# infinigent
## consulting
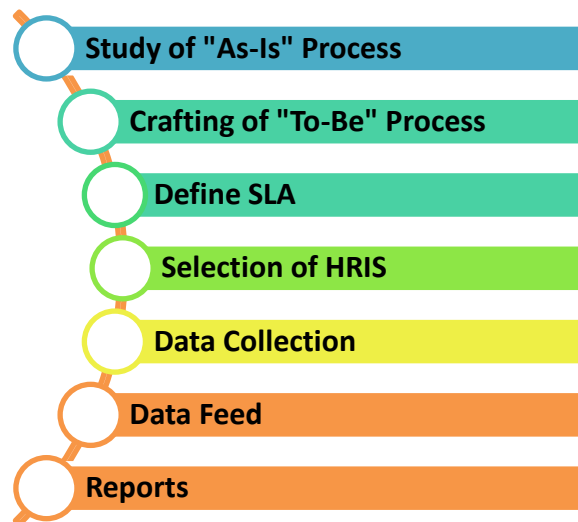
# Concept Note on

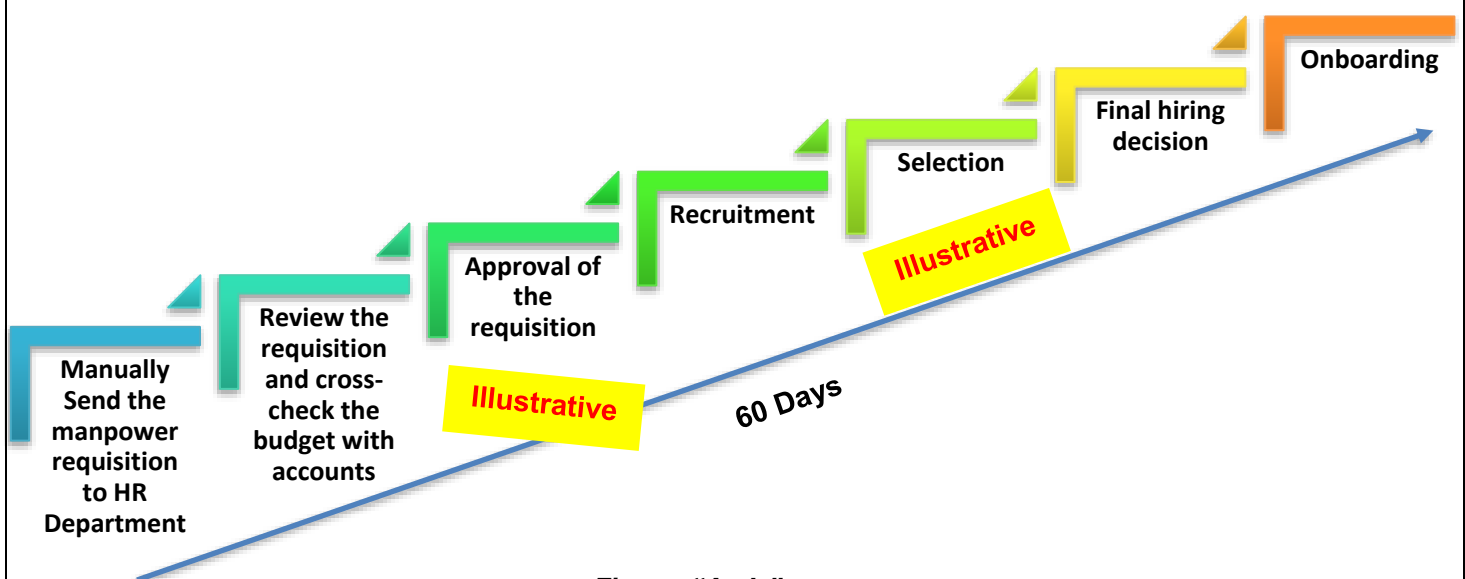**HR Digitization & Transformation**

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## A) HR Digitization

Digitization of HR is the digital transformation of HR services and processes through the use of various technological platforms like mobile, and cloud (SMAC). It involves the conversion of physical assets into a digital format to fasten the existing processes and ensure an error-free environment. Digitizing paper employee records in an HRIS database is an important process of digitization in HR.

**The digitization process can be elaborated into the following steps:**

- Study of "As-Is" Process
- Crafting of "To-Be" Process
- Define SLA
- Selection of HRIS
- Data Collection
- Data Feed
- Reports

- **Study of "As-Is" Process:** a process management strategy that identifies and evaluates a business's current processes. We are showing a current recruitment process below for a better understanding of the "As-Is" process.

Manually Send the manpower requisition to HR Department → Review the requisition and cross-check the budget with accounts → Approval of the requisition → Recruitment → Selection → Final hiring decision → Onboarding

*Illustrative*

*Illustrative*

60 Days

*Figure: "As-Is" process*

The review of the "As-Is" Process, will reflect the inefficiencies and challenge areas. In the "To-Be" process it will be our endeavor to overcome inefficiencies and challenges. The inefficiencies of the manual process can be attributed to multiple steps and as a result longer timelines.

