Diploma of Business (Human Resources)

9795C Human Resource Information Systems

Learning schedule

Each task for this module has resources you are expected to read/research, and follow up. These readings are provided as a handout. You will also be able to hear/see how professionals have dealt with HRIS. You can also carry out research on the web, and it is preferable that you join in a small group (3-4 people) to complete learning and assessments for this module. The way you learn is up to you.

Assessment

You have a choice in how you will be assessed for this module. You can either: write a report and take a short answer test, or you can complete the five tasks from the online course/toolbox, again, preferably in a small group. You can choose to use your own organisation, or the simulated STAR Industries in the online course. You are expected to either attend a face to face workshop, or be available to chat online (not for the entire two hours!) on the following dates, between 6.00 and 8.00pm:

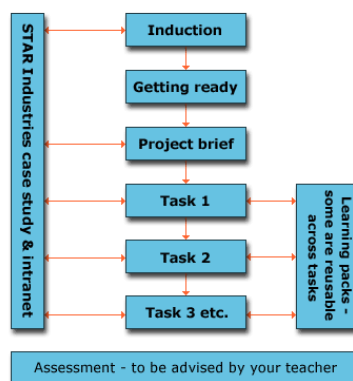4th May – Guest speaker to discuss different types of HRIS
11th May
25th May
1st June – Group final assessment

Mind map

This diagram shows how modules in the HR Diploma are organised.

Getting ready for this module

Inside this topic

This module covers the management of information systems from the perspective of an **HR manager**. You will explore all stages from researching and planning to implementation, review and upgrade of a Human Resource Management Information System (HRMIS) in accordance with the law, organisational policies and strategic goals. Note that reference is also made to Human resource information systems (HRIS) - both terms are in current usage and can be considered interchangeable.

How does this module work?

- In this module you learn by doing. You complete realistic workplace tasks set in a case study organisation called **STAR Industries**, a national company manufacturing and selling windows, doors and other building supplies.
- There's a link to your **STAR Industries induction** on the "STAR Industries - links" page (use the navigation menu on the left). Make sure you complete your induction before you start your project.
- You will take on the role of **General Manager, Human Resources at STAR** and your project will be to oversee the selection, implementation and evaluation of new human resource management information systems (HRMIS) at STAR.
- To guide you through your project, we have broken it down into a series of **5 tasks**. In each task you will address a specific issue or problem, and demonstrate that you can resolve the issue by producing a specific item of work. This will usually be an outline of a strategy or a proposal that demonstrates your solution to the situation. A suggested length for most of these is **about 1 - 2 pages**. If you use any texts or websites in your work, be sure to provide these as references these at the end of your task work – this will help demonstrate to your teacher that you can link underpinning HR knowledge with the practical work you do in the task.
- In each task your STAR **adviser** will provide you with key tips about the task, and sometimes work samples and useful websites as well. In this module that's **James Bower**, the IT Services Manager in the STAR case study.
- In each task you'll also have one or more **learning packs** - these help you develop the knowledge and skills you need to do the task. They contain:
  - a glossary of key terms
  - a worksheet
  - web links and web research activities
  - interactive tools
  - interviews with practising HR managers
  - a short review quiz.

- If you're studying in a group you can also try the online **groupwork idea** attached to each task - many students find this is the most rewarding part of online learning.
- There is no set order for completing the different parts of each task - the way you approach it will depend on your individual learning style.
- If you are not sure about some aspects of a task, contact your teacher or fellow students.

Can I adapt the STAR case study to my own workplace?

Yes. You can either complete the entire project in the STAR case study, or you can adapt any of the tasks to your own workplace or industry. Each task has suggestions for how you may do this.

Are there others things I can adapt?

Absolutely. **The HR Diploma is flexible** - that means you may use the parts of it that best suit your individual needs.

- There is a wide range of resources in here, but that doesn't mean you have to do every single thing in it, in fact if you did it would probably be overwhelming!
- Other things like worksheets, interviews with HR managers, web research, review quizzes etc, are there to help you learn about Human Resource Management. You should use whatever resources suit your own needs and learning style. (Sometimes your teacher will ask you to complete specific activities.)
- If in doubt always ask your teacher.

Learning outcomes/performance criteria

Each project task that you do aligns to the following Learning Outcomes in TAFE NSW Module **9795C Human resource information systems**. Note that this module also aligns to the performance criteria in the national Unit of Competency **BSBHR502A Manage human resource information management systems**:

Task	Learning outcomes	Performance criteria
1 Identify information requirements	1.1 Identify the operational and strategic functions of an effective HRIS. 1.2 Develop a network of individuals, groups & information sources (systems) which may contribute to / influence decisions about the organisation's	1.1 Information requirements of users are collected, collated and documented 1.2 Information flow and communication processes to support user needs are identified 1.3 Information requirements and communication

	expectations of an HRIS.	processes are agreed with users and relevant managers
	1.3 Establish an HRIS project team, ensuring appropriate stakeholder representation.	1.4 Draft information systems management plan is developed with agreed review mechanisms, time frame and criteria
	1.4 Review examples of HRIS systems in action, in order to appreciate the potential impact of an HRIS on the Human Resources Function in an organisation.	1.5 Information requirements are specified in a clear and concise manner
	1.5 Determine the broad scope of an organisations' expectations of an HRIS.	1.6 Information requirements are consistent with organisational objectives and policies
	2.1 Conduct a user needs analysis in order to determine information requirements.	1.7 Resources required to meet the information requirements are identified and within budget parameters
	2.2 Examine user needs & collaborate with users in order to determine information-flow & communication-process requirements.	
	2.3 Develop and gain approval of an information systems management plan which reflects organisational goals & objectives.	
	2.4 Determine financial & human resources, time frame and other critical conditions prior to undertaking a feasibility study (ie evaluation of potentially suitable systems)	
2 Select HRMIS	3.1 Co-operate with stakeholders & users	2.1 Selection criteria for the management

