Enterprise Wikis - 5 killer use cases for HR/Payroll Operations

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Challenges facing HR/Payroll Operations

Many of today's HR/Payroll operations are a throwback to the 90's with operating processes and know how either written on paper, in a document on a shared drive, or even worse stuck in your "soon to be retired" Payroll officers' head. This operational model is the cause of processing errors, inconsistency and business continuity risks.

Some of the challenges we've identified with HR/Payroll operations include:

- High staff turnover
- Capturing repeatable activities
- No maintenance or improvement to processes
- Failure to meet Audit and Compliance requirements
- No visibility to management or rest of team on progress of operational processes
- Operational HR information is dispersed across different mediums (or not at all!)
- Lack of clear definition of roles and responsibilities

An Enterprise Wiki can help solve these challenges by providing a central, collaborative knowledge sharing platform.

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What is an Enterprise Wiki?

- ⦿ Enterprise wikis are platforms for content creation, collaboration and knowledge sharing for teams.

- ⦿ Role based security allows you to control which users view or edit content.

- ⦿ Content is searchable, can be tagged and may include rich information like document attachments, images, videos, html, meta data and live dashboards.

- ⦿ Wiki's foster team collaboration with features like page sharing, notifications and activity stream that displays popular content based on the number of likes and impressions.

- ⦿ Confluence by Atlassian is an affordable Enterprise Wiki solution designed for organisations and teams of all sizes.

Atlassian
✕ Confluence

"Enterprise Wikis are a powerful platform to capture, structure and share HR/Payroll knowledge and practices."

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5 killer use cases for HR / Payroll operations...

1. Capture your repeatable activities

- HR can use an enterprise wiki to capture repeatable activities in one central location. Content can be referenced in more then one page minimising having to repeat yourself. Use pre-defined templates to standardise your look and feel.

How to cash out Long Service Leave

✎ Edit   ✉ Share   ✛ Add ▾   ⚙ Tools ▾

🏷14 Added by Matt Weston, last edited by Peter Forbes on Jul 12, 2011 (view change) show comment

⛔ **Warning**

This process needs approval from the Payroll Manager

Table of Contents
- Brief Process Overview
  - Acronyms and Definitions
  - Governance Structure
- Process Procedure
- Competencies for the sub-task (after every sub-task)
- Error Opportunities and Error Impact of the sub-task
- Exceptions to the sub-task

Goal or Purpose

This document explains how to process "Cash out of LSL" to eligible UC employees. Wipro Ltd. will provide the services, function and responsibilities necessary to process the payment for the HR system (Alesco).

Frequency

As required

Players
- Payroll Officer
- Superannuation Officer

Accountability

Whose job is it to do it? Peter Forbes
Who do we escalate to if it doesn't get done? Dan Scheltinga

Brief Process Overview

- Receive an application from employee to cash out LSL
- Check to see if employee is entitled to have LSL cashed out
- Enter leave adjustment in Alesco
- Calculate marginal rate of tax on LSL cash out in Alesco
- Enter offline pay record in Alesco

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- Enterprise wiki's keep a history or audit trail of each page, what was edited, when and by whom. So creating and managing processes for activities is totally visible and track-able. This also helps you satisfy compliance and audit regulations.

- Tacit knowledge of your co-workers which is often trapped or lost in an email can now be documented, shared and discussed in a central location.

- Your out of office HR Consultants can view and update policy, procedure, tasks and status information through mobile devices.

