actors:	External User (Employer & Job Seeker), LMIS Officer (01)
Description:	This Use Case diagram illustrates the User interaction with the LMIS 1. The External User registers a user account/ profile on the system. An External User can register as a Jobseeker or Employer 2. LMIS sends a confirmation email to the registered user 1. If the newly registered user is an Employer, then an investigation is carried out to verify the legitimacy of the Business/ Company before user is allowed to post vacancies or view jobseekers. 3. After the External User is registered he/ she will be able to post job vacancies, create/ edit resumes, *register* for events 4. LMIS will execute the job matching process and store statistical data 5. LMIS Officers will be able to manage the information by adding, editing and deleting items. They will also be able to view jobs and resumes.
Preconditions:	Web browser opened and LMIS url accessed.
Post-conditions:	▪ Success Condition: ➢ The system stores the registration information ▪ Error Condition:
Normal Course:	1. Open browser 2. Navigate to LMIS URL 3. Register to become a User 4. Login with credentials to access the available services
Alternative Courses:	Offline Service (in office)
Exceptions:	None
Includes:	
Priority:	High
Frequency of Use:	Daily
Business Rules	
Special Requirements:	• 24/7 access • Response times processing and updating.

Use Case ID:	02		
Use Case Name:	**User Skill Bank and Additional Pages (Phase II)**		
Created By:		Last Updated By:	
Date Created:	08-06-17	Date Last Updated:	



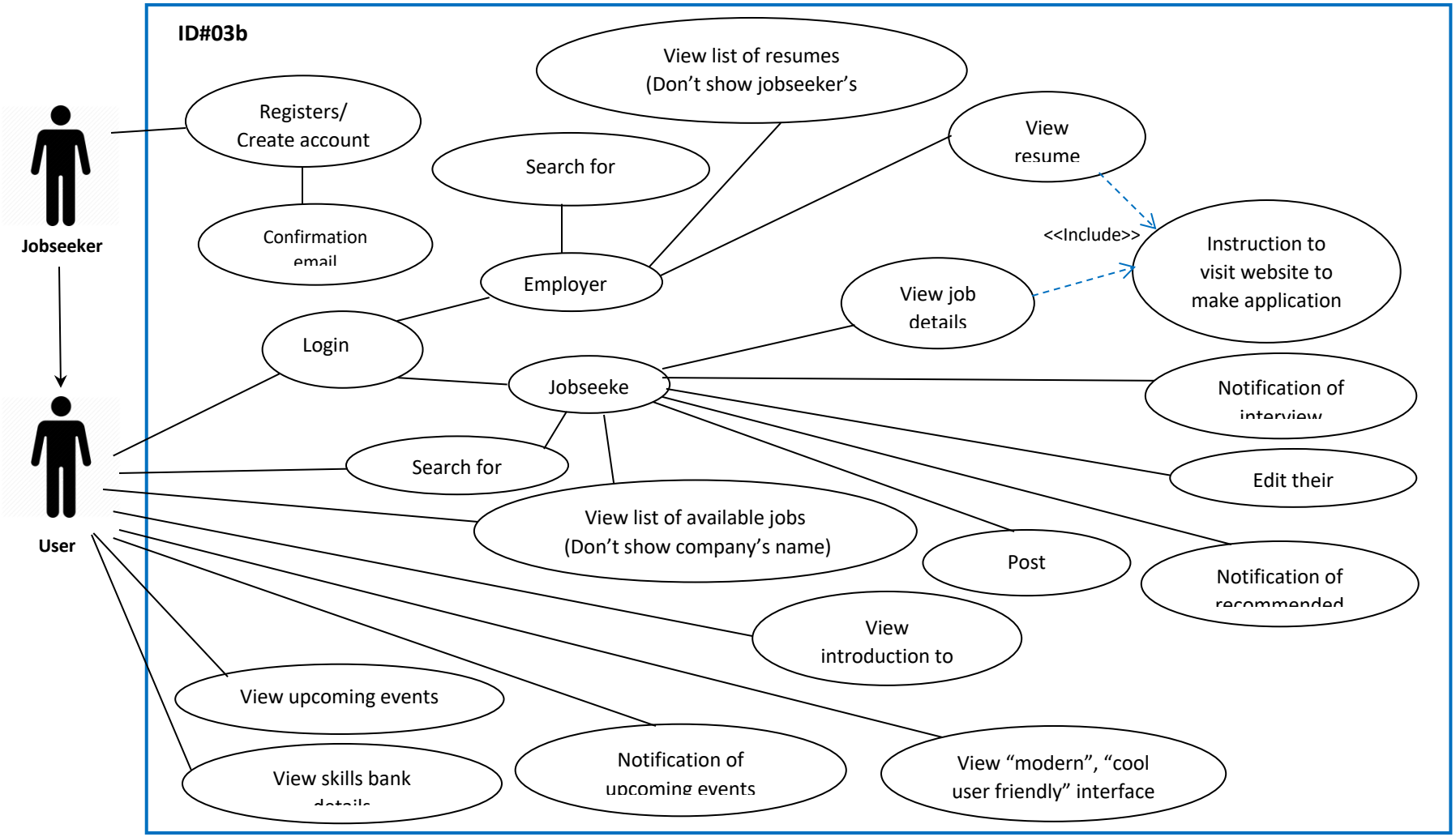
Actors:	External User, LMIS Admin (02)
Description:	This Use Case diagram illustrates the User interaction with the LMIS 1. The External User registers as a Skills Bank user. 2. Skills bank user enters their skills and can upgrade status to jobseeker 3. LMIS sends a confirmation email to the registered user to activate profile 4. The external user can visit any of the additional web pages to get information specific to that target audience 5. LMIS admin is able to add jobs linked to specified companies 6. LMIS admin will be able to manage the information (adding, editing and deleting items) that is displayed on these new pages.
Preconditions:	Web browser opened and LMIS url accessed.
Post-conditions:	▪ Success Condition: ➢ The system stores the registration information ▪ Error Condition:
Normal Course:	1. Open browser 2. Navigate to LMIS URL 3. Register to become a Skill Bank User 4. Login with credentials to access the available services
Alternative Courses:	Offline Service (in office)
Exceptions:	None
Includes:	
Priority:	High
Frequency of Use:	Daily
Business Rules	
Special Requirements:	• 24/7 access • Response times processing and updating.

