Project Name: Talent Hound (HRMS Implementation for Transcend Staffing Solutions)

Project ID: TSS-HRMS-001

Version ID: 1.0

Author: Simran Sehgal

Contents

1. Document Revisions .............................................................................................................8

2. Approvals .............................................................................................................................8

3. RASCI Chart for This Document ............................................................................................8

Codes Used in RASCI Chart ...................................................................................................9

RASCI Chart ..........................................................................................................................9

4. Introduction .........................................................................................................................9

4.1. Business Goals ..............................................................................................................9

4.2. Business Objectives .......................................................................................................9

4.3. Business Rules ............................................................................................................. 10

4.4. Background ................................................................................................................. 10

4.5. Project Objective......................................................................................................... 10

4.6. Project Scope .............................................................................................................. 10

4.6.1. In Scope Functionality .......................................................................................... 10

4.6.2. Out Scope Functionality ....................................................................................... 10

5. Assumptions ...................................................................................................................... 10

6. Constraints ......................................................................................................................... 10

7. Risks ................................................................................................................................... 10

Technological Risks ................................................................................................................ 11

Skills Risks .............................................................................................................................. 11

Political Risks ......................................................................................................................... 11

Business Risks ........................................................................................................................ 11

Requirements Risks ............................................................................................................... 11

Other Risks ............................................................................................................................ 11

8. Business Process Overview ................................................................................................ 11

8.1. Legacy System (AS-IS).................................................................................................. 11

8.2. Proposed Recommendations (TO-BE) ......................................................................... 11

9. Business Requirements ...................................................................................................... 11

10. Appendices ..................................................................................................................... 12

10.1. List of Acronyms ...................................................................................................... 12

10.2. Glossary of Terms .................................................................................................... 12

10.3. Related Documents ................................................................................................. 12

|  |  |  |
| --- | --- | --- |
| Date | Version Number | Document Changes |
| 2025-02-14 | 1.0 | Initial draft created, including project scope, objectives, and requirements gathering phase. |
| 2025-02-20 | 1.1 | Added detailed system design specifications and integration plan. |
| 2025-02-28 | 1.2 | Updated development phase details and testing strategy. |
| 2025-03-05 | 1.3 | Incorporated stakeholder feedback and revised acceptance criteria. |
| 2025-03-12 | 1.4 | Finalized deployment plan and maintenance strategy. |

**1.Document Revisions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name | Title | Signature | Date |
| Project Sponsor  | Vipul Aggarwal | Managing Director |  | 1-01-2025 |
| Business Owner  | Deepak Sachdeva | CEO |  | 14-01-2025 |
| Project Manager  |  Smita Aggarwal | Project Manager |  | 24-01-2025 |
| System Architect  | Harshdeep Singh | Lead System Architect |  | 01-02-2025 |
| Development Lead  | Hari Shankar | Lead Developer |  | 10-02-2025 |
| User Experience Lead  | Reeta Kapoor | UI/UX Lead |  | 20-02-2025 |
| Quality Lead  | Riya Yadav | QA Lead |  | 1-03-2025 |
| Content Lead  | Sanvika Mehta | Content Lead |  | 20-03-2025 |

**2.Approvals**

**RACI Chart – HRMS Implementation for Transcend Staffing Solutions**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **Authorize Document** | **R (Responsible)** | **A (Accountable)** | **S (Supports)** | **C (Consulted)** | **I (Informed)** |
| **Deepak Sachdeva** | **Chief Executive Officer (CEO)** | **Checkmark with solid fill** |  | **Checkmark with solid fill** |  |  | **Checkmark with solid fill** |
| **Reema Verma** | **Director of Human Resources** | **Checkmark with solid fill** |  |  | **Checkmark with solid fill** | **Checkmark with solid fill** | **Checkmark with solid fill** |
| **Kritika Sharma** | **Senior Project Manager** | **Checkmark with solid fill** |  | **Checkmark with solid fill** | **Checkmark with solid fill** | **Checkmark with solid fill** | **Checkmark with solid fill** |
| **Harshdeep Singh** | **Lead System Architect** | **Checkmark with solid fill** | **Checkmark with solid fill** |  | **Checkmark with solid fill** | **Checkmark with solid fill** |  |
| **Hari Shankar** | **Software Development Lead** | **Checkmark with solid fill** | **Checkmark with solid fill** |  |  | **Checkmark with solid fill** |  |
| **Reeta Kapoor** | **UX/UI Design Lead** | **Checkmark with solid fill** | **Checkmark with solid fill** |  |  | **Checkmark with solid fill** |  |
| **Riya Yadav** | **Quality Assurance Lead** | **Checkmark with solid fill** | **Checkmark with solid fill** |  |  | **Checkmark with solid fill** |  |
| **Sanvika Mehta** | **Documentation & Training Lead** | **Checkmark with solid fill** | **Checkmark with solid fill** |  |  | **Checkmark with solid fill** | **Checkmark with solid fill** |

