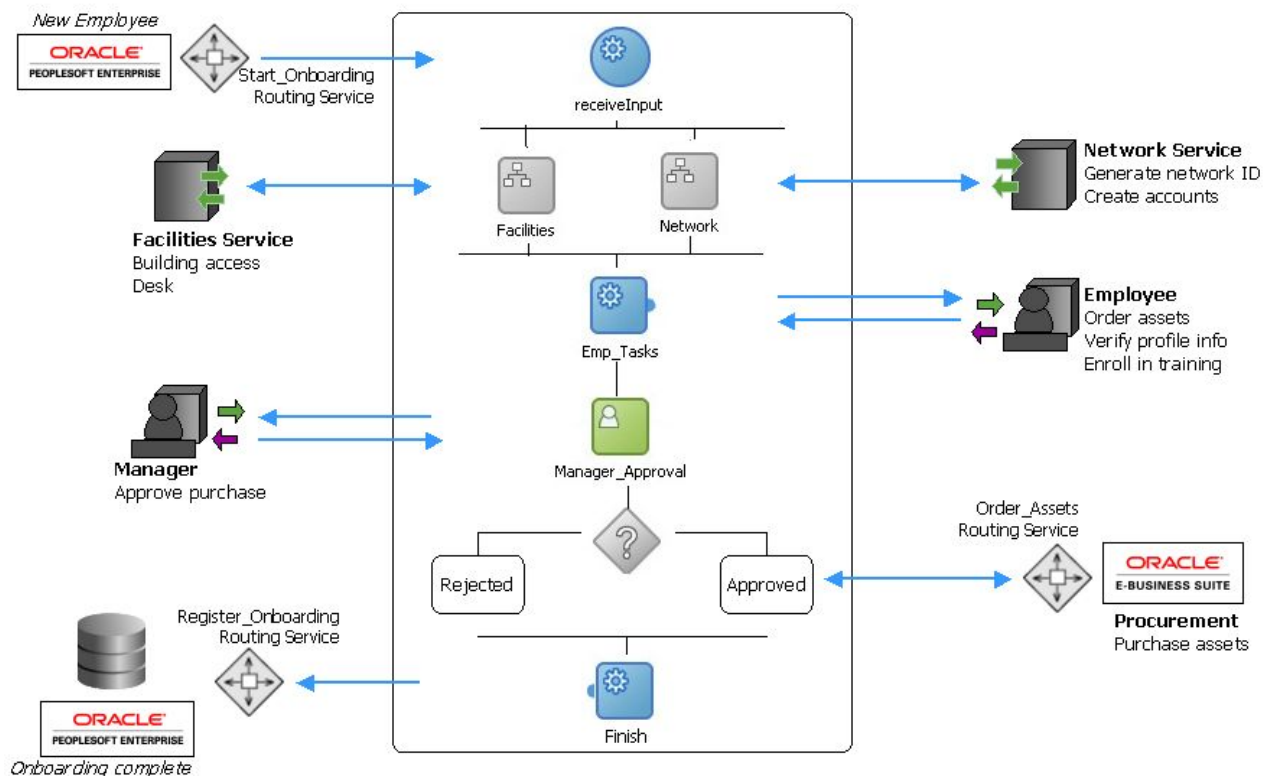


Extending and Automating the HR Onboarding Process with Fusion Middleware

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If you look at how many organizations onboard a new employee, most of the steps in the process do not occur in a HR package. Take the example below:



The process begins when a new employee is setup by HR within PeopleSoft. Once this occurs, there are a multitude of tasks that are required before the employee can be productive in their job. For example, a request needs to go to corporate security to issue the employee a badge so they can get into the building each day. The facilities team needs to assign a workspace and a phone extension so the new employee has somewhere to sit. For regulatory compliance, a background check may be required and the employee has to acknowledge they read the employee handbook as well as being offered medical and other benefits. There is one thing these and other tasks have in common, none of them occur within PeopleSoft HR.

So how do you go about ensuring all of these critical tasks occur in a timely fashion to support your audited HR onboarding process? Traditionally, a paper checklist of tasks that need to be performed maintained by someone who routes/emails the checklist around to the various individuals who execute the different tasks in the process. As you would

expect, this is a very time and labor intensive process which greatly increases the cost of onboarding an employee. There are ways to drive down this cost if you consider using Oracle's Fusion Middleware SOA Suite. SOA Suite has native adapters to integrate with PeopleSoft running on top of PeopleTools 8.46 and higher. In addition, SOA Suite ships with a human interaction component that allows you to incorporate manual tasks into a larger business process. This includes a task management dashboard for managing actions assigned to you along with the ability to escalate and reassign tasks.

Starting the Automation Process

The first step in the automation effort is to make sure you have defined/document your onboarding process. Many organizations may have this process flow documented already for regulatory or audit compliance. You can use Oracle's Business Process Analysis (BPA) Suite to help document the process if necessary.

