
THE KZA EMPLOYEE ONBOARDING PROCESS ENHANCEMENT

USE CASE DOCUMENT

Version V03

Document Control**Document Information**

Document Name	Use Cases Document
Capstone Name	The KZA Employee Onboarding Process Enhancement
Document Author(s)	Priscilla Aihoon
Document Version	Version V03
Document Status	Draft – In Progress
File Name	KZA_Workday_Use_Case_Document_V03.docx

Document History

Version	Date	Additions/Modifications	Prepared/Revised by
V01	2025-11-14	Process amended to include Operations team as actors	Priscilla A
V02	2025-11-18	Use case numbering modified	Priscilla A
V03	2025-11-21	Included UC14 (send welcome and survey) and updated diagram	Priscilla A

Document Review / Approval History

Date	Name	Organization/Title	Comments
2015-11-14	Bolu Abels	KZA – Senior Business Analyst	Reviewed
2025-11-21	Priscilla Aihoon	KZA - Business Analyst	Document updated for approval
	Wendy Chy	KZA – Program Manager	Pending approval

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1. Document References

Document	Link
Requirements Documents	KZA_req_documents.docx
RACI Matrix	KZA_raci_matrix.xlsx

2. Use Case List

Use Case ID	Functional Requirement ID	Use Case Number	Use Case Description
UC1	FR1	1	Post open jobs - an HR recruiter should be able to make a job opening post with all the needed details
UC2	FR2	2	Submit applications – applicant should view job post and submit applications
UC3	FR3	3	Receive applications – ability to receive resume submissions, receive cover letter submissions and send an acknowledge mail to applicants
UC4	FR4	4	Review applications and select top 100
UC5	FR5	5	Set pre-qualification tests – HR recruiter should be able to set pre-qualification tests
UC6	FR6	6	Hold pre-qualified tests
UC7	FR7	7	Review submission and recommend top 10 applicants based on the job description and pre-qual performance
UC8	FR8	8	Send emails to all others rejected
UC9	FR9	9	Hiring manager should be able to input feedback and recommendation after interview
UC10	FR10	10	HR recruiter should be able to update applications – reject, regress, and progress
UC11	FR11	11	Hiring manager should be able to review and edit offer letter
UC12	FR12	12	Draft, accept, proof-read edits and send offer letters

UC13	FR13	13	Connect with payroll, IT, Operations, procurement and mailroom to buy, setup and dispatch work tools
UC14	FR14	14	Send email with welcome packets and Conduct day-one, day-30 and day-90 surveys

3. Introduction

3.1. Purpose of Document

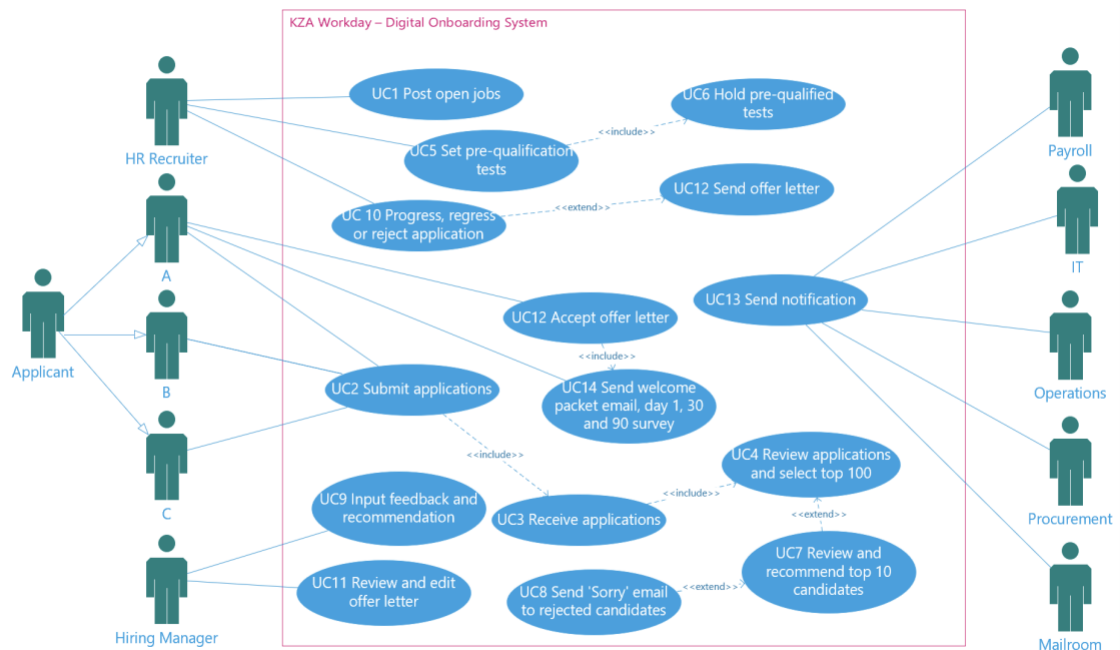
The Use Case document is a business document which provides a story of how a system, and its actors will be utilized to achieve a specific goal.