**4.1. Business Goals**

**Organization Goals:**

Transcend Staffing Solutions aims to enhance its **HR operations, workforce management, and compliance** through digital transformation. The implementation of a **Human Resource Management System (HRMS)** aligns with the company’s strategic objectives, including:

1. **Increase Operational Efficiency** – Automate HR processes such as payroll, recruitment, and performance management to reduce manual workload and errors.
2. **Enhance Employee Experience** – Provide a **self-service portal** for employees to access HR services, apply for leave, and manage personal data.
3. **Ensure Compliance & Security** – Maintain **accurate records**, ensure compliance with labor laws, and **secure employee data**.
4. **Improve Decision-Making with Analytics** – Leverage **real-time reporting and analytics** for better workforce planning and strategic HR decisions.
5. **Integrate HR Functions Seamlessly** – Enable **seamless integration** with payroll, finance, and benefits systems to improve data accuracy and streamline workflows.
6. **Scale with Business Growth** – Implement an **HRMS solution that is scalable** to support future business expansion and workforce growth.

**Organization Need:**

Currently, Transcend Staffing Solutions faces challenges with **manual HR processes, inefficient payroll handling, data security risks, and lack of integration with business systems**. To address these issues, the company requires:

1. A **centralized HR platform** for employee records, payroll, benefits, and compliance tracking.
2. **Automate HR tasks** such as **onboarding, leave management, and performance appraisals**.
3. A **secure and scalable** system that can handle workforce growth.
4. **Employee self-service** capabilities to reduce dependency on HR staff for routine tasks.
5. **Advanced analytics & reporting** for better workforce insights and strategic decision-making.

**Transcend Staffing Solutions** aims to create a **more efficient, employee-friendly, and future-ready HR ecosystem by implementing an HRMS**.

**4. Introduction**

* **Business Objectives – HRMS Implementation for Transcend Staffing Solutions**
* **Objective:**
* To provide a comprehensive IT solution that streamlines HR operations, enhances employee experience, and ensures compliance by developing a fully integrated Human Resource Management System (HRMS) with mobile accessibility and an E-Learning Management System (LMS).
* **Functionalities to be Developed in HRMS Software:**
* **1. Core HR & Employee Management :**
	+ Centralized employee database with role-based access.
	+ Employee self-service portal for profile updates, leave applications, and payroll details.
	+ Digital onboarding & document management.
* **2. Payroll & Benefits Management :**
	+ Automated payroll processing with tax calculations.
	+ Integration with finance systems for real-time salary disbursement.
	+ Benefits & compensation tracking (insurance, bonuses, deductions).
* **3. Recruitment & Applicant Tracking System (ATS)**
* Job posting management & applicant tracking.
* Automated candidate screening & interview scheduling.
* Offer letter generation and digital onboarding.

 **4. Performance & Talent Management**

* KPI-based performance reviews & feedback system.
* Goal setting & tracking for employees.
* Succession planning and career growth mapping.

4**5. Performance & Talent Management**

* Biometric or mobile-based attendance tracking.
* Shift management & overtime calculations.
* Absence tracking & leave approval workflows.

4.

**4.2 Business Objectives**

**6. Compliance & Security:**

* Labor law compliance tracking & reporting.
* Role-based access control & multi-factor authentication (MFA).
* GDPR, HIPAA, and other regulatory compliance support.

**7. HR Analytics & Reporting:**

* Real-time HR dashboards for decision-making.
* Attrition analysis, workforce planning, and productivity reports.
* Custom report generation for audits & compliance.

