

ID	Size	Opportunity title	Opportunity description	Related journey	HRSD related	ITSM related	Tagged	Issue to be addressed	Business impact	Customer Priority	Business Priority	Technical Capability	Operational readiness	Total score	Potential solution(s)	KPI	Status
1		Content audit	Conduct a content audit to capture all HR content and data on the intranet	ALL	Partial	No	Content	Understand what content is already published & Provide an understanding about which content sh		0		10	10	30			
2		New starters	Develop new starter applications (consolidating into one process)	New starters	Partial	No	New starter	There is friction and a fragmented process, full i Managers will be able to activate everything they		10							
3		Performance platform	Design new performance and appraisal platform	Performance	Partial	No	Performance	Appraisals take Managers (of large teams) an ii Time spent on appraisals by creating efficient jou		8							
4		System training	System onboarding and training	Onboarding	Partial	Yes	Onboarding	New starters have to ask colleagues how to use Employees won't have to ask around for help		5							
5		Content personalisation	Personalised HR content for employee type and level	ALL	Partial	Yes	Access & authentication	Present users only the content they need and it Staff should be able to see content that is only rel		5							
6		Content strategy	Define a HR content strategy - including governance and publishing (no design work ca	ALL	Partial	No	Content	Content hasn't been updated properly in a numl A team or individual will be responsible for the cre		0							
7		Information architecture	Redesign the HR Information Architecture (on the intranet)	ALL RFI	Yes	No	Navigation	Users currently can't find the content they need Staff will be able to self-serve their queries for inf		10							
8		HR landing page	Design content to describe what HR do and how they can help	ALL	Yes	Yes	Content	Lots of people in the organisation don't know th Improved perception of HR function and confiden		7							
9		HR 5 policies	Re-write core HR policies in plain English and make content searchable	ALL RFI	Yes	No	Content	Users can't find policy documents and are unab Staff will be able to understand HR policy without		10							
10		Self-serve queries	Identify queries that can be self-served through information and design content	ALL RFI	Yes	Yes	Queries	Staff currently make many queries a month for l We don't know how many queries can be solved f		8							
11		Search that works	Design a new natural language - elastic search, that supports users intuitive key words/	ALL RFI	Yes	Yes	Intranet	The search functionality on the intranet doesn'tl It will allow staff to search with user centered lang		10							
12		HR database	Redesign the HR database with new structure, tagging and data formats (support voice	N/A	Yes	No	Platform	The data inputted into the platform is inconsiste The current data is not joined up or appropriate to		0							
13		Integrated forms	Design new integrated, responsive and interactive forms	ALL Transactional	Yes	Yes	Forms	Application and query forms are currently fragm Staff will be able to find forms located next to rele		10							
14		Consolidated platforms	Consolidate all HR platforms into one (even if this is just front-end)	ALL	Yes	No	Platform	Digital HR functions and content are based acr Staff to be able to conduct all their HR tasks and c		8							
15		DBS service	Design or procure a new DBS check service	Recruitment	Partial	No	DBS	Kent CC – DBS service has numerous usabilityl It is a key requirement for safeguarding and caus		5							
16		Query form	Create new query form, with data capture (and guidelines on how to structure)	ALL	Yes	Yes	Query	Submitted queries are inconsistent in format an It will support quicker query understanding and sc		7							
17		VIP queries	Create 'high priority level' access rights for queries e.g. VIP	ALL	Yes	Yes	Query	Director's and Executive Assistants require que Director's will have their queries resolved faster		5							
18		Employee profiles	Functionality to be able to link employee profiles to queries	ALL Transactional	Yes	Yes	Query	Managers have to submit many queries about t Queries will be more robust and have more inform		4							
19		HR processes	Develop new HR processes & activity guidelines content	ALL Transactional	Yes	No	Action	Staff are unable to find information about HR pr HR processes will become transparent and staff v		7							
20		Complex queries	Train the HR Agents to deal with generic complex queries	ALL Transactional	Yes	No	Training	Specialist teams are getting many queries that i HR specialists have more capacity and keep their		5							
21		Screen control	Agents to be able to take control of enquirers screens	ALL	Yes	Yes	Agent	Staff have problem using systems like SAP due Instead of guiding a user over the phone, they cai		4							
22		Query responses	Design a new response template	ALL	Yes	Yes	Notification	The current response template is bookended b There will be less confusion in query responses, c		8							
23		Multiple queries	Design functionality to be able to add multiple queries from one interaction	ALL	Yes	Yes	Query	Agents are unable to easily log multiple queries Speed up the Agents ability to input and log queri		6							
24		Data training	Create new training package on data capture and treatment	ALL	Partial	Yes	Training	The data being inputted and provided by HR is Ensure all Service Desk operatives input data cor		0							
25		Data strategy	Develop a cross-organisation data strategy	ALL	Partial	Yes	Data	There is no standardised way of capturing, storl Allow for consistent data inputs and quality across		0							
26		Standardised SLAs	Define a set standardised cross-HR query response SLAs	ALL Transactional	Yes	No	SLAs	SLAs between HR specialist teams are all differ Support a transparent process and bring consiste		6							
27		Notifications strategy	Develop a HR Service Desk - notification and communciations strategy	ALL	Yes	Yes	Notification	There is limited notifications to enquirers about Keep staff informed and up to date to decrease cl		9							
28		Query tracking	Allow users to be able to see all open/pending/closed queries in one place	ALL	Yes	Yes	Query	Unless you submit a query through the Service Trackable, transparent queries that are updated i		10							
29		Query handover	Notify users when a query has been forwarded and 'assigned' and SLA extension	ALL Transactional	Yes	Yes	Query	Enquirers often miss the communication about Provides assurance to staff member and understa		8							
30		Common HR UI	Develop consistent cross-HR platforms – common UX/UI interface and functionality	ALL	Partial	Yes	Design	All HR systems are dated and have distinctly di Less calls about how to use systems		6							
31		Close template	Design new 'close' of query template with option to re-open or challege response	ALL	Yes	Yes	Query	The closed query template is cluttered with too Decreased number of new queries as old ones ca		8							
32		Chase queries	Design functionality for enquirer to be able to chase a query if it goes past SLA	ALL	Yes	Yes	Query	All chasing currently comes through the Service Decrease calls through Service Desk - direct strai		7							
33		Service Desk reporting	Design functionality for in-depth reports to be created about the HR Service Desk perfor	N/A	Yes	Yes	Reporting	The data in reports is inconsistent and vague, s Improve Service Desk functions and experience		0							