Human Resources

Achieving process integrity and operational visibility

SEDONA TECHNOLOGIES

INTRODUCTION

In the Workforce Management domain of a large enterprise, even well-developed paper processes for worker onboarding can break down due to inconsistent procedural training, approval bottlenecks, and a lack of visibility when processes go wrong. The HR group for the I.T. workforce at a Fortune 100 company turned to Sedona Technologies to provide a solution.

CHALLENGE

The client faced difficulties accommodating division-specific onboarding requirements using the existing enterprise-standard HR systems and approval-routing communication methods. This I.T. division employs predominantly technical workers and has many unique and complex requirements for training, orientation, and I.T. asset access.

Meanwhile, unit operations suffered as the ongoing attempts to bend standard paper processes to handle division-specific requirements resulted in unpredictable, inflated timetables. This added an additional layer of complexity to the problem: a mandate to achieve speed and process integrity simultaneously.

SOLUTION

Sedona Technologies proceeded to design and implement a SharePoint-based tool that would clarify requirements for anyone onboarding a worker throughout the division, automatically route approvals based on logic specific to each onboarding case, establish required timing for each task, and furnish at-a-glance visibility into all ongoing onboarding activity unit-wide.

The goals were accomplished by first achieving a consolidated set of process artifacts (including existing enterprise system interfaces,) coming to an in-depth understanding of their use, architecting the right combination of software components to do the job, and then integrating them under a new, high-usability interface design. The solution incorporates dynamic forms establishing onboarding steps based on user input and standard process lists, automated workflows for routing approvals and stepping through process completion, and a dashboard for viewing in-process item status, exceptions, and adherence to timetable, along with other activity-specific information.

RESULTS

Sedona Technologies delivered a Knowledge Management tool that successfully replaced the former paper and spreadsheet-bound process. The client HR group was immediately able to begin executing even the most complex onboarding efforts on a predictable and compressed timetable. Users now know exactly what steps must be completed in each case, and process exceptions are now immediately visible to management.

Turnaround on this effort from initial client request to solution delivery was under one month. In accordance with Sedona's KM Solution Delivery Method, Sedona KM Analysts required no coding activity to complete the project; the deployed solution relies exclusively on standardized components that eliminate the need for ongoing software maintenance, code control and documentation.

LEVEL OF EFFORT

160 Project Hours

HR process integrity

- A proper Knowledge Management solution enables corporate HR groups to optimize operational efficiencies and mitigate operational risk

- Gaps in communication and collaboration can be identified and closed by replacing opaque paper processes with highly transparent, highly usable KM tools.

- With the right KM solution delivery method, a global organization can address tactical, operational and strategic needs comprehensively, rolling out the right tools to the right areas on previously unattainable schedules and with maximum yield for available budget.

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KNOWLEDGE MANAGEMENT

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