**Mobile Application Development (Android & iOS)**

To provide on-the-go HR services for employees and managers, the HRMS will include:

* **Employee Self-Service** – Leave requests, payslip access, attendance tracking.
* **Push Notifications** – Alerts for approvals, HR announcements, and deadlines.
* **Mobile Attendance** – GPS-based check-in and out for remote employees
* **Learning & Training Modules** – Access to e-learning content.
* **Chatbot/Helpdesk Integration** – AI-driven HR assistant for queries.

**E-Learning Management System (LMS) Features:**

To support continuous learning and employee development, the LMS will include:

* Course Management – Upload, assign, and manage training materials.
* Employee Training Tracking – Monitor employee progress & completion rates.
* Certification & Assessments – Online tests and certifications.
* Gamification & Engagement – Badges, leaderboards, and rewards.
* Mobile-Friendly Learning – Access courses via HRMS mobile app.

 **Expected Outcomes:**

* Increased HR operational efficiency with automation.
* Improved employee experience through mobile access & self-service.
* Reduced HR administrative workload with centralized data.
* Enhanced compliance with secure & role-based data access.
* Data-driven HR decision-making with advanced analytics.
* A scalable learning ecosystem to upskill employees.

**4.2 Business Objectives**

The HRMS must comply with **Transcend Staffing Solutions’ organizational policies, procedures, and regulatory requirements** to ensure smooth HR operations, compliance, and employee management.

**Organizational Policies & Procedures**

1. **Employee Management Policies**
* Employee Onboarding & Exit Procedures – Digital documentation, background verification, and exit clearance process.
* Employee Data Privacy Policy – Role-based access control (RBAC) to protect sensitive employee information.
* Code of Conduct – Ensuring employees adhere to company ethics and behavior guidelines.
1. **Payroll & Compensation Policies**
* Salary Processing Rules – Automated payroll generation based on working hours, deductions, and taxes.
* Overtime & Bonus Calculation – Configurable pay rates for overtime and performance-based bonuses.
* Taxation Compliance – Automatic deductions for income tax, provident fund (PF), and other statutory deductions.

**3️. Leave & Attendance Management Rules**

* Leave Policy – Configurable leave categories (annual, sick, maternity, paternity, etc.) with approval workflows.
* Attendance Tracking – Biometric or mobile-based check-in/out with GPS tagging for remote employees.
* Shift Management – Rotational shift assignments with automated notifications.

**4️. Performance & Training Policies**

* Performance Evaluation Criteria – KPI-based appraisals and 360-degree feedback.
* Learning & Development – Mandatory and optional e-learning courses for employee growth.
* Certification Requirements – Automated tracking of certifications with expiry notifications.

**4.3 Business Rules – HRMS Implementation for Transcend Staffing Solutions**

**4.2 Business Objectives**

**4.4 Business Rules – HRMS Implementation for Transcend Staffing Solutions**

**5️. Compliance & Security Regulations**

* Labor Law Compliance – Ensuring adherence to local labor laws (minimum wages, working hours, and benefits).
* GDPR & Data Security Compliance – Encryption and access control for employee records.
* Audit & Reporting Rules – Regular HR audits with system-generated compliance reports.

**System Implementation Rules in HRMS**

* Role-Based Access Control (RBAC) – HR, managers, and employees have different access levels.
* Approval Workflows – Multi-level approvals for leaves, promotions, and policy changes.
* Automated Notifications & Alerts – Email/SMS notifications for HR events, approvals, and compliance reminders.
* Data Retention Policy – Employee data archived for a set period (e.g., 5 years post-employment) as per company regulations.
* Integration with Third-Party Systems – Seamless data flow between HRMS, payroll, and finance systems.

**4.4 Background – HRMS Implementation for Transcend Staffing Solutions**

**Project Initiation & Background**

* Transcend Staffing Solutions has been managing its human resources operations manually or through disparate legacy systems, which has led to inefficiencies, data inconsistencies, and compliance risks.
* As the organization continues to grow, the need for a centralized, automated, and scalable HR solution has become evident.
* After conducting an internal assessment and stakeholder discussions, the company identified critical gaps in HR management, payroll processing, compliance tracking, and employee engagement.
* As a result, the HRMS Implementation Project was proposed to digitally transform HR operations and provide employees and managers with a modern, user-friendly system.

