



The content described herein is intended to outline our general product direction for informational purposes only. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

The development, release, and timing of any features or functionality described herein remain at the sole discretion of Atlassian and is subject to change.



How Atlassian uses Jira Service Management for better HR solutions



TA ENABLEMENT & PEOPLE TECHNOLOGY

Across companies today, the delivery of a satisfactory employee experience is posing a challenge for HR teams.

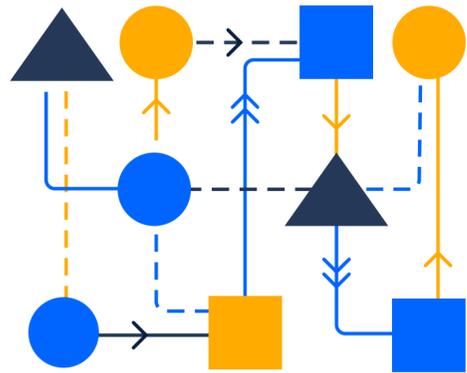
Top of mind for our people leaders:

- Attracting and retaining top talent
- Competitive compensation
- Talent development
- HR service delivery

Across companies today, the delivery of a satisfactory employee experience is posing a challenge for HR teams.

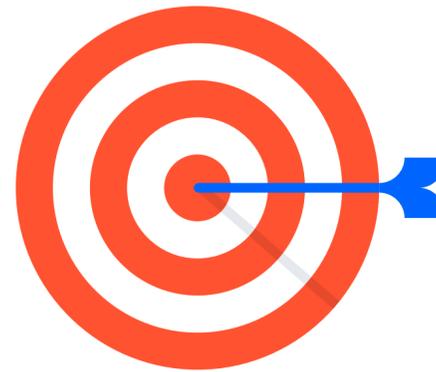
Top of mind for our people leaders:

- Attracting and retaining top talent
- Competitive compensation
- Talent development
- HR service delivery



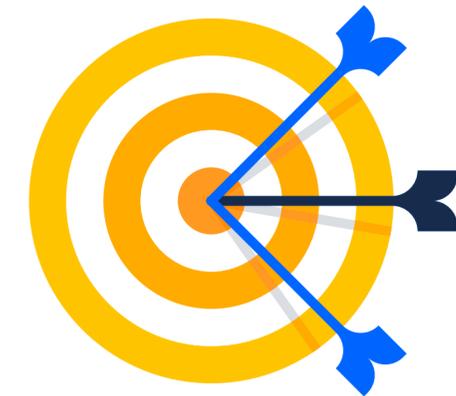
Business Problem

Organizations are facing endless HR challenges, and each year seems to bring more than the last.



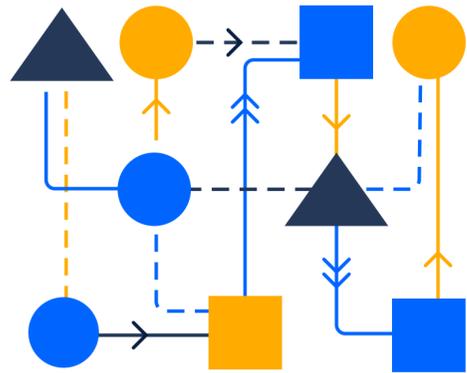
Solution

Demonstrate the power of Atlassian tools in solving HR challenges.



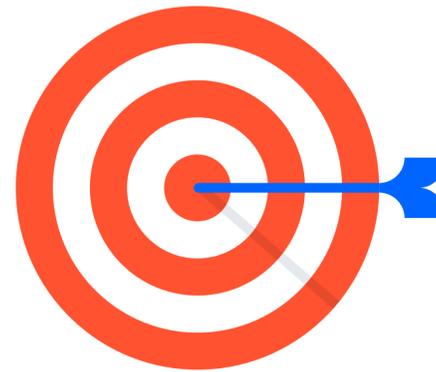
Impact

Help recognize the value Atlassian solutions can bring to your teams.



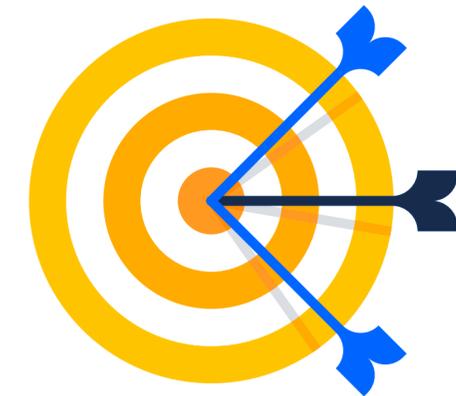
Business Problem

Organizations are facing endless HR challenges, and each year seems to bring more than the last.



Solution

Demonstrate the power of Atlassian tools in solving HR challenges.



Impact

Help recognize the value Atlassian solutions can bring to your teams.

Case study #1 – G'Day Service Desk

PROBLEM STATEMENT

Suboptimal support for employees due to the lack of a centralized request portal and knowledge base for employee requests

- Reduced efficiency
- Increased workloads
- Inconsistent information
- Security risks
- Lack of accountability

Case study #1 – G'Day Service Desk

PROBLEM STATEMENT

Suboptimal support for employees due to the lack of a centralized request portal and knowledge base for employee requests

- Reduced efficiency
- Increased workloads
- Inconsistent information
- Security risks
- Lack of accountability

Case study #1 – G'Day Service Desk

PROBLEM STATEMENT

Suboptimal support for employees due to the lack of a centralized request portal and knowledge base for employee requests

- Reduced efficiency
- Increased workloads
- Inconsistent information
- Security risks
- Lack of accountability

Case study #1 – G'Day Service Desk

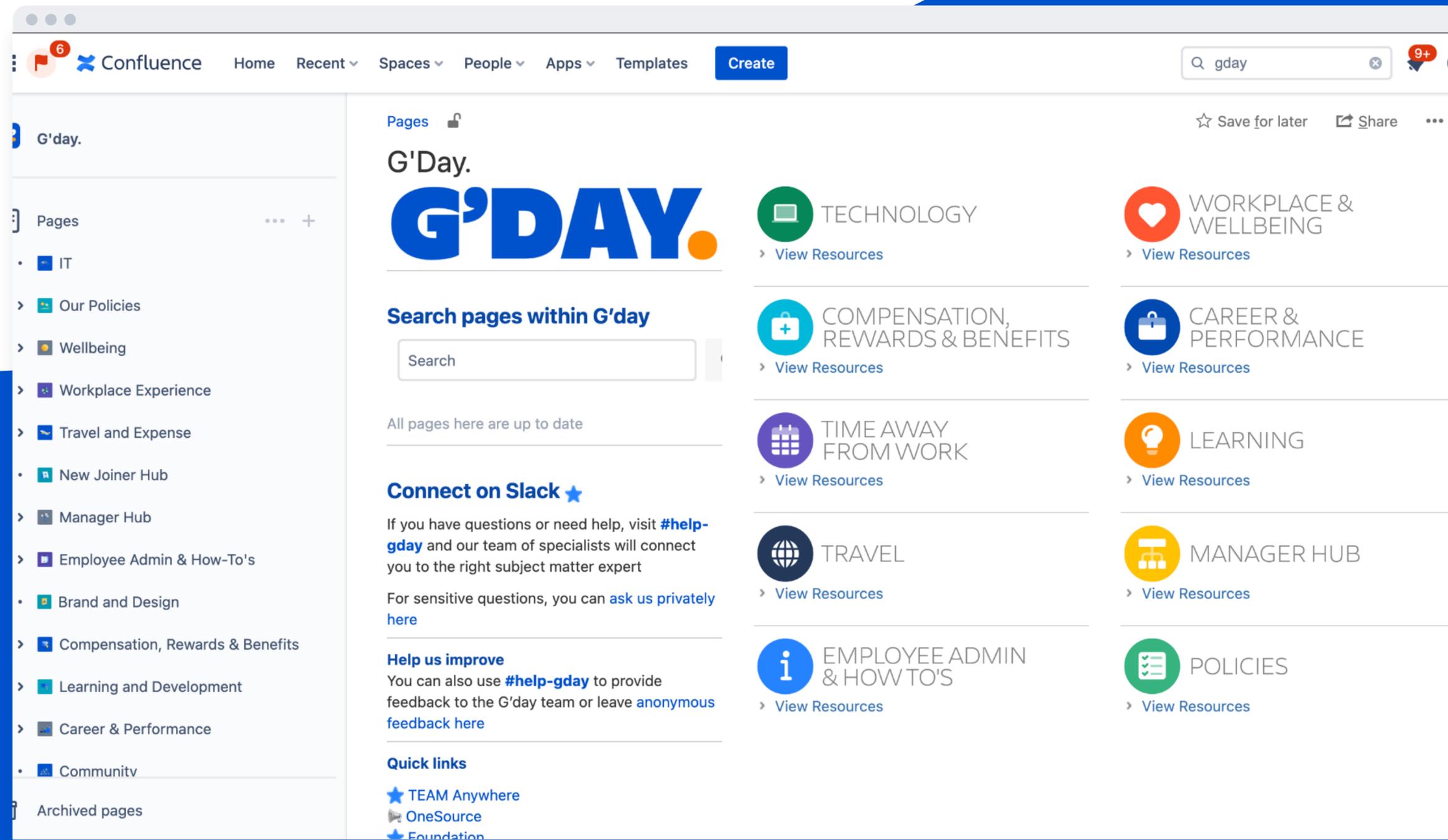
PROBLEM STATEMENT

Suboptimal support for employees due to the lack of a centralized request portal and knowledge base for employee requests

- Reduced efficiency
- Increased workloads
- Inconsistent information
- Security risks
- Lack of accountability