4. Actor Catalog

Actor Name	Description
HR Recruiter	Creates job postings, sets pre-qualification tests, reviews applications, updates status, and sends offer letters
Applicants (A, B, C)	<p>External individuals or internal staff applying for job roles and submitting resume.</p> <p>A – the applicant who completes tests, interviews, progresses to the final stage and accepts job offer (New Hire).</p> <p>B – applicant who is selected as top 100 but regress due to test results and insufficient skills or selected as top 10 but regresses after interviews.</p> <p>C – applicant who is rejected from the onset</p>
Hiring Manager	<p>Reviews shortlisted applicants, conducts interviews and provides recommendations and feedback to HR Recruiter.</p> <p>Reviews or edits offer letter generated by the system where necessary</p>
Payroll	Receives new hire information after offer letter has been accepted and set up payroll, taxes, benefits etc
IT	Receives new hire information after offer letter has been accepted and set up access accounts, laptops access, phones and software tools required based on the role

Procurement	Receives new hire information after offer letter has been accepted and proceed to source or purchase laptops, phones and other tools required
Operations	Receives new hire information after offer letter has been accepted and sets up equipment, workspace, fleet and other operational requirement for new hire
Mailroom	Ships physical welcome packages, ID cards, or equipment to new hire's designated office location

5. Use Case Diagram



5.1. Use Case Descriptions

Use Case ID	UC1		
Use Case Name:	Post open jobs		
Created By:	Priscilla	Last Updated By:	
Date Created:	2025-15	Last Revision Date:	2025-11-21
Actors:	<i>HR Recruiter</i> <i>Workday Digital Onboarding System</i>		
Description:	The HR Recruiter enters job information such as title, department, job type, responsibilities, qualifications, location, and compensation range. The system validates mandatory fields and posts the job role, making it visible to applicants on the KZA Careers Portal		
Trigger:	HR Recruiter selects “Create Job Posting” from the system dashboard		
Preconditions:	1. HR Recruiter logs in and is authenticated in the onboarding system. 2. The system is available and connected to the job posting database.		
Post conditions:	Successful <ol style="list-style-type: none"> The job posting is created and stored in the system. The job appears on the both applicant-facing careers page and HR page. The job receives a unique job requisition ID. Application workflow (UC2 & UC3) becomes active Unsuccessful <ol style="list-style-type: none"> No job posting is created. The system displays error messages for missing or invalid fields 		
Normal Flow:	1. HR Recruiter logs into the onboarding portal and selects “Create Job Posting.” 2. System displays the job creation form. 3. HR Recruiter enters job title, job summary, department, responsibilities, qualifications, and other details. 4. HR Recruiter attaches any relevant documents (job description PDF, screening tests, etc.). 5. HR Recruiter selects employment type (full-time/part-time/contract). 6. HR Recruiter sets the application deadline and posting visibility.		

	<ol style="list-style-type: none"> HR Recruiter clicks “Publish Job”. System validates required fields. System creates the job posting record and assigns a requisition ID. System publishes the job to the careers portal. System confirms successful posting to the HR Recruiter
Alternative Flows: (Alternative Flow 1 –new registered user)	<p>Applicant saves application as draft</p> <ol style="list-style-type: none"> At Step 7 of the Normal Flow, the HR Recruiter clicks “Save as Draft” instead of Publish. System stores the job as Draft. HR Recruiter may return later to complete and publish
Alternative Flows 2	<p>Applicant update existing draft</p> <ol style="list-style-type: none"> HR Recruiter selects an existing draft posting. System displays the saved information. HR Recruiter updates fields and proceeds to Step 7 of the Normal Flow.
(Alternative Flow 2 – guest)	
Exceptions:	<ul style="list-style-type: none"> Exemption 1 - Missing Required Fields System prevents posting and highlights required fields not completed. Exemption 2 - Invalid Format or Misconfiguration If fields like salary range or job type are invalid, the system displays an error. Exemption 3 - System Failure If the system fails during publishing, HR Recruiter receives an error and no job is posted
Includes:	
Frequency of Use:	Daily to weekly depending on hiring needs
Special Requirements:	<ul style="list-style-type: none"> System must validate user access or login details System must validate all mandatory fields before posting. System must generate a unique job requisition number. Posting must immediately reflect on the applicant-facing portal
Assumptions:	<ol style="list-style-type: none"> HR has authority to post jobs. The system is configured with department lists and job templates. Internet connection is stable.

