

HR SERVICE DESK					Employees (frontstage)				HR Team (backstage)										
No.	Stage	USER NEEDS	MoS	RAC	Council	Manager	School	Staff member	Service desk	Agent	Manager	Consultant	Director (inc. EA)						
					Employees		HR Admin							KEY					
3	0	I want the HR Service Desk to be as good / similar as I.T. so that it is easy to use both	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	How well the need is met?	FULLY met	PARTLY met	NOT met	NO need	
4	0	I want the system to have consistent data formats so the data and information is standardised	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	How important is this need?	MUST	SHOULD	COULD	WON'T	
16	4	I would like to know how long it will take to solve a query so that my expectations are set	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
17	4	I need to know if I should submit my query through a form so that I don't need to duplicate my efforts	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
19	4	I need to be able to ask a query on top of a query so that I can further my knowledge and support my activities	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
20	5	I want to solve queries in one place so that I can easily make changes and updates	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
22	5	I need to be able to pause what I am doing so I can easily come back to it and pick it up where I left off	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
23	5	I need to be able to forward a query on so that a colleague can review it	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
24	5	I need to know when policy has been updated so that I don't give/receive the wrong advice	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
26	6	I want to be able to see all logged queries in one place so that I can see what I need to action	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
28	6	I need to be able to capture multiple types of data so that the data can be logged against the right formats	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
29	7	I want to be able to see an audit trail of my query interaction and progression so I can provide evidence of what I have sent and when	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
30	7	I need to be told how long my particular query will take so I know when I will get an answer	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
31	7	I want to be notified if my query is going to past go the SLA so that I can set expectation	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
32	7	I want to be able to search my queries so that I can find the one I want	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
33	7	I want to know what the status of my query is so that I know how close it is to completion	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
36	8	I want to know what I need to do if my query has been escalated so I am informed of the next process	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
37	9	I need consistent advice so that my activities are standardised	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
40	9	I want to be able to quickly complete appraisals so that they take up less of my time	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
41	10	I need to be able to reopen my query so that I can find out more related information	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
42	10	I need to know if my query gets split into more than one so that I know to expect multiple responses	24	1	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
47	5	I need to be able to cross reference information so the employee knows where the information has come from	22	1	SHOULD	MUST	MUST	SHOULD	MUST	MUST	MUST	MUST	MUST						
54	6	I need to be able to mark a query as urgent so that it can be flagged to be resolved faster	19	2	SHOULD	MUST	SHOULD	SHOULD	MUST	MUST	SHOULD	SHOULD	SHOULD						
56	9	I need to be able to document meetings related to my query so that evidence is captured to support it	18	2	COULD	MUST	MUST	COULD	COULD	MUST	MUST	MUST	MUST						
57	9	I need HR templates so that I capture the right information	18	2	COULD	MUST	MUST	COULD	COULD	MUST	MUST	MUST	MUST						
8	1	I need to make sure I follow the right [HR] guidelines so that I don't go outside of the law	24	3	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
9	1	I want to be able to search for the [HR] information I need so I can build my knowledge	24	3	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
10	1	I need to be able to find all the relevant content I need in the same place so I can find what I need quickly and accurately	24	3	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
11	3	I want to be able to fill in my application form in the relevant content section on the intranet so that I don't have to go to multiple places	24	3	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
1	0	I need to be onboarded onto the [HR] systems so that I understand how to use them	24	4	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
5	0	I need to be able to submit a query through my mobile device so that I can do it on the go	24	4	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
14	4	I need to be able to give all my employee / system details to HR so that they know who / what they are dealing with	24	4	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
15	4	I need to be able to submit a query/ many queries quickly so that I can prioritise more important tasks	24	4	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
18	4	I need to be able to attach large documents to my query so that the HR team has the evidence they need	24	4	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
34	8	I need to know if my query has been forwarded onto a different department so that I can expect to receive it back from a different person	24	4	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
38	9	I need to be able to respond to a query so I can update the desk/employee	24	4	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
45	11	I want to be notified about any update on my query so that I know it is progressing	24	4	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