Use Case ID:	**03a**		
Use Case Name:	**User Skill Bank and Additional Pages (Phase III)**		
Created By:		Last Updated By:	
Date Created:	08-06-17	Date Last Updated:	



Actors:	Registered Jobseeker, Overseas User, LMIS Admin (03a)
Description:	This Use Case diagram illustrates the User interaction with the LMIS 1. The registered jobseeker upload resume. 2. Overseas employers register and are verified and given same employers profile 3. LMIS admin will post resumes for some jobseekers. 4. LMIS admin will be able to add notes attached to resumes for only other admin to view 5. LMIS admin will be able to add the jobseeker whom is placed in job 6. LMIS admin will be able create events that target specific groups 7. Registered jobseeker can upload resume.
Preconditions:	Web browser opened and LMIS url accessed.
Post-conditions:	▪ Success Condition: ➢ The system stores the registration information ▪ Error Condition:
Normal Course:	1. Open browser 2. Navigate to LMIS URL 3. Register to become a Skill Bank User 4. Login with credentials to access the available services
Alternative Courses:	Offline Service (in office)
Exceptions:	None
Includes:	
Priority:	High
Frequency of Use:	Daily
Business Rules	
Special Requirements:	• 24/7 access • Response times processing and updating.

Use Case ID:	**03b**		
Use Case Name:	**Mobile App (Phase III)**		
Created By:		Last Updated By:	
Date Created:	08-06-17	Date Last Updated:	26/06/2017



Actors:	User, LMIS Admin (03b)
Description:	This Use Case diagram illustrates the User interaction with the LMIS 1. The user will be able to view list of Jobs and Skills Bank. 2. Users will be able to search for jobs. 3. Jobseekers will create account and can post their resume 4. Users will be able to view and get notifications of upcoming events. 5. User will be able to view skills bank and make contact.
Preconditions:	Download and install the App.
Post-conditions:	▪ Success Condition: ➢ Increase registration on the LMIS website ▪ Error Condition:
Normal Course:	1. Download App 2. Install App
Alternative Courses:	Offline Service (in office)
Exceptions:	None
Includes:	
Priority:	High
Frequency of Use:	Daily
Business Rules	
Special Requirements:	• 24/7 access • Response times processing and updating.