Notes and Issues:	<ul style="list-style-type: none"> • Future phases may include integration with LinkedIn or Indeed. • May require approval workflow before publishing
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Use Case ID	UC2		
Use Case Name:	Submit application		
Created By:	Priscilla	Last Updated By:	
Date Created:	2025-11-14	Last Revision Date:	2025-11-21
Actors:	<i>Applicant</i> <i>Workday Digital Onboarding System</i>		
Description:	The applicant selects the job role, views detail, qualifications, login or create account, provides personal information, uploads a resume and other required documents, and confirms submission. The system validates the information, records the application, and sends an acknowledgment notification to the applicant while making the application visible to HR for review		
Trigger:	The applicant selects “Apply” on an open job posting on the KZA careers portal		
Preconditions:	<ol style="list-style-type: none"> 1. The job has been posted in the system (UC1 Post open jobs completed). 2. The Workday digital onboarding system is available and reachable. 3. Applicant has internet access 		
Post conditions:	Successful: <ol style="list-style-type: none"> 1. The applicant’s details and uploaded documents are stored in the system against the selected job requisition. 2. The application status is set to “Applied”. 3. An acknowledgment email is sent to the applicant. 4. HR Recruiter can view the application in the candidate list for that job. Unsuccessful: <ol style="list-style-type: none"> 1. No application record is created or updated. 2. The applicant is informed of the failure and prompted to try again 3. Resume not uploaded 		
Normal Flow:	<ol style="list-style-type: none"> 1. Applicant navigates to the KZA careers portal and selects a specific job posting. 2. System displays the job details and presents an “Apply” button. 3. Applicant clicks “Apply”. 4. System displays menu for applicant to create an account or login if they have existing login details 		

	<ol style="list-style-type: none"> System displays the application form and required document upload fields. Applicant enters personal information (name, contact details, work history, etc.). Applicant uploads required documents (e.g., resume, cover letter, certifications). Applicant reviews the application summary and confirms that the information is accurate. Applicant clicks "Submit Application". System validates mandatory fields and file formats. System saves the application record and links it to the job requisition. System assigns initial status "Applied" to the application. System sends an acknowledgment email to the applicant confirming successful submission. System makes the new application available for HR Recruiter to review (UC3 Receive applications)
Alternative Flows: (Alternative Flow 1 –new registered user)	<p>Applicant saves application as draft</p> <ol style="list-style-type: none"> At Step 7 of the Normal Flow, instead of clicking "Submit Application", the applicant selects "Save". System validates the minimum required fields to save a draft. System saves a draft application with status "In Progress". Applicant can return later to edit and submit the application
Alternative Flows 2	<p>Applicant update existing draft</p> <ol style="list-style-type: none"> Applicant logs into the portal and selects an existing "In Progress" application. System displays the saved information. Applicant updates fields and/or uploads new documents. Applicant clicks "Submit Application". System resumes from Step 9 of the Normal Flow
(Alternative Flow 2 – guest)	<p>Guest applicant can view job details</p>
Exceptions:	<p>Missing mandatory fields</p> <ul style="list-style-type: none"> At Step 9, if required fields are not completed: System highlights missing fields and displays an error message. Applicant must complete the fields before proceeding to Step 10. <p>Invalid file format or size</p> <ul style="list-style-type: none"> If an uploaded document is in an unsupported format or exceeds size limits: System rejects the file and displays a message about allowed formats/sizes. Applicant re-uploads a compliant file. <p>System / network error during submission</p> <ul style="list-style-type: none"> If a technical error occurs after clicking "Submit Application":

	<ul style="list-style-type: none"> System displays an error message and does not change the application status. Applicant may retry submission later; if a draft exists, it is not lost
Includes:	UC3 Receive applications (system receiving and routing to HR)
Frequency of Use:	Executed multiple times per day, depending on the number of open positions and applicants
Special Requirements:	<ol style="list-style-type: none"> The system must protect applicant personal data in line with privacy and data protection policies. The system should support common document formats (e.g., PDF, DOCX) and enforce a configurable file size limit. The system can prepopulate work history details from resume The application form should be responsive for use on desktop and mobile devices. The submission process should complete within acceptable performance thresholds (e.g., under 5 seconds under normal load)
Assumptions:	<ul style="list-style-type: none"> The job posting details (title, description, requirements) are accurate and up to date. Email service is configured and available to send acknowledgment emails
Notes and Issues:	<ul style="list-style-type: none"> Integration with external job boards (e.g., LinkedIn, Indeed) may be considered in future phases; at present, this use case assumes direct application via the KZA portal. Business rules for mandatory fields, allowed file formats, and size limits will be detailed in the Business Rules and Validation Rules sections of the document

Use Case ID	UC3		
Use Case Name:	Receive applications		
Created By:	Priscilla	Last Updated By:	
Date Created:	2025-11-14	Last Revision Date:	2025-11-21
Actors:	<i>HR Recruiter</i> <i>Workday Digital Onboarding System</i>		

Description:	Once an application is submitted (UC2), the system stores the application data, assigns an initial status, links it to the correct job requisition, and makes it available for HR Recruiter to review in their candidate queue or dashboard.
Trigger:	An applicant clicks on “Submit” and successfully submits an application for a posted job (completion of UC2 – Submit applications)
Preconditions:	<ol style="list-style-type: none"> 1. The job has been posted and is active in the system (UC1 completed). 2. The applicant has completed and submitted the application form (UC2 completed successfully). 3. The workday digital onboarding system is online and connected to KZA career portal
Post conditions:	<p>Successful:</p> <ol style="list-style-type: none"> 1. The full application record (personal data, resume, cover letter, test info if any) is stored in the system 2. The application is linked to the correct job requisition. 3. The system assigns an initial status such as “Applied” or “New Application.” 4. The application appears in the HR Recruiter’s candidate list or dashboard. <p>Unsuccessful:</p> <ol style="list-style-type: none"> 1. The application is not visible in HR’s queue. 2. An error is logged for technical support, and HR will not see the application until the issue is resolved
Normal Flow:	<ol style="list-style-type: none"> 1. Applicant clicks “Submit Application” and the system validates the submission (UC2 completed) 2. System receives the submitted data and documents from UC2. 3. System creates a new application record in the database. 4. System links the application record to the correct job requisition (using job ID from UC1). 5. System assigns an initial application status (Applied). 6. System records the submission date and time. 7. System adds the application to the HR Recruiter’s dashboard for that job. 8. HR Recruiter can now access and review the application details in preparation for UC4/UC7
Alternative Flows: (Alternative Flow 1 –new registered user)	Any HR Recruiter assigned to that job can open and claim the application for review
Alternative Flows 2	System recognizes and groups application into internal applicants and external applicants

(Alternative Flow 2 – guest)	
Exceptions:	<p>Data persistence failure</p> <ul style="list-style-type: none"> • If there is a database or storage error while creating the application record: • System logs the error. • The application is not visible to HR <p>Job requisition closed or invalid</p> <ul style="list-style-type: none"> • If the job is no longer active or cannot be found: • System prevents linking and logs the incident. • HR Recruiter may be notified to review job configuration
Includes:	<p>UC2 – submit applications</p> <p>UC4 – Review applications</p>
Frequency of Use:	Multiple times per day, depending on the number of active job postings and applications
Special Requirements:	<ul style="list-style-type: none"> • 99% availability • System must be able to handle high volumes of applications without crushing. • Application records must be stored securely in line with privacy and data protection policies. • System should allow filtering and sorting of applications by date, key details, status, and job requisition for HR Recruiter
Assumptions:	<ul style="list-style-type: none"> • HR Recruiters have appropriate system access rights to view applications
Notes and Issues:	<ul style="list-style-type: none"> • Future enhancements may include automatic scoring or ranking of applications based on predefined criteria. • Integration with external ATS

6. Business Rules

Bus. Rule ID	Type	Application Interface	Description	Requirement
BR1	Process	Job posting	Only HR Recruiters with system access may create or publish job postings	The system must restrict job-posting access to HR Recruiters only
BR2	Privacy	Application submission	All applicants must create an account or log in before entering any personal details or uploading documents	The system must require user authentication before accepting or storing any personal data
BR3	Notification	Email notification	Every successful application submission must trigger an automatic acknowledgment email to the applicant	System must auto-send confirmation upon UC2 completion

7. Validation Rules

VR. ID	Bus. Rule ID	Type	Application Interface	Action	Success Scenario	Fail Scenario
VR3	BR3	Privacy Validation	Application Submission	Ensure system does not collect or store application data for unauthenticated users	Data is stored only after login has been authenticated with email address and password	System blocks data entry and displays "Please log in to continue" or "Enter correct username and/or password"

Appendix

8. Acceptance and signoff

Approver Name	Job Title	Signature	Date	Comments
Priscilla Aihoon	Business Analyst		2025-11-21	Prepared and submitted for approval
Wendy Chy	Program Manager			