**Business Rules & Workflow Automation Specification**

**Description:**  
Documented detailed business rules and automation workflows to be implemented in SAP and Salesforce, ensuring operational efficiency and compliance with UN policies.

**Key Elements:**

* Specified finance approval thresholds, segregation of duties, and multi-level authorization workflows in SAP Finance and Grants Management modules.
* Defined procurement automation processes including automated purchase order creation, supplier vetting workflows, and contract renewals.
* Mapped HR workflows automating leave requests, performance appraisals, and contract renewals within SAP SuccessFactors.
* Developed donor engagement workflows in Salesforce CRM triggering personalized communication based on donor history and event participation.
* Defined exception handling paths and escalation rules for workflow failures or compliance breaches.
* Incorporated role-based access control in workflow design to enforce UN security and privacy policies.
* Established testing and acceptance criteria to validate automated workflows before deployment.