Re-Engineering the Recruitment Process

“The true value here is that EWITS gives us the functionality to track and analyze HR actions from start to finish. We believe that having this capability, within the framework of a single department with system, is unprecedented.”

- Bob Chatfield/Director of Personnel Accountability and Systems Division, OHR

Customer Overview

The Department of Health and Human Services (HHS) partners asked BizFlow to streamline and automate Human Resource Management for 60,000+ employees/users for Awards, Benefit Forms Processing, Career Changes, Scheduling, Promotions, Classifications, and Separations, driving more than 30% improvement in operational efficiency.

Customer

The Department of Health and Human Services

Type of Customer

- Government
- Human Resources
- Healthcare

Challenges

▶ Managing dozens of different HR processes and applications
▶ Inefficiency and lack of standardization in business processes
▶ Cultural issues associated eliminating local systems

How we solve

▶ Allowed initiation and tracking of a wide variety of work activities performed within HR across the HHS enterprise
▶ Improved workflow management capabilities in order to standardize and streamline work processes
▶ Created reporting/metrics capabilities to meet requirements of the PMA and SLAs which also improved visibility
Challenges - Workforce Restructuring

In 2001, HHS initiated a “Workforce Restructuring Plan” to analyze its HR operations and supporting IT infrastructure as part of improving the strategic management of human capital— one of the five major objectives of the President’s Management Agenda (PMA). The analysis found that HHS supported a wide array of processes and systems across its 40 HR offices, which in-turn resulted in operational redundancy, inefficiency and high costs. In light of the assessment, HHS submitted a consolidation plan to the Office of Management and Budget (OMB), the agency that oversees the PMA. The plan focused on standardizing, centralizing and improving HR business processes throughout the Department by consolidating activities to five offices and introducing automated systems to offset staff reductions.

The BizFlow Solution

HHS needed to integrate its core business processes and systems within the context of workflow by applying a Business Process Management (BPM) approach. The organization ultimately decided to utilize the BizFlow® based platform that was already serving the NIH (National Institute of Health) well in their Workflow information Tracking System application (WITS). BizFlow interfaces with HHS’ personnel system, Capital HR (PeopleSoft Federal/Oracle), and HHS Careers, an online job application system (QuickHire) from Monster Government Solutions. EWITS also uses HHS’ existing MS Outlook email infrastructure to generate email notifications to users at various points in the workflow. The system provides users with common business process, yet allows HR Centers to “own” their respective vacancies within the recruitment process.

Organizational Benefits

✓ Delivered 30% improvement in operational efficiency
✓ Initiation and tracking of a wide variety of work activities performed within HR across the HHS enterprise
✓ Improved workflow management capabilities to standardize/streamline work processes
✓ Improved customer service via visibility into the status of HR actions
✓ Reporting/metrics capabilities meet requirements of the PMA and SLAs