

Make 1 + 1 = 3

Positioning your technical team to take your Oracle HRMS solution to the next level



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FirstRand

FNB

HR Shared
Services

HR
Technology

Technical
Support

Key Focus Areas

Innovation

Cost

Service

Execution

Teamwork

Risk

Oracle HRMS 12.1.3

Internal

External

Payroll

HR

Self Service

iRecruitment

7 African
Countries

9 Business
Groups

>15 Legal
Entities

Back Office
Notifications

> 35 K Users

> 100 000
Candidates

CIO

Team Leads

5

Architecture

1

Infrastructure

1

Support

5

Configuration

6

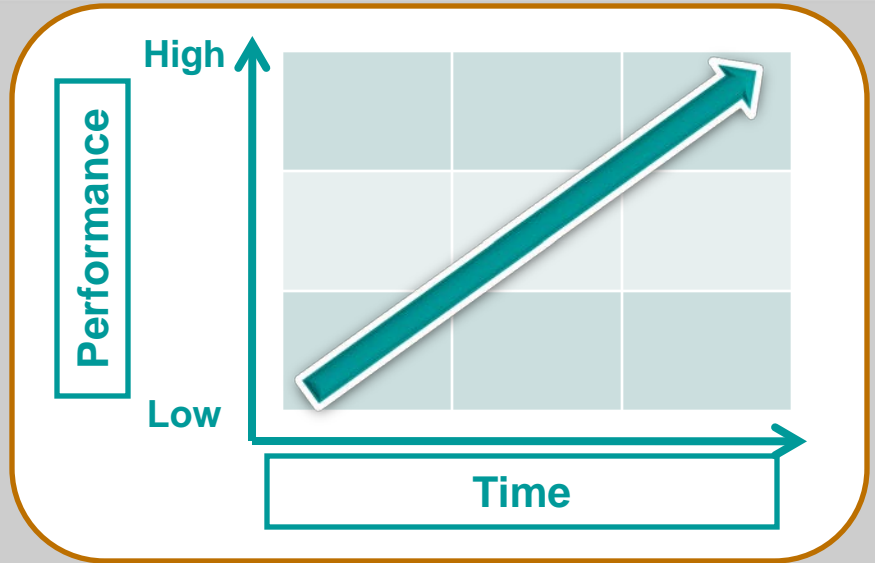
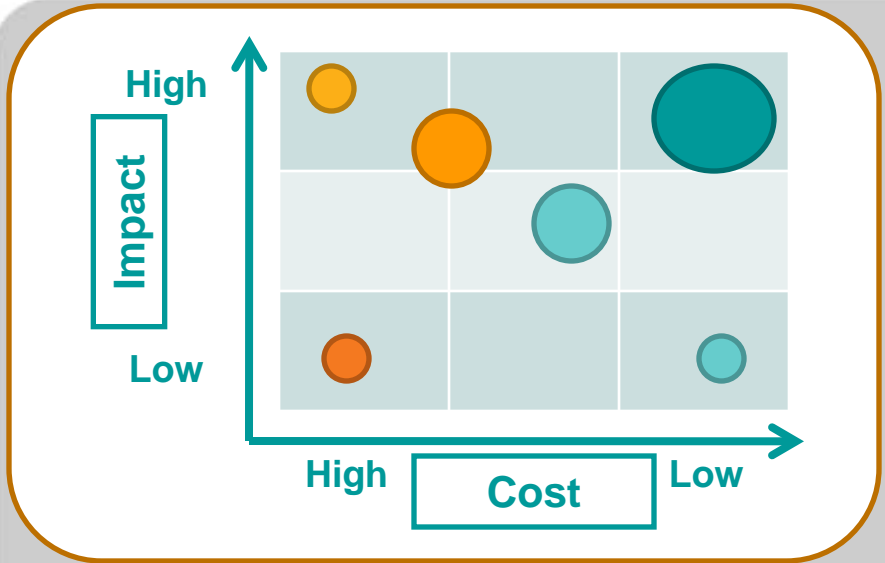
Sys Admin

