People Services Dashboard

The people services team drives an Integrated Employee Experience around a variety of services across all Reliance Business verticals at different locations, which was previously being delivered by respective platforms. All the five Platforms - HR-CS-MS-Security-IT services, have collaborated to define the Foundational Services, which shall be extended to all group businesses. The dashboard attempts to measure all the steps being taken by this team and the value offers to its customers.
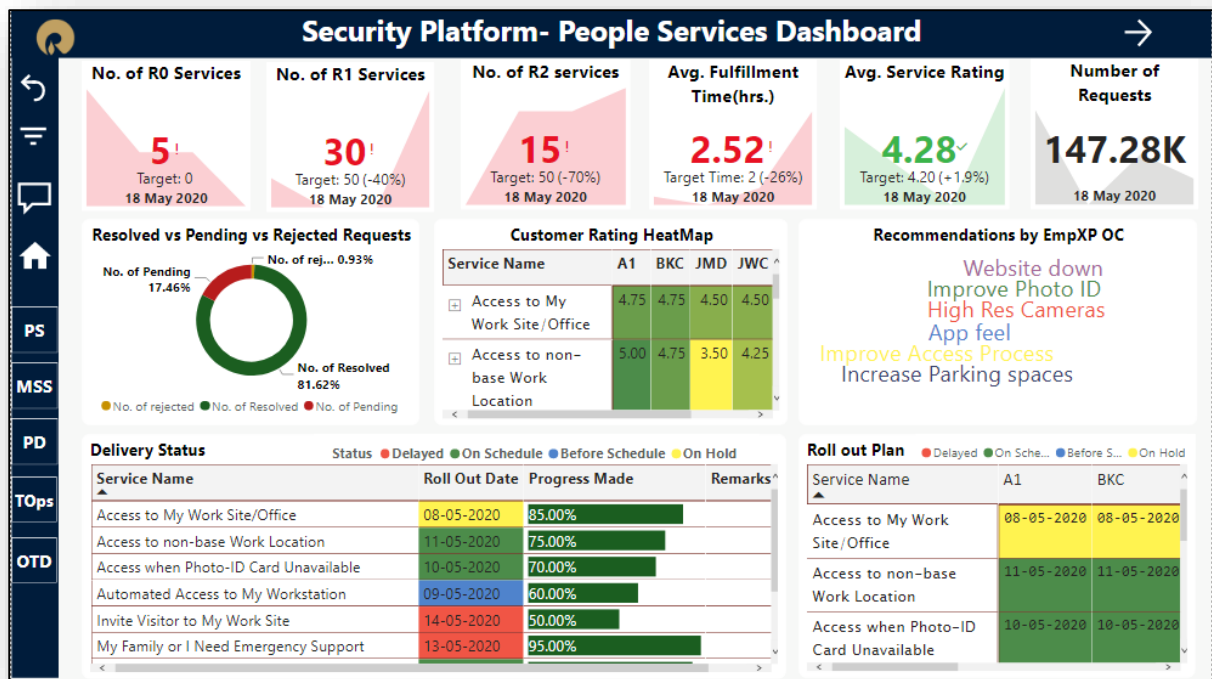

Figure 1 People Services Dashboard

The **Left Side** is the Navigation bar which houses a number of buttons. The details of the buttons are as follows: -

i.   Reset Button: - It will reset all the filters selected on the page

ii. Hamburger Icon: - This houses all the filters that can be applied to the data on the page. Figure 2 on the next page gives the preview of the same. The filters that can be applied are as follows: -

   a. Service Filter: - This helps to select between the 10 Security level people services from the dropdown. Multiple can also be selected at once and default view will be select all.

   b. Site Location filter: - This will give user an option to select one or multiple sites based on which the data of the whole dashboard will change. The default view will be Select all view which means data across all sites will be taken in account.

   c. Time Range filter: - This can be used to view the data between any date ranges. Default view will be Last 1 week.

iii. Q&A Button: - This helps the user to ask any question related to data to an AI powered Chat Bot. Figure 3 on this page gives the preview of the same.