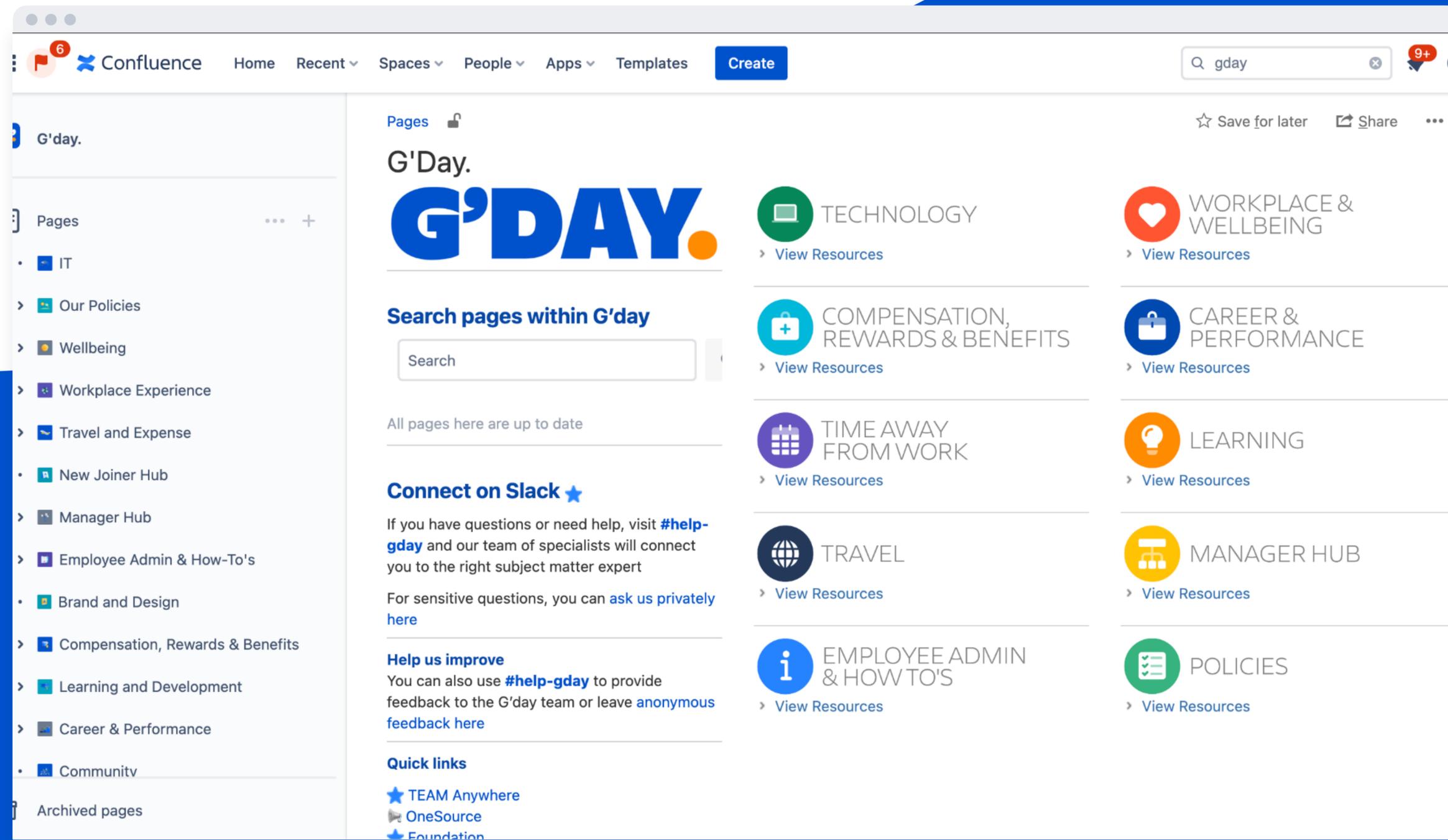
G'DAY CONFLUENCE SPACE

Repository for all employee experience-related artifacts



G'DAY CONFLUENCE SPACE

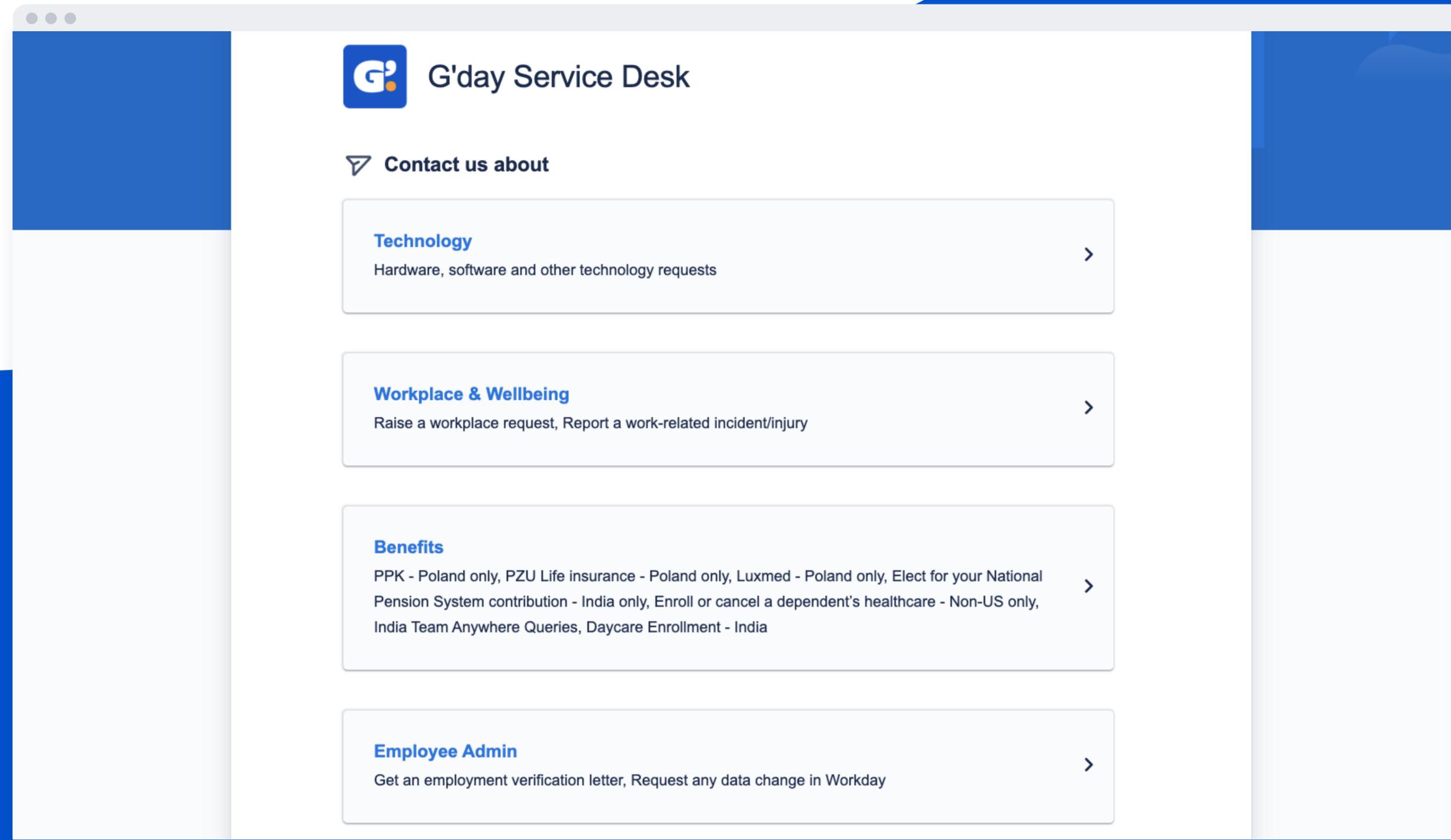
Repository for all employee experience-related artifacts