**Business Issues / Problems Identified**

1. **Manual & Time-Consuming HR Processes**
* HR teams spend excessive time on **paper-based** and **spreadsheet-driven** employee record management, payroll, and attendance tracking.
1. **Lack of Integration with Payroll & Finance Systems**
* Existing systems require **manual data entry**, leading to errors and inefficiencies in payroll processing.
1. **Inefficient Leave & Attendance Management**
* Employees face delays in **leave approvals**, and attendance tracking lacks real-time accuracy.
1. **Compliance & Regulatory Risks**
* The organization struggles to **track and manage compliance** with labor laws, data privacy regulations, and reporting standards.
1. **Limited Employee Engagement & Self-Service**
* Employees rely on HR teams for basic queries such as **payslip access, leave balances, and performance feedback** due to the lack of an integrated self-service portal.
1. **Scalability Issues**
* The current system is **not scalable** to accommodate workforce growth and remote work needs.
1. **Automated & Streamlined HR Processes**
* Digitization of **payroll, recruitment, performance management, and employee records** will improve efficiency and accuracy.
1. **Seamless System Integration**
* HRMS will **integrate with payroll, finance, and compliance systems**, reducing manual efforts and errors.
1. **Enhanced Employee Experience**
* A **mobile-friendly self-service portal** will allow employees to manage HR tasks independently.
1. **Real-Time Attendance & Leave Tracking**
* Employees can clock in/out via **biometric systems or mobile GPS**, ensuring **accurate attendance tracking**.
1. **Compliance & Security Assurance**
* Automated compliance checks and **secure role-based access** will minimize **regulatory risks** and **data breaches**.
1. **Advanced HR Analytics & Decision-Making**
* AI-powered analytics will help HR teams make **data-driven decisions on hiring, workforce planning, and employee retention**.
1. **Scalability & Future Readiness**
* The system will support **business growth**, **remote work capabilities**, and future HR innovations like AI-driven recruitment.

**Conclusion**

* The HRMS implementation will **modernize HR operations**, **reduce administrative burdens**, and **enhance employee engagement**, positioning **Transcend Staffing Solutions** as a **technology-driven, efficient, and employee-centric organization**.

**Expected Benefits of Implementing the HRMS**

**Overall Goal:**

* The primary objective of the HRMS Implementation Project is to develop a centralized, automated, and scalable Human Resource Management System (HRMS) that enhances efficiency, accuracy, compliance, and employee experience across Transcend Staffing Solutions.
* The system will replace manual and disconnected processes with an integrated, user-friendly, and data-driven HR platform that supports payroll, performance management, recruitment, learning & development, compliance tracking, and workforce analytics.

**High-Level Descriptions of HRMS Functionalities :**

1. **Employee Information & Self-Service:**
* Maintain a centralized database for employee records.
* Provide self-service portals for employees to update personal information, apply for leaves, and access payroll information.
1. **Payroll & Benefits Management:**
* Automate salary processing, tax deductions, and benefits administration.
* Ensure seamless integration with finance systems for real-time salary disbursement.
1. **Recruitment & Onboarding:**
* Implement an Applicant Tracking System (ATS) for efficient hiring, job posting, and candidate management.
* Digital onboarding process with automated document verification and training modules.
1. **Performance & Learning Management:**
* Provide performance appraisal tools with KPI-based evaluation.
* Integrate an E-Learning Management System (LMS) for employee training, assessments, and career development.
1. **Attendance & Leave Management:**
* Enable biometric & GPS-based attendance tracking.
* Automate leave approvals & shift management.
1. **Compliance & Security:**
* Ensure **labor law compliance** through **automated tracking and reporting**.
* Implement **role-based access control (RBAC)** and **secure data storage** to prevent unauthorized access.

**4.5 Project Objective – HRMS Implementation for Transcend Staffing Solutions**

|  |  |
| --- | --- |
| HRMS Functionality | Business Objective Supported |
| Automated HR & Payroll Processing | Improve operational efficiency & reduce manual work |
| Employee Self-Service Portal | Enhance employee experience & engagement |
| Integrated Compliance Tracking | Ensure legal & regulatory compliance |
| Real-Time Attendance & Leave | Improve workforce productivity & transparency |
| Performance & Learning Modules | Support career growth & retain top talent |
| Advanced Analytics & Reporting | Enable data-driven HR decision-making |
| Scalability & Mobile Access | Support business growth & future workforce needs |

**Alignment with Business Objectives**

**4.5 Project Objective – HRMS Implementation for Transcend Staffing Solutions**

**High-Level Descriptions of HRMS Functionalities :**

**7. HR Analytics & Reporting:**

* Provide real-time insights on workforce trends, attrition, and employee productivity.
* Generate custom reports for compliance audits and management decisions.