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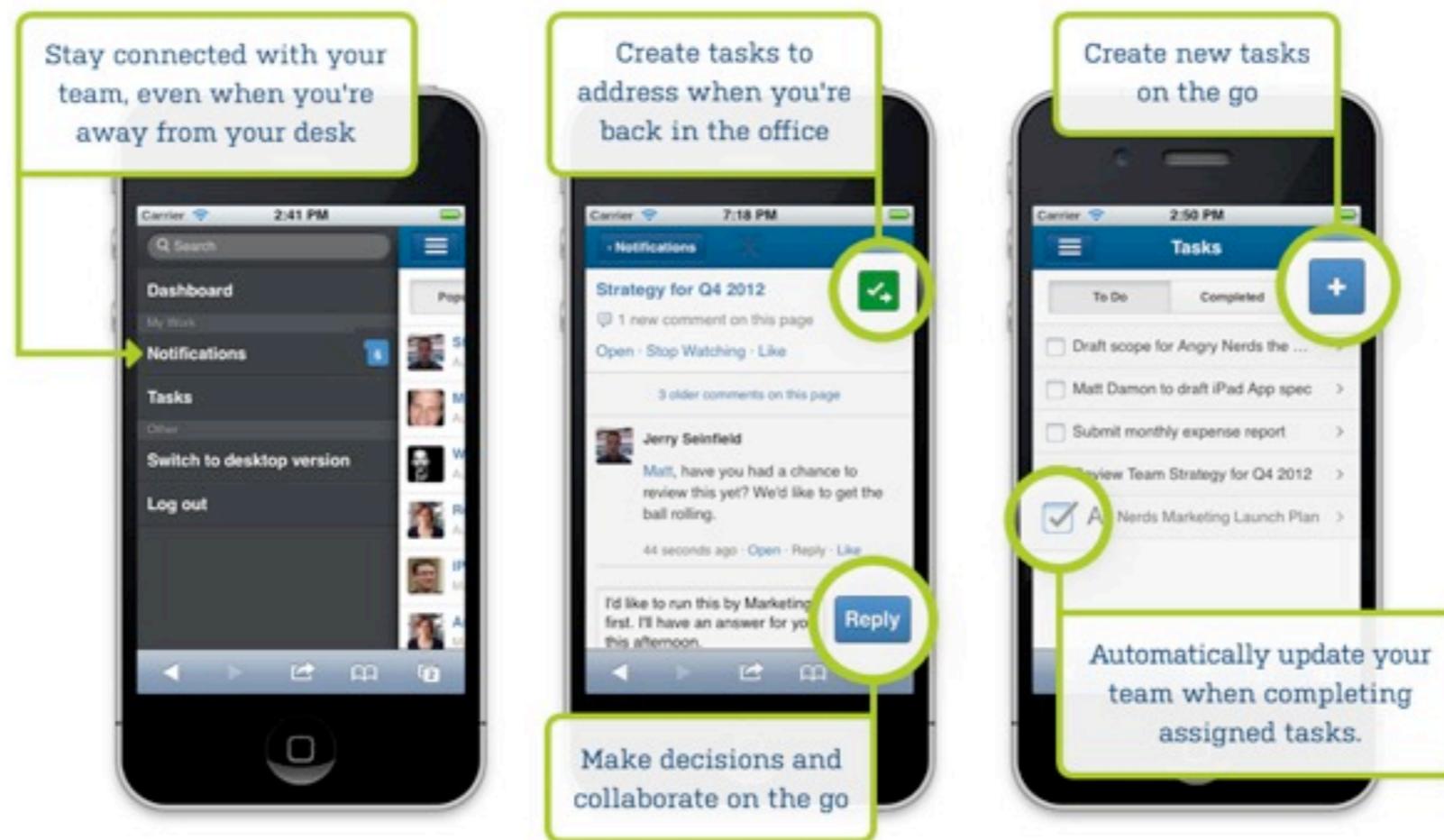
2. Define operational roles that dynamically link to activities

⊙ No more position descriptions that gather dust. Define roles and responsibilities that dynamically link to tagged activities.   This allows both employees and managers clarity and accountability on who, what, when and importantly how.

Superannuation Officer

✎ Edit   ✉ Share   ✚ Add ▾   ⚙ Tools ▾

Added by Matt Weston, last edited by Matt Weston on Jul 07, 2011 (view change) show comment

Duties and Responsibilities of this position

- Administer Choice of Fund and Company fund with Multiple Accumulation and Defined Benefit Categories
- Maintain Payroll system in relation to all Superannuation functions.
- Provide a high level of customer service to employees and funds
- Meet changing legislative and fund requirements with implementation of changes
- Ensure that all payments of Superannuation are paid on time through online Superannuation system
- Provide support and back up for Payroll processing
- Take enquiries from employees

Superannutation Staff

Tip: Hover over staff name to view profile

Peter Forbes
Matt Weston

Task Checklist

Fortnightly

📄 How to transfer the Alesco flat file to Unisuper using the Supergate Procedure

Yearly

📄 How to Prepare for a Unisuper Seminar

As Required

📄 How to move Div D Casual to Div ABC

📄 How to update employee's contribution Flexibility

👍 Like   Be the first to like this   None ✎

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3. Make your team social!

- Wikis provide social walls with news feeds & status updates, notifications and follow features incorporating the essentials of social platforms. This facilitates easy communication and collaboration between your team and the rest of the organisation.

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4. Status pages and dashboards

- Pages can be linked directly to your HRIS databases, to display live data on the Wiki in chart and graphical formats. Information from multiple data sources can also be displayed on one page. This provides management and co-workers the ability to view metrics and the status of processes, which are updated dynamically.

5. Managing projects and meetings

- Having templates for project meeting minutes, system testing notes and a place to document risks and issues makes managing projects easy.

- Enterprise wikis are a one stop shop for both internal and external communication and collaboration on projects.