G'DAY JIRA SERVICE MANAGEMENT PORTAL

Self-service

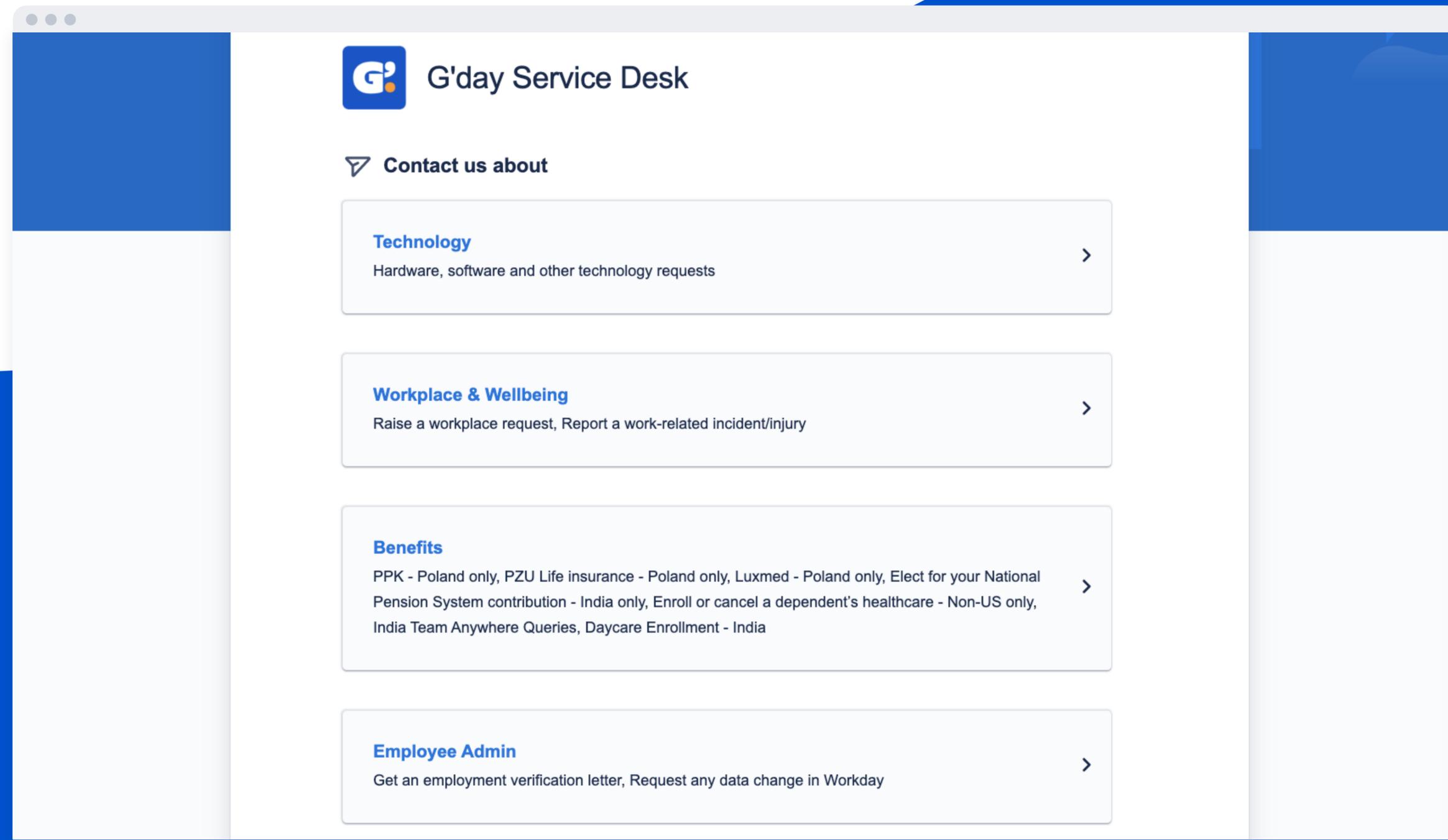
Confluence + Jira integration



G'DAY JIRA SERVICE MANAGEMENT PORTAL

Self-service

Confluence + Jira integration



HRIS INTEGRATION

Employee demographic data

Automated routing to agents and approvers

The screenshot displays a Jira issue titled "Request for change of my address/ location from Disneyland to Universal" with ID RELOCATE-000. The issue is in the "Workday Fields" tab, which lists employee information from Workday. On the right, the "Pending Information" section shows a SLA of "Tomorrow 11:54 AM" and a "Time to resolution within 24h". The "Details" section lists the assignee as Donald Duck, reporter as Daisy Duck, and customer request type as Fun Event.

Back RELOCATE-000

Request for change of my address/ location from Disneyland to Universal

Create subtask Link issue Add form

General Workday Fields

Employee ID (from Workday)	PQR000
Employee Location (from Workday)	Disneyland, California
Manager (from Workday)	Mickey Mouse
Employee Supervisory Org (from Workday)	Disney (Mickey Mouse)
Employee Group (from Workday)	Disney Group
Employee Sub-group (from Workday)	Mickey

Pending Information

SLAs

Tomorrow 11:54 AM ⌚ Time to resolution within 24h

Details

Assignee Donald Duck
[Assign to me](#)

Reporter Daisy Duck

Customer Request Type 🔄 Fun Event

POPS Issue Type and Sub Type



Before

- Large volume of requests and slow response times
- No common source of truth for documentation/policies
- Multiple service desks and disparate processes
- Agents forced to use multiple systems, causing lots of inefficiency



After

- Better: ↑ 15% satisfaction with reliable, up-to-date information
- Faster: ↓ 25% response time
- Stronger: ↓ 33% fewer employee escalations



Before

- Large volume of requests and slow response times
- No common source of truth for documentation/policies
- Multiple service desks and disparate processes
- Agents forced to use multiple systems, causing lots of inefficiency



After

- Better: ↑ 15% satisfaction with reliable, up-to-date information
- Faster: ↓ 25% response time
- Stronger: ↓ 33% fewer employee escalations



Before

- Large volume of requests and slow response times
- No common source of truth for documentation/policies
- Multiple service desks and disparate processes
- Agents forced to use multiple systems, causing lots of inefficiency



After

- Better: ↑ 15% satisfaction with reliable, up-to-date information
- Faster: ↓ 25% response time
- Stronger: ↓ 33% fewer employee escalations

Case study #2 – New hire onboarding

PROBLEM STATEMENT

Several teams are involved in new hire onboarding activities:

- Workplace Technology (account provisioning and equipment procurement)
- People/Talent Acquisition (TA) operations
- Workplace experience (badge access)

No central place to see status of a new hire's onboarding progress

Suboptimal experience for new hires

Unclear milestones and missing operational reporting

Case study #2 – New hire onboarding

PROBLEM STATEMENT

Several teams are involved in new hire onboarding activities:

- Workplace Technology (account provisioning and equipment procurement)
- People/Talent Acquisition (TA) operations
- Workplace experience (badge access)

No central place to see status of a new hire's onboarding progress

Suboptimal experience for new hires

Unclear milestones and missing operational reporting

AUTOMATED ONBOARDING TICKETS ROUTED TO RELEVANT TEAMS

Employee demographic data

Automated routing to agents and approvers

The screenshot shows a Jira ticket interface. The top navigation bar includes 'Jira', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Plans', 'Assets', 'Apps', and a 'Create' button. A search bar is on the right. The breadcrumb trail is 'Projects / Atlassian User Manag... / + NEWHIRE-123'. The ticket title is 'NH: Mickey Mouse - (Global Account Manager) - Home Office: California, United States, 2023-01-02'. Below the title are 'Attach' and 'Link issue' buttons. The description states: 'This issue is controlled by Workplace Technology; changes to most fields will be reverted automatically.' A section titled 'ACTION REQUIRED FOR MANAGER' contains instructions: 'If the details below are incorrect, please submit a ticket to the G'day Service Desk. If everything looks correct, no action further action is required.' The 'Employment information' section lists: 'ABC123', 'Employment status: Employee', and 'Starting on: 2023-01-02'. The 'Personal data' section lists: 'Username:', 'Primary email address:', 'Given Name: Mickey', and 'Surname: Mouse'. On the right, an 'Open' dropdown menu is expanded to show 'Details'. The details table includes: Assignee: Donald Duck; Reporter: new-hire-bot; Development: Create branch and Create commit; Labels: newhire, orchestration; IT Office: Home Office; Due date: Dec 23, 2022; Who's Looking?: Open Who's Looking?; Automation: Rule executions; My Reminders: Open My Reminders. A 'More fields' section at the bottom shows 'Time tracking'.

Projects / Atlassian User Manag... / + NEWHIRE-123

NH: Mickey Mouse - (Global Account Manager) - Home Office: California, United States, 2023-01-02

Attach Link issue

Description

This issue is controlled by Workplace Technology; changes to most fields will be reverted automatically.

ACTION REQUIRED FOR MANAGER

If the details below are incorrect, please submit a ticket to the [G'day Service Desk](#).
If everything looks correct, no action further action is required.

Employment information

- ABC123
- Employment status: Employee
- Starting on: 2023-01-02

Personal data

- Username:
- Primary email address:
- Given Name: Mickey
- Surname: Mouse

Open

Details

Assignee	Donald Duck
Reporter	new-hire-bot
Development	Create branch
	Create commit
Labels	newhire orchestration
IT Office	Home Office
Due date	Dec 23, 2022
Who's Looking?	Open Who's Looking?
Automation	Rule executions
My Reminders	Open My Reminders

More fields Time tracking

AUTOMATED ONBOARDING TICKETS ROUTED TO RELEVANT TEAMS

Employee demographic data

Automated routing to agents and approvers

The screenshot shows a Jira ticket interface. The top navigation bar includes 'Jira', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Plans', 'Assets', 'Apps', and a 'Create' button. A search bar is on the right. The breadcrumb trail is 'Projects / Atlassian User Manag... / + NEWHIRE-123'. The ticket title is 'NH: Mickey Mouse - (Global Account Manager) - Home Office: California, United States, 2023-01-02'. Below the title are 'Attach' and 'Link issue' buttons. The description states: 'This issue is controlled by Workplace Technology; changes to most fields will be reverted automatically.' A section titled 'ACTION REQUIRED FOR MANAGER' contains instructions: 'If the details below are incorrect, please submit a ticket to the G'day Service Desk. If everything looks correct, no action further action is required.' The 'Employment information' section lists: 'ABC123', 'Employment status: Employee', and 'Starting on: 2023-01-02'. The 'Personal data' section lists: 'Username:', 'Primary email address:', 'Given Name: Mickey', and 'Surname: Mouse'. On the right, an 'Open' dropdown menu is expanded to show 'Details'. The details table includes: Assignee: Donald Duck; Reporter: new-hire-bot; Development: Create branch and Create commit; Labels: newhire, orchestration; IT Office: Home Office; Due date: Dec 23, 2022; Who's Looking?: Open Who's Looking?; Automation: Rule executions; My Reminders: Open My Reminders. A 'More fields' section at the bottom shows 'Time tracking'.

Projects / Atlassian User Manag... / + NEWHIRE-123

NH: Mickey Mouse - (Global Account Manager) - Home Office: California, United States, 2023-01-02

Attach Link issue

Description

This issue is controlled by Workplace Technology; changes to most fields will be reverted automatically.

ACTION REQUIRED FOR MANAGER

If the details below are incorrect, please submit a ticket to the [G'day Service Desk](#).
If everything looks correct, no action further action is required.