3

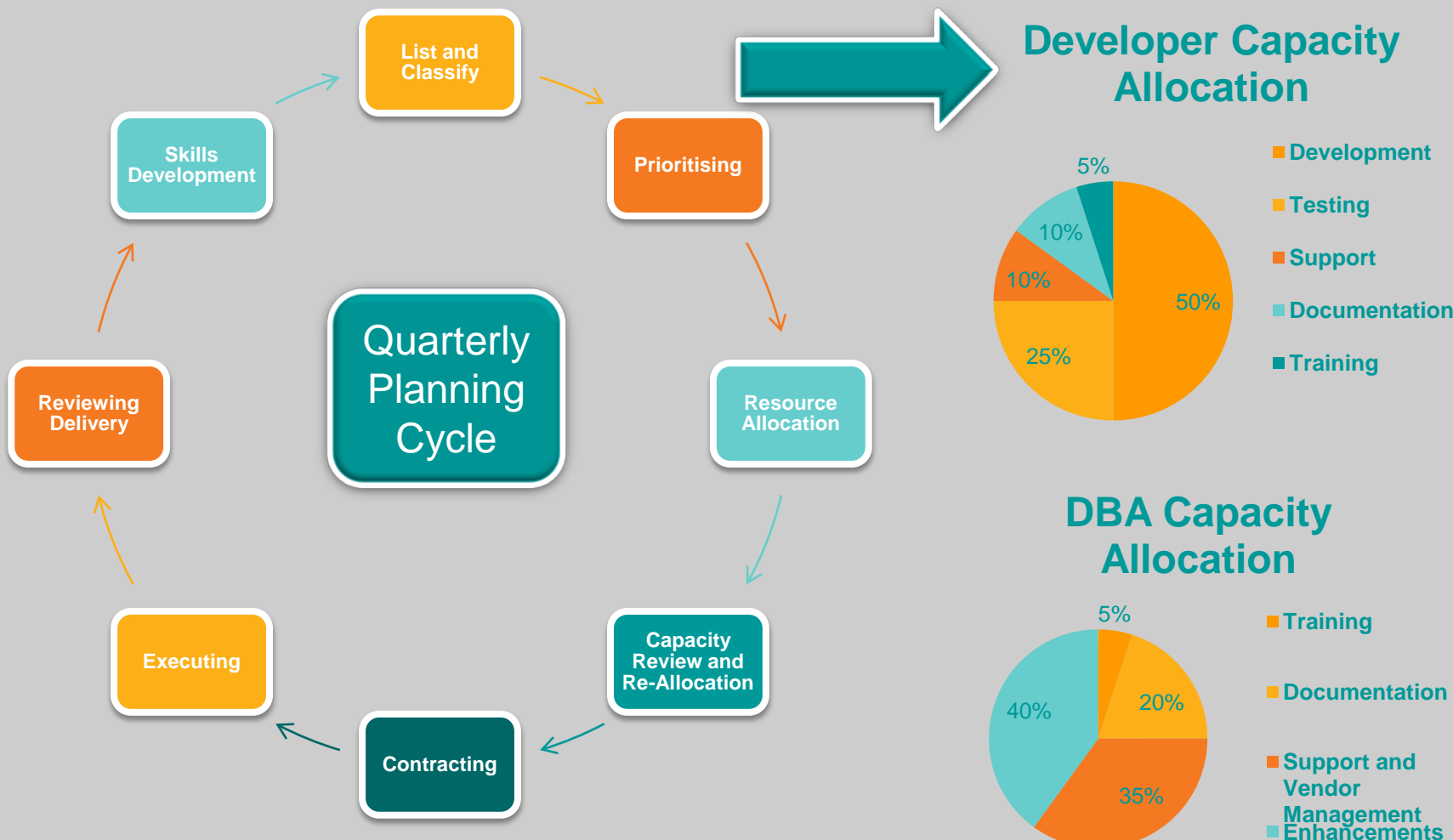
Development

4

Delivery – Focus Areas

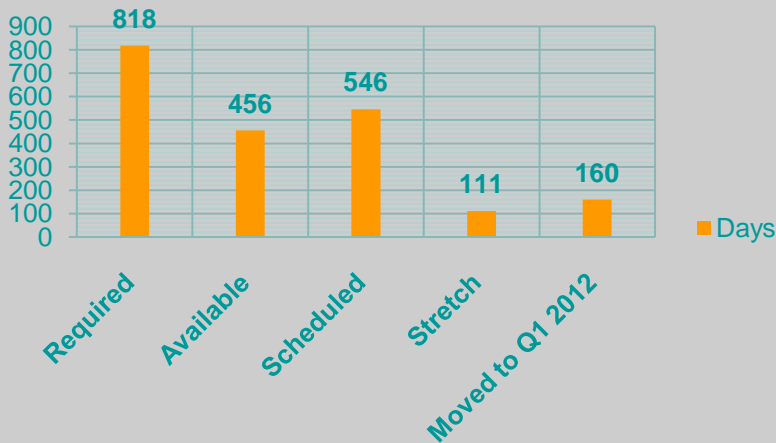


Automation	↑	Empowered Workforce	●	Staff Turnover	↓
Usability	↑	Single source of the truth	●	Risk	↓
Accountability	↑	Skilled Technical Team	●	Cost	↓
Innovation	↑	Integrated Webservice	●	Manual Capture	↓
Data Quality	↑	Extensions, Configuration	●	Customisation	↓

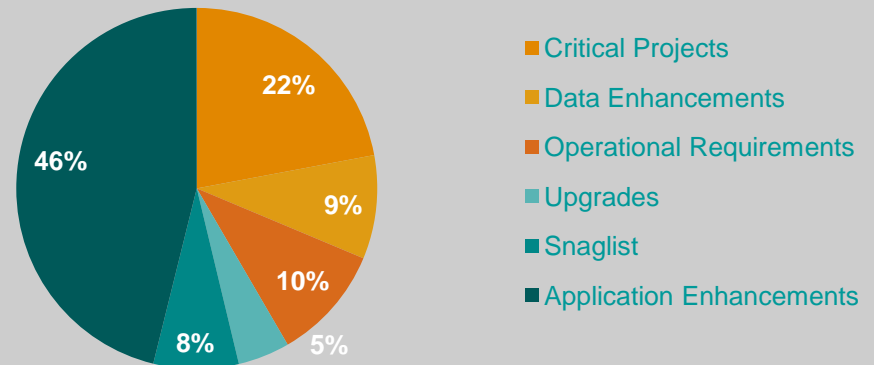


Capacity Review and Focus





Q4 2011 Plan	Developer	APPS DBA	Sys Admin	Functional Cons	Total Days
Required	438	67	89	224	818
Available	205	40	70	141	456
Variance	-233	-27	-19	-83	-362
