



SANTA CLARA UNIVERSITY
LEAVEY SCHOOL OF BUSINESS

Information Systems Analysis and Design

Project Title:

'Incentify'- A Reward System for Increasing Employee Retention and Engagement



Employee Engagement Employee Retention

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Problem Statement:-

One of the biggest priorities and concerns these days that corporate tech giants face is about employee retention. The tech marketplace has become competitive and retaining talented employees in the company has become a necessity. The economy is improving day by day which, in turn, is making employee retention a serious issue as experienced employees have more job options to seek. The companies need to reward employees with additional incentives, compensations, expanded benefits and improve their overall employee experience in the company.

Cisco is a multinational company which deals in wide range of high-technology products and services. Highly skilled and motivated employees are critical to Cisco, since they multiply impact in both, the industry and also the society. Keeping them inspired is one of the highest priorities of the company. Cisco has around 200 courses available to improve the core competencies and skills of the employees. However, it is difficult to motivate, monitor and measure this learning process of the employees. Sustaining their interest, engagement and also measurement of employee performance has become an important task for the company. Along with that, the company always strives hard to maintain the high productivity levels of the employees. It is therefore required to apply some strategies of motivation in the field of 'Training and Learning', 'Support and Services' and 'Cross-departmental Collaboration'.

The proposed system known as 'Incentify', can help Cisco to deal with this situation in following ways:-

It intends to collaborate gamification concepts and techniques to increase employee engagement which is critical to business organizations. Gamification is applying gaming concepts and techniques to non-gaming applications. It changes the rules of engagement and inspires employees to change behaviors as a result. It takes game elements known as game mechanics such as points, badges, leaderboards, access priority and applies them to a non-game setting. It has the potential to turn routine, mundane tasks into refreshing and motivating experiences. Employees will be rewarded for tasks like completing learning tutorials, providing an efficient and prompt support to the customers, working with different cross cultural teams to meet company's long term or short term goals. Incentify will help employees to grow along with organisation by undertaking voluntary task for his/her self-improvement.

What Gamification Isn't:- *"Gamification is a word that just throws a lot of people off. The thing you have to make clear to people is that it has nothing to do with games. Gamification is about driving business objectives and motivating people through data. It's not new but it has suddenly become more powerful because we have all this data available to us. It's not about knowing everyone's perspective; it's about knowing the science behind engagement. It's a lot of design and a little bit of psychology" says **Rajat Paharia, founder of Bunchball and author of the upcoming book "Loyalty 3.0".***

Business need:-

Incentify will help engage and motivate the employees of the company by rewarding them in the areas of 'Training and Learning', 'Support and services' and 'Cross-departmental collaboration' which will in turn help Cisco achieve its goals and perform in a better way.

- Rewarding employees for completing online training and learning programs will help them learn and grow along with the company.
- Having an improved customer service helps in building a good reputation of the company and also helps in retaining and attracting customers.
- By working cross-departmentally, you have a better insight of other departments, share ideas and complement the needs of other departments.
- This can help the organisation reduce redundant work and dependence on a single expert.

Business Requirement:-

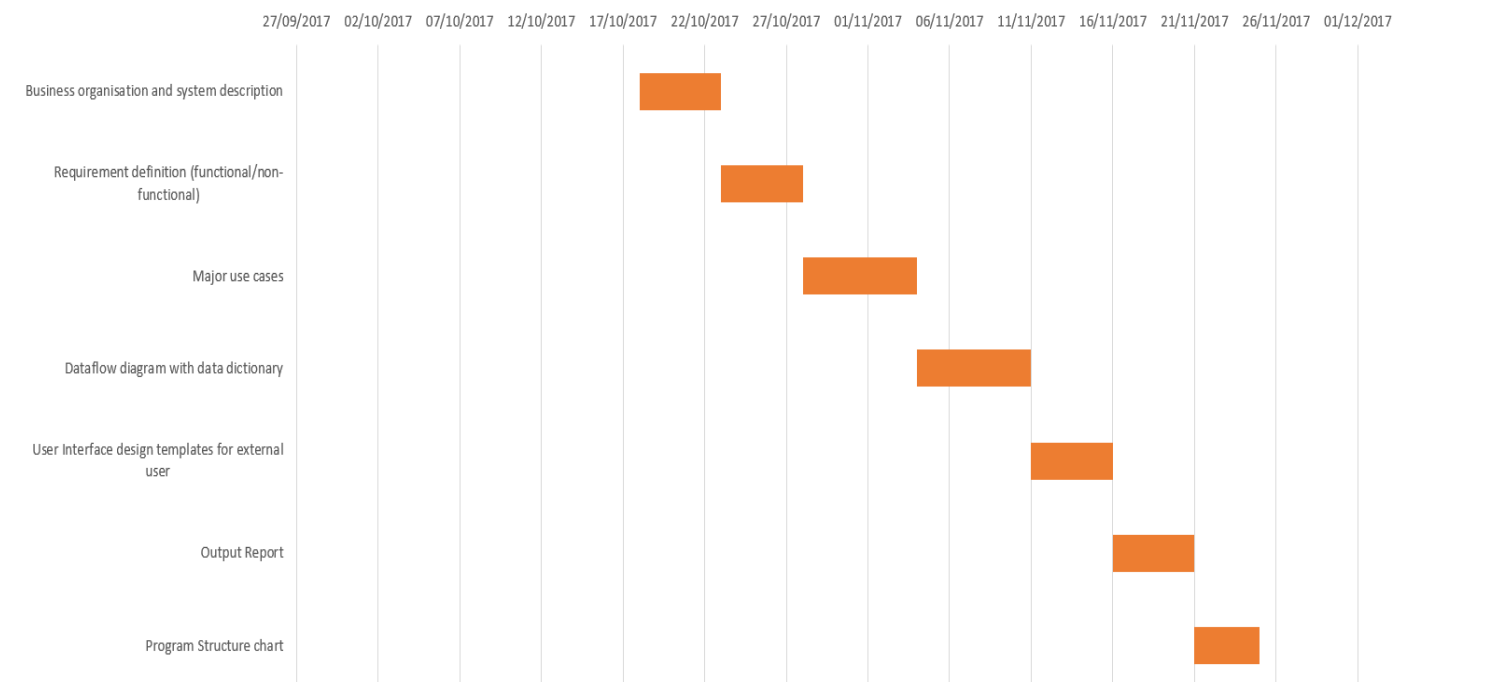
- The admin will set certain milestones for the above mentioned fields in the system based on the tasks in those fields. Employees will act as users and will try to achieve the given task.
- The proposed system should have the functionality to keep the employee motivated enough to perform tasks which he/she is expected to do as well as for the additional work or deeds done by him/her. The system will have certain tangible rewards as well as non-tangible rewards.
- The system will provide intrinsic motivation to the employee to perform better in order to gain status, access to certain functionalities of the system that are restricted for other users, power to make suggestions to the current project or task after achieving enough credits.
- The admin can set goals for which the user gets tangible rewards like monetary incentives, vouchers, extra paid leaves for certain time, a fixed parking spot, additional 15 minutes in lunch time for a month or intangible rewards like ranks on scoreboards, badges, tokens, points etc.
- In training and learning area, the company can set goals for each learning course completed by the employee and reward him with fixed points for each completed course. The progression charts shown to the employee while he completes the course helps him to stay motivated to finish the course which will help him in acquiring additional skill which, in turn, will be beneficial for the organization.
- System should have functionality to give rewards to the employee who undertakes cross-departmental volunteering tasks like knowledge sharing across other departments or working with other department when situation demands.
- In the customer and service department, the system should also give rewards to the employees who have 90% or more of positive customer feedback in a month.

Business Value:-

- Training and development helps improving the job knowledge, skills, confidence and the personality of the employee at each level. It will directly improve the efficiency and the productivity of the employees since they will remain up to date with the new technology and use the old one in an efficient way. Training and development helps demonstrate a commitment to keep the employees on the cutting edge of knowledge and practice. Rewarding employees for learning the new technology will indirectly help keeping employees engaged and satisfied with the company. It will enable building a skill set within the employee instead of hiring one and engaging resources and time in the new one.
- Customer feedback and customer satisfaction index mapped to rewards will help keeping the employee motivated to provide better customer support and services. A happy customer will in-turn bring more business to the organization and will open up cross-sell and upsell opportunities.
- Rewarding employees for cross-departmental collaboration makes employee feel valued and will help in smooth cross-departmental operations. Along with helping in building up a healthy work environment, such kind of efforts will provide broad exposures to the employees and an opportunity for the team member to explore and expand their roles in the organization.
- Moreover, appreciating employee in some way or the other will help building their loyalty towards the company and help increasing the retention rate of the company.

➤ **Gantt chart**

Gantt Chart



➤ Functional Requirements:

1) Course request generation and approval:

Process Oriented:-

- a) The available courses are displayed on employee dashboard.
- b) The employee can select the desired course and generate a course approval request for the same.
- c) The system will check whether the conditions are met for course request generation and if yes, the request is forwarded to the manager for approval.
- d) Manager will enter request approval decision.

Information Oriented:-

The system will store the following fields:-

- a) Employee ID along with other details of the employee.
- b) Course details along with course complexity level (easy/ moderate/ hard).
- c) Conditions and regulations associated with assigning the courses to the employee.
- d) Requested course details along with reason for undertaking the course.
- e) Manager approval decision.

2) Evaluating employee's course progression:

Process Oriented:

- a) System will keep a track of ongoing courses of an employee.
- b) The system will update leaderboard ranks and points according to the modules completed within a course.
- c) After the completion of course, rewards will be assigned to employee based on course complexity and marks received.
- d) If an employee scores more than 95%, the company will give him access to answer as an expert to queries asked on company forum regarding that course.

Information Oriented:

The system will store the following fields:-

- a) Details of all employees will be needed to assign leaderboard ranks
- b) Course details along with course complexity level (easy/ moderate/ hard).
- c) Module wise marks of each course undertaken by the employee.
- d) Total marks received in each course and reward points earned for each course.

3) **Reward assignment on course completion:**

Process Oriented :

- a) As employee completes a module of course he should be assigned some reward points depending on the complexity level of the module and the performance of that employee in that module.
- b) On completion of the course the employee should be given certificate of proficiency if he receives total marks above the minimum limit.
- c) Depending on the overall performance of the employee in a course and on the complexity level of the course system should reward employee by adding that course to his/her skill set and allow him to serve the role which has this course as prerequisite.

Information Oriented:

The system will store:

- a) System should store rewards given to each employee and its detail.
- b) Course details and total marks received in the course.
- c) Total reward points received by the employee.

4) **Checking CSI and assignment of rewards:**

Process Oriented :

- a) The system should display the average customer satisfaction index on dashboard of an employee.
- b) The system will monthly evaluate the customer feedback and customer satisfaction index of each employee.
- c) The employee whose customer satisfaction index will be above the threshold set by the company, will receive reward points.
- d) The employee with highest customer satisfaction index for the month will be awarded 'Employee of the Month' title.o cross departmental collaboration rewards in a month.
- e) The employee will generate a cross departmental work recognition request.
- f) Employee will provide a brief desc
- g) Employee who wins more than twice the 'Employee of the Month' reward will be nominated for 'Employee of the Year' award.

Information Oriented:

The system will store:

- a) Customer feedback for every employee interacting with the customer.
- b) The minimum average CSI threshold will be set by the organization.
- c) System should store the rewards given to the employees and its details.

5) Cross departmental contribution recognition request :

Process Oriented:

- a) An employee can receive up to two rewards in the cross departmental contribution domain.
- b) Employee provides a brief description of the cross departmental work done by him, number of hours he has worked with other team, name of team lead or manager of the other team and complexity of the work done by him, according to him.
- c) The system generates a request based on the information provided by the employee.

Information Oriented:

The system will store:

- a) Details of the employee who is generating the request.
- b) Details of other team lead/ manager who he has worked with.
- c) Activity description provided by the employee.
- d) Complexity of the task done by the employee.
- e) Number of hours he has worked with other team.

6) Cross departmental reward request decision:

Process Oriented:-

- a) The cross departmental reward request is sent to the manager of that employee, by the system.
- b) The manager reviews the request received and forwards it to the manager of other team with whom the employee has worked.
- c) Depending upon the feedback received from other manager, the employee's manager will decide whether to approve or disapprove the employee reward request.
- d) The manager can modify the complexity of the task given by the employee if he finds it exaggerated or understated.
- e) Manager has to provide reason for his decision.

Information Oriented:

The system will store:

- a) Details of the request generated by the employee.
- b) Details and feedback received from other team's manager.
- c) Reward request decision taken by the manager.
- d) Reason of the decision taken by the manager.

7) Reward assignment for cross departmental collaboration activity:

Process Oriented:

- a) After the manager approves the reward request raised by an employee, the system will reward the employee based on number of hours he has worked with other team.
- b) The system will give employee redeemable reward points based on complexity of the task.
- c) For easy, medium, hard task, the system will assign number of hours multiplied by 1, 3, 5 points respectively.
- d) The employee will be notified when he receives the reward points.

Information Oriented:

The system will store:

- a) Employee details such as employee name, ID.
- b) Reward request details.
- c) Redeemable points given to the employee.

8) Reward Redemption:

Process Oriented:-

- a) The system will show the employee the total redeemable points acquired by him.
- b) These points will be valid until 365 days from the date of issuance of latest reward points received by the employee. Reward points which are not utilized upto this date will be lapsed.
- c) The system will show the available reward options in company portal, to redeem the rewards.
- d) The system will display various types of rewards such as vouchers, goods and in-company perks available according to total reward points of the employee.
- e) The employee can redeem the reward by selecting one or more reward options within his reward limit.

