



Employee Portal Group 52



Introduction

● What will the Employee Portal be?

The FDM employee portal will be a new and innovative way for both FDM employees and external consultants to;

- Navigate tasks
- View Deadlines
- Tend to any personal needs within the organisation e.g. request time off, view pay, update personal details
- Complete training and development task
- Communicate with other employees
- Keep up to date with FDM news and announcements

What are the problems we are trying to solve with this application?

- **Inefficiency** -26%¹ of an employee's day is wasted on avoidable administrative duties and unnecessary activities
- **Lack of effective teamwork**
- **Lack of engagement in the workforce**
- **Lack of Productivity**- 68%² of workers toggle between apps up to 10 times an hour², and 31%² of workers said toggling causes them to lose their train of thought.



[1] Reynolds, A. (2019) *How inefficient processes waste nearly a third of employees' time*, The CFO. Available at: <https://the-cfo.io/2019/06/19/how-inefficient-processes-waste-nearly-a-third-of-employees-time/> [2] Report: App overload creating chaos at work (n.d.). *Report: App Overload Creating Chaos at Work*. Available at: https://www.ringcentral.com/whyringcentral/company/pressreleases/pressreleases-2018/report_app_overload_is_creating_chaos_at_work_and_costing_businesses_billions.html

The Need for the Portal

- Need for a more effective way to manage tasks and personal needs within the organisation-
- Simplify communication
- The need for a more engaged workforce
- Demand for greater productivity and efficiency in the workplace
- Requirements of improved teamwork



Why FDM would want to use the portal?

- Self service options to save time and money
- Increased productivity through digitization of administration tasks
- Efficient tracking of new hires' training and development
- Improved communication and collaboration resulting in a more engaged workforce.



Several colorful Arrow Street signs with the words I want, you want, we want, they want representing a dispute or differences in desires and what we should prioritize (no date) 123RF. Available at: https://www.123rf.com/photo_11420522_several-colorful-arrow-street-signs-with-the-words-i-want-you-want-we-want-they-want-representing-a-.html (Accessed: February 8, 2023).

How the software solves the problem?



- Being hosted on a secure site, the employee portal application will allow users to access it from anywhere and on any device as long as they have an internet connection.
 - a. This will allow employees to be more engaged in their work.
- The software will have a communication feature allowing employees to more easily communicate and therefore work with each other.
 - a. This will allow real time collaboration, improving teamwork and productivity.
 - b. There will also be a self-service section to allow employees to find answers to common questions (FAQ) and to perform tasks such as changing their personal information or password.
- As FDM hires a significant amount of individuals into its three programmes each year, these new hires must perform a vast amount of training and development tasks.
 - a. This issue will be solved by the FDM application, allowing the organisation to track the progress of new hires.
 - b. This would eliminate the need for third-party applications, also allowing staff to view their tasks all within one application, reducing time spent navigating different apps resulting in a continuous workflow, improving and streamlining the training aspect of the organisation.

Personas and Roles



The key users of the system:

- The Administrator- The administrator will be responsible for the maintenance of the portal and fixing any issues that may occur.
- The Developers - The Developers can be considered 'sub-users' of the administrator. Developers will assist the administrator in the implementation of any new features of the portal.
- The Consultants- The consultants are the main users of the system. They will benefit from using the portal and it will be designed to meet the requirements of both the internal and external consultants.

The Environment



What are the current environment solutions?

- A large number of portal software runs as desktop applications

Why?

- Provides good security over data
- Easy to manage and implement



Our Environment



We have decided that a web application would be the best solution, that's because it allows us to:

- Make an accessible portal without hardware limitations
- Have flexibility and scalability to include or update features
- Improve efficiency and productivity

Possible concerns:

- Being a web application there could be concerns regarding security
- Overall speed could also be a discussion point compared to desktop applications

How will the web application be developed?



The web application will be developed with HTML/CSS/JavaScript/PHP

- HTML and CSS will be used to generate a responsive design and introduce accessibility features
- JavaScript will be used for the dynamic and interactive elements and to validate data entries to reduce stress on the servers
- PHP will be used to generate dynamic web pages and manage the content to be displayed. It also provides a secure database integration.

Microsoft Office and Teams



One leading company in the movement towards cloud computing and web applications is Microsoft with their Office 365 service and teams web application.

They have improved their platform to an incredible standard where it has become an easy pick for business and learning environments alike.

They are a great example of a web application that can be fast, secure and reliable providing for many users globally at the same time

Competing Software

The following software are are tools that would be able to accomplish the task of an employee portal. Our project must improve on what they can already do. To do this we must find out the advantages and disadvantages of each software so that we can capitalize on good ideas and eliminate the issues they face





Microsoft Teams

Advantages

- No additional cost for Microsoft 365 users, a licence that many companies already have
- Ability to video and audio call as well as work on files and set up conference meetings all in one place
- Useful file management features allowing users to quickly search, backup and edit files within a workspace

Disadvantages

- There is a heightened security risk with using teams as guests are capable of uploading malicious files to team channels
- There is nothing preventing a user from making a new team with preexisting name which can cause confusion / issues



WORKSPACE

Advantages

- User friendly interface and intuitive GUI
 - Integration with other google products
 - Real time collaboration
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Disadvantages

- You need an internet connectivity, limits accessibility
- Privacy concerns over employees accessing sensitive information
- More of a work collaboration system than an employee management one

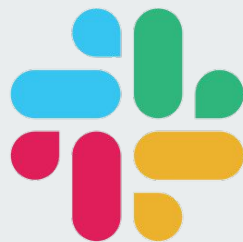


Advantages

- A robust content management system allowing easy file storage and management
- High degree of data security
- A mobile app increasing accessibility.

Disadvantages

- Limited integration with other tools
- More expensive than other potential options
- Needs an internet connection for full functionality
- Performance issues with larger amounts of stored data



slack

Advantages

- Reduces the need for chains of emails
- It provides a single platform for communication
- The search tool makes it simple to access important information and messages
- It has the ability to connect with a variety of different products

Disadvantages

- Slack's real-time notifications can be a source of distraction
- Teams that rely too heavily on Slack for communication can struggle to coordinate effectively without it.
- There are limited customization options
- Slack having a centralised form of communication raises several privacy concerns
- Premium version more expensive than other platforms