**4.6 Project Scope**

**Scope Definition**

* The HRMS Implementation Project aims to develop a centralized and automated Human Resource Management System (HRMS) with essential HR functionalities, ensuring seamless workforce management, compliance, and employee engagement.
* The project will cover core HR modules, payroll automation, performance management, and an E-Learning Management System (LMS) with mobile accessibility.

**4.6.1 In-Scope Functionality**

The following functionalities will be developed and implemented in the current project:

1. **Core HR & Employee Management**
* Centralized employee database with role-based access
* Employee self-service portal for profile updates, payslips, and leave requests
* Digital onboarding & document management system
1. **Payroll & Compensation Management**
* Automated payroll processing, tax deductions, and benefits administration
* Integration with finance & accounting systems for salary disbursement
* Overtime & bonus calculations based on predefined company rules
1. **Leave & Attendance Management**
* Biometric & GPS-based attendance tracking
* Automated leave application, approval workflows, and shift management
* Holiday & working hour configuration for multi-location employees
1. **Performance & Learning Management System (LMS)**
* KPI-based performance evaluation & 360-degree feedback system
* E-Learning Management System (LMS) with training modules and certification tracking
* Goal-setting, career growth tracking, and succession planning
1. **Recruitment & Applicant Tracking System (ATS)**
* Job posting, candidate screening, and interview scheduling
* Offer letter generation and digital onboarding
* Resume parsing and applicant tracking for efficient hiring

**4.6 Project Scope**

* + 1. **In-Scope Functionality**
1. **Compliance & Security**
	* + Job posting, candidate screening, and interview scheduling
		+ Offer letter generation and digital onboarding
		+ Resume parsing and applicant tracking for efficient hiring
2. **HR Analytics & Reporting**
* Real-time dashboards for workforce insights, attrition trends, and productivity metrics
* Custom report generation for audits and compliance tracking
* Predictive analytics for HR decision-making
1. **Mobile Application (Android & iOS)**
* Employee self-service portal for on-the-go HR tasks
* Push notifications for HR updates, approvals, and deadlines
* Mobile attendance check-in with GPS tracking
	+ 1. **Out-of-Scope Functionality**
* Integration with Third-Party Payroll Providers (e.g., ADP, QuickBooks, SAP HR) – Only in-house payroll management will be developed initially.
* AI-Powered Chatbot for HR Assistance – While a helpdesk will be available, AI-driven chatbots will be implemented in a future phase.
* Blockchain-Based Employee Verification System – Not part of the current HRMS but may be considered later for enhanced security.
* Multi-Language Support – Initially, the HRMS will support only English, with other languages to be added in future phases.
* Freelancer & Contractor Management – The HRMS will focus on full-time employees, with contractor management planned for later.
* Advanced Gamification in LMS – Basic gamification elements like badges will be included, but full-fledged gaming-based learning is out of scope.
* Third-Party Job Portal Integrations (e.g., LinkedIn, Indeed) – The system will have an internal job posting feature, but external integrations will be added in future phases.
* Automated Employee Offboarding with Exit Surveys – Manual exit procedures will be followed initially.
1. **General Project Assumptions**
* The project will follow a Waterfall SDLC approach, with clearly defined sequential phases.
* Stakeholders (HR, Finance, IT, and Management) will provide timely input and approvals during each phase.
* All requirements are finalized before development begins, with any changes requiring a formal change request process.
* The project will be implemented within the agreed budget and timeline.
* The HRMS will be customized to Transcend Staffing Solutions' specific needs and will not be a one-size-fits-all solution.
1. **Technical Assumptions**
* The HRMS will be cloud-based and hosted on a secure, scalable server to ensure data accessibility.
* The system will integrate with existing finance and payroll systems for salary processing.
* Employees will access the system via web and mobile applications (Android & iOS).
* The organization will provide the necessary infrastructure (servers, storage, and network configurations) for hosting and deployment.
* The HRMS will follow role-based access control (RBAC), ensuring security and compliance with data protection laws.
* The system will support single sign-on (SSO) for seamless authentication.
1. **HR & Compliance Assumptions**
* All employee data required for the HRMS (personal details, payroll, leave balances) will be provided accurately before migration.
* HR policies, leave structures, and salary structures will remain stable during the project to avoid major rework.
* Compliance requirements (GDPR, labor laws) will be clearly defined upfront to ensure proper implementation.
* All employees will undergo training to effectively use the self-service portal and mobile app.
1. **User Adoption & Training Assumptions**
* Employees and HR personnel will actively participate in UAT (User Acceptance Testing).
* The organization will provide the necessary training for HR, Finance, IT, and employees before go-live.
* A helpdesk or support team will be available post-implementation to address user concerns.