Employment information

- ABC123
- Employment status: Employee
- Starting on: 2023-01-02

Personal data

- Username:
- Primary email address:
- Given Name: Mickey
- Surname: Mouse

Open

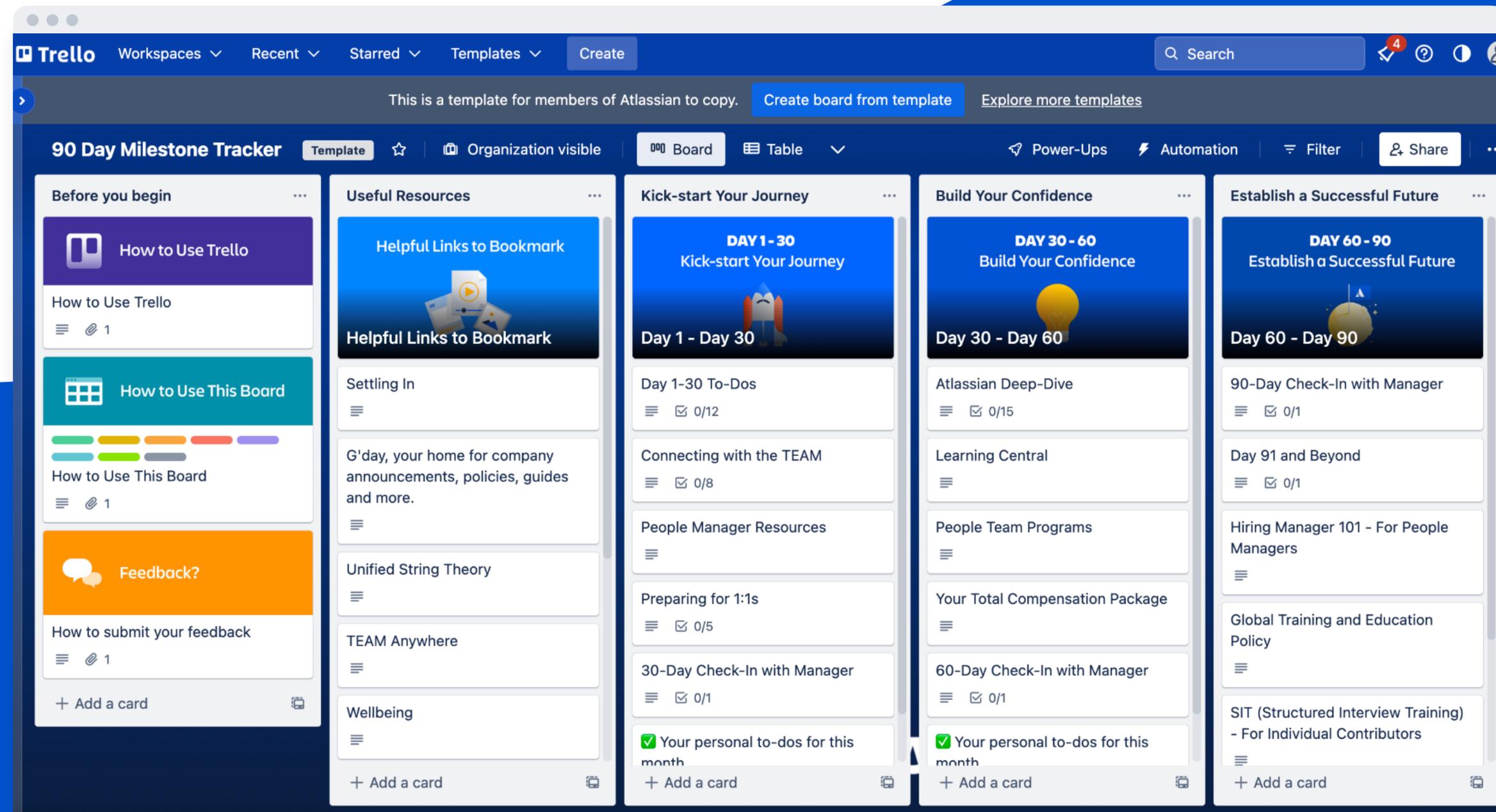
Details

Assignee	Donald Duck
Reporter	new-hire-bot
Development	Create branch
	Create commit
Labels	newhire orchestration
IT Office	Home Office
Due date	Dec 23, 2022
Who's Looking?	Open Who's Looking?
Automation	Rule executions
My Reminders	Open My Reminders

More fields Time tracking

AUTOMATED 90-DAY MILESTONE TRACKER TRELLO BOARDS

Standardized template





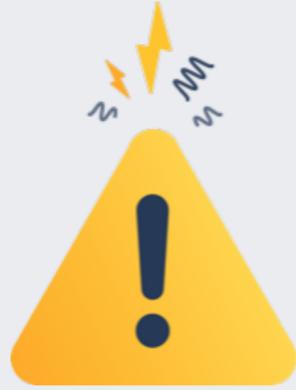
Before

- Inconsistent and unstructured new hire onboarding process.
- Managing manual tasks for operational teams
- Unclear milestones and missing progress tracking
- Reporting on the benefits of onboarding



After

- Faster: 5,000+ hours saved in productivity through automation
- **↑** 95% new hires delighted
- 100% of new hires have 90 day plans



Before

- Inconsistent and unstructured new hire onboarding process.
- Managing manual tasks for operational teams
- Unclear milestones and missing progress tracking
- Reporting on the benefits of onboarding



After

- Faster: 5,000+ hours saved in productivity through automation
- **↑** 95% new hires delighted
- 100% of new hires have 90 day plans



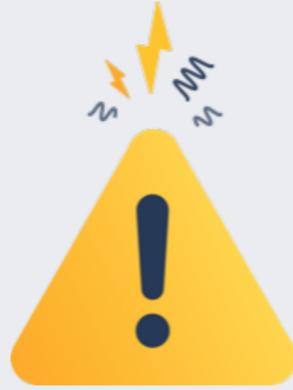
Before

- Inconsistent and unstructured new hire onboarding process.
- Managing manual tasks for operational teams
- Unclear milestones and missing progress tracking
- Reporting on the benefits of onboarding



After

- Faster: 5,000+ hours saved in productivity through automation
- **↑** 95% new hires delighted
- 100% of new hires have 90 day plans



Before

- Inconsistent and unstructured new hire onboarding process.
- Managing manual tasks for operational teams
- Unclear milestones and missing progress tracking
- Reporting on the benefits of onboarding



After

- Faster: 5,000+ hours saved in productivity through automation
- **↑** 95% new hires delighted
- 100% of new hires have 90 day plans

Case study #3 – Compensation estimator

PROBLEM STATEMENT

Atlassian's compensation philosophy is that pay should be determined by the location in which employees work. However, it was not easy for most employees to find out potential impact of moving.

- Inability to have informed relocation discussions with managers or HR business partners.
- No ability for employees to access anticipated compensation details based on location.
- Each inquiry took anywhere from 30 minutes to several hours per employee. No central place to see status of a new hire's onboarding progress

Case study #3 – Compensation estimator

PROBLEM STATEMENT

Atlassian's compensation philosophy is that pay should be determined by the location in which employees work. However, it was not easy for most employees to find out potential impact of moving.

- Inability to have informed relocation discussions with managers or HR business partners.
- No ability for employees to access anticipated compensation details based on location.
- Each inquiry took anywhere from 30 minutes to several hours per employee. No central place to see status of a new hire's onboarding progress

Case study #3 – Compensation estimator

PROBLEM STATEMENT

Atlassian's compensation philosophy is that pay should be determined by the location in which employees work. However, it was not easy for most employees to find out potential impact of moving.

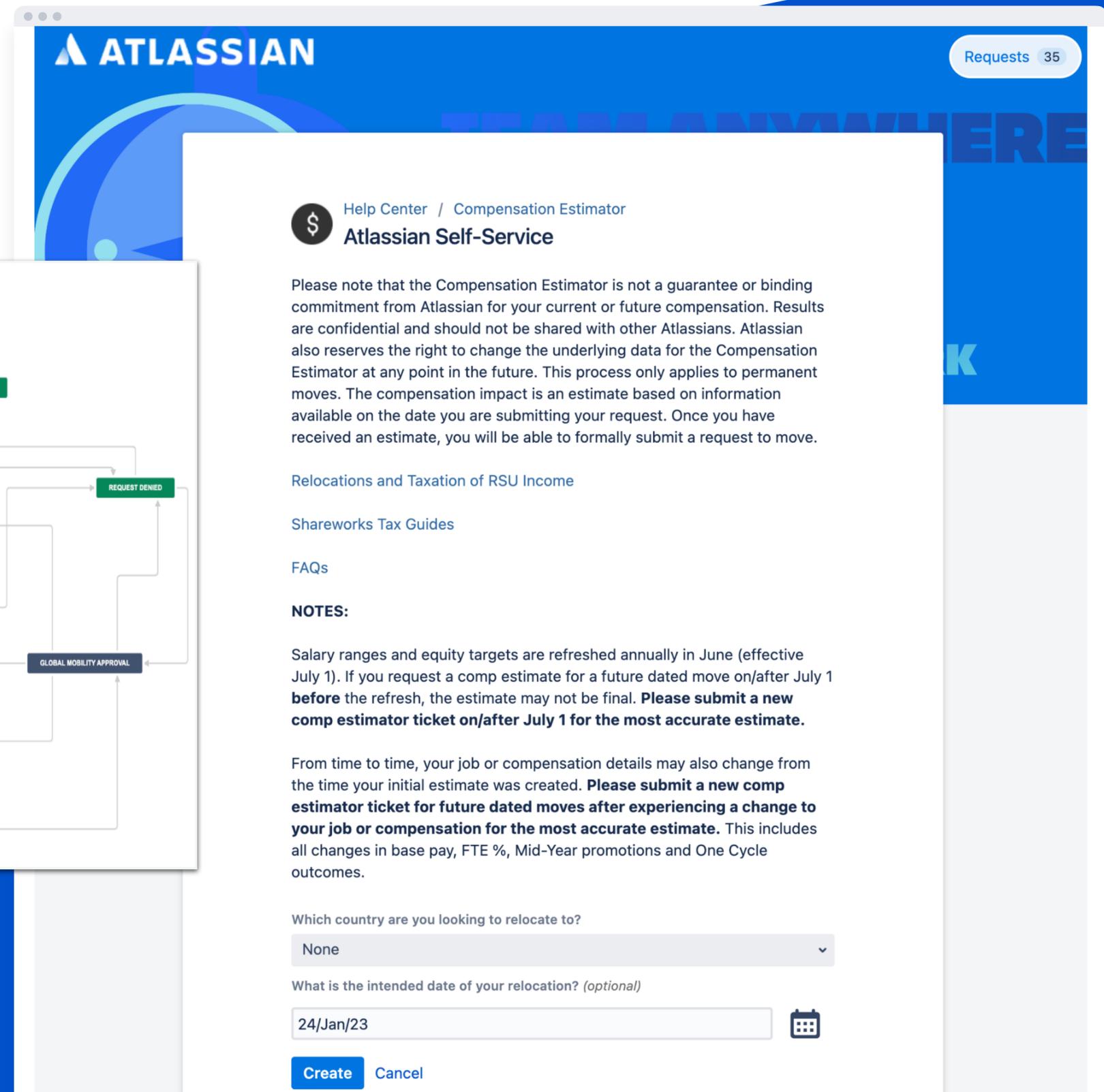
- Inability to have informed relocation discussions with managers or HR business partners.
- No ability for employees to access anticipated compensation details based on location.
- Each inquiry took anywhere from 30 minutes to several hours per employee. No central place to see status of a new hire's onboarding progress