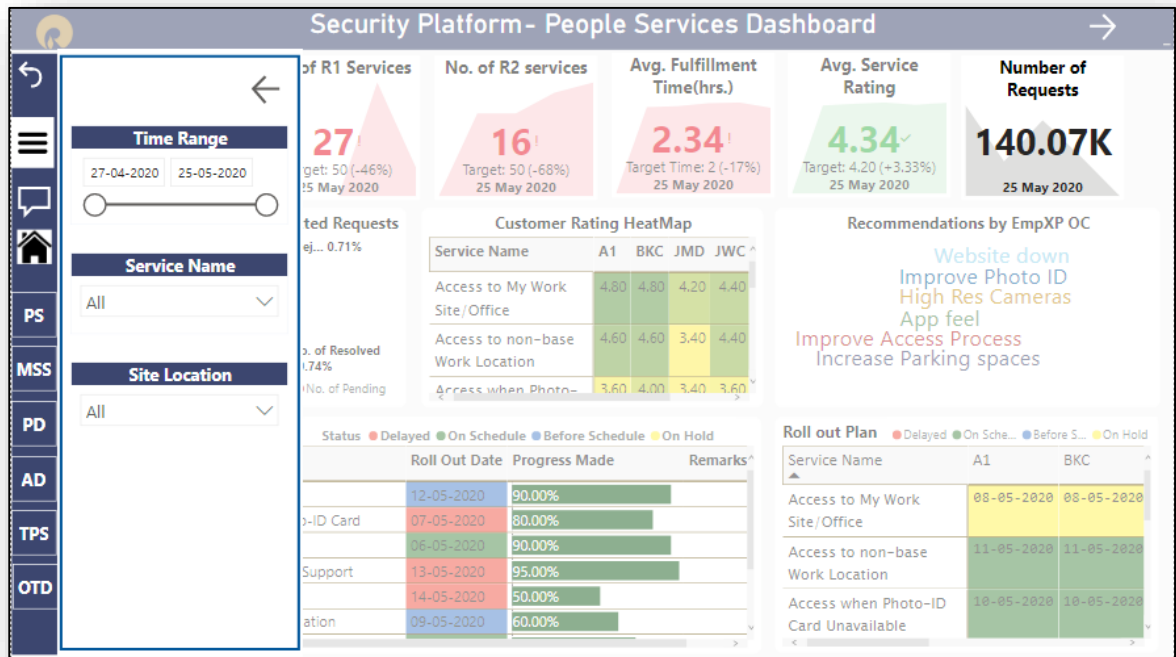iv. For the Six pages of the dashboard there is a navigation button which can help jump between the pages.
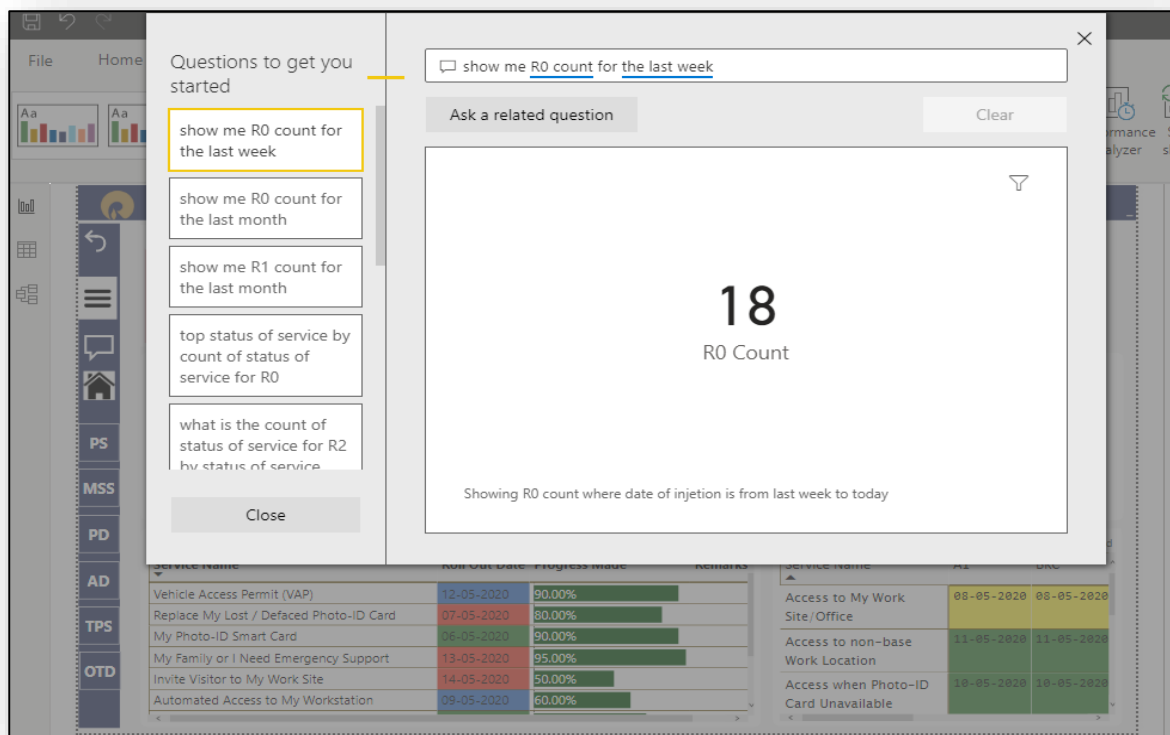

Figure 2 Filter Pane

Figure 3 Q&A Pane

The **top** pane depicts the key KPI's for the People Service Dashboard. Each card shows the target value that need to be achieved for the KPI. Also graph can be seen in the background which shows the change in trend for the last 1 month. The color of the graph will be red till the target is not achieved and if the target is achieved the color will become green. The target value also shows the percentage difference between the actual value and the target value. The date at the bottom represents the as on date for the category. The values of all the boxes will change as per the filters mentioned above

    i.   The first 3 boxes give the number of services in the different stages: - R0, R1 & R2.

    ii.   The fourth box represents the average request fulfilment time. If this time is high or increasing for a service, we can set a target goal to reduce it.

    iii.   The fifth box represents the average customer rating of the service. Taking into account the survey results an overall average rating can be calculated for all the services and a benchmark can be set.

    iv.   The sixth box gives the number of total requests in Thousands.

The **middle** pane which captures the **Customer Centricity** part houses 3 main visualizations:

    i.   A donut chart which help us identify the number of resolved, unresolved and rejected requests raised by a user.

    ii.   A Heat Map of customer rating of all the services at various locations captured through a survey. If the service rating is less at a particular location, the same can be looked into.

    iii.   The recommendations that the EmpXP OC team has collected by gathering feedback from the users. These recommendations can be planned to be used in future releases.

The **bottom** pane focuses on the metrics for the People Services Team. The 2 metrics are: -

    i.   The delivery status of all the services at all the locations. It will show the Service name, Roll-out date along with the current status as the background color (Green means On schedule, Red means Delayed, Blue means Ahead of schedule and Yellow means On Hold), a percentage representation of the progress made and remarks.

    ii.   The rollout plan depiction at various locations. The cells will show the rollout date and background color of the cell will denote the status. Green means On schedule, Red means Delayed, Blue means Ahead of schedule and Yellow means On Hold