**5. Assumptions – HRMS Implementation for Transcend Staffing Solutions**

**6. Constraints – HRMS Implementation for Transcend Staffing Solutions**

1. **Project Constraints**
* **Fixed Budget –** The project must be completed within the allocated budget, limiting the ability to add extra features or make significant scope changes.
* **Fixed Timeline –** The HRMS must be fully implemented within X months, requiring strict adherence to the Waterfall SDLC phases.
* **Limited Scope Changes –** After the Requirements Sign-Off, any changes will require a formal change request process, which may impact cost and schedule.
* **Regulatory & Compliance Requirements –** The system must comply with GDPR, HIPAA, labor laws, and other relevant regulations, which may limit design and data storage options.
* **Limited Stakeholder Availability –** HR, Finance, IT, and Management teams must provide input at critical phases. Delays in approvals or feedback could impact the schedule.

**2. Technical Constraints**

* Integration with Existing Systems – The HRMS must integrate with current payroll, finance, and attendance systems, limiting flexibility in choosing new technologies.
* Infrastructure & Hosting – The HRMS will be cloud-based or on-premises, depending on organizational policies, which may impact scalability and data access.
* Mobile & Browser Compatibility – The HRMS must be compatible with Android, iOS, and modern web browsers, requiring additional testing efforts.
* User Data Migration – Existing employee records must be accurately migrated without data loss, duplication, or corruption.
* Security & Data Privacy – Strict role-based access control (RBAC) and encryption must be implemented, which may add complexity to system design.
1. **HR & Organizational Constraints**
* User Adoption & Training – Employees and HR personnel must adapt to the new system, and resistance to change may slow down adoption.
* Limited IT Support Post-Implementation – The IT team must provide ongoing maintenance, but staffing or knowledge gaps may delay troubleshooting.
* Employee Self-Service Limitations – Some employees may lack technical proficiency, requiring manual HR support for critical tasks.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Likelihood** | **Impact** | **Strategy** | **Mitigation Plan** |
| **Integration Issues with Existing Systems (Payroll, Finance, Attendance)** | High | High | Mitigate | Conduct early integration testing and ensure compatibility with existing systems. |
| **Data Migration Errors (Loss or corruption of employee data)** | Medium | High | Mitigate | Perform multiple test migrations, backup data before migration, and validate records after migration. |
| **System Downtime & Performance Issues** | Medium | High | Mitigate | Use load testing, deploy on a scalable cloud platform, and implement a disaster recovery plan. |
|

|  |
| --- |
| **Cybersecurity Threats (Data breaches, unauthorized access)** |

|  |
| --- |
|  |

 | High | High | Mitigate | Implement role-based access control (RBAC), data encryption, and regular security audits. |
| **Mobile Compatibility Issues** | Medium | Medium | Mitigate |

|  |
| --- |
| Test the application on Android, iOS, and multiple browsers before launch. |

 |

**7.1 Technological Risks**

**7.Risks – HRMS Implementation for Transcend Staffing Solutions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Risk | Likelihood | Impact | Strategy | Mitigation Plan |
| **Lack of HR Tech Expertise in the Development Team** | Medium | High | Mitigate | Hire or train developers on HRMS functionalities and best practices. |
| **Limited IT Support Post-Implementation** | Medium | High | Accept | Establish an internal IT helpdesk or consider outsourcing support. |
| **User Resistance to Change (Employees & HR staff struggling to adopt the new system)** | High | High | Mitigate | Provide comprehensive user training, support materials, and a change management plan. |

