1Document 1- Business case document template

➢ Why is this project initiated?

The project is initiated due to the following challenges in the current HR processes:

* **Manual HR Operations:** Payroll, leave approvals, and attendance tracking are handled manually, leading to inefficiencies.
* **Data Inconsistencies:** Employee records are stored in different formats, increasing errors.
* **Compliance Risks:** The current system lacks automated compliance tracking for labor laws and regulations.
* **Limited Employee Self-Service:** Employees must contact HR for basic information like payslips, leave balances, and tax documents.

➢ What are the current problems?

|  |  |
| --- | --- |
| Problem | Impact on Business |
| Manual Payroll Processing | Errors in salary calculations, delayed payments. |
| Lack of Integration | HR data is not synced with finance and payroll systems. |
| Paper-Based Leave Management | Slow approvals, mismanagement of leave records. |
| Compliance Risks | Risk of penalties due to lack of automated labor law compliance. |
| Limited Employee Access | HR staff is burdened with repeated queries from employees. |

➢ With this project how many problems could be solved?

This HRMS implementation will address **80-90%** of the current challenges, including:

* **Automated Payroll Processing** – Reduces errors, ensures accurate salary calculations.
* **Self-Service Portal for Employees** – Access payslips, apply for leave, update personal information.
* **Leave & Attendance Tracking** – Automated tracking with approval workflows.
* **Integration with Payroll & Finance** – Ensures seamless data flow between HR and other departments.
* **Compliance Management** – Automated alerts for labor law updates, tax compliance.
* **Reporting & Analytics** – Real-time reports on employee performance, payroll, and HR trends.

➢ What are the resources required?

|  |  |
| --- | --- |
| Resource Type | Details |
| Human Resources | HR Team, IT Team, Project Manager, Developers, Testers, Trainers |
| Technology | HRMS Software, Cloud Infrastructure, API Integrations |
| Budget | Software Licensing, Training, Implementation Costs, Maintenance |
| Time | Approx. 6-9 months for full implementation |

➢ How much organizational change is required to adopt this technology?

**Moderate Organizational Change Required:**

* HR and employees must **adapt to digital workflows** instead of manual processing.
* **Training programs** will be required for HR, employees, and managers.
* Integration with **existing finance and payroll systems** needs careful change management.
* Clear **communication and phased rollouts** will ensure a smooth transition.

➢ Time frame to recover ROI?

Estimated ROI Recovery: 1.5 – 2 Years

* Cost Savings: Reduction in manual HR effort, payroll errors, and compliance penalties.
* Efficiency Gains: Faster HR processing, improved employee experience, and reduced paperwork.

➢ How to identify Stakeholders?

|  |  |
| --- | --- |
| Stakeholder Type | Role in Project |
| HR Team | End-users who will manage the system daily. |
| Employees | Beneficiaries of self-service features. |
| Project Sponsor | Approves budget and oversees project success. |
| IT Department | Manages system implementation and integrations. |
| Finance & Payroll Team | Ensures payroll calculations align with company policies. |
| Legal & Compliance Team | Ensures HRMS complies with labor laws and regulations. |

**Document 2: BA Strategy**

Write as a BA Approach Strategy ( As a business analyst, what are the steps that you would need to follow to complete a project-

1. What elicitation Techniques to apply?

As a Business Analyst (BA), the first step is gathering detailed business requirements through elicitation techniques:

Elicitation Techniques to Apply

* Stakeholder Interviews – Conduct one-on-one discussions with HR, Finance, IT, and Compliance teams.
* Workshops – Facilitate group sessions to brainstorm and define requirements collaboratively.
* Surveys & Questionnaires – Gather quantitative insights from employees on HR challenges.
* Document Analysis – Review existing HR policies, workflows, reports, and tools.
* Observation (Job Shadowing) – Observe HR operations to identify pain points.
* Prototyping – Use wireframes/mockups to visualize system features and UI designs.