TEAM ANYWHERE COMPENSATION ESTIMATOR

Self-service

Automated approvals

HRIS integration

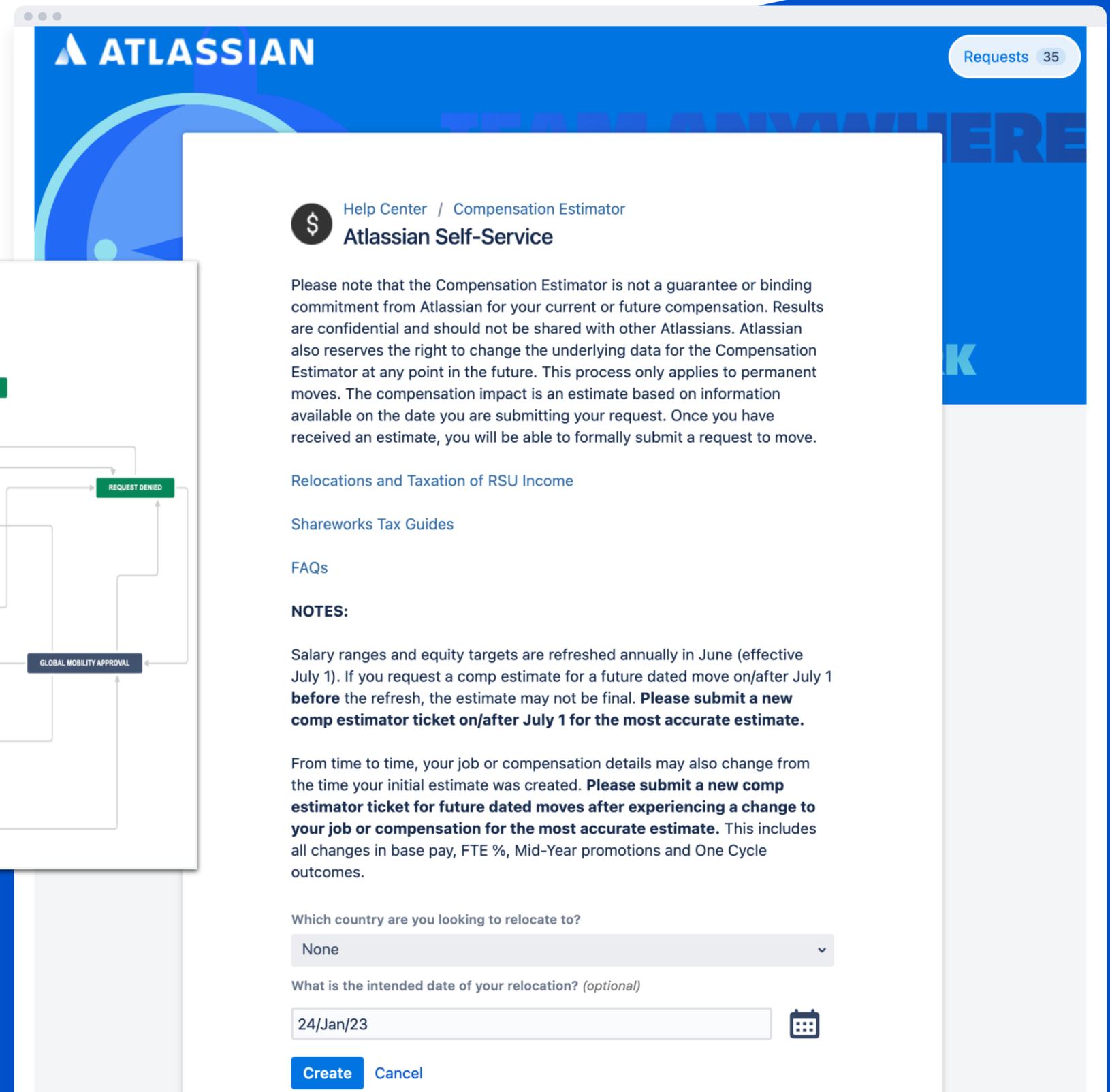
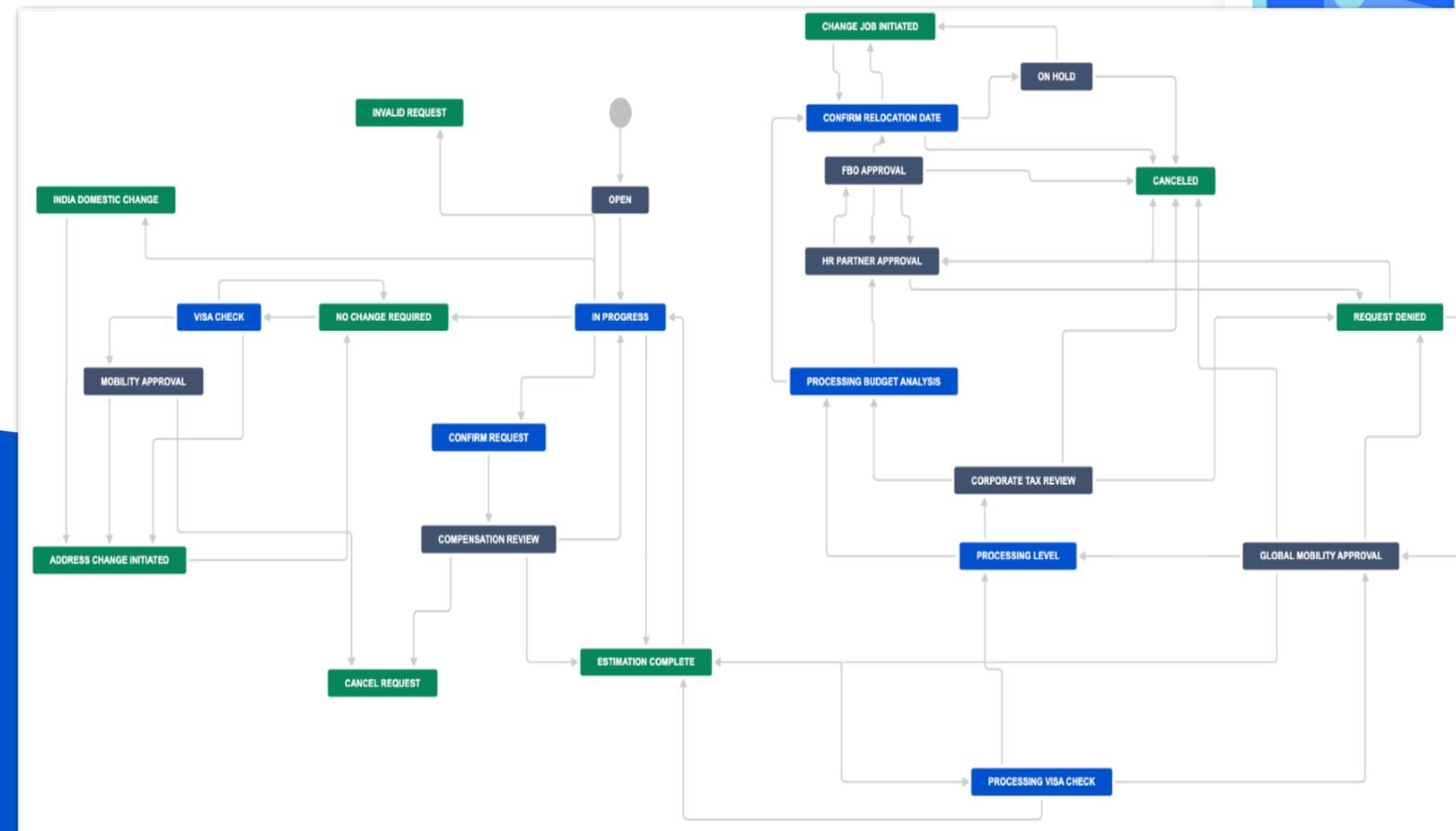