Scheduled	280	48	53	165	546
Stretch	73	10	8	20	111
Moved to Q1 2012					160

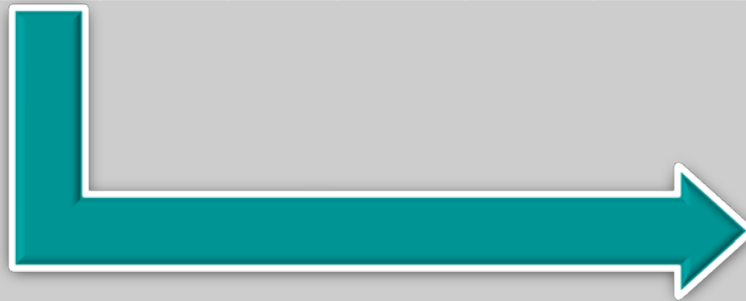


Capacity Allocation



Contracting for Delivery

Q4 2011 Schedule					Total	Performance Categories
Scheduled Item 1	16		12	2	30	0 to 100% Capacity > 0 and <= 3 Rating Development Intervention
Scheduled Item 2		8		28	36	
Scheduled Item 3			18		18	
Scheduled Item 4	14	22			36	
Total Schedule Items	30	30	30	30	120	
Stretch Item 1	3		1		4	> 100% Capacity > 3 and <= 5
Stretch Item 2		1	2		3	
Stretch Item 3		2		3	5	
Total Stretch Items	3	3	3	3	12	Growth and career development





