The following are standard functionalities that are included in most typical Human Capital/Human Resource Management Systems.

RECRUITMENT

Job Advertisements

- The solution enables job advertisements to be created and posted for both internal and external applicants to view and apply to opportunities. The position information is automatically drawn from existing information related to the position in question. A hiring manager can store and evaluate applications, monitor candidates, and perform reference checks through the solution. Rather than sorting through hundreds of unqualified job seekers, the solution should be able to sort the most qualified candidates for review. The resume screening process can be done in minutes.

- The solution enables easy communication with applicants by sending them automated messages as required, such as informing an applicant that their resume has been received, send a link for an online test or send a rejection email once a candidate has been hired.

Social Recruiting

- The solution can also be used by a hiring manager to use social media as a means to find qualified applicants.

EMPLOYEE INFORMATION MANAGEMENT

Employee Onboarding

- Information gathered during the hiring process can automatically feed into the employee profile for the purposes of onboarding and encourage seamless position assignment, payroll set up, benefits enrollment and more.

- New employees use an employee portal to access the solution and submit required forms, read important organizational orientation materials, access assigned advance training, view the team structure and reach out to peers or managers, in advance of their start day.

WORKFORCE MANAGEMENT

Staffing and Hiring

- The solution can generate and maintain job descriptions, match desired skills and backgrounds with specific roles, accelerate the handling of internal transfers, job changes, and promotions, and automatically draft and issue a letter of offer.

Employee Record Master Database

- The solution should include a complete directory of employee profiles that can include personal information, job and salary history, banking and tax details, insurance plans, time off requests; essentially a main record, for ease of tracking and reporting.

Global Workforce Management

- The solution can coordinate the administration of staff members across all disparate locations, even those that span multiple continents, such as locally engaged staff.

TIME & ATTENDANCE MANAGEMENT

Workforce Scheduling

- The solution enables scheduling of employees across departments, locations and projects, and provides alerts to employees when schedules change and to managers when staffing levels are inadequate. Some solutions can handle basic, Saturday-to-Sunday and 9-5 scheduling while some solutions can also handle very complex scheduling, such as 5 minute shift coverage, etc.

Time Tracking

- Employees can log their time, including overtime, via electronic timesheets through the solution.

Absence Management

- Employees are able to request and log paid and unpaid time off, view accrual and use of leave credits, submit sick, disability, maternity/paternity or other leave via the solution.

Manage various service/seniority data

Compensation & Salary Administration

The new solutions must provide *integrated compensation management functionality, including base salary administration,* performance pay programs, and awards and recognition management.

Payroll

- The solution can track employee salaries, bonuses, contributions, health care and other deductions; calculate withholding for taxes; and process payroll information seamlessly to ensure timely and accurate payout.
- The solution can accommodate retroactive payments flawlessly and easily to address various retro pay situations (i.e. collective bargaining).
- The solution can process exceptional pay, including performance pay.

Benefits Administration

- HR Advisors and employees can manage their benefits, including health care; employees can enroll in benefits through the solution to minimize errors and extraneous work.

Budgeting & Forecasting

- HR budgeting & forecasting abilities consolidate and centralize financial information, which can make it easier for managers to produce more accurate budgets and perform what-if scenario analysis for human resource based expenditures.

EMPLOYEE PERFORMANCE AND TALENT MANAGEMENT:

- The solution allows employees and managers to document and track career goals, and track ongoing performance conversations at any time in the performance cycle.
- The solution empowers employees to build connections, seek guidance, and design their career path by connecting with other employees in similar positions or in desired positions via the solution.
- The solution measures employee engagement and company culture with pulse surveys.
- The solution manages and evaluates succession plans for essential jobs in the organization.
- The solution allows a manager or an employee to request feedback from personnel to receive input on performance & accomplishments (360 degree feedback)
- The solution incorporates recognition features for real-time peer-to-peer feedback
- The solution allows employees to recognize peers through digital "kudos" and pulls the peer recognition into the performance review process.