Information Oriented:-

The system will store:-

- a) Employee ID along with other details of the employee.
- b) Total reward points secured by the employee
- c) Validity of the reward points.
- d) Details of redeemable reward options

➤ Non-Functional Requirements:

Operational :

1. The system has to be changeable to adopt new design demands and business requirements after the deployment and during the monitoring phase.
2. The system should support hardware and software up-gradation without any unnecessary modifications,
3. The system should be compatible with all types of browsers.
4. The system should be user-friendly.
5. All devices like mobile phones and tablets should be able to handle the system

Performance:

1. The interaction between the system and user should be in real time.
2. The system should support atleast upto 500 multiple users at a time.
3. System should fetch the related records within 2sec of response.
4. A proper load-balancing system should be in place, to maintain speed of the system.
5. All the data transaction must be carried out accurately.
6. The navigating speed from one page to another page should be seamless.

Security :

1. The system should keep every employee's data confidential.
2. The system should be accessible only to the company's employees only.
3. System should enforce valid authentication and authorization. Strong password policies should be enforced.
4. The system should provide all available safeguards from viruses, worms, Trojan horses, etc.
5. The system should timeout if suspects no activity till 30 minutes

Political and Cultural:

1. The system shall support English language only.
2. The system shall not display any religious symbols.
3. The system should run the anti-virus recommended by the Organization.
4. The rewarding process must be ethical and unbiased. The rules should not be altered in any way for favorable applicant

Use Cases:

Use Case Name: **Course Request Generation and Approval**

ID: UC1

Priority: High

Brief Description: The employee will select the course of his/her choice from available courses and send an approval request for course enrolment to the manager through the system.

Actor: Employee undertaking the course

Trigger: Employee identifies that learning new course will improve his skill set and enable him to perform his work more efficiently.

Type: External Temporal

Preconditions:

1. The credentials of the employee are authenticated.
2. The employee must not be serving in notice period and should be working full-time.

Normal Course:

1.0 Generate request for the course

- 1) The system will show the employee currently available courses and courses recommended to him.
- 2) The employee will generate the course request for approval by selecting the course he intends to study by giving reasons how this course will benefit the employee in his work and in turn, the company.
- 3) The system will check whether the employee has more than 3 active courses or not. (Alternative course 1.1)
- 4) The system will forward the employee request to the manager.
- 5) The manager reviews the employee course request and approves the request if the reason for course request is found satisfactory. (Alternative course 1.2)
- 6) The requested course is added to active courses by the employee by entering the permission number received from the manager.(Alternative course 1.3)

Information for Steps:

Course details, course complexity

Request ID and Details, Reason for course request

Active Courses

Request Details, Manager Details

Approval decision, permission number

Permission number, course details

Alternative Course(s):**1.1 System declines course request initiated by the employee (branch at step 4):-**

- 1a. The system will check the number of active courses for the employee.
- 1b. If the number of active courses is equal to or more than 3, the system declines the employee request.
- 1c. The employee will be prompted error in request generation.
- 1d. System will show the employee estimated time after which he can enrol for the desired course based on his active course progress reports and timeline.

1.2 Manager declines the course request.

- 2a. The manager will send request rejection with the reason for rejection.
- 2b. The employee request is deleted from pending requests and permission is denied to enrol for the course for the employee.

1.3 More than 3 simultaneous course request:-

- 3a. If the employee receives permission numbers for more than 3 courses, the courses for which the employee has got approved will be waitlisted until he completes the active courses.

Post conditions:

- 1. The employee progress is tracked based on course complexity and time taken to complete each module and course.

Exceptions:

- 1. If the course is removed from available course list after the employee has initiated a request, the request will be deleted automatically by the system.

Summary:

Inputs	Source	Outputs	Destination
Reason for course request	Employee	Course Details, Course Complexity	Course Details Datastore
Request Details	Employee	Request ID	Course Request Datastore
Manager Details	Employee datastore	Request ID and Request Details	Course Request Datastore
Approval Decision, Permission number	Manager	Active Courses	Employee Datastore
		Request Details, Reason for course request	Manager
Permission number	Employee	Course Status	Employee Course Details Datastore

Use Case Name: Evaluating Employee's Course Progression		ID: UC2	Priority: High
Brief Description: The system will evaluate employee's activities as he progresses in the course.			
Actor: Employee undertaking the course			
Trigger: Employee is registered for the course.			
Type: <u>External</u> Temporal			
Preconditions: <div>1. The credentials of the employee are authenticated.</div> <div>2. The employee must be registered for that course.</div>			
Normal Course: <div>1.0 Update the details of the course as the employee completes it: <div>1) The system should show the employee the current course status and number of completed and pending modules in that course. (Alternative Course 2.1, 2.2)</div><div>2) The system will show the employee estimated time duration to complete the course.</div><div>3) The system will compute the marks for each module completed by the employee.</div><div>4) The system will update the leaderboard rank of the employee with respect to other employees enrolled for the course, after completion of each module in the active course.</div><div>5) After the employee completes all the modules from the course, the system will calculate the aggregate grade of the employee.</div><div>6) If the employee receives marks more than 95% in the course, the system will give him access to answer questions on forum as an expert.</div><div>7) After the employee completes all the modules from the course, the course will be removed from active courses.</div></div> <td colspan="2">Information for Steps: <div>Module Details, Course Status</div><div>Completed and Pending Modules, Estimated Time</div><div>Completed Modules, Marks Received</div><div>Employee Details, Course Details, Leaderboard Rank</div><div>Total Marks Received</div><div>Total Marks Received, Forum Access Type</div><div>Active courses, Course Status</div></td>		Information for Steps: <div>Module Details, Course Status</div> <div>Completed and Pending Modules, Estimated Time</div> <div>Completed Modules, Marks Received</div> <div>Employee Details, Course Details, Leaderboard Rank</div> <div>Total Marks Received</div> <div>Total Marks Received, Forum Access Type</div> <div>Active courses, Course Status</div>	
Alternative Course(s): <div>2.1: If the employee does not start or proceed for 10 days after enrolling for a course: <div>a. The system will send reminder emails and notifications to the employee dashboard to motivate him to complete the pending course.</div></div> <div>2.2: Inactivity for a period of 60 days: <div>a. After 60 days of inactivity in the course by the employee, the course will be removed from employee's active courses</div></div>			

Post conditions:

1. The employee will receive a course completion certificate and a report will be generated for his performance in that course. The same will be accessible by the manager to view.
2. The courses (if any) are on the waitlist of the employee, will be added to the active course list.

Exceptions:

1. If the employee opts out of the course, the course will be deleted from active courses and status of the course along with module details before deletion will be saved in the system for future references.

Summary:

Inputs	Source	Outputs	Destination
Module Details	Course Details datastore	Course Status	Employee
Completed and Pending Modules	Employee Course Details datastore	Estimated Time	Employee
Completed Modules	Employee Course Details datastore	Marks received	Employee
Marks Received	Employee Course Details datastore	Leaderboard Rank	Employee
Total Marks Received	Employee Course Details datastore	Forum Access Type	Employee
Course Status	Employee Course Details datastore	Active courses	Employee
		Leaderboard ranks of other employees	Employee

Use Case Name: [Reward assignment on course completion](#)

ID: UC3

Priority: High

Brief Description: The system will reward employee as he completes each module of the course and on successful completion of the course.

Actor: Employee undertaking the course

Trigger: Employee completes first module of the registered course.

Type: External Temporal

Preconditions:

1. Employee must be registered for the course.
2. The employee must not be serving in notice period and should be working full-time.

Normal Course:

3.0 Evaluate employee's performance in a course or in a module of the course

- 1) The system will fetch the marks received by employee for a course
- 2) Depending on the performance of employee and complexity level of the course the system will reward employee by assigning him/her reward points and badges (Alternate course 3.1)
- 3) On completion of the course the system will also award employee a certificate of the proficiency of the level corresponding to the completed course's level (Alternate course 3.2).
- 4) The system will update the roles which employee is eligible to serve and which requires the completed course as prerequisite.

Information for Steps:

Employee ID, course details, total marks received

Total marks received, course complexity, course details, reward details

Reward details, employee ID, course details

Updated Employee details, course details, reward details

Alternative Course(s):

3.1 Employee performance is not good enough in a course:

- 1) If marks received by employee are below 40% for a course, then the system won't award him certificate of proficiency for that course.
- 2) The system will prompt employee to retake the course to add skills of this course to his /her skill set.

Post conditions:

1. Employee can redeem the received reward points on the company portal.

Summary:

Inputs	Source	Outputs	Destination
Employee Id	Employee datastore	Total marks received	Employee course details datastore
Total marks received	Employee course details datastore	Reward details	Employee
Course complexity and details	Course datastore	Reward details	Reward datastore
Reward	Reward datastore	Updated employee details	Employee datastore

Use Case Name: Checking CSI and assignment of rewards	ID: UC4	Priority: High
Brief Description: Customer feedbacks and customer satisfaction index for an employee is evaluated to reward the employee accordingly.		
Actor: Employee of customer service department		
Trigger: Customer satisfaction index of each employee evaluated on 1st of every month.		
Type: External <u>Temporal</u>		
Preconditions:		
1. The employee must not be serving in notice period and should be working full-time.		
Normal Course: 4.0 Evaluate employee customer satisfaction index to reward him/her 1)The employee logs in through his system account. 2)The system will show employee his average customer satisfaction index. 3)The system would evaluate all customer feedbacks and customer satisfaction index for each customer service department employee every month. 4)The system will assign rewards points to the employee whose CSI is above pre-defined threshold which can be redeemed on company portal. 5)The system will also determine employee with highest customer satisfaction index and will award him/her the title 'Employee of the Month'. 6) The system will notify the employee about his/her 'Employee of the month' award and assign him/her reward points. 7)The system will check if the employee awarded the 'Employee of the month' title has received such title twice in the same year. 8) System will notify employee about his/her nomination to 'Employee of the Year' award and him/her to the list of candidates for the award 'Employee of the Year'.		Information for Steps: Employee credentials Customer satisfaction index Customer satisfaction index, Employee Details Threshold for CSI, Employee Details, reward details Employee details, reward details Employee Id, Award notification Employee details, reward details Updated list of nominated employees, Award nomination notification
Post conditions:		
1. Employee can redeem the received reward points on the company portal.		

Summary:

Inputs	Source	Outputs	Destination
Employee credentials	Employee	Customer satisfaction index	Employee Datastore
Threshold	Configuration datastore		
Employee details	Employee Datastore	Update list of nominated employees	Award Datastore
Employee details	Employee Datastore	Reward points	Employee
Employee id	Employee Datastore	Reward details	Reward Datastore
		Award notification	Employee
		Award nomination notification	Employee

Use Case Name: [Cross departmental Reward request.](#)

ID:UC5

Priority: High

Brief Description: The system generates a request for cross departmental collaboration reward by taking inputs from the employee

Actor: Employee

Trigger: Employee completes a cross departmental collaboration activity.

Type: External Temporal

Preconditions:

1. The login credentials of the employee are authenticated.
2. The employee must not be serving in notice period and should be working full-time.

Normal Course :**1.0 Request generation**

1. Employee initiates a request for cross departmental reward.
2. The system verifies that the employee has NOT been rewarded more than once for cross departmental activity in the current month. .
(Alternative course 1)
3. If not rewarded, the system asks for the brief description of the activity, complexity level, number of hours dedicated to the activity, other team's name, other team's manager name.
4. The employee confirms the details and the system generates a request.
5. Reward request is sent to the employee's manager for approval.
6. The system displays the details of the request generated to the employee.

Information for Steps

Employee ID

Reward details for the current month

Activity description, Number_of_hours, Complexity level, other team's name, other team's manager name

Reward Request details, Employee confirmation

Employee ID, Reward request

Reward request details

Alternative Course(s):**1.1 Employee is rewarded more than once for cross-departmental activity**

1. System detects that the employee has already been rewarded twice for the cross-departmental activity in the current month.
2. The system will report the employee that reward cannot be granted more than 2 times per month.
3. The system terminates the generation of request.

Post conditions:

The Reward Request datastore is updated with the information related to the Reward Request ID generated.

Exceptions:

E1 : Details not sufficient for the request.

1. One or more of the fields i.e *description, Number_of_hours, complexity level* is not filled.
2. The system will display the message " A required detail is missing for creating a reward request".

Summary:

Inputs

Source

Outputs

Destination

Employee details	Employee Datastore		
Reward details for current month	Reward Request datastore	Reward request details	Reward Request datastore
Activity description	Reward Request datastore	Reward request details	Employee
Number_of_hours	Reward Request datastore	Reward request	Manager
Complexity Level	Reward Request datastore		
Other team's name	Reward Request datastore		
Other team's manager name	Reward Request datastore		
Employee Confirmation	Employee		
Manager's Employee ID	Employee datastore		

Use Case Name: Cross departmental Reward approval	ID:UC6	Priority: High
Brief Description: The Employee's manager will approve/disapprove the request raise by the employee for cross departmental collaboration reward		
Actor: Manager		
Trigger:The manager receives request for cross departmental collaboration reward.		
Type: <u>External</u> Temporal		
Preconditions: Request for cross collaboration reward is generated.		

Normal Course :**1.0 Request approval****1. The manager request for other team's manager feedback**

2. The system will ask for feedback from the other team's manager mentioned in the request details. The other team's manager feedback will be recorded forwarded to the employee's manager .