**2011 Q4
Performance
Contract**

Action	Weight	Score
Item 1	50	
Item 2	25	
Stretch 1	25	

Executing: Scrum Method

Real time decision making based on actual events, progress and information

Quarterly Planning

- 3 Days: List, Prioritise, Allocate, Contract

Monthly Sprint Planning

- 1 Day: Plan Work, Releases

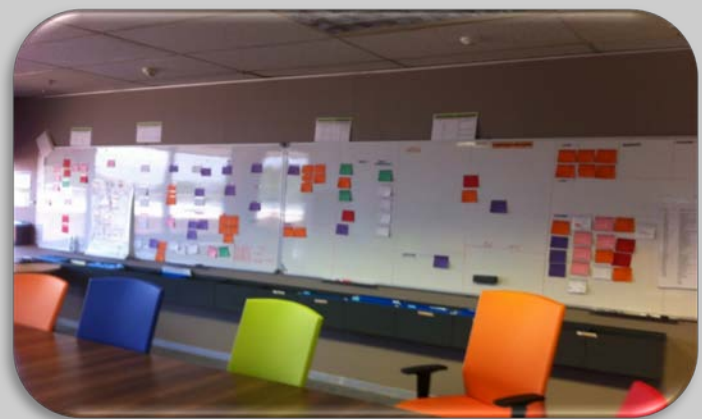
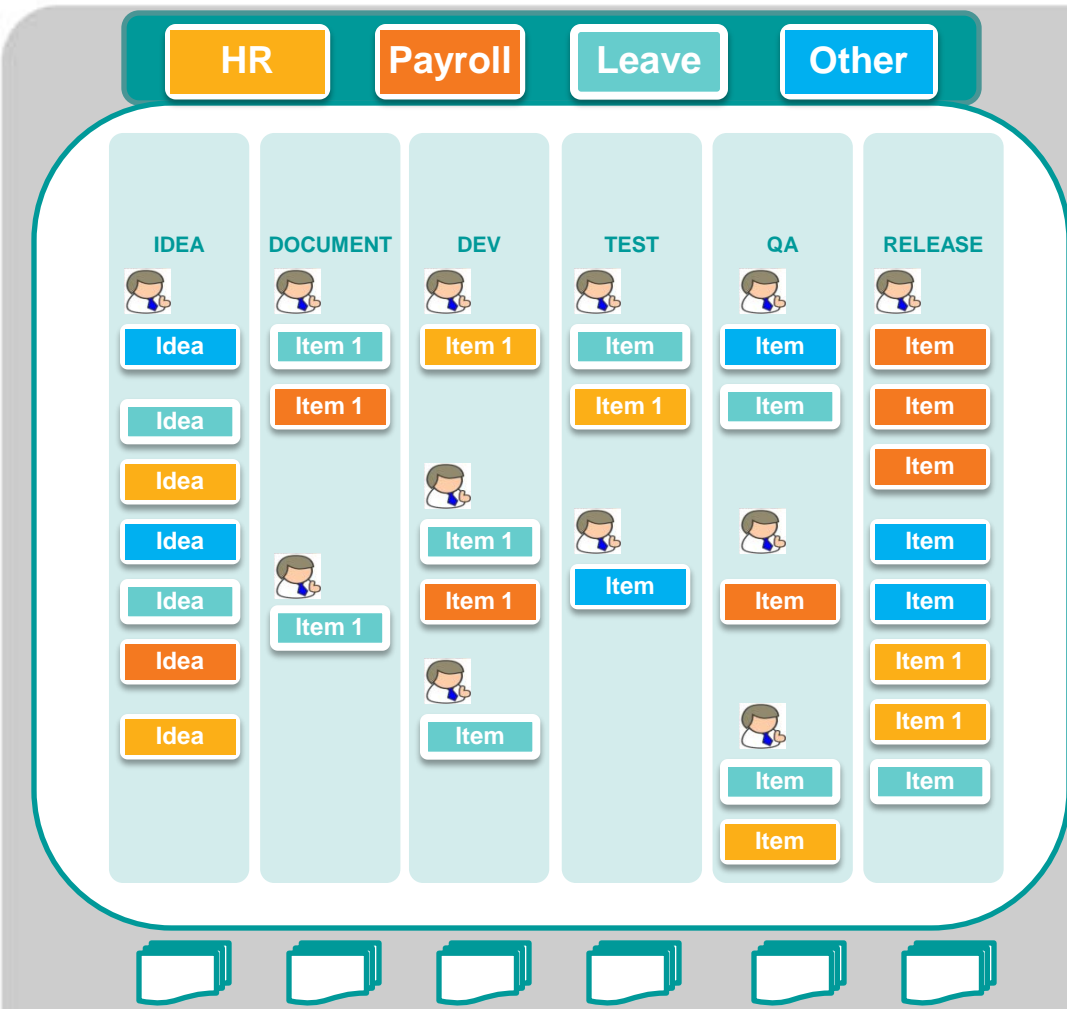
Weekly Sprint Review

