

HCM Use Case 01: Workforce selection and recruitment process

Description:

This Use Case describes the sequence of interactions between the ERP system and users, related to the acquisition of a fit-for-purpose workforce. It takes place after job profile has been created, funded and graded in the SPM tool and core HR.

Pre-conditions:

System is running in normal conditions. The User has the required permissions to access the functionality described in the Use Case. Pre-hiring criteria are met – job profile has been created, funded and graded.

Post conditions:

Job requisition is created, approved and published. User has created WHO candidate profile and successfully applied for a job vacancy. Candidates for a specific job vacancy are system pre-screened based on screening questions. Candidates for a specific job vacancy are screened against recruitment profile criteria and consolidated report generated. Candidate interview is scheduled. Selection report is generated and submitted for approval. e-Offer is created and accepted/rejected.

Use Case ID	User	HCM	HCM-FR-#	Associated requirements/comments
UC101: User creates job requisition and publishes vacancy				
UC101	From system dashboard, user selects option to create job requisition	System opens page where user is required to select values, including: <ul style="list-style-type: none"> • Workforce type • Contractual arrangement • Org structure • With/without competitive process 	HCM-FR-038	System must provide a single source of entry for all workforce types
	User selects relevant values for type of workforce hire	Based on selections made by user, system opens standard template System presents fields for completion by user, including: job/position ID (from SPM tool and/or Core HR), contract dates, details of identified candidate (if no competitive process), sourcing options	HCM-FR-046 HCM-FR-050	

	User completes fields	Based on job/position ID, system pulls information from SPM tool and Core HR and auto-populates template with description of duties, funding information, owner, etc.	HCM-FR-048	
	User selects to add job-specific screening questions (if vacancy is to be published)	System provides options to create new screening questions or select from library of existing screening questions. Questions may be single response, multiple response, free text System allows user to identify if specific response should be essential or asset in the system-prescreening process	HCM-FR-053 HCM-FR-055 HCM-FR-054	System should allow for default job-specific questions on standard templates
	User submits job requisition for approval	System triggers dynamic approval path based on specific conditions, including workforce type, contractual arrangement, org structure, grade level System-triggered notification goes to first approver, and to each of the subsequent approvers once decision is taken at each stage of the approval path	HCM-FR-040	Dynamic approval path triggered should be amendable by user (Recruiter)
	User monitors approval process	System provides visibility on approval process, actions taken, comments made, etc. Once final approval is provided, system triggers notification to all relevant parties		Visibility on approval process should be possible for all relevant parties – recruiter, hiring manager, admin staff, etc.
	User selects option to publish vacancy	System provides fields to select start, end dates of publication, career portals, to push vacancy alerts, etc. System triggers notification to relevant parties that vacancy is published	HCM-FR-066	Integration required with job boards and social media
UC101: Job requisition is created, approved and published				

UC102: User creates WHO candidate profile without applying for a posted job vacancy				
UC102	From WHO career site, user selects Create candidate profile	System requests user to enter user name, email, password, and date of birth System checks entries for potential duplicate. If no duplicate detected, system opens disclaimer page If duplicate detected, user is denied creation of profile and directed to help desk/user support	HCM-FR-088 HCM-FR-092 HCM-FR-087	
	User accepts disclaimer and selects Continue	System presents user with series of pages capturing: <ul style="list-style-type: none"> • Personal information • Responses to candidate eligibility questions • Education • Experience • Publications • Languages • Skills • Job preferences 	HCM-FR-096 HCM-FR-056 HCM-FR-089 HCM-FR-097	HCM-FR-089 - Solution must allow candidates to select specific areas and sub-areas of work experience from a comprehensive list of predefined dependent values (WHO areas of work - taxonomy)
	User submits application	System triggers email confirmation to candidate	HCM-FR-014	
UC102: User has created WHO candidate profile				
UC103: User creates WHO candidate profile via application to a posted job vacancy				
UC103	From list of current job vacancies on WHO career site, user selects 1. apply to a specific job vacancy, and 2. new candidate profile	System requests user to enter user name, email, password, and date of birth System checks entries for potential duplicate. If no duplicate detected, system opens disclaimer page		
	User accepts disclaimer and selects Continue	System presents user with series of pages of pages capturing: <ul style="list-style-type: none"> • Personal information • Responses to candidate eligibility questions and job-specific screening questions • Education • Experience • Publications 	HCM-FR-053 HCM-FR-089	HCM-FR-089 - Solution must allow candidates to select specific areas and sub-areas of work experience from a comprehensive list of predefined dependent values (WHO areas of work - taxonomy)