**7.3 Political Risks**

**7.2 Skills Risks**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Likelihood** | **Impact** | **Strategy** | **Mitigation Plan** |
| **Internal Resistance from Senior Management or HR Team** | Medium | High | Mitigate | Conduct awareness sessions, highlight business benefits, and ensure stakeholder buy-in early. |
| **Legal & Compliance Changes (HR policies, labor laws, GDPR updates)** | Medium | High | Mitigate | Monitor regulatory changes and design the system for easy policy updates. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Likelihood** | **Impact** | **Strategy** | **Mitigation Plan** |
| **Project Delays Impacting HR Operations** | High | High | Mitigate | Set realistic timelines, conduct weekly progress reviews, and address bottlenecks proactively. |
| **Project Cancellation Due to Budget Constraints** | Medium | High | Accept | Prioritize essential features and consider a phased rollout. |
| **Failure to Meet Business Expectations** | Medium | High | Mitigate | Ensure continuous stakeholder engagement and align the project with business objectives. |

**7.4 Skills Risks**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Likelihood** | **Impact** | **Strategy** | **Mitigation Plan** |
| **Misinterpretation of HR Functional Requirements** | Medium | High | Mitigate | Conduct thorough requirement validation with HR teams before development |
| **Scope Creep Due to Changing HR Needs** | High | High | Mitigate | Enforce a strict change control process to avoid unnecessary scope expansion. |

**7.6 Other Risks**

**7.5 Requirements Risks**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Likelihood** | **Impact** | **Strategy** | **Mitigation Plan** |
| **Third-Party Vendor Issues (Hosting, Payroll, or Finance System Providers)** | Medium | High | Transfer | Ensure clear SLAs (Service Level Agreements) and maintain alternative providers. |
| **COVID-19/Pandemic-Related Delays** | Low | Medium | Accept | Implement remote working solutions and conduct virtual project meetings. |

**8.1 Legacy System (AS-IS)**

**Key Challenges in the Legacy System**

1. **Manual Paper-Based Processes** – Employee records, payroll processing, leave management, and performance reviews rely heavily on manual data entry and paper-based workflows.
2. **Data Duplication & Errors**—HR teams manage multiple spreadsheets and separate databases, which can cause data redundancy and inconsistency.
3. **Delayed Approvals** – Lack of a centralized system results in slow approval processes for leaves, payroll, and employee requests.
4. **Limited Employee Self-Service** – Employees must email HR or visit in person for simple tasks like leave requests, pay slips, and attendance records.
5. **Compliance Risks**—The Lack of automated reporting and tracking makes it difficult to comply with labor laws, payroll regulations, and audits.

**8.2 Proposed Recommendations (TO-BE)**

 **Key Enhancements in the New System**

1. **Centralized Digital HRMS** – A single system for employee records, payroll, leave management, performance tracking, and compliance.
2. **Automated Workflows** – No more manual approvals; the system automatically routes requests to the right approver.
3. **Employee Self-Service Portal** – Employees can apply for leaves, check payroll, and access HR services via mobile/web apps.
4. **Real-Time Data & Reporting** – HR managers get instant insights into workforce trends, payroll calculations, and compliance metrics.
5. **Integration with Payroll & Finance** – Automatic payroll adjustments based on attendance and leave data.
6. **Secure Role-Based Access** – Ensures data privacy by restricting access based on user roles (Employee, HR, Manager, Admin).

**8. Business Process Overview – HRMS Implementation for Transcend Staffing Solutions**

**9. 2. Functional Requirements**

**9.1 Business Requirement Categories**

**Business requirements are categorized into two main areas:**

1. Functional Requirements – Describe what the system should do (features, processes, interactions).
2. Non-Functional Requirements – Define how the system should perform (security, performance, usability).