- Wikis enable HR to make meetings more productive. You can distribute a clear agenda, take notes during, and assign tasks afterward.

- With all your meeting notes and action items in one place, you can easily reduce the email clutter.
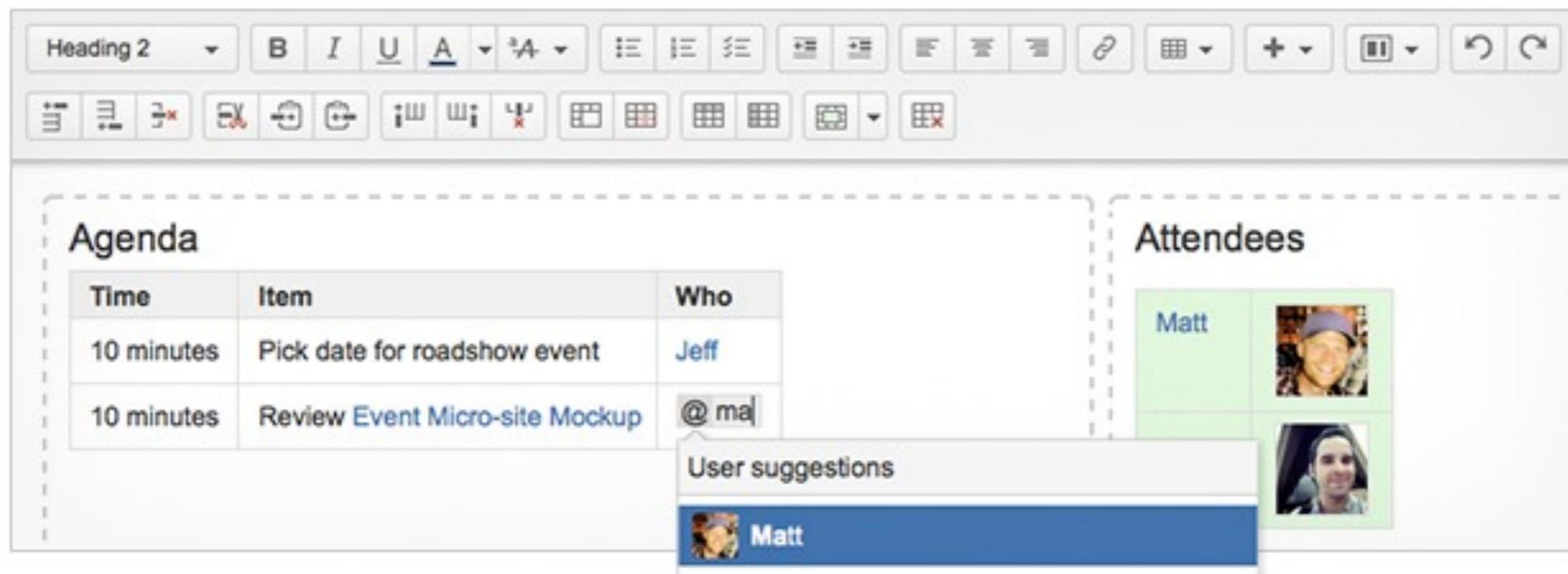
Tips on getting your Wiki started

- Get people excited and enthused about moving to online collaboration and documentation. Explain the benefits compared to your current practices.

- Select small projects or discrete operational blocks to bring across to a Wiki. Build the Wiki knowledge repository department by department.

- Existing documentation in word format can be instantly imported into a Wiki page.

- Using predefined templates styles and hierarchy of pages can help users logically structure information.

- One way to effectively manage content is by modularising repeated procedures. Wikis can reference information from a central library to enhance reusability of information.

- Once your information is ready for publishing assign security levels to limit who can view/edit or open pages.

- Take a continuous improvement approach. Wikis are like a community where everyone owns and contributes towards its growth.

- Engage consultants who are experienced in implementing Enterprise Wikis and have an understanding of your business domain. Their experience will accelerate user adoption and improve the chances of a successful implementation.

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About Navigo Research

Navigo Research is an independent research and advisory operating under the Navigo Group.

Navigo Research provides HR technology advisory services that are tightly integrated with industry based research data. This research data is sourced and maintained by us, from our own field activities and is specifically focused on the Australia and New Zealand market.

We proudly maintain our independence from all HR related solutions vendors, ensuring a totally unbiased reputable view of the industry.

Our purpose is to provide advice and guidance to customers regarding the best possible use of HR technology and how to leverage investments to create great organisations.

Our team consists of research analysts and consultants who are experts in HR related technology solutions in the Australian market. Our research covers technology relating to all areas of the employee life-cycle, with particular focus on HRIS (payroll, core HR) and Talent Management.

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