ELCA

Recruitment

Solution Design Document

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# Introduction

This document presents the Future Process Model constructed for the HCM Process at ELCA. The Solution Design Document documents the triggering events that drive the business areas that are to be automated and describes the business process that the business executes in response to each of those events as a set of one or more activities. The document takes into account decisions made as part of the HLA sessions.

The Requirement Definition for the various Business Process Groups (Functional Workgroups) as formed during the HLA phase – Workshop approach. The key focus of this phase was as follows:

* Quick mapping and verification of processes wherein the practices followed by ELCA are in line with Oracle Standards.
* Clearly identifying the process flow to be followed in the system in future

Key User should be able to visualize the product and get used to the flow, terms and conventions and hence be able to contribute much higher in the training phases.

The objective of this document is to:

* Capture Solutions and Processes for the requirements mentioned by ELCA in the Design phase of the project
* This document also represents the business processes to be followed in ELCA henceforth.

This document includes a listing of all the business processes to be finalized, a detailed description of the process steps involved, either automated or manual, and supported by diagrammatic representations. The aim of this document is to consolidate all customer business processes.

## Stakeholder List

* ELCA Project Management Team
* ELCA HR Team Key Users
* Mastek Implementation Team

## Abbreviations

|  |  |  |
| --- | --- | --- |
| **Abbreviations** | **Full Form** | **Description** |
| **DFF** | Descriptive Flex Fields | Custom Fields |
| **AOR** | Area of Responsibility |  |

# Business Structure

In Cloud HCM, Business Structure is a backbone of the entire implementation. A thoroughly planned and calculated decision is required to design the system.

The core setup comprises the building blocks of the entire Application Design. This document contains a list of important Recruiting setups. These have been arrived through Business Workshops conducted to explain key structures. The setups contained in this document will be used for setting up the architecture for recruitment module.

|  |  |
| --- | --- |
| **Country** | **To be Implemented/ Integrated** |
| Switzerland | To be Implemented |
| France | To be Implemented |
| Germany | To be Implemented |
| Italy | To be Implemented |
| Mauritius | To be Implemented |
| Netherlands | To be Implemented |
| New Zealand | To be Implemented |
| Spain | To be Implemented |
| United Kingdom | To be Implemented |
| United States | To be Implemented |
| Vietnam | To be Implemented |

## Job Requisition

### Requisition Number Generation

* Requisition Number Generation Method will be **Automatic** with Requisition Number Starting Value equals to 2000 (Two Thousand) for newly created requisitions.
* Requisition Number Generation Method will be **Manual** for the open requisitions to be migrated during cut-off. Requisition number will be alphanumeric. For ex. SYS\_CODE\_REQUISITION\_NUMBER.

### Requisition Form

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Section name** | **Field name** | **Placeholder** | **Field** | **LOV** | **Mandatory** | **HoBL / HoO** | **Recruiter** | **Changes in CRP1** |
| How | Requisition Type | Requisition | Standard field | Standard / Pipeline | Yes | X | X |  |
|  | Use | Requisition | Standard field | Template / Job / Blank Requisition / Existing Requisition / [Positions] | Yes | X | X |  |
|  | Business Unit | Requisition | Standard field | LOV coming from core HR | Yes | X | X |  |
|  | Job | Requisition | Standard field | LOV coming from core HR | Yes | X | X |  |
| Basic Info | Requisition Status | Requisition | Standard field | Draft - In Progress | No | X | X |  |
|  | Requisition Title | Requisition | Standard field | Textbox | Yes | X | X |  |
|  | Number of openings | Requisition | Standard field | Numeric | Yes | X | X |  |
|  | Languages | Requisition | Standard field | LOV | No | X | X |  |
|  | Business Justification | Requisition | Standard field | LOV (Growth, replacement) | No | X | X | Enabled after CRP1 |
|  | Comments | Requisition | Standard field | Textbox | No | X | X | Enabled after CRP1 |
| Hiring Team | Hiring manager | Requisition | Standard field | LOV coming from core HR | Yes | X | X |  |
|  | Recruiter | Requisition | Standard field | LOV based on AOR | Yes | X | X | AOR = Area Of Responsibility |
|  | Collaborator | Requisition | Standard field | HR Operations Manager / Comp and Ben Admin / Co Hiring Manager / HRBP Lead/HR Operations/Interviewer | No | X | X |  |
| Requisition Structure | Organization | Requisition | Standard field | Value fetching from Recruiting Organization name | Yes | X | X |  |
|  | Recruiting Type | Requisition | Standard field | \* Apprenticeship / Interns / Master Thesis \* Young Professionals \* Senior Positions \* Temporary Positions \* Confidential | Yes | X | X | Confidential value added |
|  | Primary location | Requisition | Standard field | LOV from geography structure | Yes | X | X |  |
|  | Other Locations | Requisition | Standard field | LOV from geography structure | No | X | X |  |
| Details | Worker type | Requisition | Standard field | Employee / Contingent worker | Yes | X | X |  |
|  | Regular or Temporary | Requisition | Standard field | Regular / Temporary ~~Permanent / Temporary~~ | Yes | X | X |  |
|  | Full time or part time | Requisition | Standard field | Full time / Part time | Yes | X | X |  |
|  | Education Level | Requisition | Standard field | LOV coming from core HR | No | X | X |  |
|  | Domain | Requisition | DFF | LOV | No | X | X |  |
|  | Priority | Requisition | DFF | 1 - 0 to 3 months 2 - 3 to 6 months 3 - 6+ months 4 - on hold | No | X | X |  |
|  | Level of experience | Requisition | DFF | \*Senior Positions \*Young Professionals | Yes | x | x | List of values are take from ELCA current career site.  This is enabled so that it can be visible on career site as filters |
|  | Contract Type | Requisition | DFF | Apprenticeship / Interns / Master Thesis \* Permanent Contract \* Temporary Positions | Yes | x | x | It has same list of values as recruiting type. This is enabled so that it can be visible on career site as filters |
| Posting Description | Job Description | Requisition | Standard field | Text field | No | X | X |  |
| Offer | Legal Employer | Requisition | Standard field | LOV from core HR | Yes | X | X |  |
|  | Business Unit | Requisition | Standard field | Non editable | No | X | X |  |
|  | Department | Requisition | Standard field | LOV from core HR | No | X | X |  |
|  | ~~Primary Work Location~~ | ~~Requisition~~ | ~~Standard field~~ | ~~LOV from core HR~~ | ~~No~~ | X | X | Not Visible |
|  | ~~Other Work Location~~ | ~~Requisition~~ | ~~Standard field~~ | ~~LOV from core HR~~ | ~~No~~ | X | X | Not Visible |
|  | Job | Requisition | Standard field | LOV from core HR | Yes | X | X |  |
|  | Grade | Requisition | Standard field | LOV from core HR | Yes | X | X | (Add during configuration as approval is based on grades) |
| Attachment | Requisition | Standard field |  | No | No | X | X |  |
| Configuration | Candidate Selection Process | Requisition | Standard field | List of values | Yes | X | X |  |
|  | External Application Flow | Requisition | Standard field | List of values | Yes |  | X |  |
|  | Allow Candidates to Apply When Not Posted | Requisition | Standard field | Yes/ No | No |  | X | Default to No ( autocomplete rules) |
|  | Automatically Fill Requisition | Requisition | Standard field | Yes/ No | No |  | X | Default to Yes ( autocomplete rules) |
| Questionnaires | Internal Prescreening Questionnaire | Requisition | Standard field | List of values | No |  | X |  |
|  | External Prescreening Questionnaire | Requisition | Standard field | List of values | No |  | X | d |
|  | Interview Questionnaires | Requisition | Standard field | List of values | No |  | X |  |

### Requisition Approval

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Country** | **Condition** | **Initiator** | **Approver1** | **Approver2** | **Approver3** | **FYI** |
| CH,FR,DE,IT,NZ,NL,ES,UK,USA | All | Head of Unit/Head of Operations | CHRO | CEO |  | Hiring Manager |
| MU | From Level 0 to level 3 | Head of Unit | Head of Unit (CH) |  |  | Hiring Manager |
| MU | From Level 4 | Head of Operations | CHRO | CEO |  | Hiring Manager |
| VN | From Level 0 to Level 3 | Level 4 | Head of Unit | Capacity team |  | Hiring Manager |
| VN | From Level 4 above | Head of Unit | Head of Operations | Capacity team |  | Hiring Manager |

Job Requisition Template - Good to have this as drop down to use it in future

### Job Descriptions

Job descriptions to be stored which can be selected from the drop down when creating requisitions.

Job Description Templates

### Organization Hierarchy

The Organization Tree for Recruiting whilst being the same as Core HR will not display all the elements that are displayed in Core HR. Recruiting organization tree will be based on Legal entity. Organization serves as one of the contextualization elements in Oracle Recruiting Cloud. Oracle Recruiting Cloud can have a separate Organization Tree than Core HCM module. This helps in seeing only the relevant organizations while creating requisition templates, requisitions, questions, etc. which help in proper contextualization.

