

## HCM Use Case 03: Talent management – Managing career paths

**Description:** This Use Case is in keeping with WHO’s requirement is to integrate information on learning programmes, job opportunities and individual career plans to be used for career management purposes. Gaps will be identified in knowledge, skills, competencies, qualifications or training for any next steps that a staff member needs to take to progress. Based on a staff member’s profile, there should be capability to match individuals against roles, which they themselves may not have contemplated. This will enable individuals to plan future potential career paths and development actions while enabling the Organization to better know, develop and retain its workforce globally, having in one system access to all staff profiles and job mapping. Embedded collaboration capabilities will support connection with mentors, and identification and networking with colleagues in interesting roles to gain first-hand experiential information about careers of interest

**Pre-conditions:**

System is running in normal conditions. The User has the required permissions to access the functionality described in the Use Case.

**Post conditions:** System provides staff member with personalized learning opportunities, career paths information and skills/competencies gap analysis. Personalized job opportunities are displayed on staff member’s job page.

Use case ID	User	HCM	SPM-FR-#	Associated requirements/comments
<b>UC301: Personalized learning opportunities, career paths and gap analysis</b>				
UC301	User (any staff member) accesses staff profile to indicate career aspirations/job preferences	<p>System opens staff profile and provides option for user to edit/update listed job preferences, including, functional areas, grade level, contractual arrangement</p> <p>System provides options to:            a) show career paths and career reports in the staff member’s current functional areas or in areas he/she has expressed interested; b) based on content of Learning module, system recommends relevant learning programmes to respond to user’s skills/knowledge gaps and career interests; c) provide information on/links to opportunities for informal mentorship and peer-to-peer</p>	<p>HCM-FR-185</p> <p>HCM-FR-186            HCM-FR-190            HCM-FR-193</p>	

		skills development within the talent management module; d) based on staff member's career interests and skills, identify other staff with whom to connect, and/or related WHO projects		
<b>UC301: System provides staff member with personalized learning opportunities, career paths information and skills/competencies gap analysis</b>				
<b>UC302: Personalized job opportunities are identified for staff</b>				
UC302	User views a system-proposed job vacancy (based on preferences expressed in profile)	Based on user's career interests and other profile information (skills, languages etc.), system displays matching job opportunities on staff member's personal job page  System allows staff member to see gaps between his/her current skills and profile versus the position of interest  System provides link to apply for job vacancy	HCM-FR-185  HCM-FR-186	
<b>UC302: Personalized job opportunities are displayed on staff member's job page</b>				