**9. Business Requirements – HRMS Implementation for Transcend Staffing Solutions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ID | Requirement Description | Category | Priority | Reference (Use Case, Document) |
| FR-01 | Employees should be able to log in via **web and mobile apps** using credentials. | User Management | High | UC-01: User Authentication |
| FR-02 | HR should be able to **add, edit, and deactivate employee records**. | Employee Management | High | UC-02: Employee Data Management |
| FR-03 | Employees should be able to **apply for leave online** and track approval status. | Leave Management | High | UC-03: Leave Request Process |
| FR-04 | Managers should be able to **approve/reject leave requests** from employees. | Leave Approval | High | UC-04: Manager Leave Approval |
| FR-05 | Payroll should be automatically **calculated based on attendance, deductions, and benefits**. | Payroll Processing | High | UC-05: Payroll Calculation & Processing |
| FR-06 | Employees should be able to download **pay slips** from the self-service portal. | Payroll | Medium | UC-06: Pay Slip Generation |
| FR-07 | The system should generate **HR reports** (employee data, salary reports, attendance). | Reporting & Analytics | High | UC-07: HR Reporting |
| FR-08 | The system should send **automated notifications** for approvals, payroll updates, and compliance deadlines. | Notifications | Medium | UC-08: Email & Push Notifications |
| FR-09 | HRMS should integrate with **external payroll and finance systems**. | System Integration | High | UC-09: Payroll System Integration |
| FR-010 | The system should support **multi-user roles** (Admin, HR, Employee, Manager). | Role-Based Access | High | UC-10: Role Management |

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirement Description | Category | Priority |
| NFR-01 | The system should support **500+ concurrent users** without performance degradation. | Performance | High |
| NFR-02 | User data should be **encrypted** to ensure confidentiality. | Security | High |
| NFR-03 | The system should **respond within 2 seconds** for most operations. | Usability | High |
| NFR-04 | The system should support **multi-device access** (desktop, mobile, tablet). | Compatibility | High |
| NFR-05 | The system should have **99.9% uptime** to avoid disruptions. | Availability | High |
| NFR-06 | Users should be able to reset their password via **email/SMS OTP**. | Security | Medium |
| NFR-07 | The system should comply with **GDPR and labor law regulations**. | Compliance | High |

**9. 3. Non-Functional Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Business Requirement | Design Spec | Development Task | Test Case | Status |
| FR-01: User Login | DS-01 | DEV-01 | TC-01 | In Progress |
| FR-03: Leave Request | DS-03 | DEV-03 | TC-03 | Pending |
| FR-05: Payroll Processing | DS-05 | DEV-05 | TC-05 | Completed |
| NFR-02: Data Encryption | DS-10 | DEV-10 | TC-10 | In Progress |

**9. 4. Traceability Matrix**

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| HRMS | Human Resource Management System |
| SDLC | Software Development Life Cycle |
| BRD | Business Requirements Document |
| UI | User Interface |
| UX | User Experience  |
| API | Application Programming Interface |
| GDPR | General Data Protection Regulation |
| RACI | Responsible, Accountable, Consulted, Informed |
| SSO | Single Sign-On |
| OTP | One-Time Password |

**10.1 List of Acronyms**

**10. Appendices – HRMS Implementation for Transcend Staffing Solutions**

**10.2 Glossary of Terms**

**10. Appendices – HRMS Implementation for Transcend Staffing Solutions**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Human Resource Management System (HRMS) | A software solution that automates HR processes, including employee data management, payroll, leave tracking, and compliance. |
| Stakeholder | Any individual, team, or organization affected by the HRMS implementation, including HR personnel, employees, managers, and IT teams. |
| Payroll Processing | The process of calculating employee salaries, deductions, and tax compliance, will be automated in the new system. |
| Employee Self-Service (ESS) | A feature in HRMS that allows employees to manage their HR-related tasks, such as leave requests and payslip downloads. |
| Integration | Connecting the HRMS with other business systems like payroll, finance, and benefits platforms for seamless data exchange. |
| System Administrator | A role is responsible for configuring, managing, and maintaining the HRMS. |

**10.3 Related Documents**

**10. Appendices – HRMS Implementation for Transcend Staffing Solutions**

|  |  |  |
| --- | --- | --- |
| **Document Name** | **Description** | **Reference** |
| Business Requirements Document (BRD) | Outlines the functional and non-functional requirements for the HRMS. | BRD\_HRMS\_v1.0 |
| System Design Document (SDD) | Details the architecture, database schema, UI wireframes, and integration plans. | SDD\_HRMS\_v1.0 |
| Test Plan Document | Defines the test strategy, test cases, and quality assurance processes for HRMS. | TestPlan\_HRMS\_v1.0 |
| User Training Guide | Provides instructions on how employees and HR staff can use the new system. | TrainingGuide\_HRMS\_v1.0 |
| Project Timeline & Milestones | Tracks key deliverables, development phases, and go-live dates. | Timeline\_HRMS\_v1.0 |