	to agree upon an acceptable selection criteria 3.2 Research the range of potentially suitable HRIS in the market place. 3.3 Evaluate potentially suitable HRIS's against the agreed selection criteria, using cost-benefit & risk-analysis techniques 3.4 Report on one, or more HRIS's which meet organisational criteria to decision makers. 3.5 Demonstrate (or arrange for demonstration of) capabilities of the preferred HRIS paying special attention to such issues as initial & capital and ongoing support costs, redundancy, flexibility, add-on capability, customisation, range of software modules, match to selection criteria, ease of use and training) 3.6 Provide advice & support to those responsible for making the final decision about purchasing a suitable HRIS.	information system is agreed with relevant groups and individuals 2.2 Selection criteria ensures that the system has the capability to meet organisation's objectives, policies and budget parameters 2.3 Potential systems are evaluated against the criteria 2.4 Cost benefits and risk analyses are undertaken in relation to the systems which meet the selection criteria 2.5 Preferred system is proposed to decision makers with report on selection process 2.6 Preferred system is capable of being customised to meet organisation and user requirements
3 Implement HRMIS - human factors	4.1 Identify suitable members for an HRIS implementation team. 4.2 Agree upon objectives, roles & responsibilities for the	3.1 Implementation plan is developed with users and other relevant groups and individuals 3.2 Implementation

	implementation team and individual team-members.	plan is confirmed in terms of roles and responsibilities of individuals and groups involved
	4.3 Develop and gain approval for an implementation plan.	3.3 Resources are applied to meet implementation plan time frame, quality and other objectives
	4.4 Identify performance expectations & KPI's for the implementation process.	3.4 Implementation is modified to resolve any problems arising
	5.1 Consult with & brief those affected by implementation	3.5 Groups and individuals contribute to implementation in accordance with plan objectives
	5.3 Ensure that training & support of users occur	
4 Implement HRMIS - IT factors	4.4 Identify performance expectations & KPI's for the implementation process.	3.1 Implementation plan is developed with users and other relevant groups and individuals
	4.5 Liaise with appropriate vendor & organisational (Legal) representations to ensure contractual obligations & limitations are agreed upon. (Including compliance with implementation plan).	3.2 Implementation plan is confirmed in terms of roles and responsibilities of individuals and groups involved
	5.2 Liaise with vendor to ensure delivery & installation of hardware & software.	3.3 Resources are applied to meet implementation plan time frame, quality and other objectives
	5.4 Monitor implementation, training & vendor support process	3.4 Implementation is modified to resolve any problems arising
		3.5 Groups and individuals contribute to implementation in accordance with plan objectives
5 Monitor/evaluate performance of HRMIS	5.5 Install systems and encourage feedback from users to monitor performance of the HRIS.	4.1 Information system performance is monitored and performance reports prepared
	5.6 Identify	4.2 Systems are in

	performance anomalies and / or deficiencies and act promptly to establish corrective processes	place to allow on-going feedback from users
		4.3 System performance is benchmarked against other systems, and latest trends and developments
		4.4 Performance gaps are analysed and strategies for improvement are introduced

Assessment tasks – small group submission is encouraged

Task 1 due Tuesday 4th May

The CEO has asked you to prepare a report for the next managers' meeting outlining:

- the deficiencies in the current 'system' and how HR information is currently managed within STAR
- the management and strategic planning advantages available through the implementation of a new HRMIS
- the information handling needs of the main STAR divisions that could be met with a new HRMIS
- the company's Privacy Act obligations in terms of the collection, maintenance and security of employee information
- the types of costs (not actual figures) that may contribute to the total cost of introducing a new HRMIS
- You could start your initial research by searching the net for HRMIS vendors and for organisations who have documented the introduction of their HRMIS.

Task 2 due Tuesday 11th May

1. Develop a request for information form for vendors to form the basis of your research. (As a large group – either via forum, or in workshop 4th May)
2. 4th May (in workshop) Research the market. Go online, talk to vendors, consultants, organisations who've had an HRMIS replacement or upgrade.
3. Prepare a report for the CEO giving an overview of the types of systems that may suit STAR. This may take the form of a forum posting – each group could address a different system.
4. Prepare a brief draft implementation plan including suggestions for review mechanisms, time frames and criteria for selection.

Task 3 due Tuesday 25th[th] May

Prepare the first stage of an Implementation Plan for the roll-out of STAR's new HRMIS. This plan should cover the following elements relating to human capital and training requirements:

- major stakeholder groups
- key elements of the implementation
- timeline and milestones
- human resources required
- communication strategies
- who is to project manage this implementation
- your role as system owner and/or functional specialist
- a training plan

Task 4 due Tuesday 25th[th] May

Prepare the second stage of an Implementation Plan for the roll-out of STAR's new HRMIS, including the needs of each STAR department. This plan should cover the following elements relating to hardware, software and IT systems requirements:

- hardware and software resources required
- data storage requirements (ie what kinds of information will be required)
- strategy for data capture (who will input information)
- reporting requirements (kind of analysis needs to be carried out on data)
- maintenance (what arrangement with ABC Software for initial 12 months?)

Task 5 due Tuesday 1st[st] June – final assessment, in workshop

Devise a strategy for evaluating the extent to which the current HRMIS is meeting the organisation's requirements. This should include:

- a plan of action to ensure that the HRMIS meets its set objectives
- communication strategies for gathering feedback from stakeholders
- an audit and/or sample testing procedures program
- a benchmarking strategy
- recommendations for possible replacement or upgrade strategies.

Prepare this in a briefing paper for line managers and the HR team.