2️. Stakeholder Analysis & RACI Matrix

Identifying key stakeholders and defining their roles using a RACI (Responsible, Accountable, Consulted, Informed) model:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Stakeholder | Position | R (Responsible) | A (Accountable) | C (Consulted) | I (Informed) |
| Project Sponsor | CEO/HR Director |  | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |
| Business Analyst | BA | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill | Checkmark with solid fill |
| HR Team | HR Manager & Staff | Checkmark with solid fill |  | Checkmark with solid fill | Checkmark with solid fill |
| IT Team | Developers | Checkmark with solid fill |  | Checkmark with solid fill | Checkmark with solid fill |
| Finance Team | Payroll Team | Checkmark with solid fill |  | Checkmark with solid fill | Checkmark with solid fill |
| Legal & Compliance | Compliance Officer | Checkmark with solid fill |  | Checkmark with solid fill | Checkmark with solid fill |
| Employees | End Users |  |  | Checkmark with solid fill | Checkmark with solid fill |

3. Documents to Be Created

The following documents will be prepared at different stages of the project:

|  |  |  |  |
| --- | --- | --- | --- |
| Document Name | Purpose | Owner | Approval Required From |
| Business Requirements Document (BRD) | Captures business needs, goals, and functional requirements. | BA | HR, IT, Finance, Compliance |
| Functional Specification Document (FSD) | Defines how the system will meet business needs. | BA & IT Team | IT Team, HR, Project Sponsor |
| System Design Document (SDD) | Provides technical architecture & data flow. | IT Architect | IT Team, Project Sponsor |
| Test Plan & Test Cases | Defines test scenarios & acceptance criteria. | QA Team | QA Lead, BA |
| User Training Manual | Guides users on system usage. | BA & Trainers | HR, Training Team |
| UAT Test Cases | Defines how the client will validate system functionality. | BA & QA Team | HR, Project Sponsor |
| UAT Sign-off Document | Client's final acceptance form before go-live. | BA | HR, Project Sponsor |

**Document Sign-off Process & Client Approvals**

* Step 1: Draft the document and circulate it among relevant stakeholders.
* Step 2: Conduct a review meeting with stakeholders (HR, IT, Finance, Compliance).
* Step 3: Collect feedback, modify the document, and finalize it.
* Step 4: Share the final version via email or document management system.
* Step 5: Obtain sign-off through email confirmation, e-signature, or a formal approval document.

Communication Channels & Implementation

To ensure **effective communication**, establish the following **communication channels**:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |
| --- |
| **Communication Type** |

 |

|  |
| --- |
| **Tool/Method** |

 |

|  |
| --- |
| **Frequency** |

 |

|  |
| --- |
| **Audience** |

 |
| Project Status Updates |

|  |
| --- |
| Email, Slack, Weekly Reports |

 | Weekly |

|  |
| --- |
| All Stakeholders |

 |
| Stakeholder Meetings |

|  |
| --- |
| MS Teams, Zoom |

 |

|  |
| --- |
| Bi-Weekly |

 |

|  |
| --- |
| HR, IT, Finance |

 |
| Technical Discussions |

|  |
| --- |
| Jira, Confluence |

 |

|  |
| --- |
| As Needed |

 |

|  |
| --- |
| IT Team, BA |

 |
| Issue Tracking |

|  |
| --- |
| Jira, Trello |

 | Ongoing |

|  |
| --- |
|  |
| IT Team, QA, BA |

 |
| UAT Feedback |

|  |
| --- |
| UAT Portal, Google Forms |

 |

|  |
| --- |
| During UAT Phase |

 |

|  |
| --- |
| End Users, BA |

 |

**Handling Change Requests**

A **formal Change Request (CR) Process** is required to manage scope changes.

**Change Request Process**

* **Step 1:** Receive change request from stakeholders.
* **Step 2:** Analyze the **impact on timeline, cost, and scope**.
* **Step 3:** Update **Change Log** and discuss feasibility with IT & Project Sponsor.
* **Step 4:** Obtain **approval from Project Sponsor & Business Owner**.
* **Step 5:** Implement changes after approval.

**7️. Project Progress Tracking & Reporting**

**Tracking Progress:**

* Use **Jira/Trello** to track development progress.
* Conduct **weekly stand-up meetings** to discuss status.
* Maintain a **Risk Log & Issue Tracker**.

**Reporting Progress to Stakeholders:**

* Send weekly status reports via email.
* Host monthly review meetings to align on milestones.
* Provide executive dashboards for senior management.

**8️. UAT & Client Project Acceptance Form Sign-off**

* Step 1: Define UAT Test Scenarios in collaboration with HR & End Users.
* Step 2: Conduct UAT Testing Sessions (HR users test payroll, attendance, etc.).
* Step 3: Log UAT defects and fix them before final approval.
* Step 4: Once all issues are resolved, the client signs the UAT Acceptance Form.
* Step 5: Move the system to Production (Go-Live).