**Note: Organization Hierarchy will have one single node- ELCA**

|  |  |  |
| --- | --- | --- |
| Level1 | Enterprise | ELCA Group |
| Level2 | LE | ELCA Informatique SA, ELCA Group |

### Geography Structure and Hierarchy

A geography hierarchy is a business object that defines a limited universe of geographies, organized in parent-child relationships. Oracle Recruiting uses geographies managed in HCM.

A geography hierarchy structure can have a maximum of two levels. The topmost level represents the country. For each country, a maximum of two geography sublevels can be defined:

* Level 1
* Level 2

Geography Hierarchy Structure

|  |  |
| --- | --- |
| **Country Name** | **Level 1** |
| Switzerland | Kanton/Town |
| France | Department |
| Germany | Gemeinde |
| Italy | Comune |
| Mauritius | City |
| Netherlands | Municipality |
| New Zealand | Region |
| Spain | City |
| United Kingdom | County |
| United States | County |
| Vietnam | Tihn |

Geography Hierarchy:

|  |  |
| --- | --- |
| **Country Name** | **Level 1** |
| Switzerland | Pully, Switzerland |
|  | Geneva, Switzerland |
|  | Zürich, Switzerland |
|  | Basel, Switzerland |
|  | Bern, Switzerland |
| Rapperswil-Jona, Switzerland |
|  | Fehraltorf, Switzerland |
| France | Paris, France |
| Germany | Muenchen, Germany |
| Italy | Palermo, Italy |
| Bolzano, Italy |
| Milan, Italy |
| Spain | Granada, Spain |
| Madrid, Spain |
| United Kingdom | London, United Kingdom |
| Mauritius | Saint-Pierre, Mauritius |
| Vietnam | Ho Chi Minh, Vietnam |
| Netherlands | Amsterdam, Netherlands |
| New Zealand | Auckland, New Zealand |
| United States of America | Miami, United States of America |

### Prescreening Questions

To find out the best fit candidate for the job then pre-screening questions are created.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Question** | **Dependent Question and Response** | **Response type** | **Answer** | **Required** | **Country** | **Question Classification** | **Candidate Type** |
| Are you a Swiss or an EU/EFTA citizen or do you hold a valid Swiss work permit? | None | List of Values | Yes/ No | Yes | CH | Pre-screening Question Added Automatically | External, Internal |
| Are you authorized to work in the country in which the position is located? | None | List of Values | Yes/ No | Yes | All countries but CH | Pre-screening Question Added by User | External, Internal |
| What is your preferred occupation rate? | None | List of Values | 100% / 90% / 80% / Less than 80% | Yes | All | Prescreening Question Added Automatically | External, Internal |
| How did you hear about us? | None | List of Values | LinkedIn / Facebook / Other job boards (Glassdoor, Xing,...) / ELCA Careers websites / Career fairs/tradeshows / ELCA collaborator / Word of mouth / Recruiting agency / Others | Yes | All | Prescreening Question Added Automatically | External |
| How did you discover the job on LinkedIn? | How did you hear about us? >> LinkedIn | List of Values | Company Post  Targeted Ad  Connection Share  Direct job search  Notification  Recruiter message  Industry group | Yes | All | Prescreening Question Added Automatically | External |
| Other job boards | How did you hear about us? >> Other job boards | Text Box | Please specify | Yes | All | Prescreening Question Added Automatically | External |
| Others | How did you hear about us? >> Others | Text Box | Please describe | Yes | All | Prescreening Question Added Automatically | External |
| What would be your preferred job loaction ? | None | List of Values | List of all country/city | No | All European countries + Viet Nam | Prescreening Question Added Automatically | External |

## Job Posting

### Job Formatting Information

When the job requisition is approved, the Job Formatting tab becomes available. This is where you select descriptions and media you want to share with candidates.

Job Formatting Information

### Job Boards

* Job Boards are external portals where jobs can be posted which are also available for external candidates to apply. Upon applying they will then be redirected to the external careers section to provide their details.
* Job Boards will be integrated with Oracle Recruiting Cloud via the Oracle job aggregator partner <**eQuest>**
* List of Job boards:

|  |  |  |  |
| --- | --- | --- | --- |
| Country | Job Board | To be integrated | Integration via |
| Switzerland | Linkedin | Yes | eQuest / broadbean |
| JobCloud (jobs.ch & jobup.ch) | Yes | eQuest / broadbean |
| ~~Indeed~~ | Yes | eQuest / broadbean |
| swissdevjobs.ch |  |  |
| RAV |  |  |
| France | LinkedIn | Yes | eQuest / broadbean |
| Germany | LinkedIn | Yes | eQuest / broadbean |
| Italy | LinkedIn | Yes | eQuest / broadbean |
| Mauritius | myjob.mu | Yes | eQuest / broadbean |
| LinkedIn | Yes | eQuest / broadbean |
| Netherlands | LinkedIn | Yes | eQuest / broadbean |
| New Zealand | LinkedIn | Yes | eQuest / broadbean |
| Spain | LinkedIn and ~~Indeed~~ | Yes | eQuest / broadbean |
| United Kingdom | LinkedIn | Yes | eQuest / broadbean |
| United States | LinkedIn | Yes | eQuest / broadbean |
| Vietnam | vietnamworks.com | Yes | eQuest / broadbean |
| LinkedIn | Yes | eQuest / broadbean |
| itviec.com | Yes | eQuest / broadbean |

### Agency

The jobs can also be posted to the agents of different agencies. The agents would receive an email and then they can login into the system to submit the applicants on the requisition.

Agency List

### Career Site

A career site is a website where ELCA will post jobs for positions to be filled. External candidates interact with a career site when they search for jobs, apply for jobs, create a profile, share job details, get referred for a job, manage their job applications and talent community settings.

|  |  |
| --- | --- |
| **Country Name** | **Career site** |
| Switzerland | Career site for Swiss |
| Italy |
| Netherlands |
| New Zealand |
| Spain |
| United Kingdom |
| United States |
| France |
| Germany |
| Mauritius | Career site for MU |
| Vietnam | Career site for VN |

* + ELCA career site will be parent site which will have links redirecting to above 3 sites.
  + Career Site Branding will be done by ELCA branding team.

## Job Application

### Legal Disclaimer

ELCA will be using the Privacy Notice link as legal disclaimer, where end user will tick the box and can land on the Privacy notice page from the link.

I’ve read and accept ELCA’s Privacy Notice. \*

### Verification code for job application

Candidate will not receive verification code while submitting job application from career site maximum of 90 days.

We have enabled the option of 'Keep me sign in' for maximum of 90 days. By this if candidate wish to go to their profile on career site and click on checkbox "Keep me sign in" then at first candidate will receive one time password but later for next 90 days, they will not be receiving multiple OTP while signing. Important Note : "Keep me sign in" functionality will only work when candidate is trying to login to their profiles again on careers site within 90 days from same browser and same email address.

### Job Application Form

A job application flow is a sequence of pages that candidates complete when they apply for a job. A job application flow contains sections, and each section contains blocks of information.

|  |  |
| --- | --- |
| Legal Disclaimer | Yes |
| E-Signature | No |
| Campaign Opt In | Yes |
| One Page Application Flow | Yes |
| Job Alert Opt In | Yes |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Section Name** | **Block Name** | **Field Name** | **Field Type** | **Mandatory** | **Column1** |
| Personal Info | Profile Import | Profile Import from LinkedIn |  | No |  |
|  | Contact Information | First Name | Text Field | Yes |  |
|  |  | Last Name | Text Field | Yes |  |
|  |  | Middle Name | Text Field | No |  |
|  |  | Title | LOV- Mr., Ms., Not Specified | No |  |
|  |  | Email Address | Text Field | Yes |  |
|  |  | Phone number | Text Field | Yes |  |
|  | Personal Information | Date of Birth | Date | Yes |  |
|  | Diversity | Nationality | drop down of all countries | No |  |
|  | Address | Country | LOV | Yes |  |
| Job Application Questions | Job Application Questions | Prescreening Questions | LOV |  |  |
|  |  | Languages | LOV | Yes | Field same as Talent Profile |
| Education | Education | Education |  | No | Field same as Talent Profile |
| More About You | Supporting documents | Resume | Attachment | Yes |  |
|  |  | Cover letter | Attachment | No |  |
|  | Miscellaneous Documents |  | Attachment | No |  |

### Request More Information Flow

This will send an automatic notification to the candidates once they are in ‘Offer-To be created’ state.

|  |  |
| --- | --- |
| E-Signature | No |
| Campaign Opt In | No |
| One Page Application Flow | Yes |
| Job Alert Opt In | No |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section Name** | **Block Name** | **Field Name** | **Field Type** | **Mandatory** |
| Reference Information | Questionnaire | Reference1 (Mandatory )(All countries minus Vietnam)    Reference1 Name:  Reference1 Contact Number:  Reference1 Email:  Reference1 Relationship:  Reference1 Role in Company: | Text field | Reference 1 all fields mandatory |
|  |  | Reference2 (Non Mandatory)(All countries minus Vietnam)    Reference2 Name:  Reference2 Contact Number:  Reference2 Email:  Reference2 Relationship:  Reference2 Role in Company: | Text field | Reference 2 all fields are non mandatory for all countries except Vietnam |
|  |  | Reference3 (Only for VN) (All references mandatory):  Reference3 Name:  Reference3 Contact Number:  Reference3 Email:  Reference3 Relationship:  Reference3 Role in Company: | Text field | Reference 3 all fields mandatory for Vietnam |
| Place of Origin | Questionnaire | Please mention place of origin | Text field | Mauritius |
| Sensitive personal information | Add National Identifier | Country (Drop down)  National ID type (Drop down)  National ID (Textbox)  Issue Date (Date type)  Expiration Date (Date type)  Place of Issue (Text box) | Dropdown/textbox/date type field | Spain and Viet Nam |
| Place of Birth | Questionnaire | Please mention place of birth | Text field | Viet Nam |

For Vietnam, create a different RMI with all 3 references mandatory.

Another Job Application Flow will be created specific to Vietnam to capture references as shown in above table

### Talent Community Form

|  |  |
| --- | --- |
| Legal Disclaimer | Yes |
| Campaign Opt In | Yes |
| Job Alert Opt In | Yes |
|  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section Name** | **Block Name** | **Field Name** | **Field Type** | **Mandatory** |
| Personal Info | Profile Import | Profile Import from LinkedIn |  | No |
|  | Contact Information | Name Fields as per Name format configuration in Core HR | Text Field | Depends on Name configuration |
|  |  | Email Address | Text Field | Yes |
|  |  | Phone Number | Text Field | No |
|  | Supporting documents | Resume | Attachment | Yes |
|  |  | Cover letter | Attachment | No |
|  |  | Social Media Required | Link | No |
|  | ~~Licenses and Certificates~~ | ~~As per the configuration defined in Talent Profile~~ | ~~Text Field~~ | ~~Depends on Talent profile configuration~~ |
|  | ~~Skills~~ | ~~As per the configuration defined in Talent Profile~~ |  | ELCA not using skills in talent profile |

### Third-Party Plugins

Third Party Plugins to be enabled for profile import:

|  |  |  |
| --- | --- | --- |
| Plugin | Description | To be Enabled |
| Apply with LinkedIn | Plugin that ELCA will enable on their external career site to allow candidates to apply with their LinkedIn profiles. | Yes |

### Resume Parsing

ELCA will be not be using as of now.

## Candidate Selection Process

### ELCA Candidate Selection Process Phases and States

The tables below define the candidate selection processes which a candidate will go through once they have successfully confirmed their application. There is one global and one distinct Candidate Selection Process specifically for Vietnam. When candidates reach various phases in the Candidate Selection Process, system auto-emails are triggered.

### 2.4.1.1. ELCA Global CSP minus VN

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Phases** | **New** | **Codingame Test** | **HM Screening** | **HR Interview** | **Technical Interview** | **Manager Interview** | **Additional Interview** | **Offer & Contract** | **HR** |
|  | Mandatory | Optional | Optional | Mandatory | Mandatory | Optional | Optional | Mandatory | Mandatory |
| **States** | To be Reviewed (Recruiter should get the notification) | To be scheduled | To be Reviewed' when Selected for screening (Automatically Send a notification to HM) | To be scheduled | To be scheduled | To be scheduled | To be scheduled | Offer to be created (Action: Send Request Information form for references) For Spain: Send SSN, Personal identity number along with the refences as RMI to be captured in offer letter. | Pending Automated Processing |
|  | Under Consideration | Scheduled | Under Consideration | Scheduled | Scheduled | Scheduled | Scheduled | Draft (Send Notification to Comp and Ben Admin to Create Contract) | Pending Manual Processing |
|  | Phone screen scheduled | Completed | Selected for Interview (Automatically Send a notification to recruiter) | Completed | Completed | Completed | Completed | Pending Approval | Error During Processing |
|  | ~~Phone screen to be conducted~~ | Rejected by Employer | Not selected for interview (Automatically Send a notification to recruiter) | Rejected by Employer | Rejected by Employer | Rejected by Employer | Rejected by Employer | Approval rejected | Processing in Progress |
|  | Phone screen completed | Withdrawn by candidate | Rejected by Employer | Withdrawn by candidate | Withdrawn by candidate | Withdrawn by candidate | Withdrawn by candidate | Approved (Contract will be sent to Skribble and after that Recruiter will manually Accept the Offer. ~~(Recruiter manually send an offer letter to the candidate)~~ | Processed |
|  | Selected for HM Screening ~~(Automatically Send a notification to HM)~~ |  | Withdrawn by candidate |  |  |  |  | Extended | Withdrawn by candidate |
|  | Rejected by Employer |  |  |  |  |  |  | Accepted (Action: Move to HR) | Rejected by Employer |
|  | Withdrawn by candidate |  |  |  |  |  |  | Rejected |  |
|  |  |  |  |  |  |  |  | Rejected by Employer |  |
|  |  |  |  |  |  |  |  | Withdrawn by candidate |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Phase** | **State** | **Process Description** | **System or Manual** |
| New | To be Reviewed | Candidates will land on a New – To be Reviewed phase and state, once they apply for a job opening. | System |
|  | Under Consideration | Recruiters can view candidate details and check if candidate is suitable to move ahead in the selection process | System |
|  | Phone screen scheduled | Recruiter will schedule a screen in round over phone. | Manual |
|  | Phone screen completed | Once recruiter had the call, they can then mark it as conducted. | System |
|  | Selected for HM Screening | If a candidate is suitable/best fit for the job, then recruiter can move candidate to screening phase | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| Coding game Test | To be scheduled | After screening if needed recruiter will move candidate to Coding game Phase and to be scheduled state | System |
|  | Scheduled | Recruiter will schedule Coding game for candidate | System |
|  | Completed | Candidate will complete Coding game. Recruiter will confirm and change the phaseto completed | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| HM Screening | To be Reviewed  (Automatically Send a notification to HM) | Recruiter will now move Candidate to HM Screening | System |
|  | Under Consideration | HM will check if candidate is suitable for next state i.e Interview | System |
|  | Selected for Interview (Automatically Send a notification to recruiter) | Recruiter will move candidate to Interview selected state if they find him suitable | System |
|  | Not selected for interview (Automatically Send a notification to recruiter) | Recruiter will move candidate to not selected for Interview state if they don’t find him suitable | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| HR Interview, Technical Interview, Manager Interview, Additional Interview | To be scheduled | Recruiter will move candidate to Interview Schedule state | System |
|  | Scheduled | Recruiter will select candidate Send Interview Invite to automatically schedule an interview with the candidate. | System |
|  | Completed | Interviewer will take the interview of candidate; Recruiters will then send out questionnaires to all interviewers to collect feedback of the candidate. | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| Offer & Contract | Offer to be created (Action: Send Request Information form for references) | If the candidate has cleared the interview, recruiter will move the candidate to Offer &Contract. System will automatically send notification to candidate to provide references. | System |
|  | Draft | The recruiter will create and submit offer details | System |
|  | Pending Approval | Once recruiter submits offer will go for Approval | System |
|  | Approval rejected | If approver rejects the offer created, then the candidate application will be rejected. | System |
|  | Approved | Once approved Recruiter will manually send an offer letter to the candidate for confirmation offline. | System |
|  | Extended | Once candidate will accept draft version of the job offer, then only the recruiter will generate the final contract/Offer is extended by recruiter on system. | System |
|  | Accepted (Action: Move to HR) | If the candidate has accepted the offer, candidate will move to next Phase Move to HR | System |
|  | Rejected | If Candidate rejects the offer then candidate application is rejected. | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| HR | Pending Automated Processing | Once Candidate accept the offer, they will move to HR phase and to be processed | System |
|  | Pending Manual Processing | Candidates will go as they move successfully forward through the lifecycle of HR | System |
|  | Error During Processing |  |  |
|  | Processing in Progress |  |  |
|  | Processed |  |  |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |

### 2.4.1.2. ELCA CSP for VN

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Phases** | **New** | **HM Screening** | **Codingame Test** | **Interview** | **Offer & Contract** | **HR** |
|  | Mandatory | Optional | Optional | Mandatory | Mandatory | Mandatory |
| **States** | To be Reviewed (Recruiter should get the notification) | To be Reviewed  (Automatically Send a notification to HM) | To be scheduled | Technical Interview Scheduled | Offer to be created  (Action: Send Request Information form for references manually) | Pending Automated Processing |
|  | Under Consideration | Under Consideration | Scheduled | English Interview Scheduled | Draft | Pending Manual Processing |
|  | Phone screen to be scheduled | Selected for Interview (Send notification to Recruiter) | Completed | HR Interview Scheduled | Pending Approval | Error During Processing |
|  | Phone screen to be conducted | Rejected by Employer | Rejected by Employer | Additional Interview Scheduled | Approval rejected | Processing in Progress |
|  | Phone screen completed | Withdrawn by candidate | Withdrawn by candidate | Rejected by Employer | Approved  (Recruiter manually send an offer letter to the candidate) | Processed |
|  | Selected for HM Screening |  |  | Withdrawn by candidate | Extended | Withdrawn by candidate |
|  | Rejected by Employer |  |  |  | Accepted (Action: Move to HR) | Rejected by Employer |
|  | Withdrawn by candidate |  |  |  | Rejected by Employer |  |
|  |  |  |  |  | Withdrawn by candidate |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Phase** | **State** | **Process Description** | **System or Manual** |
| New | To be Reviewed | Candidates will land on a New – To be Reviewed phase and state, once they apply for a job opening. | System |
|  | Under Consideration | Recruiters can view candidate details and check if candidate is suitable to move ahead in the selection process | System |
|  | Phone screen scheduled | Recruiter will schedule a screen in round over phone. | System |
|  | Phone screen to be conducted | Recruiters will call the candidate for further discussion. | Manual |
|  | Phone screen completed | Once recruiter had the call, they can then mark it as conducted. | System |
|  | Selected for HM Screening | If a candidate is suitable/best fit for the job, then recruiter can move candidate to screening phase. | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| HM Screening | To be Reviewed  (Automatically Send a notification to HM) | After completing screening phase, Recruiter will now move Candide to HM Screening | System |
|  | Under Consideration | HM will check if candidate is suitable for next state i.e Interview | System |
|  | Selected for Interview (Automatically Send a notification to recruiter) | Recruiter will move candidate to Interview Schedule state | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| Coding game Test | To be scheduled | After successful screening if needed recruiter will move candidate to Coding game Phase and to be scheduled state | System |
|  | Scheduled | Recruiter will schedule Coding game for candidate | System |
|  | Completed | Candidate will complete Coding game, once verified, Recruiters will move the candidate to Completed state. | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| Interview | Technical Interview Scheduled | Recruiter will move candidate to Technical Interview Schedule state, when they will select and send a slot for the Interview.  Interviewer will take the interview of candidate; Recruiters will then send out questionnaires to all interviewers to collect feedback of the candidate | System |
|  | English Interview Scheduled | Recruiter will move candidate to English Interview Schedule state, when they will select and send a slot for the Interview.  Interviewer will take the interview of candidate; Recruiters will then send out questionnaires to all interviewers to collect feedback of the candidate | System |
|  | HR Interview Scheduled | Recruiter will move candidate to HR Interview Schedule state, when they will select and send a slot for the Interview.  Interviewer will take the interview of candidate; Recruiters will then send out questionnaires to all interviewers to collect feedback of the candidate. | System |
|  | Additional Interview Scheduled | Recruiter will move candidate to Additional Interview Schedule state, when they still need to conduct one more interview additionally. Recruiters will select and send a slot for the Interview.  Interviewer will take the interview of candidate; Recruiters will then send out questionnaires to all interviewers to collect feedback of the candidate. |  |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| Offer & Contract | Offer to be created (Action: Send Request Information form for references Manually) | If the candidate has cleared the interview, recruiter will move the candidate to Offer &Contract. System will automatically send notification to candidate to provide references and other additopnal Info. | System |
|  | Draft | The recruiter will create and submit offer details | System |
|  | Pending Approval | Once recruiter submits offer will go for Approval | System |
|  | Approval rejected | If approver rejects the offer created, then the candidate application will be rejected. | System |
|  | Approved (Recruiter manually send an offer letter to the candidate) | Once approved Recruiter will call and discuss about offer. They can send the offer letter to the candidate for confirmation offline,if required | Manual |
|  | Extended | Once candidate will agree to the draft version of the job offer, then only the recruiter will generate the final contract/Offer is extended by recruiter on system. | System |
|  | Accepted (Action: Move to HR) | If the candidate has accepted the offer, candidate will move to next Phase Move to HR automatically, and their Pending worker record will be created. | System |
|  | Rejected | If Candidate rejects the offer then candidate application is rejected. | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| HR | To be Processed | Once Candidate accept the offer, they will move to HR phase and to be processed | System |
|  | Processing | Candidates will go as they move successfully forward through the lifecycle of HR | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |

### Pipeline Phases and States

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Phases** | **New** | **Screening** | **HR Interview** | **Technical Interview** | **Manager Interview** | **Additional Interview** |
| **(Optional)** | **(Optional)** | **(Optional)** | **(Optional)** | **(Optional)** | **(Optional)** |
| States | To be Reviewed | To be Reviewed | Optional | Optional | Optional | Optional |
| Reviewed | Reviewed | To be scheduled | To be scheduled | To be scheduled | To be scheduled |
| Under Consideration | Phone screen to be scheduled | Scheduled | Scheduled | Scheduled | Scheduled |
| Selected for Screening | Phone screen scheduled | Completed | Completed | Completed | Completed |
| Rejected by Employer | Phone screen completed | Rejected by Employer | Rejected by Employer | Rejected by Employer | Rejected by Employer |
| Withdrawn by candidate | Selected for Interview | Withdrawn by candidate | Withdrawn by candidate | Withdrawn by candidate | Withdrawn by candidate |
|  | Rejected by Employer |  |  |  |  |
|  | Withdrawn by candidate |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Phase** | **State** | **Process Description** | **System or Manual** |
|  |  | Recruiter will have to select Pipeline Candidate Selection Process, which will consist of all Phase and state except Offer and HR | System |
| New | To be Reviewed | Candidates will land on a New – To be Reviewed phase and state, once they apply for a job opening. | System |
|  | Reviewed | Recruiters can view candidate details and review them | System |
|  | Under Consideration | Check if candidate is suitable to move ahead in the selection process | System |
|  | Selected for Screening | If a candidate is suitable/best fit for the job, then recruiter can move candidate to screening phase | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer at any phase | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| Screening | To be Reviewed | Candidates will land on a New – To be Reviewed phase and state, once they apply for a job opening. | System |
|  | Reviewed | Recruiters can view candidate details and review them | System |
|  | Phone screen to be scheduled | Recruiter decides to phone screening. | System |
|  | Phone screen scheduled | Recruiters schedule phone call day and time. | Manual |
|  | Phone screen completed | Recruiter completes phone screen in and move the candidate. | System |
|  | Selected for Interview | After completing screening phase, Recruiter will now move Candide to interview phase if selected | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer at any phase | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |
| HR Interview, Technical Interview, Manager Interview, Additional Interview | To be scheduled | The recruiter will need to add a Candidate Managed Interview template on a requisition level | System |
|  | Scheduled | Recruiter will move candidate to Interview Scheduled state where date and time is fixed, and candidate will get notification | System |
|  | Completed | If the candidate has cleared the interview, recruiter will move the candidate to Completed state for HR Interview | System |
|  | Rejected by Employer | If the candidate is not suitable then the candidate can be rejected by employer at any phase | System |
|  | Withdrawn by candidate | Candidate can withdraw their application anytime from Job requisition | System |

### Withdrawal and Rejection Reasons

All countries will have a common list of reasons.

List of reasons: Withdraw and Rejection Reason list

## Interview Details

### Interview Questions and Questionnaires

Interview Guidelines:

Interview feedback forms are created to collect the interview feedback from the interviewers about the candidate. ELCA Interview feedback form is as follows:

Interview Questionnaire

Interview Guidelines – Going only to interviewers

### Interview Schedule Templates

ELCA can create interview schedule templates to help recruiters and hiring managers save time when they create interview schedules for job requisitions. For example, you can specify a commonly used conference room or location or the URL and dial-in information.

|  |  |  |  |
| --- | --- | --- | --- |
| **Schedule Title** | **Schedule Type** | **Format** | **Content** |
| Hiring Team Managed | Hiring Team Managed | In Person/Phone/ Web conference | Address, Location details OR  Phone (Country, Area code, Number), Extension |
| Candidate Managed | Candidate Managed | In Person/Phone/ Web conference | Phone (country, area code, number), Web conference link, Access Code |

## Job Offer and Contract Templates:

Job Offer and Contract templates in the table below: (Add Appendix)

|  |  |  |  |
| --- | --- | --- | --- |
| **Country** | **Person Type** | **Template for** | **Template** |
| Switzerland | Employee | Trainee | Switzerland - Level A1 |
|  |  | B1 to C2 | Switzerland - Level B1-C2 - Indefinite Contract/Fixed Contract |
|  |  | C4 | Switzerland - Level C3 - Indefinite Contract |
|  |  | D1 to E2 | Switzerland - Level D1-E2 - Indefinite Contract |
| Germany | Employee | General | Germany - All Levels |
| France | Employee | General | France - All Levels - Contract coeff 2 and below |
| Italy | Employee | General | Italy - All Levels |
|  | Employee | Apprentice | Italy - Apprentice |
| Netherlands | Employee | General | Netherlands - All Levels |
| United Kingdom |  | General | United Kingdom - All Levels |
| United States | Employee | General | United States - All Levels |
| Vietnam | Intern | General | Vietnam - Intern |
|  | Employee | General | Vietnam - All Levels |
| Mauritius | Employee | General | Mauritius - All Levels |
| Spain |  | General | Spain - All Levels |

Contract Creation Form:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Section** | **Field Name** | **Field Type** | **Mandatory** | **Possible Values** | **AdditionalComments** |
| When and Why | When does the employee start date? (This is the projected day that the candidate would begin work in the new assignment) | Date | Yes | Date |  |
|  | Legal Employer | Drop Down | Yes | List of legal entity |  |
|  | Worker Type | Drop Down | Yes | Employee or Contingent worker |  |
|  | Action | Drop Down | Yes | For External Candidate (Add Pending worker) |  |
| For Contingent worker (Add employee work relationship) |
| For Internal Employee |
| (Add Assignment, Assignment Change (When we want to change the assignment), Job change, Position Change, Promotion and Transfer) |
| Assignment Info | Proposed person type | Drop down | Yes |  | Values same as Multicountry Toolkit |
|  | Business Unit | Drop down | Yes | List of business unit |  |
|  | Job | Drop down | Yes | Jobs |  |
|  | FTE | Text Field | No | Number | Should be read only |
|  | Business Title | Text Field | No |  |  |
|  | Grade | Drop down | Yes | List of values |  |
|  | Department | Drop down | No | List of values |  |
|  | Location | Drop down | No | List of values |  |
|  | Working Hours | Text Field | No |  |  |
|  | Standard Working Hours | Read Only |  |  |  |
|  | Probation Period | Text Field | No |  |  |
|  | Probation End Date | Date | No | Date |  |
|  | Collective Agreement | Drop down | No | As per Collective Agreement list defined in Core HR | To be visible only for France, Italy, and Spain |
|  | Worker Category | Drop Down | No | Dirigente (Only fot IT)  Probationer (Only for VN) | To be visible only for Vietnam and Italy |
| Contract Info | Contract Number | Text Field | No |  | Read-only |
|  | Type | Drop down | Yes | As per Contract Type list defined in Core HR | Indefinite employment agreement should be defaulted in LOV. |
| If not equal to Indefinite employment agreement, it should be defaulted in LOV, then Contract end date should be mandatory >> Auto-complete rule |
|  | Initial Duration | Text Field | No |  | Hide |
|  | Contract End date | Date | No | Date | Should be mandatory when type is not Indefinite employment agreement |
|  | Description | Text Field | No |  |  |
| Offer Team | Hiring Manager | Drop Down | No | Hiring Manager name defaulted from req page |  |
|  | Recruiter | Drop Down | No | Recruiter name defaulted from Requisition page |  |
|  | Collaborators | Drop Down | No | Collaborators defaulted from Requisition page |  |
| Payroll Info | Payroll | Drop Down | Yes | Payroll frequency values |  |
| Salary | Salary Basis | Drop Down | Yes | As per Salary Basis defined in Core HR |  |
|  | Salary Amount | Text Field | Yes |  | Note added: Actual Salary at activity rate |
|  | Annual Salary | Read Only | No | Prefill |  |
|  | Salary Range | Read Only | No |  | Visible for Comp and Ben Admin |
|  | Compa ratio |  |  |  | Visible for Comp and Ben Admin |
|  | Quartile |  |  |  | Visible for Comp and Ben Admin |
|  | Quantile |  |  |  | Visible for Comp and Ben Admin |
|  | Salary Range midpoint |  |  |  | Visible for Comp and Ben Admin |
|
|  | Range Position |  |  |  | Visible for Comp and Ben Admin |
|
| Other Compensation | Plan | Drop down Value | Yes | As per ICP defined in Compensation |  |
|  | Option | Drop down Value | Yes |  |  |
|  | Start Date | Date | Yes | Date |  |
|  | Amount | Text Box | Yes | Numeric |  |
| Additional Info | Guaranteed first year bonus | Text Box |  |  |  |
|  | Year of Experience | Text Box | Yes |  |  |
|  | Signatory 1 | Drop down | Yes |  |  |
|  | Signatory 2 | Drop down | Yes |  |  |
| Comments and Attachment | Offer Comments | TextBox | No |  |  |
| Contract | Offer Letter | Dropdown | No | Draft and Final Contract Templates | Change name from 'Offer Letter' to 'Contract' |
|  | Candidate Job Application Language | Read Only | No | American English |  |
|  | Expiration Date | Date | No | Date |  |
|  | Candidate-facing Documents |  |  |  | Documents added in Drive |

### Contract Approval

For approvers, Refer to the ‘Contract Approvals’.

### Digital Signature

‘Skribble’ tool to be used for digital signature.

|  |  |  |  |
| --- | --- | --- | --- |
| **SNo** | **Country** | **Using Digital Signature** | **Tool for Digital Signature** |
| 1 | Switzerland | Yes | Skribble |
| 2 | France | Y | Skribble |
| 3 | Germany | Y | Skribble |
| 4 | Italy | Y | Skribble |
| 5 | Spain | Y | Skribble |
| 6 | United Kingdom | Y | Skribble |
| 7 | Mauritius | Y | Skribble |
| 8 | Vietnam | N | Not Using |
| 9 | Netherlands | Y | Skribble |
| 10 | New Zealand | Y | Skribble |
| 11 | United States of America | Y | Skribble |

## Standard Notifications

Currently, all the standard notifications will be seen in CRP1. Later if ELCA requires any changes, then it will be done.

Notifications List

Custom Notification:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Content Item Category** | **Content Item Name** | **Content Item Visibility** | **Subject** | **Description** |
| Create new Job Requisition Notification | Create new Job Requisition Notification | All approvers |  | * Section “basic information”:   + Add: title, grade, required years of experience, work location, info on whether it is a new opening or a replacement, business justification (or comment section, to add who is replaced or why we need a new headcount). * Section “offer information”:   + Difference between work location and primary work location above. Change wording for more clarity.   + Remove Grade as added in basic info. * Section “additional details”.   + Remove Job Shift   + Remove Job Type * Remove section “configuration”. |
| Create Offer | Create Offer Letter | All approvers |  | * Offer detail section:   + Add Base salary (as per contract)   + Add Bonus (as per contact)   + Add Total Comp (base + bonus)   + Add Years of experience. Should come from job application(DFF to be made on offer page)   + Add Diploma. Should come from job application * Job requisition section:   + Add Source of application (LinkedIn, Agency, referral, …). It should already exist as field. |

## Campaign Template

* Campaigns will be demonstrated in CRP1 using the standard Template.
* Campaign will use standard delivered campaign email templates

# Security

Security and Roles information has been captured in the below matrix.

# Business Process

|  |  |
| --- | --- |
| **Business Process** | **To Be Implemented for** |
| Create Job Requisitions | All countries |
| Format and Post Job Requisitions | All countries |
| Source and Manage Candidates | All countries |
| Referral From Agent | All countries |
| Managing Candidate Pools | All countries |
| Managing Recruitment Campaigns | All countries |
| Refer Jobs | All countries |
| Search and Apply for Jobs | All countries |
| Manage Candidate Job Applications | All countries |
| Manage Interviews | All countries |
| Manage Job Offers | All countries |
| Manage Pre-boarding and Contract of Employment | All countries |

**Overall Recruitment Cycle for ELCA Hiring**

Oracle Recruiting Cloud provides one window for recruitment-related transactions. Overall Process flow for Recruitment is as follows:

A diagram of a computer

Description automatically generated

|  |  |  |
| --- | --- | --- |
| **Process Step** | **Process Description** | **System or Manual** |
| 01\_Initiate\_Recruiting | The hiring Manager identifies an open job and will initiate job requisition. | System |
|  | For ELCA hiring, hiring manager can use Recruiting Type as : Apprenticeship / Interns / Master Thesis; Young Professionals; Senior Positions; Temporary Positions | System |
| 02\_Initiate\_Recruiting | HoBL/HoO will fill in basic information and will only be able to save the requisition | System |
| 03\_Manage\_Job\_Requisitions | The recruiter will receive a notification and check details of the requisition. Alternatively, a recruiter can initiate a requisition. | System |
| 04\_Manage\_Job\_Requisitions | Once the requisition is filled out then the recruiter will submit it for approval. Based on the approval matrix, it is routed to the approvers | System |
| 05\_Manage\_Job\_Requisitions | The approvers will receive a notification to review and give their decision on the job requisition. | System |
| 06\_Manage\_Job\_Requisitions | Once the requisition is approved by all the respective approvers, an FYI notification is sent to the recruiter and the job requisition is considered as Open. | System |
| 07\_Manage\_Job\_Requisitions | Recruiter will perform job formatting and post it on different career sites | System |
| 08\_Source\_Candidates | The requisition is now ready for sourcing and candidate search. | System |
| 09\_Source\_Candidates | Recruiters can create pools and manage campaigns | System |
| 10\_Referral\_Agent | Recruiters can add Agents on a requisition. | System |
| 11\_ Referral Agent | Agents can refer candidates and track requisition. | System |
| 12\_Candidate\_Cycle | Recruiter can manage candidate job applications | System |
| 13\_Candidate\_Cycle | The recruiter can manage interviews | System |
| 14\_Candidate\_Cycle | Recruiters can create and extend job offers | System |
| 15\_Candidate\_Cycle | Recruiter can move the candidate to HR, once candidate accepts offer | System |
| 16\_Preboarding\_Hiring | Recruiter can manage preboarding tasks and convert pending worker as an employee | System |
| 17\_Preboarding\_Hiring | Recruiters can manage hiring and onboarding tasks as well | System |
| 18\_Search\_and\_Apply | Candidates can search and apply for jobs from external career sites | System |
| 19\_Search\_and\_Apply | Employees can search and apply for a job from an internal career site. | System |
| 20\_Search\_and\_Apply | Employees can refer a job to a candidate and to another employee | System |

## Create Job Requisitions

Create Job Requisition Diagram

A diagram of a computer

Description automatically generated

|  |  |  |
| --- | --- | --- |
| **Process** | **Process Description** | **System or Manual** |
| 01\_Initiate\_Job\_Requisition | HoBL/HoO will initiate a Job requisition based on offline discussion of an opening. | System |
| 02\_Initiate\_Job\_Requisition | If the Job Exists and has requirement to hire candidate, then the manager can directly go to the Hiring work area to raise the Requisition. If the Job does not exist then the hiring manager can get it created through Global HR. | System |
| 03\_Initiate\_Job\_Requisition | While requesting the requisition hiring manager can also fill in the basic details of the requisition like Recruiting type, Use (Job template, Standalone template, Existing, blank requisition), basic info, hiring team, basic details, posting details, attach interview questionnaires, prescreening question, candidate selection process and submit the requisition for approval. | System |
| 04\_Job\_Requisition\_Approval | Approvals will happen as per the approval process. Approver can approve it or reject it. | System |
| 05\_Job\_Requisition\_Approval | Once approved, the recruiter will receive notification for job formatting. Job requisition can now be formatted and posted on different sources by recruiter. | System |
| 06\_Job\_Requisition\_Approval | If it is not approved, the hiring manager can redraft the job requisition | System |
| 07\_Complete\_Job\_Requisition | After posting recruiters can also add the slots for the interview and select an interview panel. | System |

## Format and Post Job Requisitions

A diagram of a company

Description automatically generated

|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
| 01\_POST | Once requisition is approved, Recruiters/HRBP will have option to format and post job opening | System |
| 02\_POST | Recruiter will select Open for sourcing if they wish to open requisition only for ex-employee | System |
| 03\_POST | Navigate to Job formatting area of the Requisition. If recruiter wish to open job for candidates and employee. | System |
| 04\_POST | Add Employer description, Recruiting Organization description, add media (Image and Video) on job formatting page | System |
| 05\_POST | Recruiter can also translate job requisition in different language | System |
| 06\_POST | Recruiter can preview job requisition and move to posting | System |
| 07\_POST | Navigate to Posting area of the Requisition. Recruiter can either Post Now or Post Later. | System |
| 08\_POST | Choose Posting Option on Internal career site or ELCA career site, Recruiter will specify the expiration date. | System |
| 09\_POST | Recruiter can also invite agents on job opening to refer candidate on jobs | System |
| 10\_POST | Recruiter will navigate to Candidate pool and add candidates to the requisition manually | System |

## Source and Manage Candidates

A diagram of a computer

Description automatically generated with medium confidence

A diagram of a company

Description automatically generated

|  |  |  |
| --- | --- | --- |
| **Process** | **Process Description** | **System or Manual** |
| 01\_Search\_Candidates | Recruiters can search for the candidates in candidate search or in the Talent pool and map them to the requisition | System |
| 02\_View\_Candidates | Recruiter can filter and sort searched candidate | System |
| 03\_View\_Candidates | The recruiter can view the candidate summary, other details like address, personal details | System |
| 04\_Search\_Candidates | Recruiters can create new candidates in the system and map them to the requisition. | System |
| 05\_Search\_Candidates | Oracle AI application will give a list of all recommended candidates.  The recruiter can then view the candidate profile of all recommended candidates. | System |
| 06\_Manage\_Candidate | Recruiters can create candidate profiles in the system or view candidate applications on a posted job | System |
| 07\_Manage\_Candidate | Recruiter can track the state on which a candidate is (Screening/Interview/Offer) | System |
| 08\_Manage\_Candidate | Recruiter can delete candidate profile if candidate is not suitable for a job or move to another suitable job | System |
| 09\_Manage\_Candidate | Recruiters can add created candidates on a requisition or in a candidate pool | System |
| 10\_Manage\_Candidate | Recruiters can send invitations to apply for a job to manually created candidates.  Candidates will receive mail to apply | System |
| 11\_Manage\_Candidate | Recruiters can communicate with candidates. They can add interaction notes for candidates. | System |
| 12\_Manage\_Candidate | Recruiters can add candidates to a pool.  Recruiters can manage created pools and can manage candidates in a pool | System |

## Referral From Agent

A diagram of a computer

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|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | System/Manual |
| 01\_AGENT | After posting job requisition, recruiter add agents | System |
| 02\_AGENT | Agent receives invitation to refer candidates | System |
| 03\_AGENT | Agents can view shared job requisition | System |
| 04\_AGENT | Referrer will provide basic details such as Name, Contact Information, and message to candidate under referral information section. | System |
| 05\_AGENT | Referrer submits the referral and candidates will receive an email to view and provide more information to support their job application. | System |
| 06\_AGENT | Members can also monitor the referral status. | System |

## Manage Candidate Pools

A diagram of a company

Description automatically generated

|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | System/Manual |
| 01\_CAND\_POOL | Recruiters can create candidate pool, update pool details, share pool with other recruiters and can delete pools. | System |
| 02\_CAND\_POOL | Recruiters can add candidates in a pool | System |
| 03\_CAND\_POOL | Recruiter can add candidate on a requisition from the pool | System |

* **Delivered Candidate Pool**

|  |  |  |
| --- | --- | --- |
| Pool name | Visibility | System delivered/ Custom |
| Talent Community | Global | System |
| Country Specific Pool | Shared based on location | Custom |

## Manage Recruitment Campaigns

A diagram of a company

Description automatically generated with medium confidence

|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | System/Manual |
| 01\_REC\_CAMP | Recruiters can create or manage campaigns to send out information about job application | System |
| 02\_REC\_CAMP | Recruiters can add basic details, associate requisition to a campaign and add owners | System |
| 03\_REC\_CAMP | Recruiter can draft emails | System |
| 04\_REC\_CAMP | Recruiter can add audience criteria to add candidate on a requisition | System |
| 05\_REC\_CAMP | Recruiter can select candidate for campaign | System |
| 06\_REC\_CAMP | Recruiters can post campaigns on different social media such as Facebook, twitter, LinkedIn | System |
| 07\_REC\_CAMP | Recruiter can activate campaign | System |
| 08\_REC\_CAMP | Recruiter can review campaign results | System |

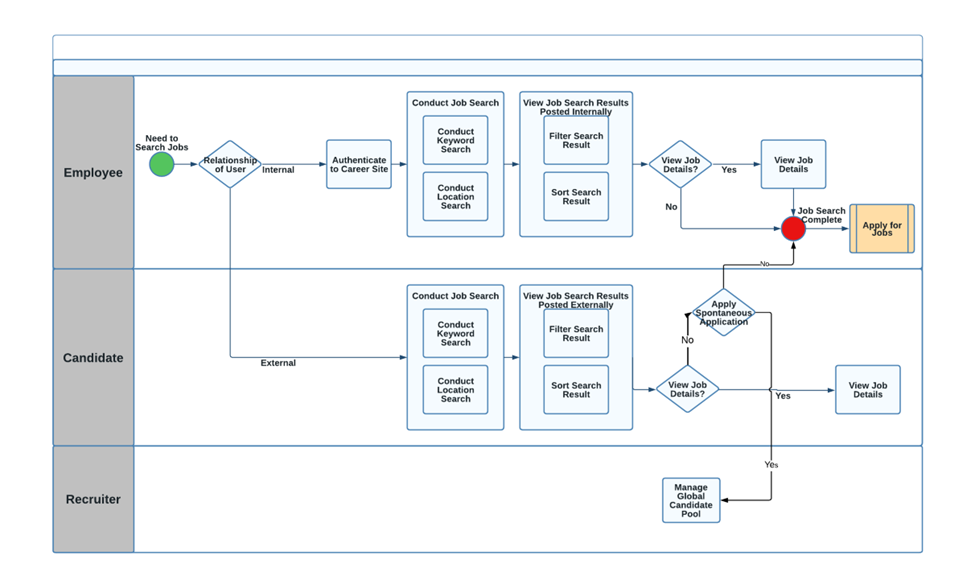
## Refer Jobs

A diagram of a computer

Description automatically generated

|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | System/Manual |
| 01\_REFER\_JOBS | Once the requisition is posted on different networks. | System |
| 02\_REFER\_JOBS | Employees can send job links to other members | System |
| 03\_REFER\_JOBS | Employees can refer jobs to other employees once the job is posted on an internal career site | System |
| 04\_REFER\_JOBS | Employees can refer jobs to other candidates | System |
| 05\_REFER\_JOBS | Employees will provide basic details such as Name, Contact Information and message to candidate under referral information section. | System |
| 06\_REFER\_JOBS | For external candidates, the referrer can also attach files such as resume, cover letter, etc. | System |
| 07\_REFER\_JOBS | Referrer submits the referral and candidates will receive an email to view and provide more information to support their job application. | System |
| 08\_REFER\_JOBS | Employees can track their referrals | System |
| 09\_REFER\_JOBS | Employees can request a referral bonus | System |
| 10\_REFER\_JOBS | Payments for Job Referral bonus to be made after probation period ends for newly hired. | System |
| 11\_ REFER\_JOBS | Referred candidates will be visible as Prospect in a job requisition | System |
| 12\_REFER\_JOBS | Recruiter will have to send Invite to these newly added prospect | System |
| 13\_ REFER\_JOBS | This invite will trigger mail to prospect candidates to apply to job opening through career site | System |

## Search and Apply for Jobs



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | System/Manual |
| 01\_SEARCH\_JOBS | Once the requisition is posted on different networks. | System |
| 02\_SEARCH\_JOBS | Employees will search for job openings under an internal career site | System |
| 03\_SEARCH\_JOBS | Employees can conduct keyword search, search by location | System |
| 04\_ SEARCH \_JOBS | Employees will view searched job | System |
| 05\_APPLY\_JOBS | Employee will Apply on internally posted job | System |
| 06\_APPLY\_JOBS | Employees will use talent profiles | System |
| 07\_APPLY\_JOBS | Employees can add skills and qualifications, languages | System |
| 08\_APPLY\_JOBS | Employees will fill in job application questions and submit the application.  Attachment will be mandatory (attach CV) | System |
| 09\_APPLY\_JOBS | Job application will be completed for employee | System |
| 10\_APPLY\_JOBS | Candidates can search for a job that is posted externally | System |
| 11\_APPLY\_JOBS | Candidate can conduct keyword search, search by location | System |
| 12\_APPLY\_JOBS | Candidate will view searched job details | System |
| 13\_APPLY\_JOBS | Candidate will Apply for an externally posted job | System |
| 14\_APPLY\_JOBS | Candidate can manually apply for Job or candidate can either upload third party profile (LinkedIn/Indeed) | System |
| 15\_APPLY\_JOBS | Candidate will attach relevant document (resume/cover letter) | System |
| 16\_APPLY\_JOBS | Candidates will fill in job application questions and submit the application | System |
| 17\_APPLY\_JOBS | Job application will be completed for candidates | System |

## Manage Candidate Job Applications

A diagram of a job application

Description automatically generated

|  |  |  |
| --- | --- | --- |
| **Process Step** | **Process Description** | **System/Manual** |
| 01\_CAND\_APP | Candidate/Applicant will be landing at a new phase as soon as they apply. | System |
| 02\_CAND\_APP | Recruiter will move candidate to Screening phase | System |
| 03\_CAND\_APP | Recruiters can view the profile and conduct phone screening.  After screening is done, update job application to next phase by moving candidate to 1st interview. | System |
| 04\_CAND\_APP | The recruiters can then create the interview slots and then an automated interview invitation is sent to the candidate to select the available slots. | System |
| 05\_CAND\_APP | Interviewers and candidates receive notification on selected slots by the candidate | System |
| 06\_CAND\_APP | The recruiter can then collect feedback on interviews from interviewers and candidates (optional) | System |
| 07\_CAND\_APP | Once the candidate passed the 1st Interview, then moved to the next interviews based on need. | System |
| 08\_CAND\_APP | This will trigger email notification to candidate to participate in other round of interviews | System |
| 09\_CAND\_APP | Once the candidate passed the Interview, then moved to the next state: Interview – Selected for Offer | System |
| 10\_CAND\_APP | On the above state, references are collected before offer is drafted. | System |
| 11\_CAND\_APP | A draft offer can be created after references check and extended. | System |
| 12\_CAND\_APP | Recruiter will move the candidate accordingly as per state. | System |
| 13\_CAND\_APP | Recruiter can reject the candidate at any phase. | System |
| 14\_CAND\_APP | Recruiters can delete job applications if a candidate is not the best fit for a job. | System |

## Manage Interviews

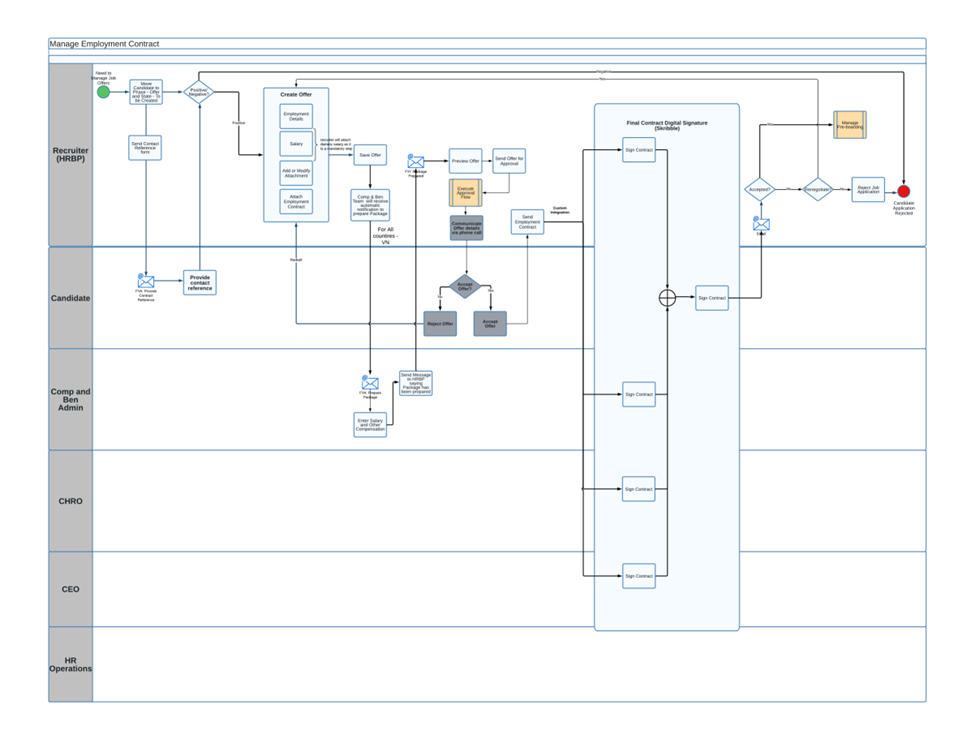
A diagram of a computer network

Description automatically generated

|  |  |  |
| --- | --- | --- |
| **Process** | **Process Description** | **System or Manual** |
| 01\_INTERVIEW | Recruiter will move the suitable candidate to interview phase and will schedule either Candidate Managed or Hiring Team Managed interview. | System |
| 02\_INTERVIEW | To automatically send interview invite, recruiter need to add candidate managed interview on requisition | System |
| 03\_INTERVIEW | Recruiter will fill in method of interview (phone, web conference, In person), time and interview panelist.  Recruiters can also add interview guidelines for interviewer to review | System |
| 04\_INTERVIEW | The recruiter will then schedule the candidate's managed interview and will add slots on interview | System |
| 05\_INTERVIEW | Recruiter will then move candidate to Interview – Scheduled state to automatically trigger interview invite | System |
| 06\_INTERVIEW | Interview notification to schedule interview is sent to the candidate and candidate can select from the slots available. | System |
| 07\_INTERVIEW | Recruiter needs to send Interview guidelines to candidate offline if required | Manual |
| 08\_INTERVIEW | The internal candidate needs to inform the Line Manager about the interview | System |
| 09\_INTERVIEW | Interviewers will receive information about the selected slots and interview details on a candidate through a notification | System |
| 10\_INTERVIEW | Post interview, Recruiter can send the feedback form to the interviewers and to candidate | System |
| 11\_INTERVIEW | Interviewer will receive notification to submit feedback on candidate | System |
| 12\_INTERVIEW | They will respond and submit feedback | System |
| 13\_INTERVIEW | Candidates will receive email (feedback questionnaire attached) to fill in the feedback form (Optional) | System |
| 14\_INTERVIEW | Candidate will respond and submit feedback (Optional) | System |
| 15\_INTERVIEW | As per the feedback response given by interviewers, recruiters can either reject the candidate, or directly move to offer process. | System |

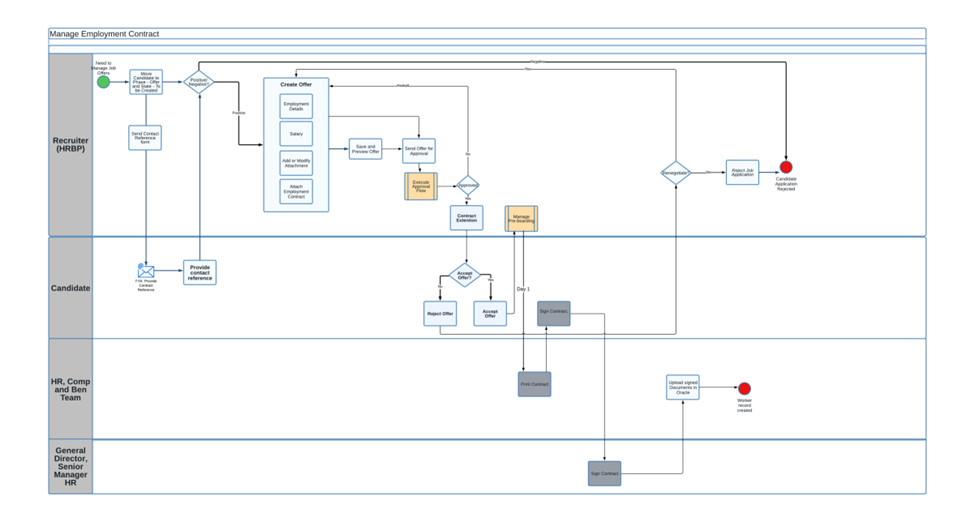
## Manage Contracts

### Contract Approval for All countries Minus Vietnam

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|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | System/Manual |
| 01\_Offer\_Process | Once the candidate has passed the 1st interview/Further Interview, an offer can now be created for them. | System |
| 02\_Offer\_Process | Recruiter sends an email notification to collect contact references. | System |
| 03\_Offer\_Process | Candidates provide their references, and after the check if results are negative then candidate job application is rejected. | Manual |
| 04\_Offer\_Process | If the references responses are positive, then HRBP creates draft offer letter. | System |
| 05\_Offer\_Process | Automatically offer phase and state are in Offer-Draft, this triggers automated notification to add salary details to Comp and Ben Admin who are added as collaborator on requisition page. | System |
| 06\_Offer\_Process | Comp and Ben team will add appropriate salary and sends back acknowledgement to HRBP about readiness of package from work area ‘Send message to team’ | System |
| 07\_Offer\_Process | Only for Vietnam, offer is drafted, and all offer details are filled by recruiters including salary details | System |
| 08\_Offer\_Process | HRBP reviews the draft letter and sends it to approval | System |
| 09\_Offer\_Process | Once approved, HRBP emails the draft offer to candidate | Manual |
| 10\_Offer\_Process | If candidate rejects the draft contract then HRBP will redraft the contract as per their discussion of changes with candidates | Manual |
| 11\_Offer\_Process | If candidate accepts the offer, then the final contract is created by the HR operations team. | System |
| 12\_Offer\_Process | Final contract is extended | Manual |
| 13\_Offer\_Process | Recruiter(HRBP) electronically signs the contract. | System |
| 14\_Offer\_Process | Candidate electronically signs the contract. | System |
| 15\_Offer\_Process | CHRO electronically signs the contract. | System |
| 16\_Offer\_Process | CEO electronically signs the contract. | System |
| 17\_Offer\_Process | Once the contract is signed, if candidate renegotiate, then the job application is rejected | System |
| 18\_Offer\_Process | If the signed contract is final, then candidate is hired. | Manual |
| 19\_Offer\_Process | Preboarding process starts. | System |

### Contract Approval for Vietnam



## Manage Pre-boarding

A diagram of a computer program

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|  |  |  |
| --- | --- | --- |
| **Process** | **Process Description** | **System or Manual** |
| 01\_Preboarding\_Task | Once the candidate has accepted the offer, the recruiters can move them to Core HR. They will sit as pending workers. | System |
| 02\_Preboarding\_Task | A welcome email notification will be sent to the pending worker about the account creation. | System |
| 03\_Preboarding\_Task | Candidates will reset their credentials and login into the system | System |
| 04\_Preboarding\_Task | Once the candidate is moved to the HR state, the pre-boarding tasks will be triggered, and it will be assigned to the designated authorities. The notification will be sent regarding the tasks assigned. | System |
| 05\_Preboarding\_Task | Candidates will be able to see and complete all preboarding tasks assigned to them after they login to the system.  Candidate will navigate to ME >> Journeys  Candidate will able to see all tasks, complete tasks, upload required document as per checklist task,  Candidates will not be able to remove tasks. | System |
| 06\_Preboarding\_Task | Recruiters can add new tasks, reassign the existing tasks, and send reminders for the same. The managers can also perform the same. | System |
| 07\_Preboarding\_Task | On completion of the pre-boarding tasks and on the day of the hire the HR Team can perform the action of **“Convert Pending worker”.** If the pending worker does not join then people can **“Terminate the work relationship”** | System |
| 08\_Preboarding\_Task | Once the member is hired the new hire onboarding task gets triggered. The tasks can be adding personal details, accepting some policies, viewing introduction videos, etc. | System |

# Purging Candidates data

As per GDPR Compliance, personal data of a candidate can be stored till the allowed period of time as per the rules

2 years for All countries. 2 years should be counted from the last activity date.

# Personalization

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.No** | **Task/Action** | **Details** | **Type** | **Country** |
| 1 | Offer Letter to Contract | Rename Offer letter to Contract while selecting offer block on 'Create job offer' | Design Studio | All |
| 2 | Contract Number to read only | While creating job offer, marked Contract info to read only | Page composer | All |
| 3 | Contract Type as Mandatory | While creating job offer, marked Contract Type as mandatory | Design Studio | All |
| 4 | Initial Duration to hide | While creating job offer, hidden initial duration | Design Studio | All |
| 5 | ~~Add note on Salary Amount~~ | ~~While creating job offer, Add Note on salary amount: Actual Salary at activity rate~~ | ~~Page composer~~ | ~~All~~ |
| 6 | Additional Text 1 and Additional Text 2 to hide | While creating job offer, hide Additional Text 1 and Additional Text 2 from contract section | Design Studio | All |
| 7 | Assignment Info page | While creating job offer, on Assignment Info page make Job and Grade as mandatory. Hide : Projected End date, Worker category(Make visible only for Vietnam and Italy), Regular or Temporary, Full Time or Part Time, Hourly Paid or Salaried, Start Time | Design Studio | All |
| 8 | Assignment Info page | FTE read only | Page composer | All |
| 9 | Create job requisition - Details section | Mandatory fields : Full time or part time, Worker Type, Regular or Temporary, Contract Type, Level of Experience | Design Studio | All |
| 10 | Create job requisition - Offer Info section | Mandatory fields : Legal Employer, Job, Grade Hide fields : Primary work location, Other Work Location | Design Studio | All |
| 11 | Job Formatting | Added Note in red colour “Please make sure to add a video and photos from the Media section before submitting the job requisition!” | Page Composer | All |
| 12 | Job Formatting – Media section | Added link to video and photos which recruiters can select while adding Media | Page Composer | All |
| 13 | Job Formatting | Removed Recruiting organization Description | Page composer | All |
| 14 | Career site | Removed Work Location from career site Job details page | Career site configuration | All |
| 15 | Create offer- Assignment Info | Show collective agreement | Design Studio | FR,ES and IT |

# Reports

ELCA custom reports, notifications and letters are listed in the tracker linked below.

# Open Points

All open points are created in JIRA, also the open points around the topics are highlighted in blue in the respective sections.

JIRA:

# Gap Analysis

|  |  |  |  |
| --- | --- | --- | --- |
| **Jira Ticket** | **Gap** | **Gap Details** | **Workaround** |
| NEWERP-715 | Recruitment: Offer - Check for other states for comp. and ben. admin | **Closed** |  |
| NEWERP-648 | Recruitment: HM - Job Initiation - BU to be defaulted from LE | Closed – Not feasible | NA |
| NEWERP-960 | Interview Feasibility check: fix breaks in interview schedule | Idea Number: 658454 |  |
|  |  |  |  |

# Sign Off

|  |  |
| --- | --- |
| ELCA | |
| Date of Issue: |  |
| Name of the Customer: | ELCA |
| Details of Agreement / Contract: |  |
| Brief description of deliverable: | This document presents the Solution Design for HCM modules which are in scope. |
| Period: |  |
| Date of delivery by Mastek: |  |

**Legend**

* Yes (Y) response implies that the deliverable is approved.
* No (N) response implies that the deliverable is rejected with reasons and justification
* Yes, with Notes (YN) response implies that the deliverable is approved with the required modifications documented in its section.
* Remark: Stakeholder authorized personnel Sign-off shall not relieve the Vendor of his obligation to perform the work in accordance with the Contract document

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NO. | STAKEHOLDER NAME | POSITION | DEPARTMENT | SIGNATURE | SIGNED OFF  YES NO YN |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |

|  |
| --- |
|  |
| YES, WITH THE FOLLOWING NOTES ة |
| 1. |

|  |  |  |
| --- | --- | --- |
|  | Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: 01/05/2024 |