TEAM ANYWHERE COMPENSATION ESTIMATOR

Self-service

Automated approvals

HRIS integration

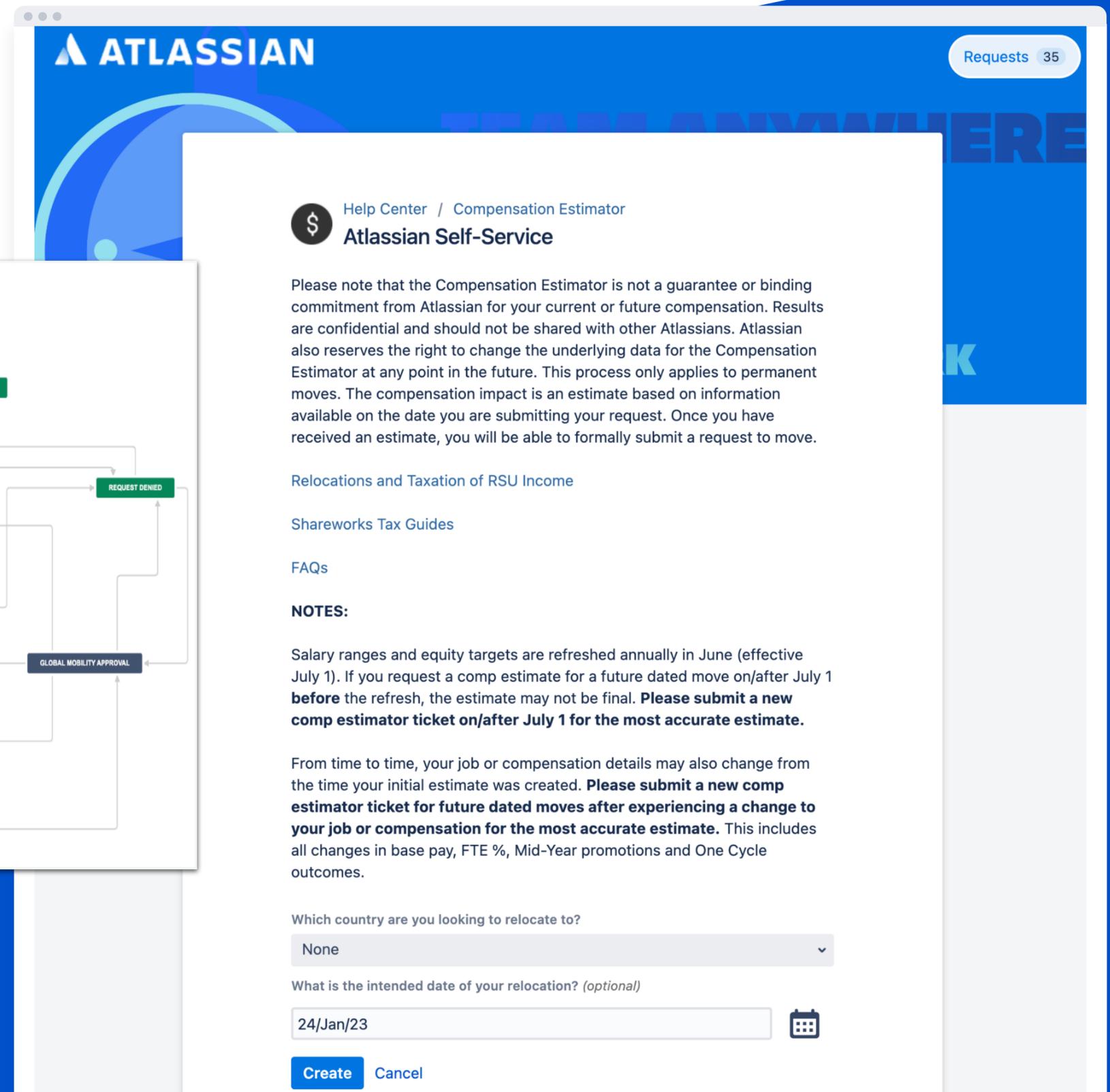
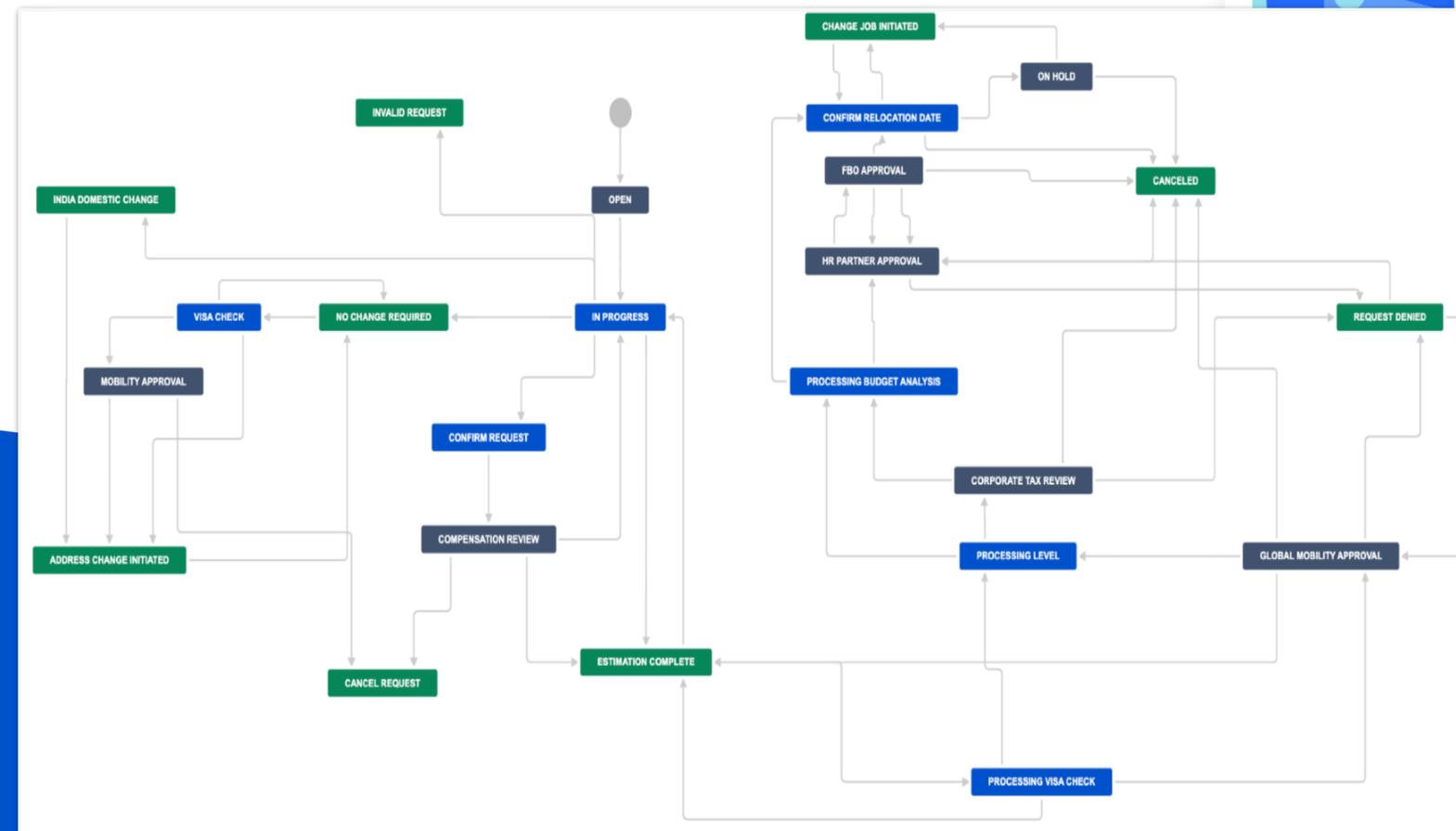


TEAM ANYWHERE COMPENSATION ESTIMATOR

Self-service

Automated approvals

HRIS integration





Before

- Large volume of requests and slow response times – existing process was not scalable.
- No system or tool to track relocation requests.
- Relocation conversations require significant time investment from distributed teams.



After

- **Self-service enablement:** Real-time actionable compensation data for employees for evaluating potential relocation.
- **Faster:** ↑ 25% increase in time savings for managers and HR partners.
- Manual review and offline approvals eliminated.



Before

- Large volume of requests and slow response times – existing process was not scalable.
- No system or tool to track relocation requests.
- Relocation conversations require significant time investment from distributed teams.



After

- **Self-service enablement:** Real-time actionable compensation data for employees for evaluating potential relocation.
- **Faster:** ↑ 25% increase in time savings for managers and HR partners.
- Manual review and offline approvals eliminated.



Before

- Large volume of requests and slow response times – existing process was not scalable.
- No system or tool to track relocation requests.
- Relocation conversations require significant time investment from distributed teams.



After

- **Self-service enablement:** Real-time actionable compensation data for employees for evaluating potential relocation.
- **Faster:** ↑ 25% increase in time savings for managers and HR partners.
- Manual review and offline approvals eliminated.

Case study #4 – Promotion nominations

PROBLEM STATEMENT

An organization's promotion process is crucial in recognizing and rewarding talent, but we did not have a tool that made it simple and connected to use.

- Nonintuitive process & experience for employees
- 15-point decrease in CSAT for promotions in our FY21 cycle
- Multiple complex criteria when establishing promotion eligibility
- No tools available in the market to solve Atlassian's use case

Case study #4 – Promotion nominations

PROBLEM STATEMENT

An organization's promotion process is crucial in recognizing and rewarding talent, but we did not have a tool that made it simple and connected to use.

- Nonintuitive process & experience for employees
- 15-point decrease in CSAT for promotions in our FY21 cycle
- Multiple complex criteria when establishing promotion eligibility
- No tools available in the market to solve Atlassian's use case

Case study #4 – Promotion nominations

PROBLEM STATEMENT

An organization's promotion process is crucial in recognizing and rewarding talent, but we did not have a tool that made it simple and connected to use.

- Nonintuitive process & experience for employees
- 15-point decrease in CSAT for promotions in our FY21 cycle
- Multiple complex criteria when establishing promotion eligibility
- No tools available in the market to solve Atlassian's use case

PROMOTION NOMINATION SERVICE DESK

Self-service

Customized per department

Help Center / FY23 Mid Year Promotion Nomination



Risk and Compliance Promotion Nomination

Please read instructions before proceeding.

1. We have designed this form to save you time by pre-populating data from Workday and automating approval flows for your promotion nomination.
2. After initially submitting this form, data will be pulled in from Workday and the nomination template will be generated. You will receive a notification (via email and slack within ~2 minutes) instructing you to return to this ticket to populate evidence to support your nomination.
3. When you are ready to start your promotion nomination, please populate the field/s below and select '**Send**' to generate the form.

Promotion Nominee

Enter name or email...

Send

Cancel

Help Center



8 Requests

Help Center / FY23 Mid Year Promotion Nomination

FY23 Mid Year Promotion Nomination

Welcome! You can raise a request for FY23 Mid-Year Promotion Nomination using the options provided.

Before you get started...