- 1 Hour: Assess Progress, Reorientation





Daily Scrum

- 15 Min: Past and current day Activities, New Risks

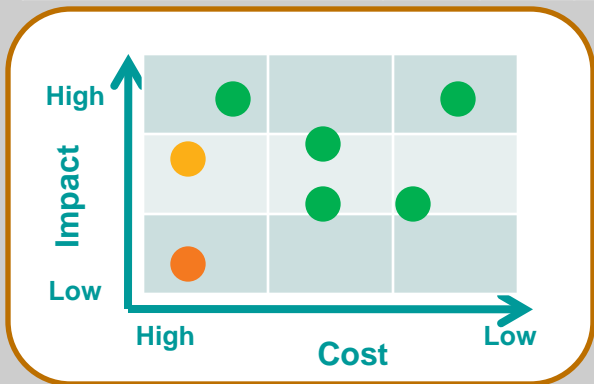
Executing: Scrum Method



Review Delivery

Q4 2011 Schedule					Result	Performance Categories
Scheduled Item 1	●		●	●	●	0 to 100% Capacity
Scheduled Item 2		●		●	●	> 0 and <= 3 Rating
Scheduled Item 3			●		●	Development Interventions
Scheduled Item 4	●	●			●	
Total Schedule Items	●	●	●	●	●	
Stretch Item 1	●		●		●	> 100% Capacity
Stretch Item 2		○	○		○	> 3 and <= 5
Stretch Item 3			○	○	○	
Total Stretch Items	●	○	●	○	●	Growth and career development

Focus Area	Alloc.
Cost	25%
Risk	15%
Execution	40%
Service	20%
Teamwork	10%



2011 Q4 Performance Review		
Action	Weight	Score
Item 1	50	●
Item 2	25	●
Item 3	25	●

High Performance: 1 + 1 = 3

	Cost	Risk	Execution	Service	Team
Increased Self Service Usage	↓	↓	↑	↑	
Reduced Manual Capture	↓	↓	↑		
Job Portal Integration (HRXML)				↑	↑
SMS Notifications (FYI and Approvals)		↓	↑	↑	
Employee My Documents Framework	↓	↓	↑	↑	
Employee payroll claims capture (Notifications, Approvals, Escalations, Auto Declines)	↓	↓	↑		
Webservices (Push Triggers, Pull and Sync)		↓	↑	↑	↑
Pre generated PDF Payslips - Performance			↑	↑	
OrgPlus Integration				↑	↑