LEARNING & PROFESSIONAL DEVELOPMENT

Learning Course Administration

- The solution allows for the administration, documentation, tracking, reporting and delivery of educational courses or training programs.
- The solution allows learning to enroll individual employees and bulk enroll employees into courses.
- The solution supports wait lists for courses, allowing employees to sign up and be enrolled when there is available space.

Professional Certification Management

- The solution Keeps track of what certifications employees hold, minimizing staffing and planning issues. Some HRM solutions also tie into external systems to help provide course content to your employees.

Manage courses, users, roles, instructors

- The solution creates professional structured course content that can accommodate text, images, tables, links and text formatting, interactive tests, slideshows, videos etc. Moreover, it can offer the opportunity of different levels of users, like teachers, students, visitors and editors (hierarchies). It helps to control which content student can access, track studying progress and engage student with contact tools. Teachers can manage, student interface, course and module, self-enrolment, user reporting and import students to their online classes.

- The solution allows managers to create personalized learning plans for their employees and allows learning coordinators to create learning plans for specific jobs.

- The solution allows employees to browse required learning for other jobs, allowing them to plan their own development and career progression.

Online assessment and tracking students' attendance

- The solution enables teachers to create customized tests for students, accessible and submitted online. Platforms allows different multiple question types like, one/multi-line answer, multiple choice answer, drag-and- drop order, essay, true or false/yes or no, fill in the gaps, agreement scale, offline tasks. The solution allows Teachers to view attendance and record whether each student attended, arrived late, or missed classes and events.

- The solution allows managers to track their employee's completion of training (both optional and mandatory).

Social Learning

- The solution allows for students' exchange of feedback both with teachers and their peers is possible. The solution allows for discussion groups to allow students feedback and increase the interaction in course.

- The solution allows students to recommend learning courses to their peers.

OTHER KEY FUNCTIONALITY

Employee Self-Service Portal

- The solution provides an employee self-service portal, allowing employees to login and view/change important personal information such as their, name, home address, telephone number, and banking information for direct deposit. Employees can also view and manage information regarding all of their personal human resources and pay information, such as insurance plans, financial benefits and options, tax details, employee time off and holiday calendars, their personal training plans, etc, as well as access a knowledge base of informative documentation related to working in the Government of Canada, their department, etc.

User Support

- The solution helpdesk feature is fully integrated within the solution
- The solution imbedded self-learning intelligence to capture communication exchanges to continuously improve knowledge base
- The solution captures real-time feedback from customers on how helpful responses provided where to foster continuous improvement
- Solution provides real-time user support data and analytics, tracks support trends, quality of answers, agent response times, etc.

Wellness

HR departments manage wellbeing programs, coaching, benefits integration, and wellness programs. The solution must be able to:

- communicate organizational wellness and wellbeing program information to employees
- allow employees to establish and track their own wellness goals
- provide recommendations to employees on how to meet their identified goals

Analytics and Reporting

- The solution captures and provides easy access to aggregate trend data, such as headcount and term count change over time, to better inform strategic workforce decision making at the GC, Departmental, and or branch level.

- The solution uses predictive analytics to identify and take action on at-risk employees to improve employee retention and performance management
- The solution allows managers, HR professionals, compensation professions and others to view unseen cross-sections of the organization to discover trends and validate planning scenarios.

Audit and internal controls

- The solution has audit and internal controls are built into the system.
- The solution leverages a comprehensive record of transactions with complete audit trails.
- The solution facilitates easy aggregation of transactional and operational records for audits.
- The solution reduce cost and maintenance complexity with built-in security controls.

Organizational Design

- The solution allows managers to view a graphical org chart of their current hierarchy and prototype changes to view the impacts on the employees and the organization.

TECHNICAL FEATURES

Mobile Applications

- The solution allows for full-fledged access to the system on mobile devices

Accessibility on any device

- The solution works with accessibility devices such as Jaws readers,

Enabled social channels

- The solution opens to social media channels such as LinkedIn

Modern user interface

- The solution uses a modern, easy-to-navigate user interface