For Engineering Managers, please note that all intent to promote nominations should have now been received so you will no longer see Engineering as an option below. Please reach out to your HR Partner with any concerns.

Contact us about

Senior Leaders (P80/M80+)

Senior Leader Promotion Form - M80/P80+, Need Help?



CSS

CSS Support Engineers (P30 - P60) - ATL FTE, CSS Support Engineers (P30 - P60) - Contractor, CSS Leadership Roles (P70/M50-M70) - ATL FTE, CSS Leadership Roles (P70/M50-M70) - Contractor, CSS Ops, Cloud Migration Mgrs, and Escalations - ATL FTE, CSS Ops, Cloud Migration Mgrs, and Escalations - Contractor, Senior Leader Promotion Form - M80/P80+, Need Help?



CTO (Non-Engineering)

CTO Org Non-engineering Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?



CX

CX Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?



G&A (Finance, Foundation, Legal, People)

Finance Promotion Nomination, Foundation Promotion Nomination, Legal Promotion Nomination, People Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?



PROMOTION NOMINATION SERVICE DESK

Self-service

Customized per department

Help Center / FY23 Mid Year Promotion Nomination



Risk and Compliance Promotion Nomination

Please read instructions before proceeding.

1. We have designed this form to save you time by pre-populating data from Workday and automating approval flows for your promotion nomination.
2. After initially submitting this form, data will be pulled in from Workday and the nomination template will be generated. You will receive a notification (via email and slack within ~2 minutes) instructing you to return to this ticket to populate evidence to support your nomination.
3. When you are ready to start your promotion nomination, please populate the field/s below and select **'Send'** to generate the form.

Promotion Nominee

Enter name or email...

Send

Cancel

Help Center



8 Requests

Help Center / FY23 Mid Year Promotion Nomination

FY23 Mid Year Promotion Nomination

Welcome! You can raise a request for FY23 Mid-Year Promotion Nomination using the options provided.

Before you get started...

For Engineering Managers, please note that all intent to promote nominations should have now been received so you will no longer see Engineering as an option below. Please reach out to your HR Partner with any concerns.

Contact us about

Senior Leaders (P80/M80+)

Senior Leader Promotion Form - M80/P80+, Need Help?

CSS

CSS Support Engineers (P30 - P60) - ATL FTE, CSS Support Engineers (P30 - P60) - Contractor, CSS Leadership Roles (P70/M50-M70) - ATL FTE, CSS Leadership Roles (P70/M50-M70) - Contractor, CSS Ops, Cloud Migration Mgrs, and Escalations - ATL FTE, CSS Ops, Cloud Migration Mgrs, and Escalations - Contractor, Senior Leader Promotion Form - M80/P80+, Need Help?

CTO (Non-Engineering)

CTO Org Non-engineering Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?

CX

CX Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?

G&A (Finance, Foundation, Legal, People)

Finance Promotion Nomination, Foundation Promotion Nomination, Legal Promotion Nomination, People Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?

PROMOTION NOMINATION SERVICE DESK

Self-service

Customized per department

Help Center / FY23 Mid Year Promotion Nomination



Risk and Compliance Promotion Nomination

Please read instructions before proceeding.

1. We have designed this form to save you time by pre-populating data from Workday and automating approval flows for your promotion nomination.
2. After initially submitting this form, data will be pulled in from Workday and the nomination template will be generated. You will receive a notification (via email and slack within ~2 minutes) instructing you to return to this ticket to populate evidence to support your nomination.
3. When you are ready to start your promotion nomination, please populate the field/s below and select **'Send'** to generate the form.

Promotion Nominee

Enter name or email...

Send

Cancel

Help Center



8 Requests

Help Center / FY23 Mid Year Promotion Nomination

FY23 Mid Year Promotion Nomination

Welcome! You can raise a request for FY23 Mid-Year Promotion Nomination using the options provided.

Before you get started...

For Engineering Managers, please note that all intent to promote nominations should have now been received so you will no longer see Engineering as an option below. Please reach out to your HR Partner with any concerns.

Contact us about

Senior Leaders (P80/M80+)

Senior Leader Promotion Form - M80/P80+, Need Help?



CSS

CSS Support Engineers (P30 - P60) - ATL FTE, CSS Support Engineers (P30 - P60) - Contractor, CSS Leadership Roles (P70/M50-M70) - ATL FTE, CSS Leadership Roles (P70/M50-M70) - Contractor, CSS Ops, Cloud Migration Mgrs, and Escalations - ATL FTE, CSS Ops, Cloud Migration Mgrs, and Escalations - Contractor, Senior Leader Promotion Form - M80/P80+, Need Help?



CTO (Non-Engineering)

CTO Org Non-engineering Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?



CX

CX Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?



G&A (Finance, Foundation, Legal, People)

Finance Promotion Nomination, Foundation Promotion Nomination, Legal Promotion Nomination, People Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?



PROMOTION NOMINATION SERVICE DESK

Automated approval routing

HRIS integration

Projects / Hogwarts Promotion Nomination / HPN-000

General Promotion Nomination Form Questions Other Jira Fields

Prof Snape raised this request via Portal [View request in portal](#) [Hide details](#)

Promotion Nominee Harry Porter

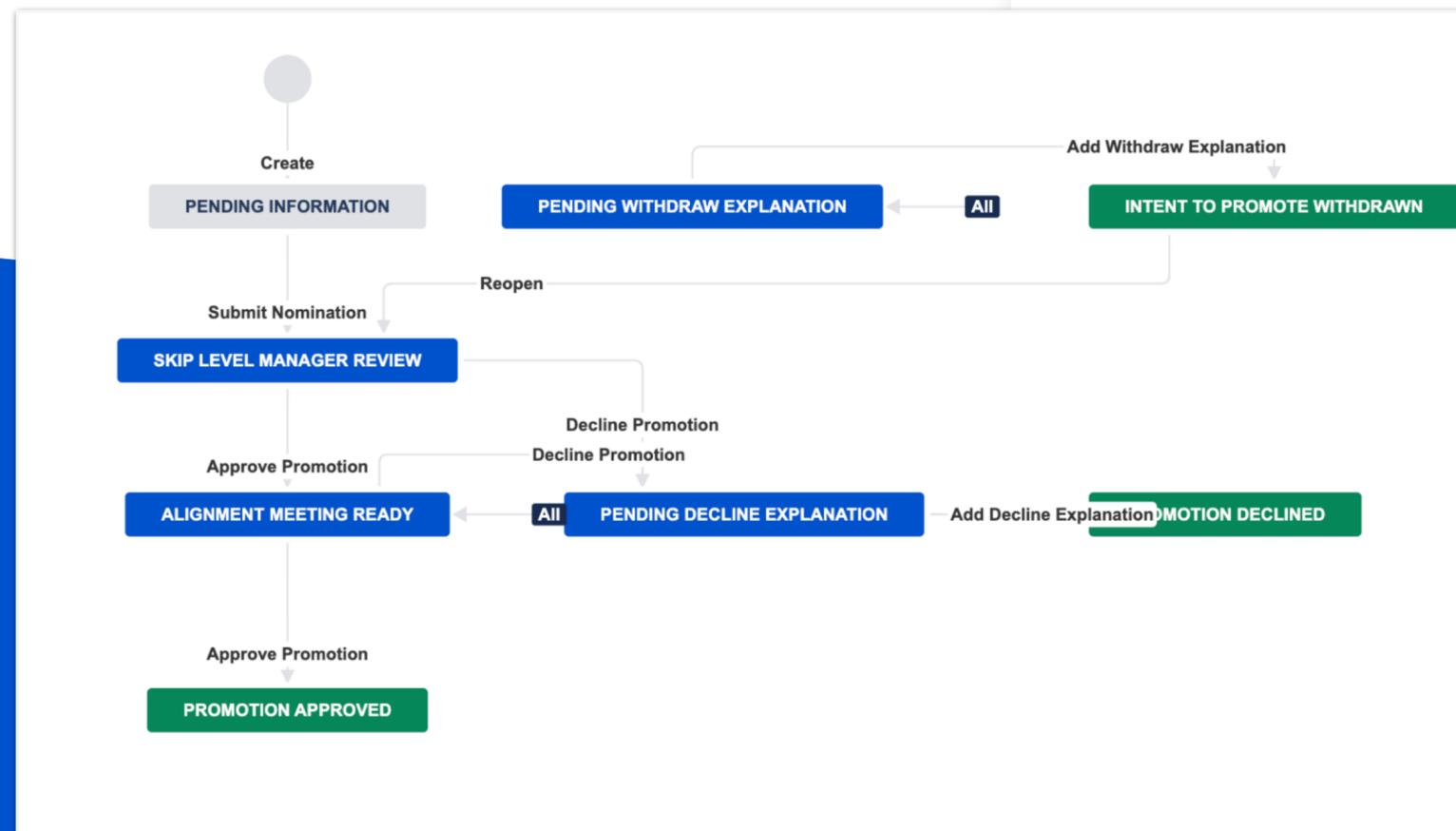
Explanation of why promotion was declined
None

Pending Information

Details

Reporter	Prof Snape
Customer Request Type	Hogwarts Promotion Nomination
Request participants	None
Employee Name (from Workday)	Harry porter
Workday ID	0000112345000
Employee Location (from Workday)	Hogwarts
Region (from Workday)	Scotland

OPEN



PROMOTION NOMINATION SERVICE DESK

Summary dashboards for managers, leaders, and HR partners

The screenshot displays a Jira dashboard titled "Filter Results: FY22 Mid-cycle Promotion Nomination Dashboard Demo". The dashboard is divided into two main sections. The top section is a table listing nomination requests, and the bottom section is a more detailed table for selected items.

Top Section Table:

Key	Customer Request Type	Employee Name (from Workday)	Status
PN-124	IT Promotion Nomination	Pooh Bear	ALIGNMENT MEETIN...
PN-123	IT Promotion Nomination	Tigger Tiger	ALIGNMENT MEETIN...
PN-122	IT Promotion Nomination	Daffy Duck	ALIGNMENT MEETIN...
PN-120	IT Promotion Nomination	Donald Duck	ALIGNMENT MEETIN...
PN-119	IT Promotion Nomination	Minnie Mouse	ALIGNMENT MEETIN...
PN-121	Senior Leader Promotion Form - M6/P8+	Walt Disney	ALIGNMENT MEETIN...

