Employee Self Service: The next evolution

Paul Hawking
Victoria University
Melbourne Australia
Paul.Hawking@vu.edu.au

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3 What is a portal?
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Employee Self Service

B2B Comparison

G2B
G2C
G2E safe.internal.ROI

Employee Oriented Applications

Objectives to be Achieved via Self Service

Source: The Hunter Group, 2000 HR Self Service Survey

Employee Communications
Benefits Management
Family Status Changes
401k/Pension
Open Enrollment
Training Registration
Time Card Entry
Vacation/Leave
Professional/Personal Data Maintenance
Finance
Human Resources
Benefits
Safety
Strategic HR

Benefits management, job postings, and personal data updates are the first employee self service applications implemented or planned in most companies.
**Background Research**

- 70% of HR personnel time is associated with administrative duties. (Barron 2002)
- Costs processing HR forms
  - Paper based - $20-$30
  - Telephone based - $2-$4
  - Internet based – 5-10 cents (Wagner 2002)
- Reduction
  - Administrative staff – 40%
  - Transaction costs – 50% (Wiscombe 2001)
- Implementation costs
  - $32/employee for large organisation (>60,000 employees)
  - $155/employee for medium organisation (7,500 employees)

**NRE Employer Self Service**

- Security
  - Password (90 day expiry)
  - Automatic logout (3 minutes)

**Applying for Leave**

- Ability to attach documents
- Utilised workflow for email notification

**Leave Approval**

- Hyperlink to application
- Escalation procedures
- Problem with locked leave records and delays

**B2E Self Service Adoption**

**From eHR to B2E**

- Source: Unifi Networks presentation, eHR, 10/2001
Decision Trends

Influences
- External Interaction
- Web Interaction
- Applications

Employee Empowerment

Decisions
- Operational
- Strategic


From eIT to B2E

IT Portal
- IT Owned
  - Simple Intranet site
  - Static documents
  - IT related enrolment forms

B2E Portal
- IT Owned
  - Interactive Internet site
  - Event based transactions automated
  - Custom/personalised data delivery

IT Portal
- IT Owned
  - Associate Services
  - Communications
  - Basic IT transactions automated
  - Web "look & feel"

B2E Portal
- IT Owned
  - Associate Services
  - Communications
  - Business Unit Services
  - Analytics
  - Marketplace Integration

Result

What is a Portal?

- Aggregation
  - of content from diverse sources, both inside and outside
  - of function, from horizontal services such as email, calendaring, PIM
- Integration
- Access
- Personalisation
- Administration

Aggregation

ERP
CRM
B2B
Groupware
Intranet
Workflow
Internet
Email

What is a Portal?

- Aggregation
- Integration
  - with enterprise apps to extract high-value functionality and present this in a single context
  - providing a single consistent interface across diverse content and function
  - with IT infrastructure for secure access and reliable operation
- Access
- Personalisation
- Administration

Integration

- People / Target Groups
- Enterprise Portal
- Enterprise Portal & Unification Platform
- Information Sources

What is a Portal?

- Aggregation
- Integration
- Access
  - provide common access mechanism for users to a range of applications (single sign-on)
  - provide access in a continuously available, responsive environment
- Personalisation
- Administration

Personalisation

- People / Target Groups
- Enterprise Portal
- Enterprise Portal & Unification Platform
- Information Sources
What is a Portal?

- Aggregation
- Integration
- Presentation
- Access
- Personalisation
- Administration
  - allow multiple organizational units to create and contribute content, and to administer sections of the portal
  - allow a central management entity to manage multiple portals across the entire organization

Why do Portal Implementations Fail?

A majority of portal implementations fail because they do not have compelling content.

The failure rate because of insufficient content is estimated between 30% (Meta) and 50% (Giga).

Content Analysis for End Users

Analyst’s Predictions

- Per Gartner, Forrester and analyst community, there is a growing demand for Portal functionality
  - Content management
  - Web search technologies
  - Web based collaborative solutions with business partners
- Increased numbers of companies are using portals for strategic focus
- Growing need provide one interface to multiple systems
Some Thoughts for ESS Strategy

- Consistent look and feel with corporate intranet.
- Procedures for managing content.
- Level of content customisation
- Procedures for monitoring usage
- Determine the role of workflow

Change Management

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