BEST PRACTICES FOR DEPLOYING PEOPLESOFT PORTAL AND SELF-SERVICE

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Introduction

How can you make your portal and self-service deployments have the greatest impact on your workforce? Your deployment will not only reduce paperwork and administrative load, but should promote improved communication and service to your employees. By combining best practices with knowledge, content, and collaboration tools you can provide a unique destination that employees will want to engage in and return to.

HCM as a Strategy

Today, if you are like many organizations, you have information about your people sitting inside multiple disparate systems. With these silos of information comes leakage. You are losing critical data about your most important asset – your people. Disconnected information means there is no connection between the valuable data locked inside disparate systems and the critical relationships between people and data that is lost. You hire someone and know comprehensive details about their capabilities but the information is not carried over to the HRMS system so it is lost. You train employees on what? What did they learn? Did it improve their skills to perform better in their jobs? And with no connection to the performance management system, there is no connection to which courses they should take or have taken, which should feed into their development plans. Since oftentimes succession plans are tracked on powerpoints and spreadsheets, linking any of this critical information to individual employees is a massive manual effort.

So, how can you fix today's model? You must look at human capital management as a holistic strategy for all your talent and the technology that supports that strategy. Your mindset needs to be centered on aggregation. You must think about what systems you have and where the access points and interfaces lie. And quite possibly there is an opportunity for your new portal interactions to become transformed around new business processes.

eHR Service Delivery Model

The HR service delivery is a tiered model that drives efficiency, cost savings, and enables strategic HR. There are three tiers to the model: Tier 0 - Direct Access, Tier 1 - HR Contact Center, and Tier 2 - Expertise Center.

- Tier 0 – *Direct Access* is the first point of contact for an employee where they can self manage through a HR sub-portal. The key benefits for this tier are the elimination of paper, greater processing speed and improving accuracy of information about the employees.
- Tier 1 – *HR Contact Center* is the area for more complicated matters that the employee cannot resolve on their own. Here the center provides direct live support where there is a knowledge base for issues they cannot resolve on their own and gives consistent answers to common questions.
- Tier 2 – *Expertise Center* is the area where HR management can track critical changes in workforce strategy like mergers and acquisitions, downsizing plans, expansion into new markets, and more as related to the impacts on the workforce.

Best Practices in Direct Access

The workforce is transforming as employees and managers alike are expecting greater digital services. The challenge is being able to expand the range of HR services delivered digitally in a more "Amazon.com-like" format. The solutions are to consolidate service delivery in a single portal framework where there is integrated knowledge, content, analytics and transactions (K-CAT). With a better communication process and framework, there will be a shift towards greater user adoption.

Best Practices in Portal

There are three best practice guiding principles for portal that are highlighted:
1. Create an optimal user experience for line of business managers
2. Make the manager's portal their central place for all activity to manage their day-to-day HR related tasks
3. Direct Access MUST be part of an overall eHR service delivery strategy; not just adding self-service modules

It is important that you know your audience. Managers often place blame on the technology for their inability to properly engage with their employees. Reality is that they don't resist the automation; they resist the process that is being automated.

It is important that you effectively communicate the portal concept. Ensure that management understands that portal is a critical business initiative; necessary to get the 'right data' to the 'right person' at the 'right time'. The successful portal initiative involves people and process change management.

Benefits of Portal:

Implementing an HR portal and direct access provides several key benefits. With a portal solution it has been proven that user productivity and effectiveness increases driving better individual, group, and enterprise performance. You can eliminate multiple sign-ons and authentications and there is less time spent searching for workforce-related information because all this information is in one place. Portals empower users to author content creating a better sense ownership. With a metrics and results infrastructure built around enhanced communication and knowledge sharing, users increase their overall job performance.

HCM StrategyMap Methodology

As you consider the various aspects of your HR portal strategy, consider how an overarching StrategyMap can help you create a holistic plan for moving forward with your technology initiative. A StrategyMap can help you establish the important connection between HR technology and HR strategy by quantifiably linking to the overall corporate goals and objectives of the business.
- Identify opportunities for HR systems to drive business results.
- Transform HR systems into business solutions.
- Prioritize and justify initiatives.
- Crystallize solutions' strategy and plan.

Conclusion

As you embark on your portal initiative, be sure shift your perspective from self-service to intelligent direct access. Understand how to model communication and transactions around popular consumer websites and learn how to provide on-demand decision support tools and content to enhance self-service transactions.