		<ul style="list-style-type: none"> • Languages • Skills • Job preferences 		HCM-FR-095 Capability to send System-triggered job posting alerts to candidates based on predefined preferences in candidate profile
	User submits application	System triggers email confirmation to candidate and lists submitted application on candidate's job page	HCM-FR-014 HCM-FR-090	
	User edits job application during posting period	From candidate's job page, system allows candidate to edit submitted application while the job posting is still open	HCM-FR-093	HCM-FR-094 - Capability to ensure that once application is submitted to a posted job requisition and the closing date lapses, the submitted application will not be impacted by any subsequent job applications or profile updates (other than personal information (marital status, etc) and contact details)
UC103: User has created WHO candidate profile and successfully applied for a job vacancy				
UC104: User with existing WHO candidate profile applies to a posted job vacancy				
	From list of current job vacancies on WHO career site, user selects 1. apply to a posted job vacancy, and 2. already registered candidate	System requests candidate to enter user name and password System opens latest version of candidate's profile, and allows candidate to navigate through, edit/update each section of the profile, and answer the job specific screening questions		
	User submits application	System triggers email confirmation to candidate and lists submitted application on candidate's job page	HCM-FR-014 HCM-FR-090	
UC104: Already registered candidate has successfully applied for a job vacancy, and been given opportunity to modify existing profile to match vacancy				

UC105: System pre-screening				
UC105	Recruiter identifies closed vacancy – deadline has lapsed	As applications are received, system filters pool of candidates on basis of responses to screening questions and status of candidate (internal/external) System automatically progresses filtered candidates to pre-screened status	HCM-FR-054 HCM-FR-084 HCM-FR-060	Candidates who have favourably answered job-specific screening questions, and all internal candidates should be progressed to pre-screened status
UC105: Candidates for a specific job vacancy are system pre-screened				
UC106: Candidate screening against recruitment profile criteria and consolidated screening report generated				
UC106	User (Recruiter or Hiring Manager) accesses pool of applicants who have been system pre-screened User clicks on specific candidate profile	System provides user-friendly and well-structured candidate profile for review, complete with access to attachment tab	HCM-FR-063 HCM-FR-064	System allows for efficient pdf creation of profile batches. Profile ranges can be selected by user, for example, 1 to 100, or A to M
	User reviews online candidate profile and clicks on evaluate button specific to candidate	System provides online questionnaire for completion by user. Questionnaire is automatically pre-populated with criteria from the recruitment profile of the job description (education, experience, etc. - fields for these criteria are clearly indicated in job description template) The questionnaire allows the user to evaluate the candidate against each criterion and select from a LOV to indicate the rate of match against the criterion System calculates the candidate's % match against the job requirements	HCM-FR-068	System has capability to build matching algorithm

	User completes evaluation	System saves information against candidate application System allows for editing after submission		
	User clicks to generate consolidated evaluation report from vacancy main menu	System opens consolidated report, with option to export to Excel		
UC106: Candidates for a specific job vacancy are screened against recruitment profile criteria and consolidated report generated				
UC107: Candidate interview scheduling				
UC107	User (Recruiter) selects candidate among list of short-listed candidates, and clicks on Actions menu	System provides lists of options for next steps in selection process		
	User selects Schedule interview	System opens interview planning page which includes several fields for interviewers (panel members) Calendars (Outlook) of interviewers show free slots	HCM-FR-071	Integration with Office 0365
	User selects date and time	System provisionally saves date and time in interviewers' Outlook calendars System triggers email to candidate requesting electronic acceptance of interview Once interview accepted by candidate, interview slot is saved in interviewers' calendars	HCM-FR-014	
UC107: Candidate interview is scheduled				
UC108: Generation of selection report and approval process				
UC108	User (Recruiter or Hiring Manager) selects option to generate selection report	System presents user with LOV - list of job vacancies		

	User selects relevant job vacancy	System opens online form pre-populated with data entered in system during the selection process, plus additional fields for completion by user	HCM-FR-050 HCM-FR-069	
	User enters additional information required to document selection process, and submits report for approval	System generates dynamic approval path Email notification is triggered to first approver System allows for eSignature of report	HCM-FR-025 HCM-FR-026 HCM-FR-027 HCM-FR-040 HCM-FR-028 HCM-FR-070 HCM-FR-016	Dynamic approval path triggered should be amendable by user (Recruiter)
	User monitors approval process		HCM-FR-029	
UC108: Selection report is generated and submitted for approval				
UC109: Creation of preliminary e-Offer				
UC109	User (Recruiter) identifies recommended candidate and selects option to create e-offer	System opens online form pre-populated with data entered in system during the selection process, plus additional fields for completion by user	HCM-FR-078	
	User enters additional information required to create e-offer, and proceeds to select offer letter from correspondence library	System provides list of offer templates	HCM-FR-075 HCM-FR-265	
	User selects offer template and extends offer to candidate	System triggers notification to candidate and provides for acceptance/refusal of e-offer via candidate portal Notification is triggered to recruiter and other relevant parties once candidate accepts/refuses offer		
UC109: e-Offer is created and accepted/rejected				