Bottom Section Table:

Key	Employee Name (from Workday)	Manager (from Workday)	Employee Hire Date (from Workday)	Current Business Title	Proposed Business Title	Current Level and Job Profile	Proposed Level and Job Profile	Time in Jc
PN-124	Pooh Bear	Paul Biagio	01/Jan/20	Bearest Bear	Sr. Bearest Bear	P3 - Honey Analyst	P4 - Quality	24
PN-123	Tigger Tiger	Paul Biagio	01/Nov/20	The Only One!	The One and Only!	P5 - Chief of Bounces	P6 - Chief of Staff	14
PN-122	Daffy Duck	Paul Biagio	01/Dec/20	Senior Noise Analyst	Senior Noise Analyst Manager	P4 - Duck Analyst	P5 - Business Process	13

PROMOTION NOMINATION SERVICE DESK

Summary dashboards for managers, leaders, and HR partners

Filter Results: FY22 Mid-cycle Promotion Nomination Dashboard Demo

T	Key	Customer Request Type	Employee Name (from Workday)	Status
	PN-124	IT Promotion Nomination	Pooh Bear	ALIGNMENT MEETIN...
	PN-123	IT Promotion Nomination	Tigger Tiger	ALIGNMENT MEETIN...
	PN-122	IT Promotion Nomination	Daffy Duck	ALIGNMENT MEETIN...
	PN-120	IT Promotion Nomination	Donald Duck	ALIGNMENT MEETIN...
	PN-119	IT Promotion Nomination	Minnie Mouse	ALIGNMENT MEETIN...
	PN-121	Senior Leader Promotion Form - M6/P8+	Walt Disney	ALIGNMENT MEETIN...

1-6 of 6
1 minute ago

Filter Results: FY22 Mid-cycle Promotion Nomination Dashboard Demo

Key	Employee Name (from Workday)	Manager (from Workday)	Employee Hire Date (from Workday)	Current Business Title	Proposed Business Title	Current Level and Job Profile	Proposed Level and Job Profile	Time in Jc
PN-124	Pooh Bear	Paul Biagio	01/Jan/20	Bearest Bear	Sr. Bearest Bear	P3 - Honey Analyst	P4 - Quality	24
PN-123	Tigger Tiger	Paul Biagio	01/Nov/20	The Only One!	The One and Only!	P5 - Chief of Bounces	P6 - Chief of Staff	14
PN-122	Daffy Duck	Paul Biagio	01/Dec/20	Senior Noise Analyst	Senior Noise Analyst Manager	P4 - Duck Analyst	P5 - Business Process	13



Before

- No dedicated technology to support a promotion nomination process
- Missing reporting and audit capabilities
- Lack of clarity on processes



After

- **Better:** ↑ 59% to 80% promotion CSAT score improvement
- Customizable technology solution provides data needed to make informed promotion decisions
- Continued engagement and partnership with people teams to streamline workflows
- Standardization increases equity and fairness in promotion decisions

Case study #5 – Requisition management

PROBLEM STATEMENT

One out of five requisitions undergo changes between the workforce planning stages and recruiting.

- Complex, time-consuming, clunky requisition change process
- Duplicate approvals: multiple workflows
- Multiple systems have to be updated manually
- Slow loading Workday dashboards
- Manual follow-ups

Case study #5 – Requisition management

PROBLEM STATEMENT

One out of five requisitions undergo changes between the workforce planning stages and recruiting.

- Complex, time-consuming, clunky requisition change process
- Duplicate approvals: multiple workflows
- Multiple systems have to be updated manually
- Slow loading Workday dashboards
- Manual follow-ups

Case study #5 – Requisition management

PROBLEM STATEMENT

One out of five requisitions undergo changes between the workforce planning stages and recruiting.

- Complex, time-consuming, clunky requisition change process
- Duplicate approvals: multiple workflows
- Multiple systems have to be updated manually
- Slow loading Workday dashboards
- Manual follow-ups

REQUISITION EDITOR

Self-service

Single point of data entry

HRIS integration

Consolidated workflow

Dynamic approvals

Advanced reporting

Reason for making this change*

Select...

Admin Driven > Business Readiness

Admin Driven > Ops-Planning Change

Admin Driven > Re-Org / Leadership Change

Admin Driven > TA Capacity

Business Driven > Business Readiness

Business Driven > Ops-Planning Change

Business Driven > Re-Org / Leadership Change

Business Driven > TA Capacity

The screenshot shows a help center page titled "Requisition Editor - Recruiters". The page includes a search bar with "8 Requests" and a navigation breadcrumb "Help Center / Requisition Editor - Recruiters". The main content area contains a welcome message: "Welcome! Recruiters can raise a Requisition change request from the options provided." Below this is a section "What can we help you with?" with a dropdown menu showing "Request Requisition Changes". An information box follows, stating: "Welcome! The Talent Acquisition team can use this form to raise a request for a Requisition change using the options provided." It includes a bullet point: "If you are new to this form, please check out the [How-to-guide](#) and [change reason definitions](#)". Below the information box is a "Requisition Number*" field with a search prompt: "Please search by QHP-xxxx to find the requisition number you would like to make changes to" and a dropdown menu. Another "Reason for making this change*" dropdown menu is present. A note states: "Please select all the changes you would like to make to this requisition; you can select multiple at one time. Not sure what to change, [click here](#)." The final section is "What do you want to change?*" with a list of checkboxes: Cost Center, Initiative, Job Profile/Level, Location, Product, Recruiting Start Date, Requisition Title, Supervisory Org/Hiring Manager, Target Start Date, and Team.

REQUISITION EDITOR

Self-service

Single point of data entry

HRIS integration

Consolidated workflow

Dynamic approvals

Advanced reporting

Reason for making this change*

Select...

Admin Driven > Business Readiness

Admin Driven > Ops-Planning Change

Admin Driven > Re-Org / Leadership Change

Admin Driven > TA Capacity

Business Driven > Business Readiness

Business Driven > Ops-Planning Change

Business Driven > Re-Org / Leadership Change

Business Driven > TA Capacity

The screenshot shows a help center page titled "Requisition Editor - Recruiters". The page includes a search bar with "8 Requests" and a navigation breadcrumb "Help Center / Requisition Editor - Recruiters". The main content area contains a welcome message, a "Request Requisition Changes" button, an information box with instructions and links, a "Requisition Number" search field, another "Reason for making this change*" dropdown, and a list of checkboxes for "What do you want to change?".

Help Center / Requisition Editor - Recruiters

Requisition Editor - Recruiters

Welcome! Recruiters can raise a Requisition change request from the options provided.

What can we help you with?

 [Request Requisition Changes](#)

i Welcome! The Talent Acquisition team can use this form to raise a request for a Requisition change using the options provided.

- If you are new to this form, please check out the [How-to-guide](#) and [change reason definitions](#)

The G'Day team will help you with Requisition change requests that cannot be managed in this form.

Requisition Number*

Please search by QHP-xxxx to find the requisition number you would like to make changes to

Select...

Reason for making this change*

Select...

Please select all the changes you would like to make to this requisition; you can select multiple at one time. Not sure what to change, [click here](#).

What do you want to change?*

- Cost Center
- Initiative
- Job Profile/Level
- Location
- Product
- Recruiting Start Date
- Requisition Title
- Supervisory Org/Hiring Manager
- Target Start Date
- Team



Before

- Manual process: 20% of requisitions that impact recruiting take longer than five days to complete.
- Inconsistencies exist across regions in managing the requisition process.
- Requisitions typically require several changes before a role is actually filled.



After

- Better: **↑** 50% improvement in satisfaction with reliable, up-to-date information.
- Faster: **↓** 66.67 % reduction in time taken to request requisition changes.
- Simplified process for recruiters and people operations.
- Simplified approvals for tracking changes on requisitions.



Before

- Manual process: 20% of requisitions that impact recruiting take longer than five days to complete.
- Inconsistencies exist across regions in managing the requisition process.
- Requisitions typically require several changes before a role is actually filled.



After

- Better: ↑ 50% improvement in satisfaction with reliable, up-to-date information.
- Faster: ↓ 66.67 % reduction in time taken to request requisition changes.
- Simplified process for recruiters and people operations.
- Simplified approvals for tracking changes on requisitions.

Key Learnings

Low-code solutions deliver value quickly.

Look at **Atlassian** tools for a solution.

Build something great together: IT shepherding and partnering with business teams.

Technology is an **enabler** for successful people team processes.

Key Learnings

Low-code solutions deliver value quickly.

Look at **Atlassian** tools for a solution.

Build something great together: IT shepherding and partnering with business teams.

Technology is an **enabler** for successful people team processes.

Key Learnings

Low-code solutions deliver value quickly.

Look at **Atlassian** tools for a solution.

Build something great together: IT shepherding and partnering with business teams.

Technology is an **enabler** for successful people team processes.

Key Learnings

Low-code solutions deliver value quickly.

Look at **Atlassian** tools for a solution.

Build something great together: IT shepherding and partnering with business teams.

Technology is an **enabler** for successful people team processes.

Key Learnings

Low-code solutions deliver value quickly.

Look at **Atlassian** tools for a solution.

Build something great together: IT shepherding and partnering with business teams.

Technology is an **enabler** for successful people team processes.

Key Learnings

Low-code solutions deliver value quickly.

Look at **Atlassian** tools for a solution.

Build something great together: IT shepherding and partnering with business teams.

Technology is an **enabler** for successful people team processes.

Key Learnings

Low-code solutions deliver value quickly.

Look at **Atlassian** tools for a solution.

Build something great together: IT shepherding and partnering with business teams.

Technology is an **enabler** for successful people team processes.