Business Requirements

1. PHASE I

	FUNCTION	COMMENTS
1.1	**Register users on the system**	
1.101	The system shall allow the registration of Jobseekers, employers	Done
1.102	The system shall send a confirmation email to newly registered user.	Done
1.103	The confirmation email for Jobseekers shall have a link to activate profile	Done
1.104	Allow registered user to login using their registered email address and password	Done
1.105	Allow registered users to change their password via automated email	Done
1.2	**Jobseekers creating resume**	
1.201	Allow registered Jobseekers to Create/View /Edit/Delete/Post/Print résumé	Done
1.202	Prevent registered Jobseekers from posting more than one résumé	Done
1.203	Offer the options of making a résumé searchable (visible) or unsearchable (private)	Done
1.204	Allow registered Jobseekers to add list of qualifications, experience and skills	Done
1.3	**Jobseekers apply for jobs**	
1.301	Allow Jobseekers to search for jobs by location, job title, educational qualification, and skill	Done
1.302	Filter Jobseekers search results	Done
1.303	Allow registered Jobseekers to submit résumé to employers (application for job).	Done
1.304	Allow registered Jobseekers to view list of jobs applied for.	Done
1.305	Allow registered Jobseekers to view the list of employers that are interested in them based on their résumé and submitted interview request	Done
1.306	Allow registered Jobseekers to email a specific job to a friend	Done
1.307	Allow registered Jobseekers to print job (option for printer friendly version)	Done
1.308	Allow registered Jobseekers to save Jobs for later viewing	Done

	FUNCTION	COMMENTS
1.309	Generate a list of suitable jobs for the Jobseeker (recommended jobs) based on his/her submitted résumé	Done. (execution time could be improved)
1.4	**Employers creating jobs**	
1.401	Allow registered Employers to update their profile	Done
1.402	Allow registered Employers to create, add, and edit jobs	Done
1.403	Allow registered Employers to add list of required qualifications, experience and skills in the creation of a job order	Done
1.404	Allow registered Employers to activate or deactivate jobs	Done
1.405	Allow registered Employers to view list of active jobs, expired jobs, cancelled jobs.	Done.
1.406	The system shall generate the number of views and applications a job has received	Done
1.407	Provide the option for Employers to include company logo and information	Done
1.5	**Employers use of the system to find job ready candidates**	
1.501	Provide registered Employers with a *Résumé Inbox* for the storage of résumés sent to them by Jobseekers.	Done
1.502	Allow registered Employers to send Interview notification by email (job call) to Jobseekers	Done
1.503	Allow registered Employers to search résumé by location, job title, occupation/job category, educational qualification, and skill.	Done
1.504	Filter search results	Done
1.505	Display résumé details in a 'printer friendly format'	
1.506	Generate a list of suitable candidates (recommended résumés) for a particular job on submission of the job order by the Employer	Done. (execution time could be improved)
1.507	Allow registered Employers to view résumés that have been submitted for a particular job	Done
1.508	Allow registered Employers to view visited résumés	Done
1.6	**Employers set interview details**	
1.601	Allow registered Employers to enter tentative interview dates	Done

	FUNCTION	COMMENTS
1.602	Allow employers to enter placement	Done
1.603	Allow registered Employers to enter interview feedbacks and ratings	Done
1.7	**LMIS Admin will manage the details on the site**	
1.701	Allow Administrator with the required permission to add new admin users and assign privileges/permissions	Done
1.702	Allow Administrator with the required permission to activate and deactivate registered Employers and Job seekers	Done
1.703	Allow Administrator with the required permission to assist Jobseekers to gain access to their profile by resending confirmation email	Done
1.704	Allow Administrator with the required permission to make adjustments to dropdown lists, reports throughout the site	Done
1.705	Allow Administrator with the required permission to search Jobseekers and Employers on the basis of keyword, name, email, country, industry qualification and job title.	Done
1.706	Allow Administrator with the required permission to manage the *Featured Employers Showcase* (for displaying company's logo)	Done
1.707	Allow Administrator with the required permission to access the list of active and inactive Employers.	Done
1.708	Allow Administrator with the required permission to view all Jobseekers who applied for a particular job	Done
1.709	Allow Administrator with the required permission to view and print, in a printer friendly format, activity reports e.g. global, yearly and monthly.	Done
1.710	Allow Administrator with the required permission to print a full list of Jobseekers and Employers in the database along with their contact information alphabetically, by parish and occupation.	Done
1.711	Allow Administrator with the required permission to view the dates of résumés and jobs - created on & last updated.	Done
1.712	Allow Administrator with the required permission to view visited jobs	Done
1.713	Allow Administrator with the required permission to view the count of how many Employers viewed a résumé	Done
1.714	Allow Administrator with the required permission to to manually enter placements	Done