**Document 3- Functional Specifications**

**Functional Specification Document (FSD)**

1. **Project Information**

|  |  |
| --- | --- |
| **Field** | **Details** |
| **Project Name** | **Talent Hound (HRMS Implementation for Transcend Staffing Solutions)** |
| **Customer Name** | **Transcend Staffing Solutions** |
| **Project Version** | **1.0** |
| **Project Sponsor** | **Vipul Aggarwal** |
| **Project Manager** | **Smita Aggarwal** |
| **Project Initiation Date** | **1-01-2025** |

**2.1 Purpose**

* This document defines the functional specifications for the **Talent Hound**, including system features, requirements, workflows, and integration details.

**2.2 Scope**

This project aims to develop an HRMS System that includes functionalities like:

* Employee Management
* Payroll Processing
* Attendance Tracking
* Leave Management
* Performance Evaluation
* Reporting & Analytics

**3. Functional Requirements**

**3.1 System Features & Functionalities**

|  |  |  |
| --- | --- | --- |
| Module | Feature | Description |
| Employee Management | Employee Profile | Add/update/view employee details |
| Payroll | Salary Calculation | Automate salary processing & deductions |
| Attendance | Biometric Integration | Sync attendance with biometric devices |
| Leave Management | Leave Requests | Apply, approve, and track leave status |
| Performance | Appraisal System | Employee performance tracking & reviews |
| Reports & Analytics | Custom Reports | Generate HR reports & dashboards |

4. Functional Requirement Specifications (FRS)

|  |  |  |  |
| --- | --- | --- | --- |
| Req ID | Req Name | Req Description | Priority |
| FR0001 | Login | The user should be able to log in to the application to perform HRMS operations | 10 |
| FR0002 | Employee Profile Management | Users should be able to add, update, and view employee profiles | 9 |
| FR0003 | Payroll Processing | The system should calculate salaries, and deductions, and generate payslips | 10 |
| FR0004 | Attendance Tracking | HRMS should integrate with biometric systems to track attendance | 8 |
| FR0005 | Leave Management |

|  |
| --- |
|  |

|  |
| --- |
| Employees should be able to request leave and managers should approve/reject it |

 | 9 |
| FR0006 | Performance Review | The system should allow managers to conduct employee performance evaluations | 7 |
| FR0007 | Reporting | The system should generate reports for payroll, leave, and attendance | 8 |
| FR0008 | User Roles & Access | Role-based access control should be implemented | 10 |

**Priority Legend:**

* 10 – Critical (Must-have)
* 8-9 – High (Important but can be optimized later)
* 7 and below – Medium/Low (Nice-to-have features)

**Document 4- Requirement Traceability Matrix**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Req ID | Req Name | Req Description | Design | D1 | T1 | D2 | T2 | UAT |
| FR0001 | Login | User must be able to log in to access the application | Yes | Pending | No | Yes | Yes | Yes |
| FR0002 | Employee Profile Management | Users should be able to add, update, and view employee profiles | Yes | Completed | Passed | Yes | Pending | Yes |
| FR0003 | Payroll Processing | System should calculate salaries, deductions, and generate payslips | Yes | Pending | No | Yes | Yes | Yes |
| FR0004 | Attendance Tracking | HRMS should integrate with biometric systems to track attendance | Yes | Completed | Passed | Yes | Yes | Yes |
| FR0005 | Leave Management | Employees should be able to request leave and managers should approve/reject it | Yes | Pending | No | Yes | Yes | Yes |
| FR0006 | Performance Review | The system should allow managers to conduct employee performance evaluations | Yes | Completed | Passed | Yes | Yes | Yes |
| FR0007 | Reporting | The system should generate reports for payroll, leave, and attendance | Yes | Completed | Passed | Yes | Yes | Yes |
| FR0008 | User Roles & Access | Role-based access control should be implemented | Yes | Pending | No | Yes | Yes | Yes |

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

Project ID: TSS-HRMS-001

Version ID: 1.0

Author: Simran Sehgal

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| --- | --- | --- |
| 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**

**4.4 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.

**4.2 Business Objectives**

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.

**Business Issues / Problems Identified**

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.

**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**

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

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|  |

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

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

**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).

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

**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. 2. Functional Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |