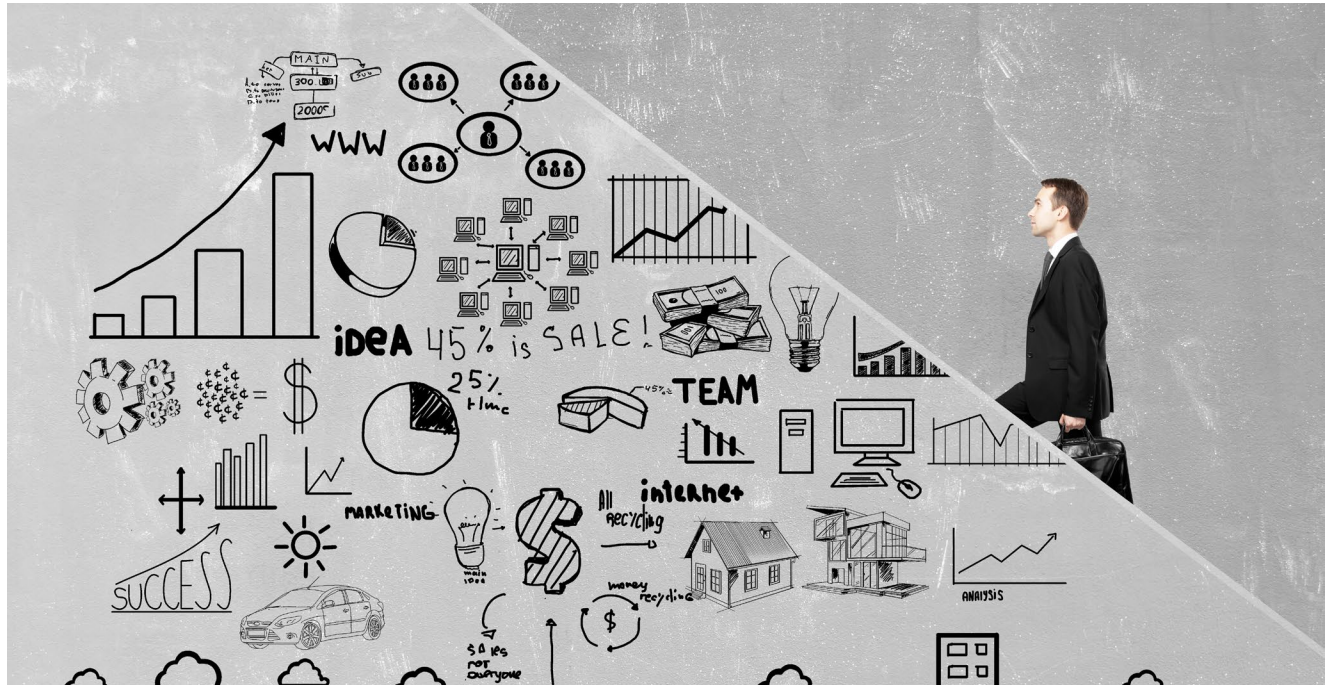# WHAT KEEPS HR DIRECTORS UP AT NIGHT?

Tracking, Accountability and Reporting in HR

What keeps HR Directors up at night?

Numbers. Getting data on who, what, where, when and why things are happening. Building compliant reports that track trends, metrics and productivity across the agency.

The Data Behind Workforce Planning

UPDATE: Since the Government Accountability Office's last report in 2015, the Office of Personnel Management (OPM), the Chief Human Capital Officers (CHCO) Council, and individual agencies have strengthened their leadership over Strategic Human Capital Management; however, OPM and agencies have only partially met the criteria. The 2017 High Risk Report still includes this on its list and notes that "OPM and agencies have not yet demonstrated sustainable progress in closing skills gaps."

Smart managers know what it takes to hire, retain and engage workers. They need help gathering the necessary data to back up their plan. To capture metrics that inform workforce analytics.

To get to the heart of the matter, agencies need to be able to account for every employee – to track their lifecycle, measure performance and identify risk factors. The data needs to aggregate to show patterns over departments and agencies. Managing HR functions in silos makes it difficult to get a clear picture. Manual processes don't connect Employee Relations with a poor performance. Siloed systems won't show the relationship between a slow onboarding process and critical skill gaps in high demand areas.

Smart technology provides the data needed to prove value. Solid, case by case and agency-wide analysis verify the resources needed for the future.

An Inside View

How do you capture this data throughout the enterprise? By using smart technology that goes beyond talent management. Software that examines processes and connects activities across an organization to give both the detailed view of a talent management suite and the broad scope of Business Process Management (BPM).

Adaptive Case Management focuses on achieving better outcomes. The software manages people as cases – grouping related information together. It brings transparency and efficiency to processes by centralizing key information in one system. Once a digital form is submitted, a case management system drives the request through an approval process through adaptive workflows. Workflows can be structured or change on the fly to meet the changing demands of HR. This nimble approach shows the details of a function while easily consolidating related information.

Why do these metrics matter? Adaptive Case Management Software allows leaders to get a complete view of their organization. From every keystroke on an Employee Grievance to running real-time insight on an entire class of workers, the technology enables leaders to obtain digestible information that can be used to inform intelligent decision making. Metrics that legacy systems or manual processes just can't provide.

Learn more about eCase HR

Are you a Federal Government agency? Get started with eCase HR quickly through our BPA with the Department of Agriculture's National Finance Center (NFC)

Using Data to Increase Accountability

Easily accessible metrics give more insight into both the employee experience as well as who is performing HR work. Dashboards and interactive visual interfaces show task lists for each case. It measures productivity of the HR worker – showing what, when, where and whom is processing a request. It allows HR Directors to identify gaps in their teams; to find efficiencies and strategize on better ways to serve their agency.

The technology encourages accountability by showing how each action effects the rest of the chain. It makes it easier to stay on task by visually showing where they are in the process. This data motivates employees to perform at their best and identifies top performers in each department.

At a higher level, smart technology provides the data needed to prove value. Numbers, metrics and detailed task lists show leadership the effectiveness of programs. Easy to run reports inform strategy. Solid, case by case and agency-wide analysis verify the resources needed for future endeavors.

The only way to look to the future is to study and change the present. A case-centric approach generates data on every employee, request and process in real time. Metrics that can be used immediately to improve processes today and banked to predict tomorrow's needs.

eCase® HR

eCase® HR is a workflow-driven, adaptive case management solution that unifies essential human resource functions and puts employees' professional growth at the heart of the organization. Built for the public sector, eCase HR® delivers a single, unified solution to improve the employee experience – from onboarding through retirement.