2. PHASE II

	FUNCTION	COMMENTS
2.1	**Change LMIS main menu items**	
2.101	Shall add a hyperlink to Labour Market Intelligence home page	Done
2.102	Shall add hyperlink to Career Development page	Done
2.103	Shall add a hyperlink to Employers page	Done
2.104	Shall add a hyperlink to Education and Training page	Done
2.105	Shall add a hyperlink to Research page	Done
2.106	Shall add a hyperlink to Skills Bank page	Done
2.2	**Create a Page for Labour Market Intelligence**	
2.201	Shall add a hyperlink to LMIS home page	Done
2.202	Shall add Employment Trends with dropdown list consisting of: • Major projects which will create employment • Emerging Occupations • Employment Programmes	Done
2.203	Shall add a link to Hot Occupations page	Done
2.204	Shall add Statistics with dropdown list consisting of: • MLSS Labour Market Statistics • Other Labour Market Statistics	Done
2.205	Shall add a link to Research page	Done
2.206	Shall add Entrepreneurship with dropdown list consisting of: • Financial Assistance • Business Opportunities • MLSS Entrepreneurship Programmes	Done
2.204	Shall add Overseas Employment with dropdown list consisting of: • Caribbean Single Market Economy(CSME) • MLSS Overseas Programmes • Other Overseas Programmes	Done
2.205	Display Latest news on projects and information.	Done
2.3	**Create a Page for Education and Training**	

2.301	Display Information on where to obtain scholarships	Done
2.302	Display feedback from analysis obtained from labour market surveys.	Done
2.303	Show featured programmes which education and training institutions offer.	Done
2.304	Show details on secondary school by parish.	Done
2.305	Show a list of all the post graduate courses which are offered by these institutions	Done
2.306	Show Information on tracer studies for the institutions.	Done
2.307	Show a list of all post-secondary and tertiary institutions in Jamaica and provide link to their website.	Done
2.4	**Create a Page for Career Development**	
2.401	Provide information on career development services	Done
2.402	Show list of certified employment agencies	Done
2.403	Provide Career Mapping	Done
2.404	Show Information on youth programmes.	Done
2.405	Promote/ advertise training sessions	Done
2.5	**Create a Page for Employers**	
2.501	Provide links to the latest news as displayed on LMIS home page	Done
2.502	Show information on Labour Laws	Done
2.503	Provide information on ILO Conventions ratified by Jamaica	Done
2.504	Provide a link to JAMPRO, Registrar of Companies, RADA, JEF, PSOJ and other sector agencies frequented by employers	Done
2.505	Promote/ advertise events targeting employers	Done
2.506	Provide a labour market survey.	Done

2.6	**Create a Skills Bank Page**	
2.601	Show list of skills in each parish	Done
2.602	Shall be able to search for skill in each parish	Done

3. PHASE III(a)

	FUNCTION	COMMENTS
3.1	**Create resumes more efficiently**	
3.101	Allow Jobseekers to upload their resume. From	
3.102	The uploaded resumes should still maintain the capability to have the system match qualifications to vacancies	
3.2	**Employability skill sessions for Jobseekers**	
3.201	Prevent Jobseekers from registering for events which are not specific to their occupation	
3.202	Flag Jobseekers who have already attended employability skill session	
3.203	Prevent Jobseekers who have already attended an employability skill sessions from registering for another such session.	
3.3	**Additional things that Admin should be able to do**	
3.301	Allow Administrator with the required permission to view all jobs applied for by a particular Jobseeker	
3.302	Allow Administrator with the required permission to create	

	notes about a résumé or job for only other admin users to see	
3.303	Allow Administrator with the required permission to view notes about a résumé or job created in 3.303	
3.304	Allow Administrator with the required permission to log information for Domestic/ General Workers*(who are usually walk-ins)*	This information is currently captured on a yellow paper form. Will admin create separate user profiles for each or one profile and log all such resumes in that profile?
3.305	Allow Administrator with the required permission to create résumés on behalf of Jobseekers who are unable to registered on LMIS	
3.306	Allow Administrator with the required permission to add specific targeted occupations when creating events	
3.307	Allow Administrator to enter placements for jobs	Done
3.4	**Show jobs on the site that Work permits are requested for**	
3.401	Allow Administrator with the required permission to post available Work Permit positions	
3.402	Display available Work Permit positions	
3.5	**Allow Overseas employers to register**	
3.501	Allow employers from outside of Jamaica to register	
3.502	Allow Administrator with the required permission to verify the registration of Overseas Based Employers.	
3.6	**Get Employers and Jobseekers to complete task**	
3.601	Notify Jobseekers of the incomplete status of their résumé(s) and prompt them to add the necessary information to complete them.	Should be triggered when completeness is below 41%N.B Those