55	1	I need to find out some information for my team member so I can help them solve their query	18	4	COULD	MUST	MUST	COULD	MUST	MUST	MUST	MUST	COULD						
51	4	I need to be able to make a query on behalf of a member of staff so that they don't have to take time out of their day to do it	20	5	COULD	MUST	MUST	COULD	MUST	MUST	MUST	MUST	MUST						
53	9	I need to be able to share HR policy or process information with my team so that they can understand the process we are going through	20	5	COULD	MUST	MUST	COULD	MUST	MUST	MUST	MUST	MUST						
59	1	I want to be able to fill out one form for linked up processes e.g. new starter so that I don't have to fill out duplicate information	16	5	SHOULD	MUST	WON'T	WON'T	SHOULD	MUST	MUST	MUST	MUST						
60	5	I need to be able to reference if someone has advised me so that the employee knows where the information has come from	16	5	SHOULD	SHOULD	SHOULD	SHOULD	SHOULD	SHOULD	SHOULD	SHOULD	SHOULD						
6	1	I need to find out information about a HR process/policy so that I know for the future/to complete a task	24	6	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
50	3	I want to know how to structure my query so that it is clear to the HR Agents	21	6	MUST	MUST	MUST	MUST	WON'T	MUST	MUST	MUST	MUST						
52	9	I need to be able to take on a HR process from beginning to end so that I can facilitate with confidence independently	20	6	WON'T	MUST	MUST	SHOULD	MUST	MUST	MUST	MUST	MUST						
2	0	I want to know what HR does and how they help me as an employee so I know what to go to them for	24	7	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
12	3	I want to know what methods I can contact HR through so I can choose the most appropriate channel for me	24	7	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
62	0	I want to know my vacancy will be approved in time so that I can recruit someone for when is required	14	7	COULD	MUST	WON'T	WON'T	COULD	MUST	MUST	MUST	MUST						
58	0	I need to be able to fill out and submit a new starter form so that I can recruit a new position	16	8	SHOULD	MUST	WON'T	WON'T	SHOULD	MUST	MUST	MUST	MUST						
61	0	I want to be able to create a specific job description / checklist so that I can advertise for the right role	14	8	COULD	MUST	WON'T	WON'T	COULD	MUST	MUST	MUST	MUST						
63	3	I want to be able to speak directly to the [HR] specialist I spoke with last time so that I don't waste anyone elses time explaining myself more than once	12	8	COULD	MUST	MUST	COULD	WON'T	WON'T	COULD	MUST	MUST						
7	1	I need to be set up on the right [HR] systems so that I can use them as my role requires	24	8	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
48	2	I need to find the HR Service Desk contact details so I understand how I can contact them	21	8	MUST	MUST	MUST	MUST	WON'T	MUST	MUST	MUST	MUST						

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64	0	I want a personal service so I can feel confident in the person trying to solve my query	10	9	SHOULD	SHOULD	MUST	MUST	WONT	WONT	WONT	WONT						
		I need to be able to provide HR with detail about my query																
13	4	so that they know how to solve it / help me	24	10	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
21	5	I need to be able to document issues so that the query gets logged into the system	24	10	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
25	6	I need to be able to log a query so that we can keep a record of it	24	10	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
27	6	I need to be able to raise a ticket so that the query is logged, to be actioned	24	10	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
35	8	I want to know if my query has been assigned to a specialist	24	10														
		so that I am aware it has been escalated			MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
39	9	I need to be able to send the answer to the query	24	10	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
43	10	so that the employee can receive their answer	24	10	MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
46	11	I need to be able to close a query so that the employee knows when it is complete	24	10														
		I want to be able to check in with a HR specialist so that I know I am following the process right			MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
49	3	I need to be able to update a query if someone has chased it	24	10														
		so that it is documented and raised to the right individual			MUST	MUST	MUST	MUST	MUST	MUST	MUST	MUST						
49	3	I want to be able to phone the HR Service Desk so I can speak to them when it is urgent	21	10	MUST	MUST	MUST	MUST	WONT	MUST	MUST	MUST						
71	5	I need to be able to interrogate a query so that I know what the right answer is	4	11	WONT	WONT	WONT	WONT	MUST	COULD	WONT	WONT						
68	9	I want to be able to send the HR guidelines and process to an employee	8	12	WONT	WONT	WONT	WONT	SHOULD	MUST	MUST	WONT						
69	4	so that they can take on the HR activities	7	12	WONT	WONT	WONT	WONT	MUST	COULD	MUST	WONT						
70	12	I need to be able to see new queries so that I can try and solve it	5	12														
		I need to be able to report on the HR Service Desk performance so that I monitor and can understand how to improve it			WONT	WONT	WONT	WONT	COULD	MUST	WONT	COULD						
65	5	I need to be able to send a link to content to an individual so that they can find the answer they are looking for	9	13	WONT	WONT	WONT	WONT	MUST	MUST	MUST	WONT						
66	8	I need to be notified if I have been assigned a query	9	13	WONT	WONT	WONT	WONT	MUST	MUST	MUST	WONT						
67	8	so that I know I am responsible for it	9	13														
		I need to be able to communicate my progress with a query to an employee so that they know how much work has been completed			WONT	WONT	WONT	WONT	MUST	MUST	MUST	WONT						
72	7	I want to know my query will be prioritised if I am a Director or above so that I can address other more important tasks	3	14	WONT	WONT	WONT	WONT	WONT	WONT	WONT	MUST						
73	8	I need to be able to find out who the relevant team is to assign a query to so that I send it to the right person	3	15	WONT	WONT	WONT	WONT	MUST	WONT	WONT	WONT						