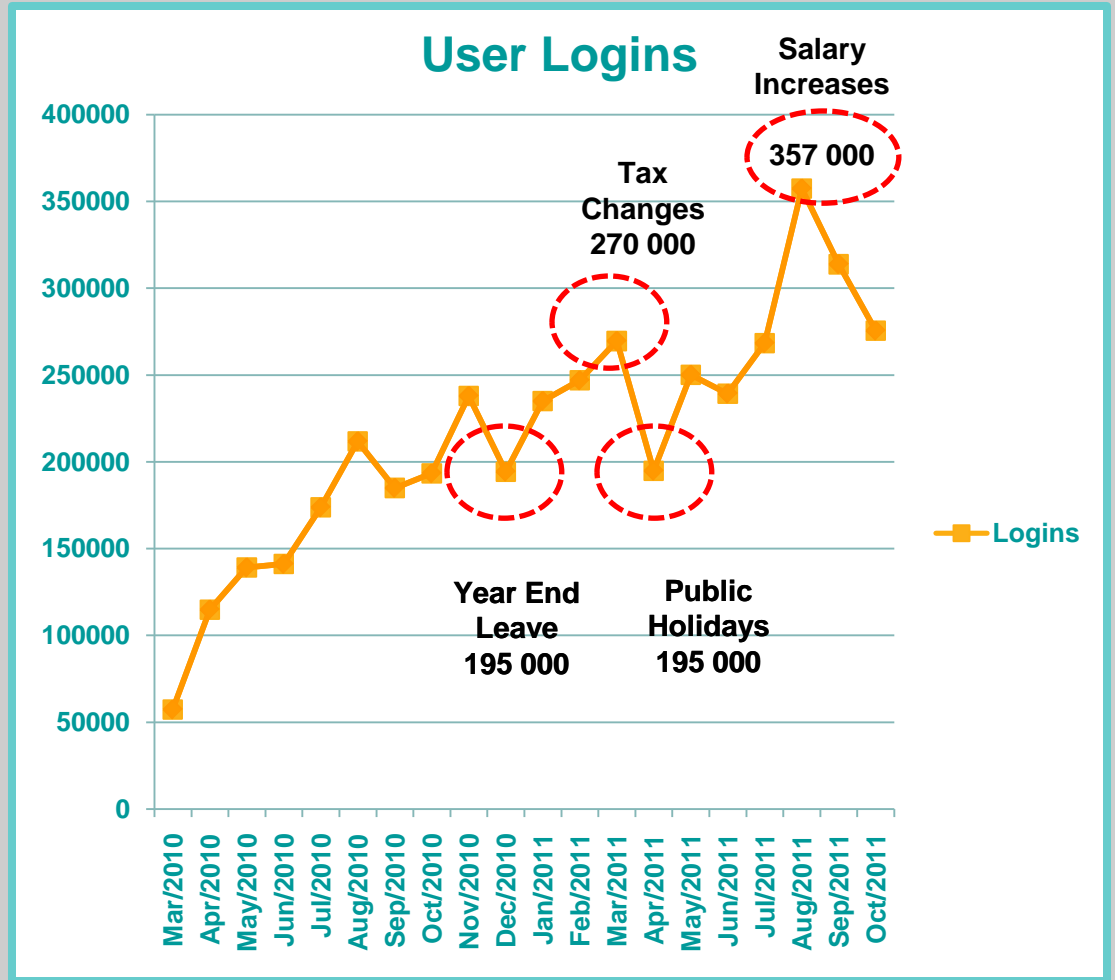
High Performance: 1 + 1 = 3

	Cost	Risk	Execution	Service	Team
Single Sign On Framework – 3 rd Party Systems	↓	↑	↑	↑	
Leave notifications, escalations, auto approval		↓	↑	↑	
User creation – Automation for standard access	↓	↓	↑	↑	
Graphical Leave Calendar – Manager View				↑	↑
Shout Out – Supervisor SMS to staff from HRMS				↑	↑
Password Reset by Supervisor – No email addresses	↓	↓	↑	↑	
Hot Clones	↓		↑	↑	
DR: Active Offline – Tested, < 60 Min	↓	↓	↑		
iRecruitment: Reverse Proxy + Scan Engine	↓	↓			

Self Service Usage:

Average Monthly Statistics

User Logins	300 000
Payslip Views	50 000
Password Resets	20 000
Payroll Claims (Overtime, Travel)	23 000
Leave Transaction Approved	28 000



Application Challenges

User Friendliness and Intuitiveness of Self Service

Localisation – Delayed Functionality Delivery

Performance – Payroll and Legislative Reports (Reworked from 10 hours to 10 minutes), Mailers – Resolved by using 3 Mailers

12.1.3 Upgrade – Undocumented Changes, Performance of Worklist Check

XML Publisher – Downgraded to Reports 10g + Split PDF files

Close Integration of Patches (iRecruitment affecting Payroll)

SR Response Times: > 16 Months

Security Setup – Record viewable when applicant

Under performing Hardware – Incorrect Specification, 3 Upgrades

HRMS Roadmap

HRMS Technical

Single Sign On

Improved Job Portal Integration

Transaction Prevention – Improved Data Quality

Automated Access Review

SMS Payslip

HRMS Phase 2

Competency Library

Compensation Workbench

Performance Management

HRMS Phase 3

Succession Planning

Talent Management

End



how can we help you?

Questions

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