		with low skill may be below 41%
3.602	Prompt the employer to submit outstanding feedbacks for interviews.	
3.7	**Improve the performance of some key areas**	
3.701	Lessen the display time for recommended resumes/ jobs	Done (can improve some more)
3.702	Lessen the display time for search results for resumes/ jobs	Done (can improve some more)
3.703	The website shall be optimised for higher search engine rankings	
3.8	**Improved Aesthetics and User friendliness**	
3.801	Users shall be greeted with a modern user friendly interface	
3.802	Remove testimonials to reduce clutter on the page	
3.803	Display upcoming events on the LMIS home page	This is currently done via the use of an events calendar. A new method is requested.
3.804	Facilitate online help request	Dedicated staff to man this feature might be needed
3.805	Make the display format for MLSS quarterly statistics, similar to that of hot occupations	
3.806	Highlight MLSS data on the Homepage	
3.807	Display Labour Laws also on the career development page	
3.808	Display a preamble under the featured programmes section on the Education and Training page	This preamble will be provided by PRMU.
3.809	Provide information on where the featured programmes are being offered when selected.	
3.810	Provide hyperlinks to other third party skill banks (such as SRC) form the LMIS skill bank.	
3.811	Provide hyperlink to the University Council of Jamaica (UCJ)	This is to provide information on accredited courses
3.812	Provide hyperlinks to online learning websites	This is to be placed on the Education and Training page
3.813	Redesign the career ladder upload section in admin to allow	

	users4to enter the data for each step of the ladder.	
3.814	Allow users to click on each step of the career ladder. When click on a step, the user should be taken to a page where there is more information about the selected job (such as training availability, mentors in that field of occupation, etc.)	
3.815	Re-name external links on home page to "partners" (show logos instead of text)	
3.9	**Additional reports**	
3.901	Allow Administrator with the required permission to generate reports on Jobseekers based on gender, age group, qualifications, industry, type of education, and parish	
3.902	Allow Administrator with the required permission to generate reports showing list of incomplete résumés	
3.903	Allow Administrator with the required permission to generate reports on need skills by parish, age, institutions, and gender	
3.904	Allow Administrator with the required permission to generate reports showing list of incomplete résumé by referral organisation	
3.905	Allow Administrator with the required permission to generate reports based on employability skill	
3.906	Allow Administrator with the required permission to generate reports on Employer by sector	
3.907	Allow Administrator with the required permission to generate reports on job placements by sector	
3.908	The viewing format for MLSS quarterly statistics should be like that of Hot Occupations	
3.909	Display a graphical representation of trends for 10 years statistics and quarterly statistics.	
4.0	**Display users information within the skills bank**	
4.001	Display the names and contact number(s) of the person when user selects a skill on the skills bank page	
4.002	Allow users to have the option to allow or disallow the display of their bio data in the skills bank at the time of registration	
4.003	Allow users to change their option to allow or disallow the display of their bio data in the skills bank at any time	

	PHASE III(b) – MOBILE APP	
	FUNCTION	COMMENTS
4.1	**General use**	
4.101	Users shall be greeted with a modern user friendly interface	
4.102	Users shall be given information concerning the LMIS website	
4.103	Users shall be able to view list of jobs	Should not show company's name
4.104	Users shall be able to view job in detail when selected	Should not show company details
4.105	To apply for job or contact jobseeker, users shall be given instructions to visit the website and/or contact the Ministry.	
4.106	Users shall be able to search for jobs.	
4.107	Users shall be able to view upcoming events	
4.108	Users shall be able to view list of users in skills bank	
4.109	Users shall be able to login as either jobseeker or employer	
4.2	**Registration on App**	
4.201	Jobseekers shall be able to create an account	
4.3	**Search engine optimisation**	
4.301	The App shall be so designed that it is optimised for higher search engine rankings	
4.4	**Range of functions for login Jobseeker**	
4.401	Shall be able to edit profile	
4.402	Be able to post and edit Resume	
4.403	Apply for selected job	
4.404	Shall be able to search and view details of jobs.	show company's name
4.5	**Range of functions for login employer**	
4.501	Shall be able to search and view for resumes in details.	Should not show jobseeker's name
4.502	Instructed to visit website to contact for selected jobseeker	

4.6	**Push Notifications to users**	
4.601	Users shall receive notifications for upcoming events	
4.602	Jobseekers shall receive notification about interview schedules for jobs	
4.603	Employers shall receive notifications for recommended resumes	
4.604	Employers shall receive notification when applications are made for job	
4.605	Jobseekers shall receive notifications for recommended jobs	

Appendices