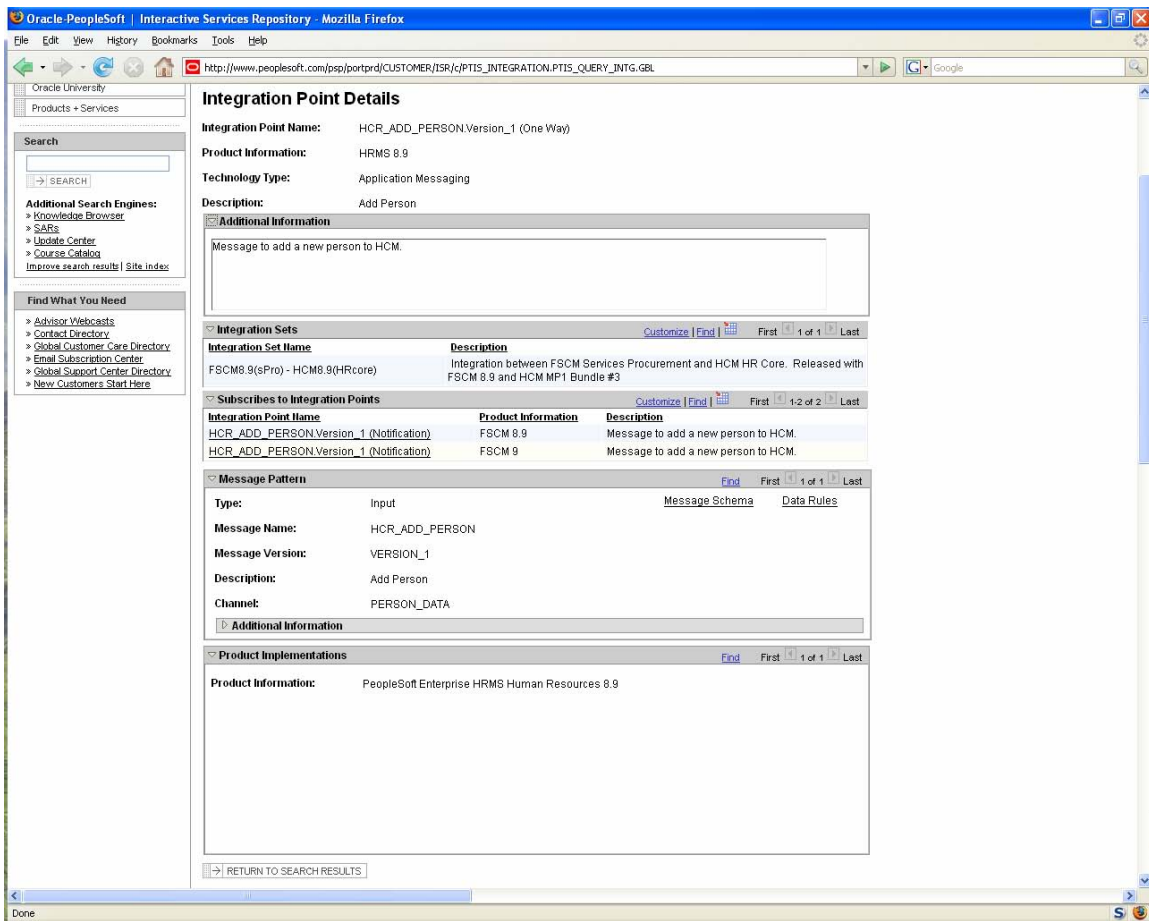
Once you have a documented process, a developer can use JDeveloper to create a BPEL process. A BPEL process is basically an executable version of your process flow and manages the communications between PeopleSoft, the human task manager, and any other systems you want to integrate to perform steps in your business process. In its most simplest form, your BPEL process might just manage the assignment and escalation of manual tasks.

As you are setting up your basic process flow, take some time to talk to the people who own the individual tasks in the process and see how they perform their tasks. These discussions may uncover some hidden automation that already exists in your organization. For example, in our process above one of the tasks is to create user accounts in a mail system like Microsoft Exchange, and setup a network account. Chances are for tasks like these which are performed by an IT department already have a web interface or other tool in place. It is a relatively straight forward task to integrate these types of systems into your process using the BPEL component of the SOA Suite.

Automation using PeopleSoft

The process of leveraging the power of the Oracle SOA Suite begins with an upgrade of PeopleTools to 8.46 or higher. Based on past experience, I would recommend using PeopleTools 8.48 as it has added a significant amount of functionality around SOA integration through the PeopleSoft Integration Broker (IB) and application messaging. Through the use of IB, Peoplesoft now has the ability to generate an XML message whenever you generate a business event. In our case, the triggering event for our process was the creation of a new employee. When you save the new employee, IB generates an XML message containing all of the data entered in the employee form. This message is then routed to another component of the SOA Suite called the Enterprise Service Bus (ESB). The ESB serves as a "coordinator" of messages. In our onboarding example, our BPEL onboarding process wants to be notified whenever a new employee event occurs. The ESB takes the "Employee" xml message from PeopleSoft, maps it to the BPEL processes' version of an "Employee" and initiates the BPEL process for us.

As you are setting up these messages, Oracle offers a great tool on the PeopleSoft Customer Connection support site called the [Interactive Services Repository \(ISR\)](#) which requires a valid support account. This repository provides detailed information on all of the various integration points in Peoplesoft. By searching the ISR, you can see that there is an event called PERSON_BASIC_SYNC that sends a HCR_ADD_PERSON message when a new person is created.



The repository also shows when the service was released and provides a detailed description of the XML message that is generated. This XML message definition can then be used to create the map between the employee record in PeopleSoft and your BPEL process.

Oracle-PeopleSoft | Interactive Services Repository - Mozilla Firefox

http://www.peoplesoft.com/psp/portprd/CUSTOMER/ISR/c/PTIS_INTEGRATION.PTIS_QUERY_INTG.GBL

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Interactive Services Repository

Integration Point Details
Message Schema

Message Name: HCR_ADD_PERSON
Message Version: VERSION_1
Product Information: HRMS 8.9
Technology: Application Messaging

```
<?xml version="1.0"?>
<xsd:schema xmlns:xsd="http://www.w3.org/2001/XMLSchema">
<xsd:element name="HCR_ADD_PERSON" type="HCR_ADD_PERSON_TypeShape"/>
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<xsd:element name="WORK_ORDER_ID" type="FieldTypesCharFieldType"
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</xsd:complexType>
</xsd:schema>
```

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