- **Crafting of the "To-Be" process:** shows your proposed processes - what your organization plans to do. This will have inherently built-in efficiencies and robustness.
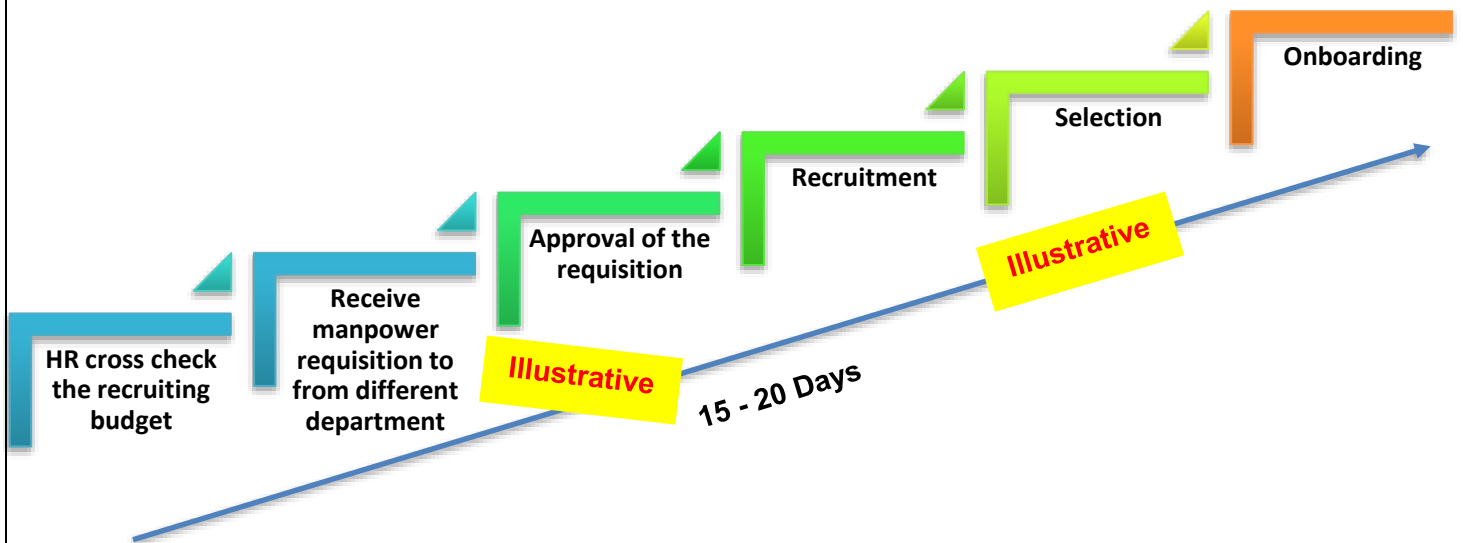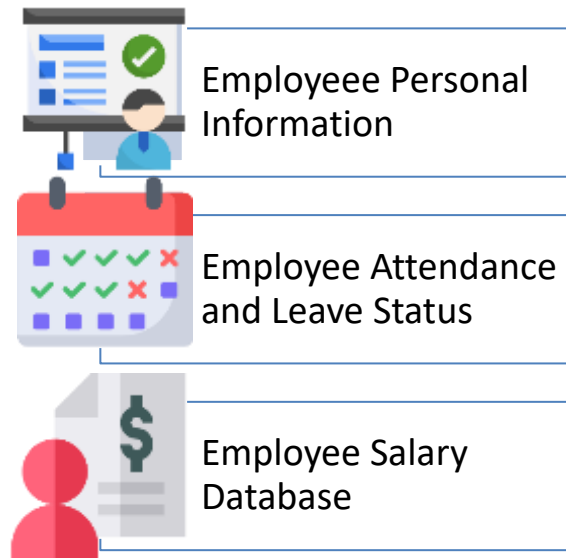


*Figure: "To-Be" process*

- **Define SLA (Service-Level Agreement) / TAT (Turnaround Time):** defined for each process. Under certain circumstances, there is automatic TAT defined. For Example - If anyone applies for leave and line manager does not approve within the defined TAT, the same gets automatically approved.

- **Selection of HRIS:** right quality of HRIS needs to be selected considering the revised processes.

- **Data Collection:** is defined as the procedure of collecting past data and storing it for entry into HRIS.