3. The manager evaluates the details of the request based on the feedback received from the other team's manager. (Alternative course 1, 2)

4. The system asks the manager to provide reason for his decision and confirm the approval.

5. On confirmation, the status of the request is updated to 'approved' and sent to Employee.

Information for Steps

Other team's manager details, reward request

Other team manager feedback, manager details

Other team manager feedback

Confirm decision,, Decision reason

Reward request status

Alternative Course(s):**1. The request is invalid and/or has negative feedback from the cross departmental team**

1. The system asks the manager to provide a reason for disapproval

2. It reconfirms the disapproval.

3. Disapproval feedback is sent to the employee and the request is rejected.

4. The status of the request is updated as "rejected".

2. Request detail is not properly recognized :

1. If request details like the complexity and/or number of hours are not properly recorded, the manager can edit the request accordingly.

2. The system will ask the manager to confirm the details.

3. On confirmation, the status of the request is updated to "approved".

Post conditions:

Manager has approved/disapproved the request for cross-departmental collaboration reward.

Summary:

Inputs

Source

Outputs

Destination

Reward request	Employee's Manager	Other team manager feedback	Employee's Manager,
Other team Manager details	Reward request		Reward request datatstore
Reward request approval	Employee's manager.	Reward request status	Employee
Manager details	Employee Datastore	Reward request status	Reward request Datastore
Confirm decision	Manager	Decision reason	Reward request Datastore, Employee

Use Case Name: **Reward assignment for cross departmental Collaboration activity.**

ID: UC7

Priority: High

Brief Description: According to the complexity level and the duration (in hours) stated, the system will assign reward points to the employee.

Actor: System

Trigger: Cross collaboration work request initiated by the employee is verified and approved.

Type: External Temporal

Preconditions:

Manager should have approved the request for cross departmental collaboration reward.

Normal Course

1. Approved reward request is further processed for the reward.
 1. The system takes the details associated with the reward request.
 2. For *easy* complexity level the system assigns (Number_of_hours * 1) reward points to the employee.
 3. For *medium* complexity level the system assigns (Number_of_hours * 3) reward points to the employee.
 4. For *tough* complexity level the system assigns (Number_of_hours * 5) reward points to the employee.
 5. When the points are rewarded, the system notifies the employee of the reward reception.

Information for Steps

Reward Request ID and details.

Reward points

Reward points

Reward points

Employee details, Reward points.

Post conditions: Employee can redeem the rewards from the reward redemption options available.

Summary:

Inputs	Source	Outputs	Destination
Reward Request ID and details.	Reward request datastore.	Reward points	Reward datastore
Employee details	Employee datastore	Reward points	Employee

Use Case Name: **Reward Redemption**

ID: UC8

Priority: High

Brief Description: The system will show the total reward points of the employee and the available list of items redeemable by the employee using those reward points.

Actor: Employee

Trigger: Employee has reward points.

Type: External Temporal

Preconditions:

1. The credentials of the employee are authenticated.
2. The employee must not be serving in notice period and should be working full-time.

Normal Course:**1.0 Redeeming the reward points:**

1. System displays the total reward points available for the employee.
2. System displays the time and date until the reward points are valid.
3. The system shows an option of online gift cards, vouchers and items worth the redeemable points ranging from 5 to 100 points in the company portal. (Alternative course 1)
5. Employee selects one or more of the options available in the portal.
6. The system confirms the order placed by the employee by validating the reward limit.
7. The total reward points of the employee are updated accordingly and the system displays the order details to the employee

Information for Steps:

Employee details, Total reward points.

Reward Validity

Employee details, List of items.

Employee details, List of selected items.

Employee confirmation

Updated total reward points, confirmed order details.

Alternative Course(s):

1. Employee chooses not to redeem the reward points.
 1. Employee does not select any item from the available option in the portal.
2. System will confirm that he has not selected any order and if he would like to exit the portal.
3. Employee chooses to exit the portal.
4. The employee logs out from the company portal for reward redemption and is back to his home page of the system.

Post conditions:

1. The reward points are updated according to the order placed.

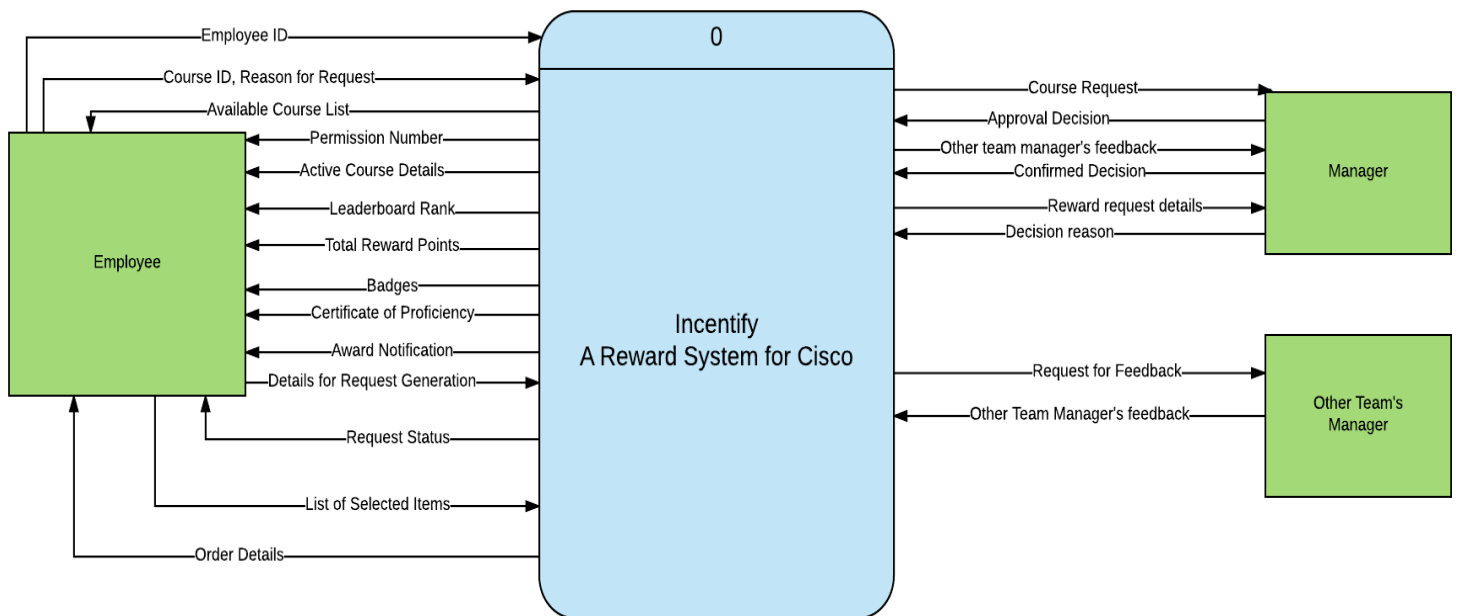
Exceptions:**E1. Selected item not available at the moment.**

1. The system reports that the selected item is not available at the moment.
2. The system prompts the employee to select another item from the available options.

Summary:

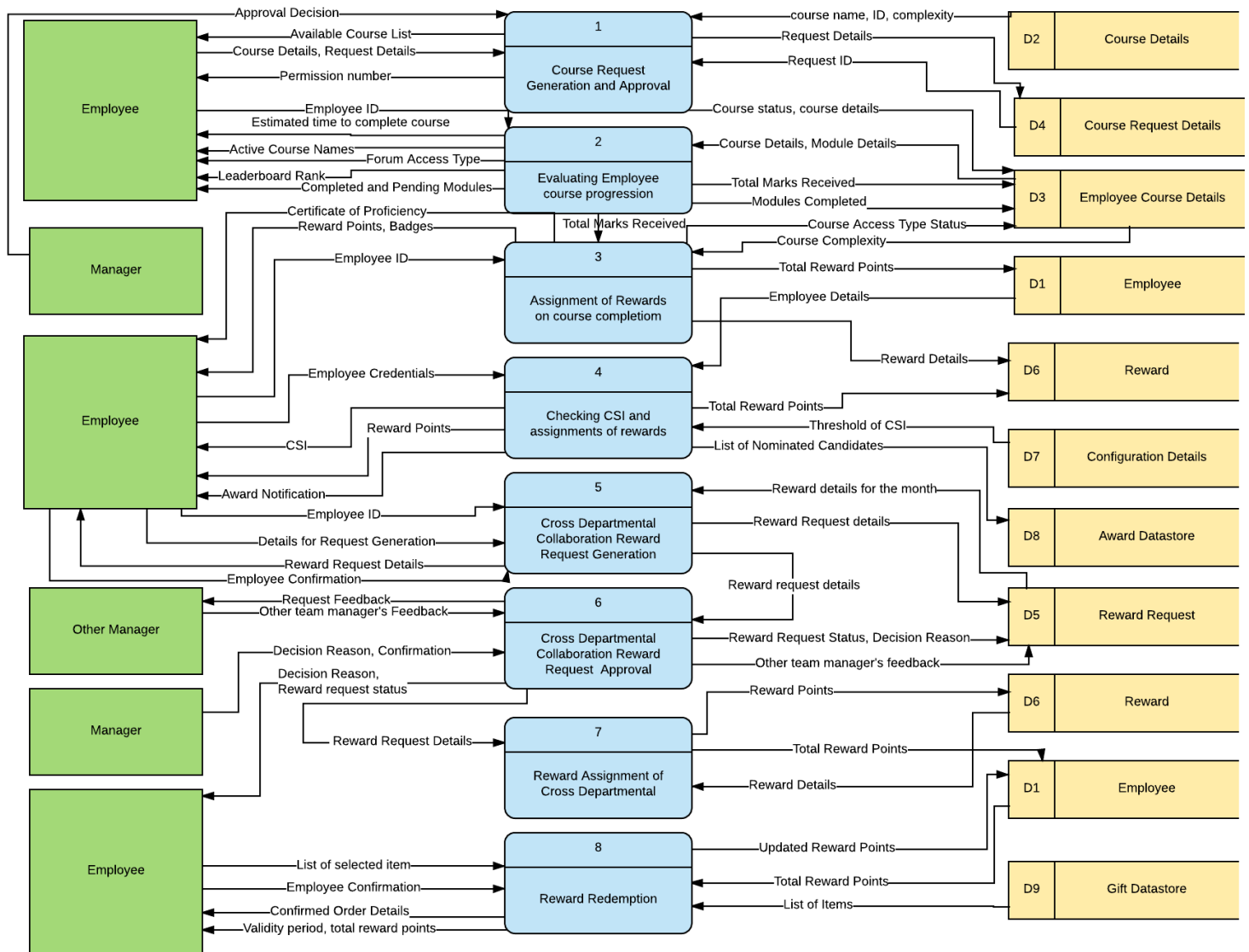
Inputs	Source	Outputs	Destination
Employee details	Employee Datastore	Total reward points	Employee datastore
Total reward points	Employee datastore	Reward validity	Employee
Reward Details	Reward Datastore	List of items	Employee
List of selected items	Employee	Updated reward points	Employee Datastore
Employee confirmation	Employee	Confirmed order details	Employee

➤ Context Diagram:

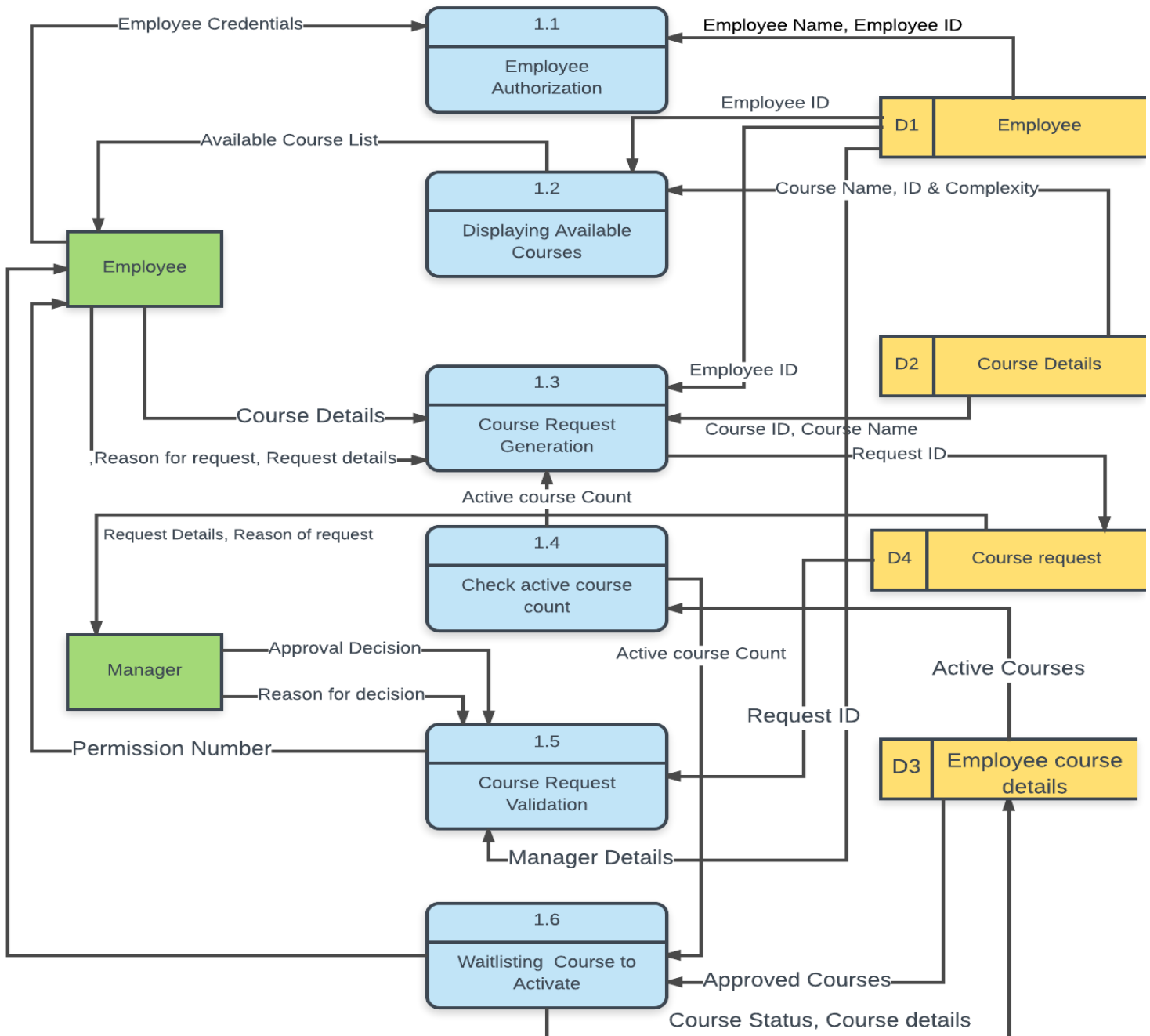


Data Flow Diagrams:

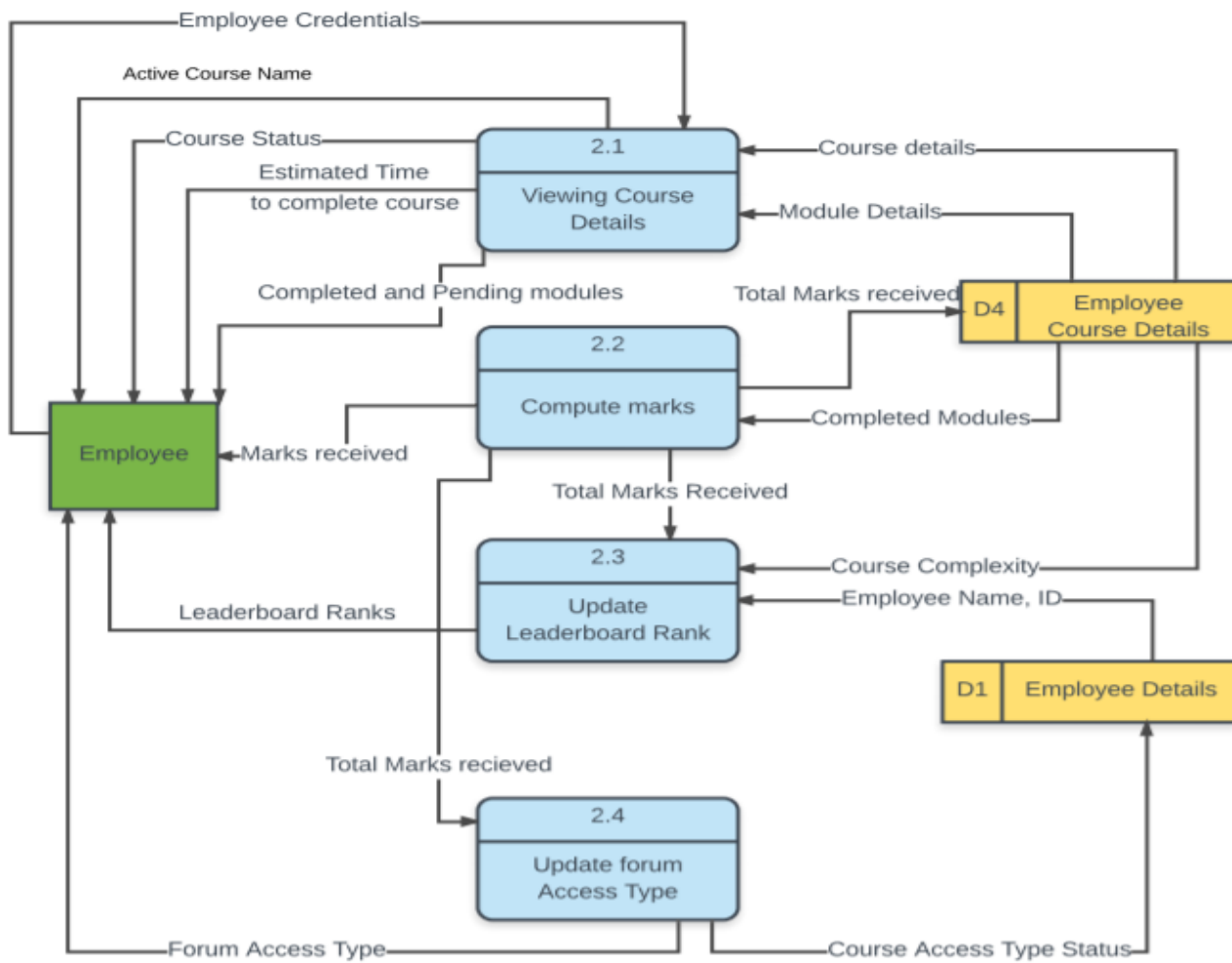
Level 0:



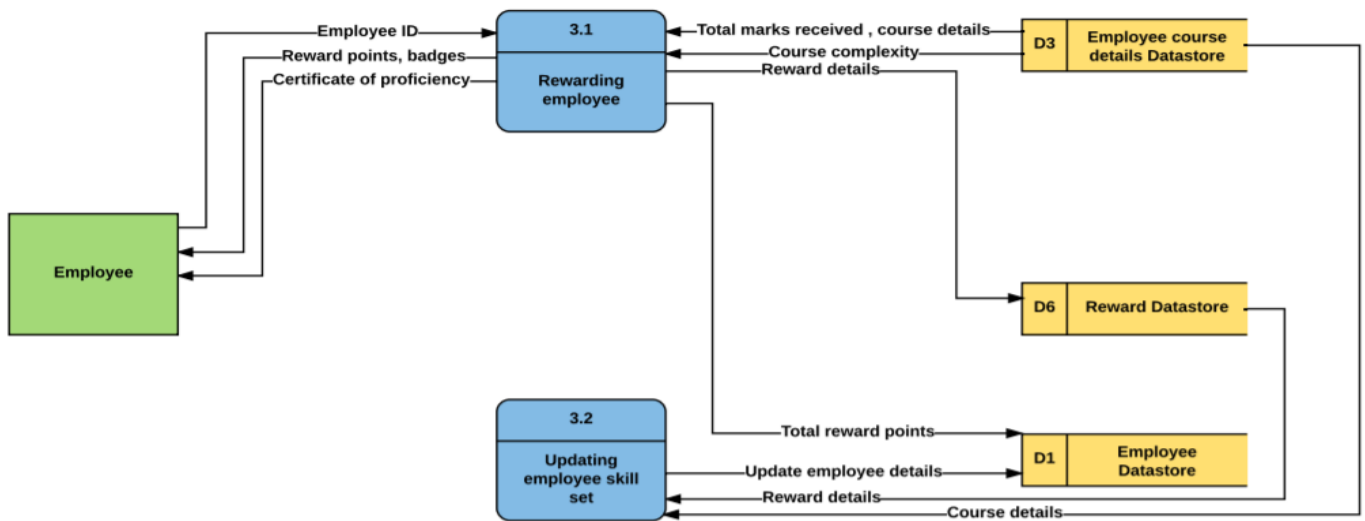
Course request generation and approval:



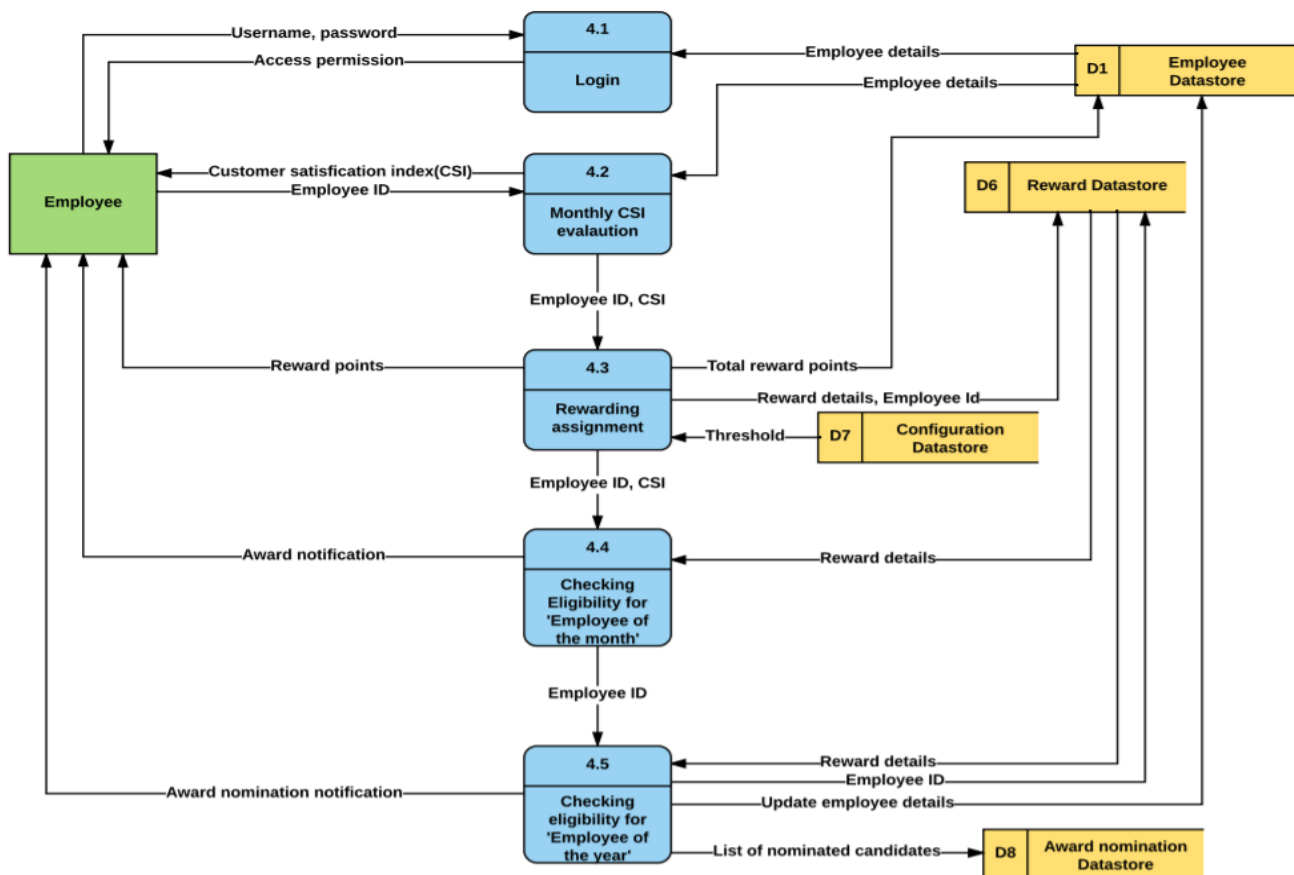
Evaluating employee course and progression:



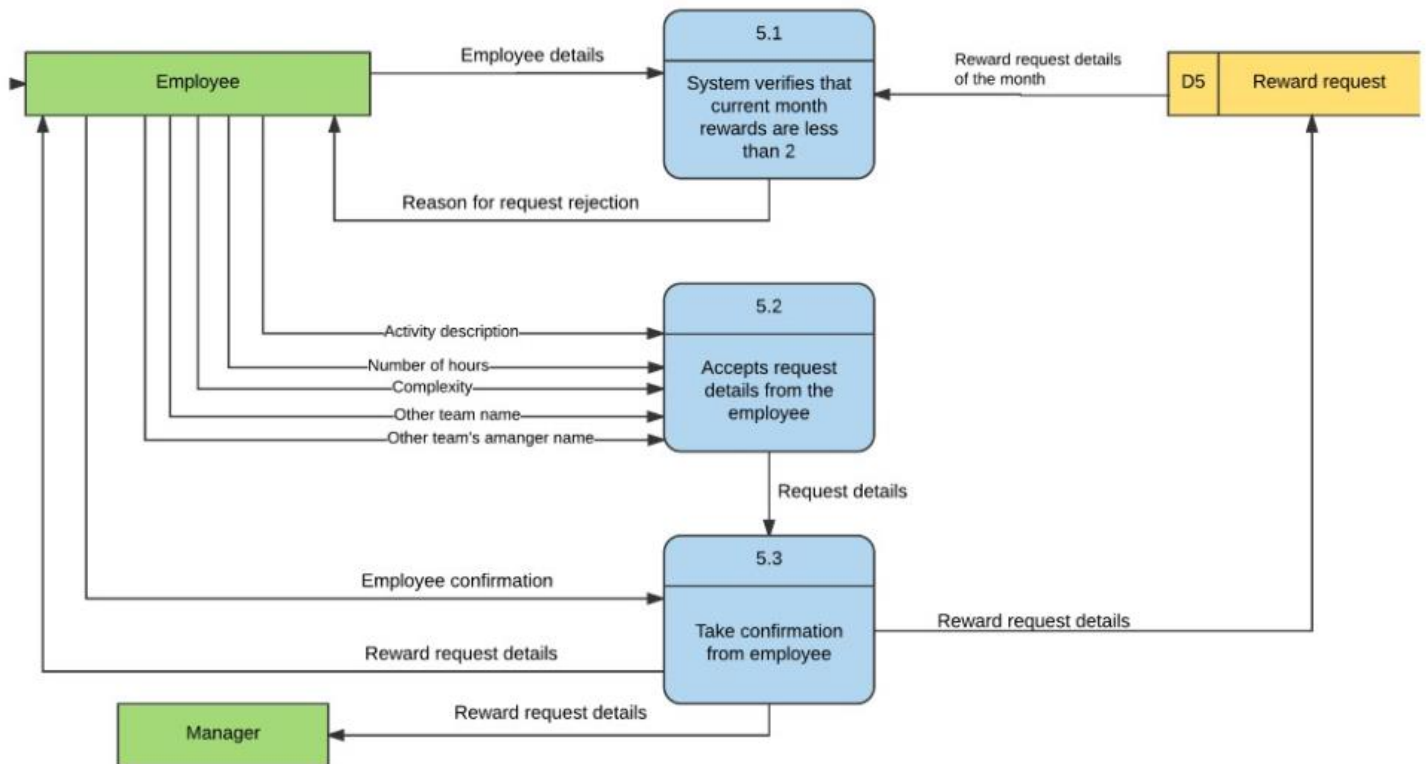
Assignment of Reward on course completion:



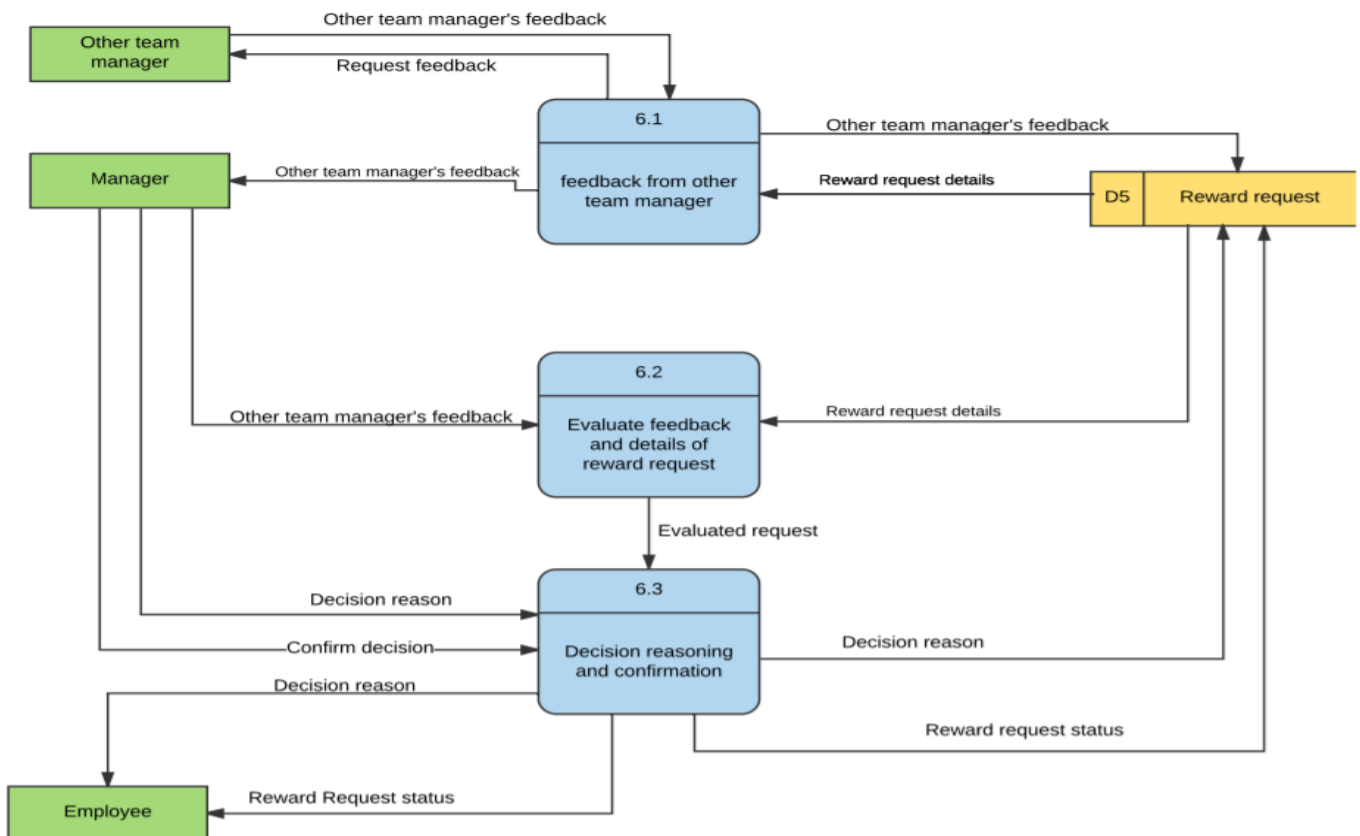
Checking CSI and assignment of rewards:



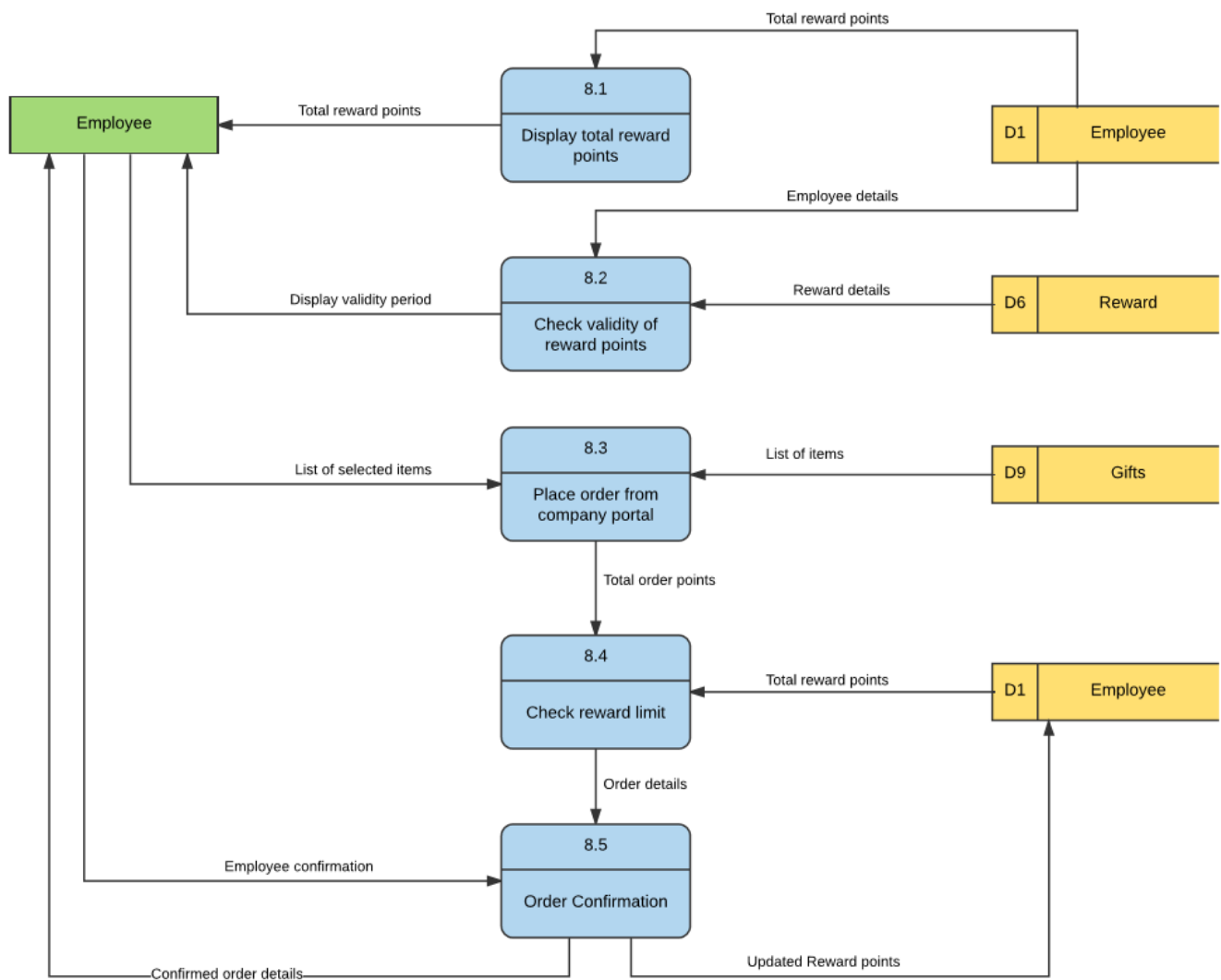
Cross departmental contribution recognition request:



Cross departmental reward request decision:



Reward Redemption:



➤ Data Dictionary:

Course details:

Attribute	Type	Length	Nullability
Course ID	Varchar	12	Not null
Module completed	Varchar	20	Not null
Marks for module	Integer	3	Not null
Total modules completed	Integer	3	Not null
Total modules pending	Integer	3	Not null
Active courses	Varchar	50	Not null
Active course count	Integer	3	Not null
Total marks	Integer	3	Not null
Complexity	Integer	2	Not null

Course request details datastore:

Attribute	Type	Length	Nullability
Employee name	Varchar	50	Not null
Employee ID	Varchar	10	Not null
Course ID	Varchar	12	Not null
Course name	Varchar	50	Not null
Reason for request	Varchar	500	Not null
Status	Varchar	12	Not null
Total modules	Integer	3	Not null
Complexity	Integer	2	Not null

Employee course details:

Attribute	Type	Length	Nullability
Employee ID	Varchar	10	Not null
Course name	Varchar	50	Not null
Course ID	Varchar	12	Not null
Module completed	Varchar	20	Not null
Marks for module	Integer	3	Not null
Total modules completed	Integer	3	Not null
Total modules pending	Integer	3	Not null
Active courses	Varchar	50	Not null
Active course count	Integer	3	Not null
Total marks	Integer	3	Not null
Complexity	Integer	2	Not null
Estimated time to complete	Double	5	Not null

Employee datastore:

Attribute Name	Data Type	Length	Nullability
Employee Name	Char	30	Not null
Employee Id	Varchar	10	Not null
Email Id	Varchar	30	Not null
Manager Name	Char	30	Not null
Manager Email ID	Varchar	30	Not null
Active courses	Integer	3	Not null
Total reward points	Integer	5	Not null
Customer satisfaction index	Double	2	Not null

Reward datastore:

Attribute	Type	Length	Nullability
Employee name	Varchar	50	Not null
Employee ID	Varchar	10	Not null
Total reward points	Varchar	3	Not null
Validity	Date		null
Date last assigned	Date		Not null

Reward request datastore:

Attribute	Type	Length	Nullability
Reward Request ID	Varchar	8	Not null
Employee name	Char	30	Not null
Month	Varchar	3	Not null
Status	Varchar	18	Not null
Description	Varchar	500	Not null
Number of Hours	Varchar	3	Not null
Complexity	Char	6	Not null
Other team Name	Char	20	null
Other team Manager Name	Char	30	Not null
Other team colleague	Char	30	null
Decision Reason	Varchar	500	null
Other team manager feedback	Varchar	500	Not null

Configuration details datastore:

Attribute	Type	Length	Nullability
Threshold	double	3	Not null
Timeout of Course	double	3	Not null
Inactivity period	double	10	Not null

Award datastore:

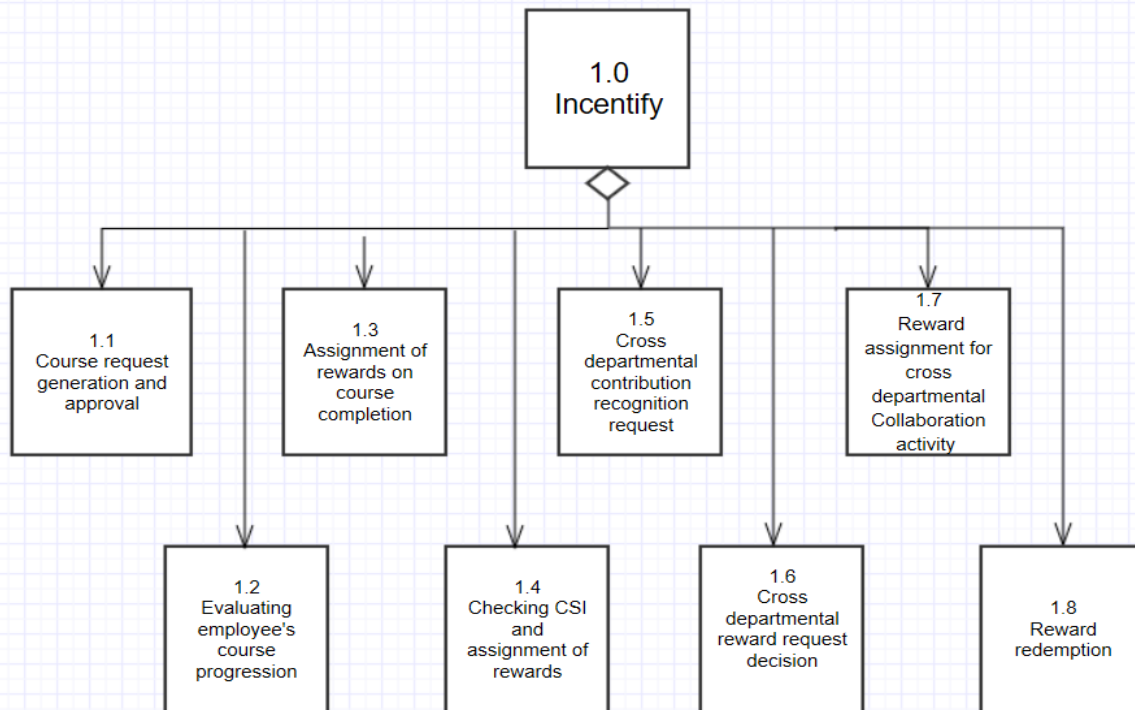
Attribute	Type	Length	Nullability
Employee ID	Varchar	10	Not null
Department	Varchar	50	Not null
Reward points received	Varchar	3	Not null
Employee of the month	Integer	2	Not null
Employee of the year	Integer	2	Not null

Gift datastore:

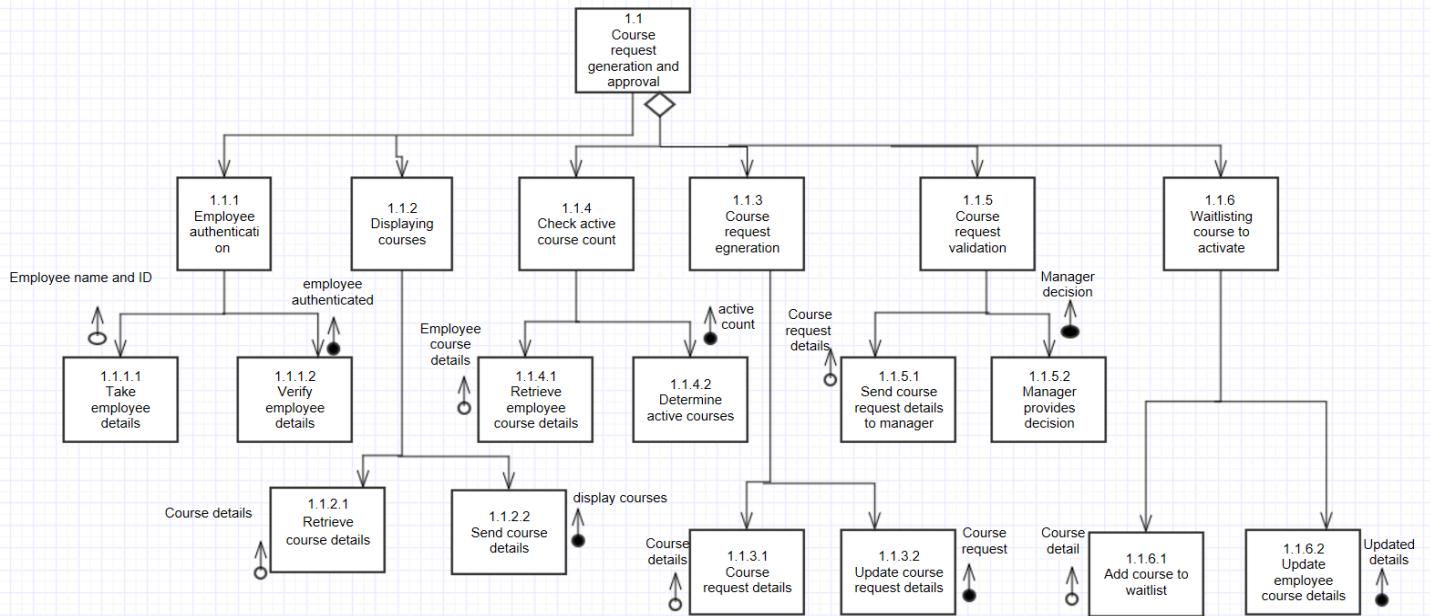
Attribute	Type	Length	Nullability
Items	Varchar	50	Not null
Dollar worth	Double	5	Not null
Reward point worth	Integer	3	Not null
Sponsored by	Varchar	50	null

➤ Structure Charts:

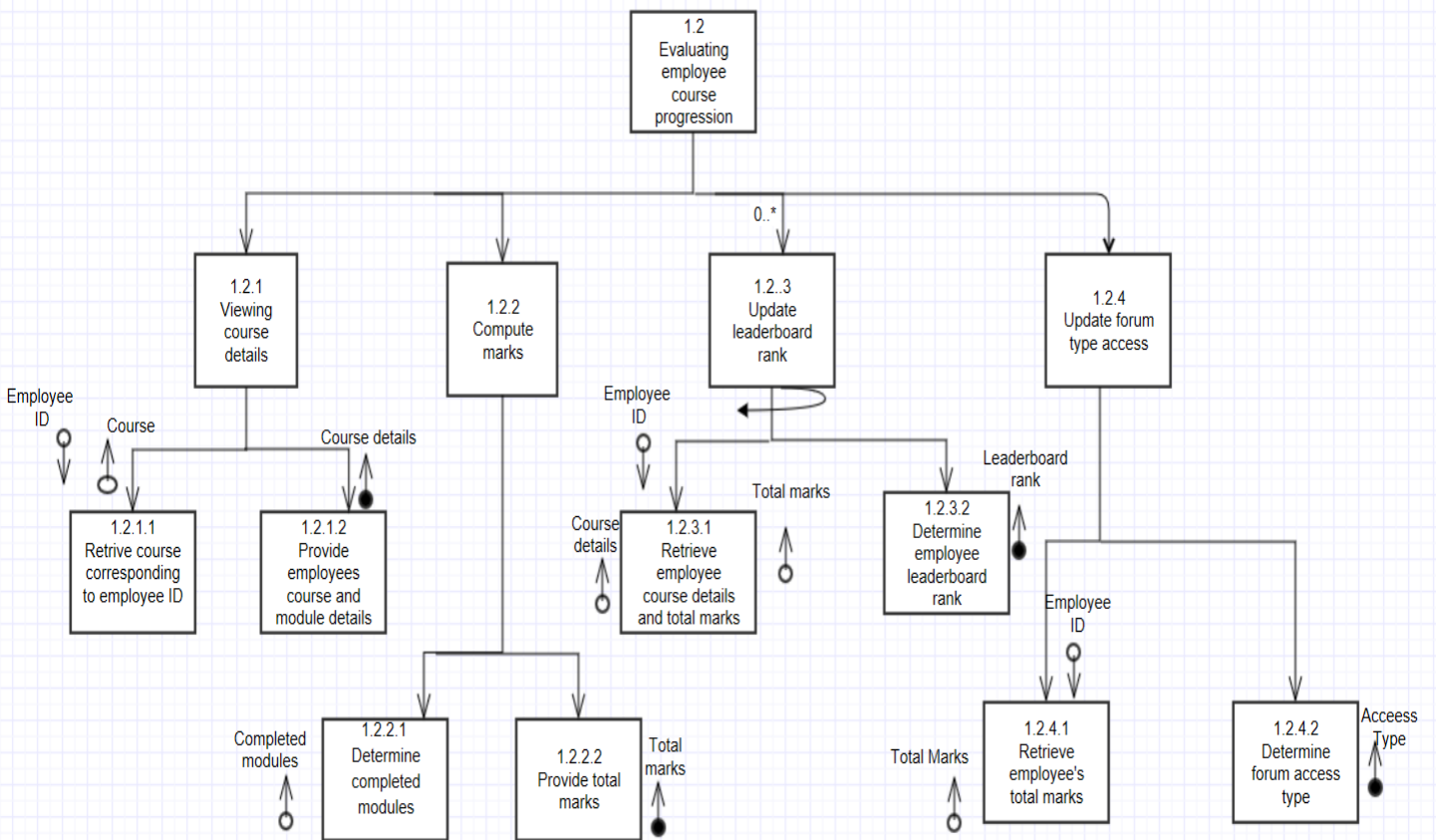
System:



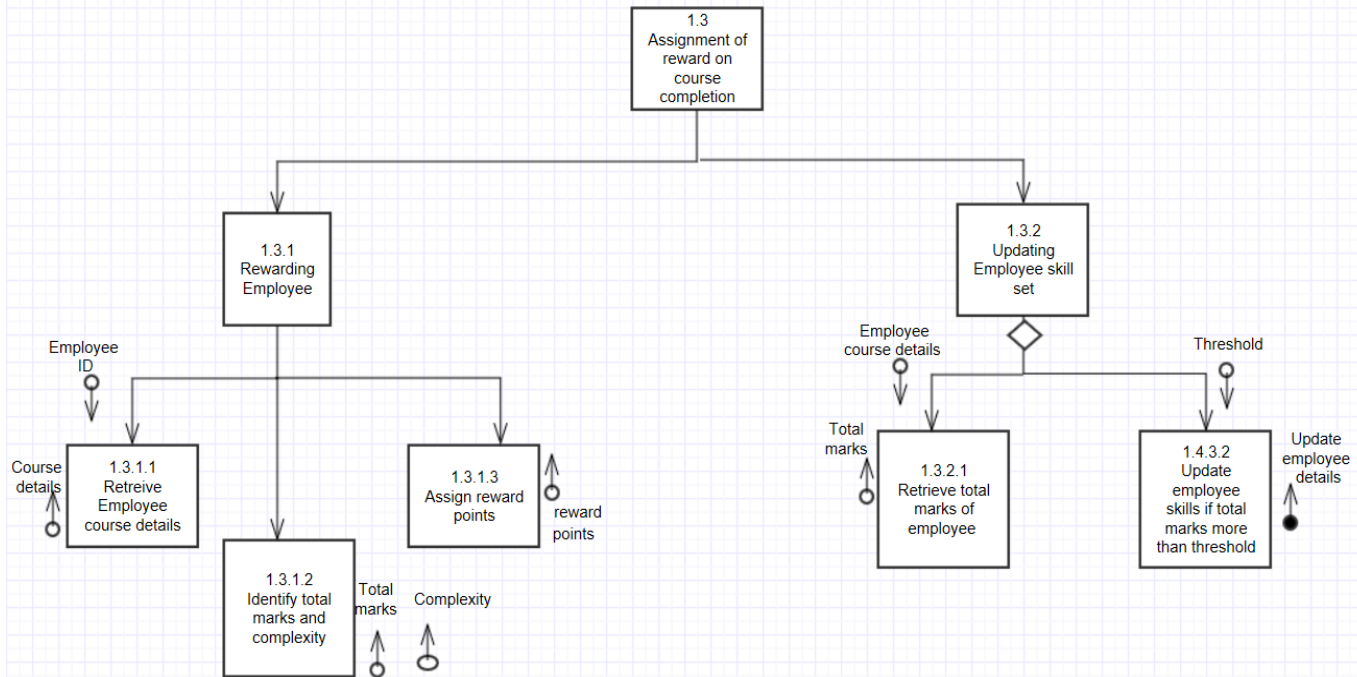
Course request generation and approval:



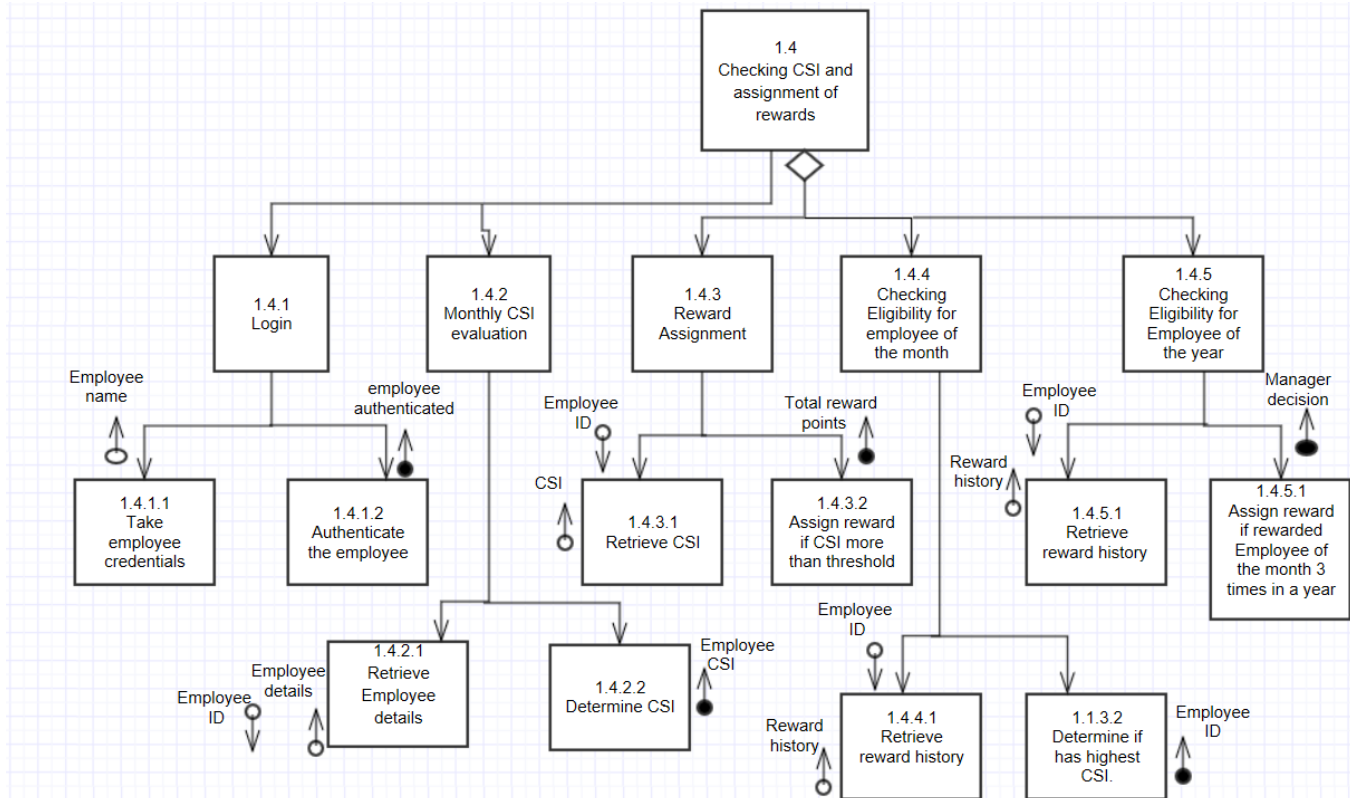
Evaluating employee course and progression:



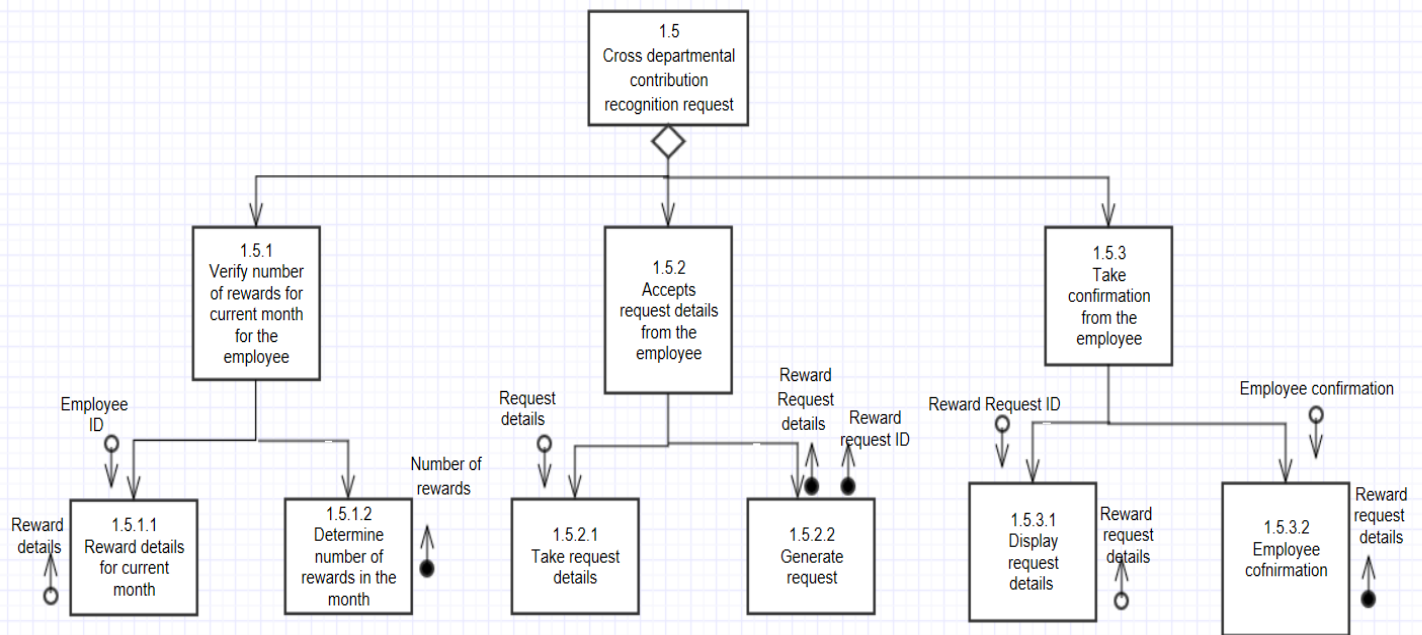
Assignment of Reward on course completion:



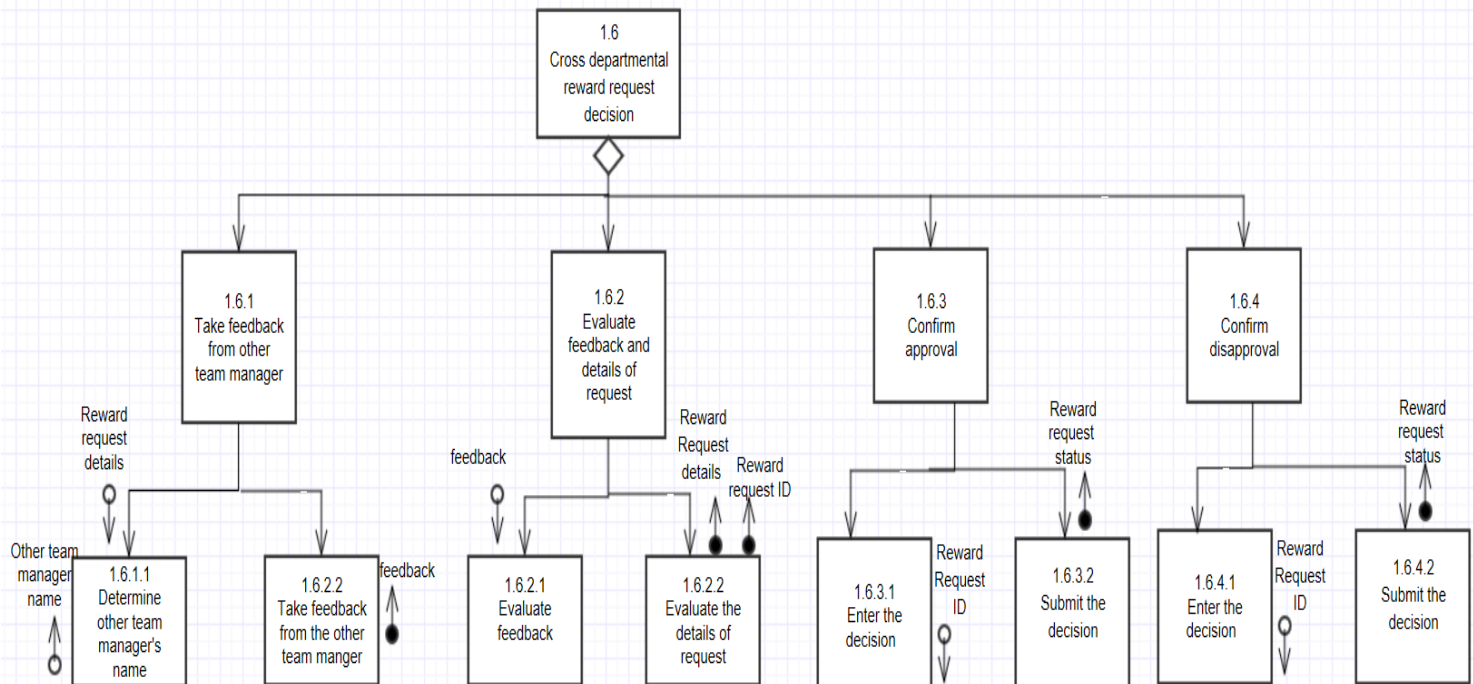
Checking CSI and assignment of rewards:



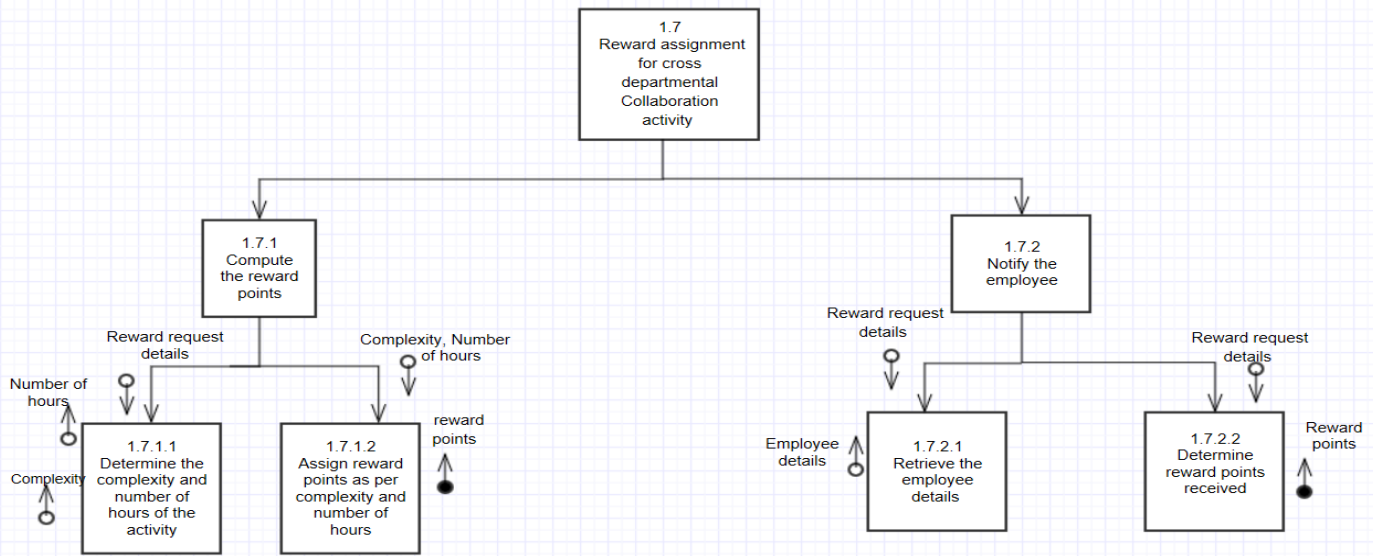
Cross departmental contribution recognition request:



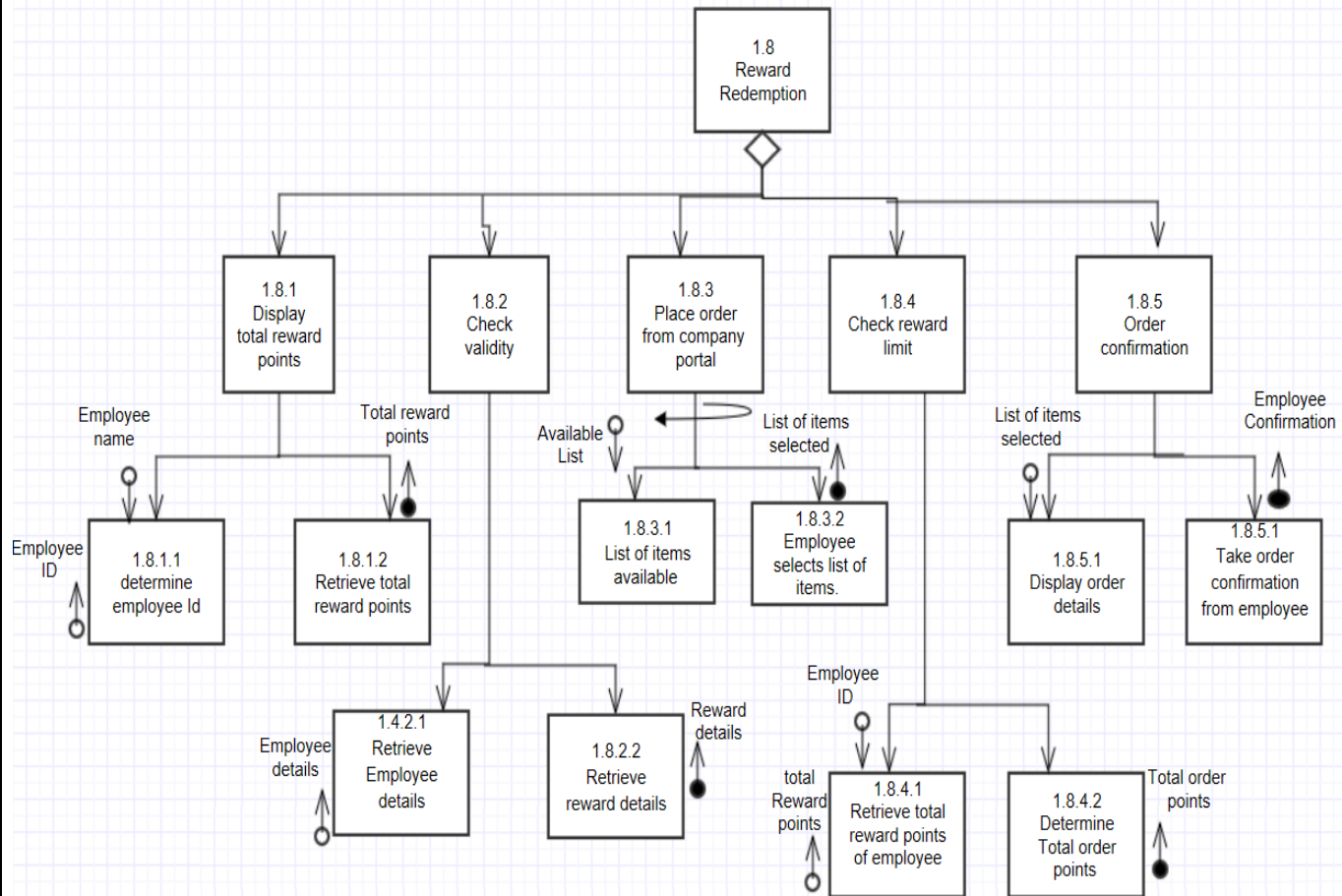
Cross departmental reward request decision:



Reward assignment for cross departmental Collaboration activity:

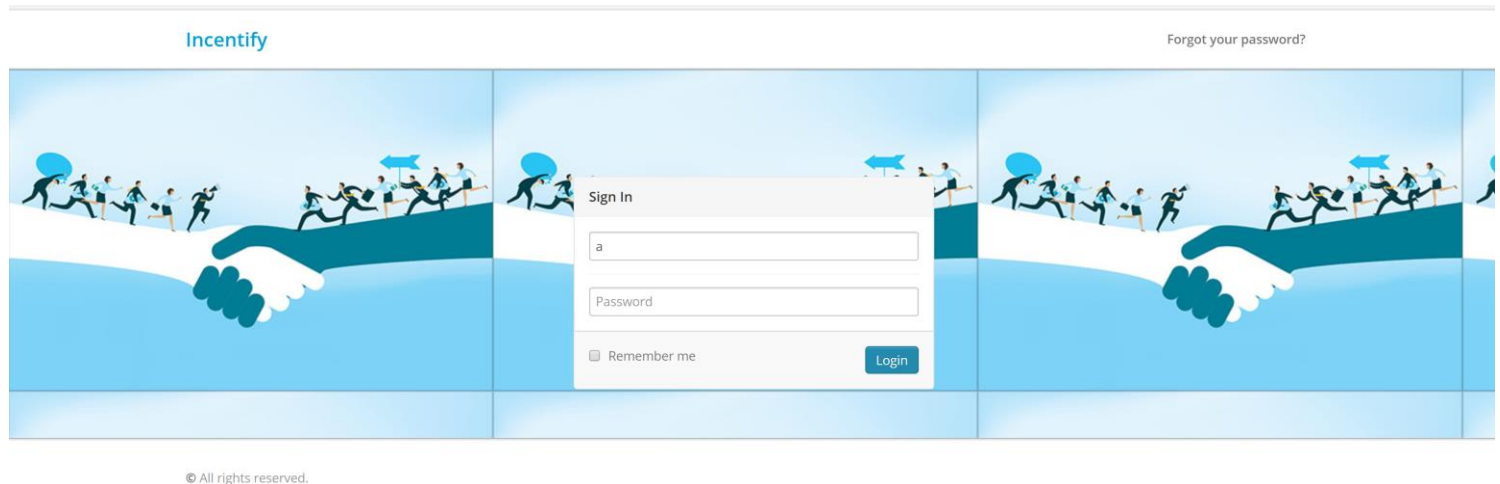


Reward Redemption:

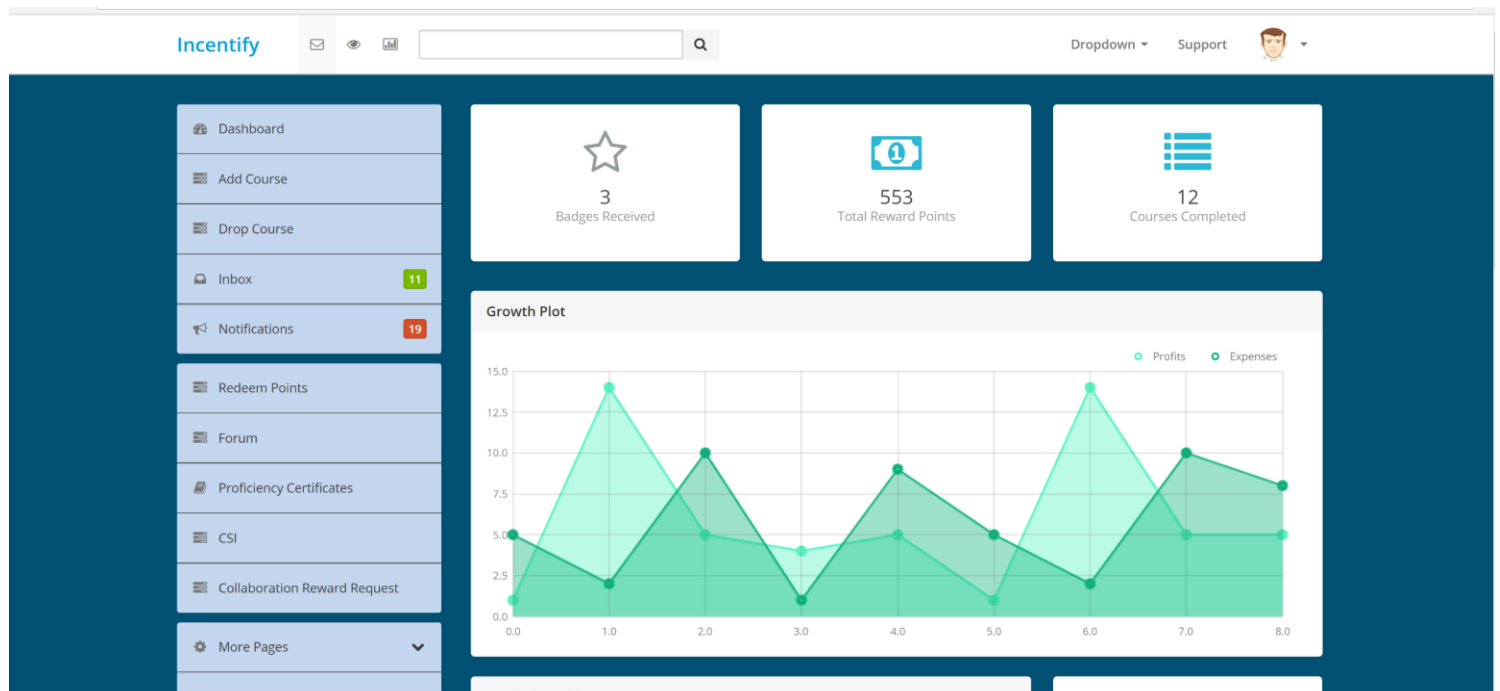


➤ GUI Screenshots:

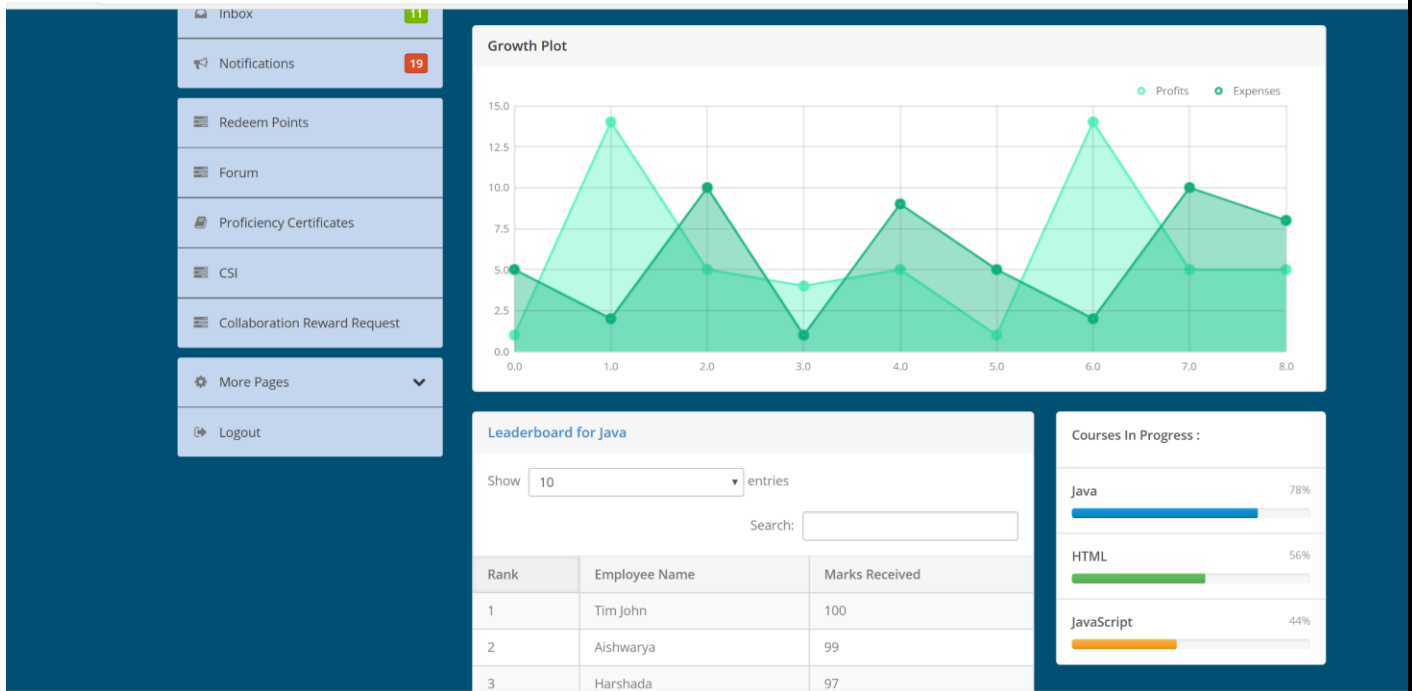
Login Page:



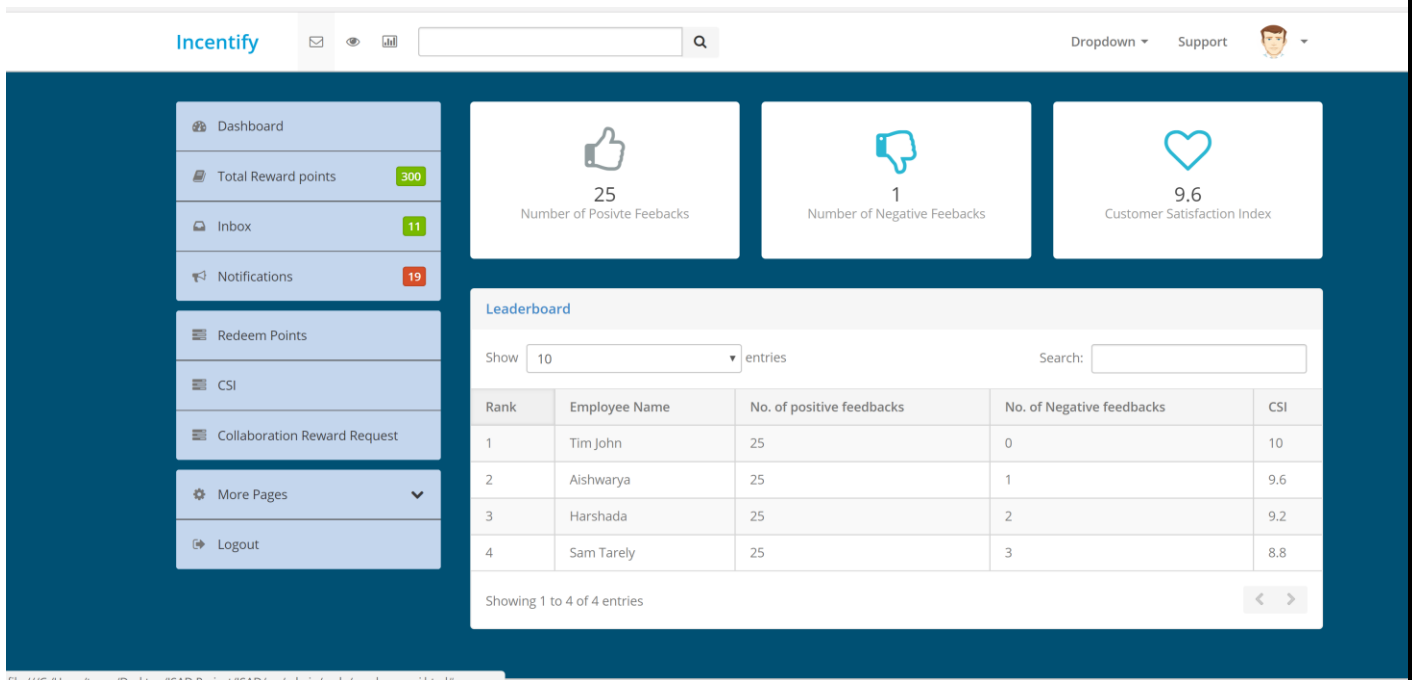
Learning Dashboard homepage:



Learning Dashboard :






Customer satisfaction Index (CSI) :




file:///C:/Users/Pratik/Desktop/ICAD Project/ICAD/ver/admin/index/employeecsi.html#

Collaboration Request Generation:


Incentify





Dropdown

Support



Dashboard

View Requests

Inbox11

Notifications19

CSI

Collaboration Reward Request

Redeem Points

More Pages

Logout

Cross-departmental Collaboration Reward Request Form

Activity Description

Please enter activity description here..

Number of hours

Please no. of hours here...

Complexity Level

Select here..

Other team's name

Please enter other team's name here...

Other team's manager name




Please enter other team's manager name here...


Submit Request

© All rights reserved.

Reward redemption :


Incentify





Dropdown

Support



Dashboard

View Requests

Inbox11

Notifications19


CSI

Collaboration Reward Request

Redeem Points


More Pages

Logout




125 reward points

Buy



50 reward points

Buy



10 reward points

Buy

C:/Users/tupsa/Desktop/ISAD Project/ISAD/src/admin/code/reward-redemption-portal.html

Future Scope:

In future phases, we hope to implement an incentive program that will reward employee in a wide range of domains. In future, the system can also allow the employees to nominate or reward their peers from a fixed amount of rewarding quota given to the employee. This will maintain a healthy work environment within the company. We envision our system to be adopted by not just by the large scale companies but by the small scale companies as well. We also envision to implement this systems for a company's customers. Customers loyal to the company and helping generating revenue can be rewarded in different ways.

Conclusion:

Incentify is the perfect system for companies that recognizes it's employee's contribution and talent and wants to keep him motivated. The Incentify system motivates the employees to enhance their skills by taking technology courses which will be beneficial for their domain. This can result in both, personal as well as professional growth of the employee. The system keeps track of the employee who have worked exceptionally well and provides incentives to keep them inspired. The system encourages the concept of cross functional since this will increase the employee involvement in the company and he will have a better insight of the company, thus contributing and helping the company to grow more. Overall, the system will provide a fair and consistent basis for motivating and rewarding employees and thus achieve a better employee retention rate.