

Employee On-Boarding Process:

Process Narrative

Acme Suppliers has, over time, developed an (new) employee on-boarding process (the process for setting up new employees to an organization). It begins with the new employee completing an “Employee Start” form and submitting it to the employee-preprocessing group at Acme. There, the form submitted is first checked for completeness. If there are problems with the information provided, the employee is asked to make corrections. Since the employee physically shows up at the pre-processing group, the process is simply “suspended” until the corrections are made, and the check begins again.

If (when) the form is complete two separate activities take place. The information is passed to the facilities group. Their responsibility is to provide an office for the employee. This is a fairly elaborate process that’s captured in detail elsewhere – called the Assign Office process. Two possibilities exist. The normal “exit” from this process is an office is assigned. However, on occasion, an exception occurs, and an office can’t be officially assigned. The group processing office requests must then make a temporary office assignment from a small pool of spaces set aside for these situations (a cubicle area in the back of the company). Either way, a key assignment is made (a form which the employee will take to key control to fulfill) Key control is “out of scope” for this process model. The office assignment and key form are sent back to the pre-processing group.

The second thing to be done, other than making the office assignment, is performed by the HR department. They first enter the employee’s data into their HR System. They then automatically produce a benefits package. After 48 hours from the time the benefits package is produced, they format the benefits package and send this back to the pre-processing group. As a sidebar, the 48 hours delay has to do with some internal rules about on-boarding.

Once the information is received back from facilities and HR, the new employee “onboard package” is assembled and sent to the employee. Finally, the manager of the employee is notified this process has completed.

Team Exercise:

Create a BPMN 2.0-compliant process model in Signavio for the above process narrative. Use three pools to indicate the choreography between the employee, the on-boarding process and the manager.