Employeee Personal Information

Employee Attendance and Leave Status
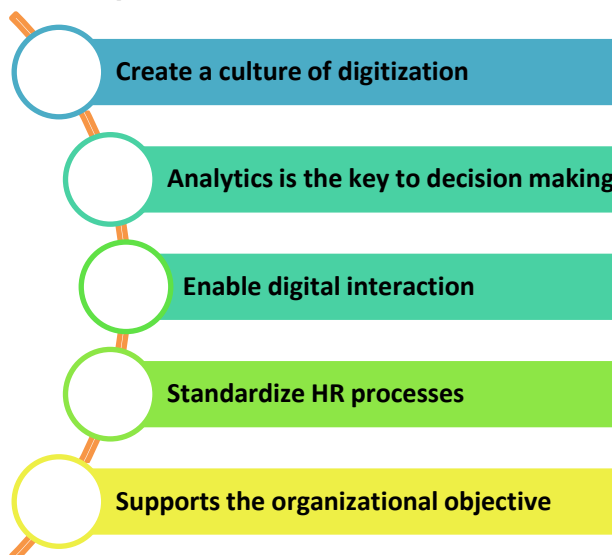
Employee Salary Database

- **Data Feed:** once the data is collated, the next step is to feed the data into HRIS.

- **Reports:** various reporting structure needs to be finalized and ensure that the report serves the requirement of the managers and that will lead to…. **HR TRANSFORMATION**.

## B) HR Transformation

Redesign the HR function by adopting new technologies and developing actionable analytics to standardize HR processes and improve efficiencies across all levels. At its core, HR transformation is about creating an HR function that supports the organizational objectives.

**The below HR transformation steps are followed:**

- Create a culture of digitization
- Analytics is the key to decision making
- Enable digital interaction
- Standardize HR processes
- Supports the organizational objective

- **Creating a culture of digitization:** digitization is an agenda. We have reached to a point where most business are digitized. Without it, the organization cannot survive.

  To keep pace with the new technology, the digitized competency framework plays a vital role. Competencies contribute to the individual performance that increases the likelihood of a positive impact on the organizational outcome. A competency Framework refers to a collaboration of competencies that are needed for effective job performance.
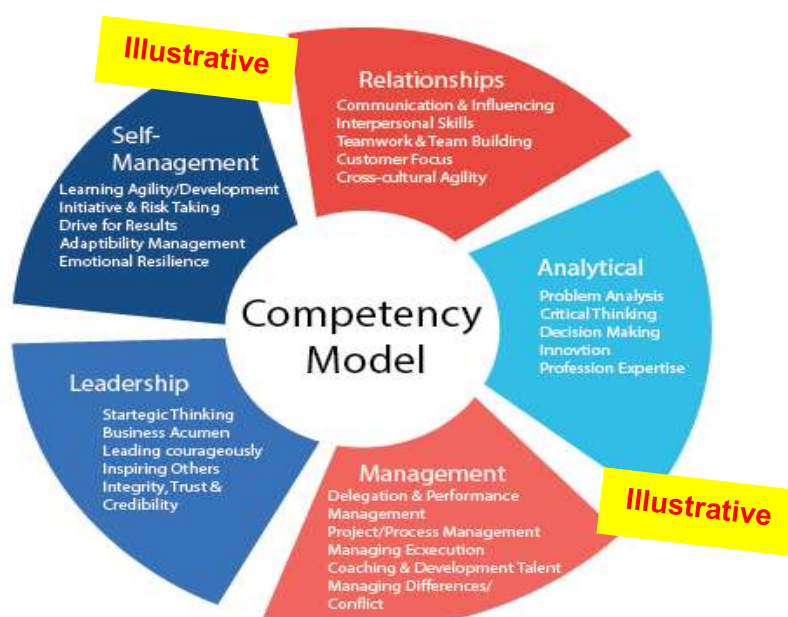
- **Analytics is the key to decision making:** leveraging employee data analytics, HR can guide a company to generate results that can be reproduced as a snapshot, and this leads to effective decision making by the management.



- **Enable digital interaction:** communication within organization's employees and access to any services through any systems and devices.

- **Standardization HR Processes:** make the existing process more standardize so that it minimizes manual and administrative work for HR, managers, and employees. As a result, the delivery of services can be consumer grade experience.



| Preparation | Documentation | Standardization | Monitor |
|---|---|---|---|
| 1. Review existing processes<br><br>2. Identity stakeholders<br><br>3. Prioritize processes to standardize | 1. Identify people & their practics<br><br>2. Document industry practices<br><br>3. Create documentation for implementation | 1. Eliminate points of wastage<br><br>2. Improve efficiencies<br><br>3. Document and implement processess | 1. Monitor processes for efficiency improvements<br><br>2. Continuously improve processes based on results |

**Illustrative**

- **Supports the organizational objectives:** data-driven analytics and the resultant decision support and timely action offers a great help to the business leaders to achieving the objectives of the organization.
  Illustrative example: If an organization wants Tk. 200 cr. profit with Tk. 500 cr. as revenue and the imperative to the same is hiring of high-quality mid-managers from a particular industry. The HR through transformation can easily analyze and achieve this in quickest possible time.



**So let us join hands and start the process.**