OUM

RD.011 Future Process Model (Solution Design Document)

ESC

Oracle Recruitment Cloud

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# Document Control

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# Introduction

This document presents the first draft of Future Process Model constructed for Oracle Recruitment Cloud Work stream at **ESC**, henceforth referred to as **ESC**.  The Future Process Model documents the triggering events that drive the business areas that are to be automated and describes the future business process that the business executes in response to each of those events as a set of one or more activities.

The Requirement Definition for the various Business Process Groups (Functional Workgroups) as formed during the Pre-CRP phase was done based on a Conference Room Pilot (CRP) – Workshop approach. The key focus of this phase was as follows:

* Quick mapping of processes wherein the practices followed by **ESC** are in line with Oracle Standards.
* Clearly identifying the High focus areas. This includes areas which are GAP/ Process change areas.
* Identification of process from the product that needs to be implemented at the **ESC**
* 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 mapping and the training phases.

The objective of this document is to:

* Capture Key requirements from the Process Owners.
* This document also represents the business processes to be followed in **ESC** henceforth.

The complete Oracle Applications features related to the business processes identified during the Pre-CRP phase were demonstrated to the respective Workgroups as part of CRP. These processes will be further refined to include integration and customizations and will be compared to the existing business processes; thus identifying the future process that needs to be implemented and also the GAPs in the process, if any. The business processes mentioned in the first draft of this document has been agreed as the standard Future Process with the respective workgroups. Finalized version of this document to include related interface touch points, if any.

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

## HOW THIS DOCUMENT IS ORGANIZED

This document contains Processes which are Currently Handled by the workgroup within the Scope of this project.

* The **Event Catalog** should provide a table to list the events that trigger responses by the business area. For each event, provide a name; define the event type, the conditions under which it occurs, the frequency of the event and the Responding Business Process name for each Event. The table has the following columns.
* **Event ID:** A Unique Event ID for each Business Event.
* **Event Name:** Short Name for each Business Event.
* **Event Description:** Detail description of each business Event.
* **Event Type:** Event type can be Internal, External or Temporal.
* **Event Frequency:** Frequency can be Daily, Weekly, Monthly or Need based.
* **Responding Business Process ID:**  ID of responding Business process.
* **Responding Business Process Name:** Name of responding Business Process.
* The process listing and process description table provides a name and description for each process within the Function. The table has the following columns
  + **Process ID:** An Id to denote each process.
  + **Process Title:** short description of the process.
  + **Description of the Process:** Detailed Description of the process.

The Process Id naming convention follows the following format

Functional Area \_Process Code \_Serial Number

* The process step catalogue identifies the process steps that form part of the business process. The table has the following columns
  + **Process Step ID:** Process Step Id
  + **Process Description:** Records the process step as clearly as possible.
  + **Step Type:** Manual means it’s done outside the system, System assisted means step will be conducted within the system, System generated means it’s a system generated step and Decision means the action could be Yes or No,
  + **Output : Output**
  + **Expected Improvement from the Change:**  Mention the Process improvement that will be achieved by the change.
* The Process Flow Diagram includes a diagrammatic representation of the process steps that form part of the business process.
* **Process Analysis Summary:** This is the summary of the future processes developed and it has following sections.
  + Performance and Efficiency Analysis
  + Change and Impact Analysis
  + Security and Risk Analysis

## PROCESS SYMBOLS

The following symbols represent different actions/activities in a process flow and it is included to facilitate process communication.

|  |  |
| --- | --- |
|  | This symbol represents a group of steps or activities to perform |
|  | This symbol represents a Decision. Decisions are typically phased as Yes / No Questions |
|  | This symbol represents information input/output such as report or document. This symbol does not always imply hard copy, as some are verbal |
|  | This symbol represents an offset page reference. Indicates a cross reference with another page of the flowchart |
|  | This symbol represents start and end of the process |
|  | This represents the input symbol of information entered into the Database |
|  | This represents the Manual Operations. Manual Operations are all parts of process which are carried outside the Oracle System |

# About Oracle Recruiting Cloud (ORC)

Oracle Recruiting Cloud provides one window for recruitment-related transactions. Being part of the Fusion system, the solution gives advantages of Talent Aware, Candidate Centric and Data Driven approach.

**Talent Aware**: A unified platform simplifies administration and opens up new possibilities for cross pillar insights and a recruiting process powered by all your talent data. No integrations. No data management. No cost. No hassle.

**Candidate Centric**: Oracle’s combination of recruitment marketing, CRM, and applicant tracking features eliminates the need for multiple disparate recruiting systems. It eliminates cost, streamlines the experience, and gives recruiting teams line of site across their entire process.

**Data Driven**: Oracle technical innovations and thought leadership combine to deliver a next generation recruiting system and not simply a re-platform of our old one; a differentiated offering for today’s market.

ORC is a compact system that satisfies recruiting and onboarding requirements and helps hire the best candidates to cultivate a culture of performance and productivity. It offers talent acquisition management at the click of a button and streamlines recruiting, talent acquisition management and Onboarding, allowing quick access to key data, allowing for intelligent decision making.

# Process Flow for Recruitment

Recruiters and hiring managers use the Hiring work area to hire new employees and for internal mobility. The Hiring work area includes the following features:

• Job requisition management

• Candidate management

• Candidate job application management

• Job offer management

• Hiring management

# Requisition Number Generation

Requisition number can be automatic or manual.

If automatic is chosen, system will increase the number by 1 every time a new requisition is created.

ESC will be using Automatic Requisition number Generation method.

# Organization Hierarchy

* 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.
* We have used separate organization tree for ORC, which consist of all the directorate nodes in the organization to identify the directorates of the requisitions.

# Geography 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(county)

• Level 2(City or Town)

ESC will be using both of the above sublevels with the few counties and towns from UK

# Requisition Field Requirement Details

A job requisition is a document used to request a hire, explain why it is needed, and determine the budget available for the role. Hiring managers fill out a job requisition when they wish to create a new position or refill an existing, vacated position. In Oracle Recruiting Cloud job requisition can be directly created by Recruiters too.

## Requisition Templates

Requisition templates can be used to ease the process of requisition creation. A job requisition template provides a way to facilitate the creation of job requisitions by defaulting values in several fields. Job requisition templates contain the same fields as job requisitions. If a job requisition is created from a requisition template, all fields for which a value is set in the template will be defaulted with the template's value.

Below are the requisition templates which will be created to facilitate the creation of requisitions:

|  |  |
| --- | --- |
| **Requisition Template Name** | **Use** |
| **ESC Position Template** | Used for internal organization, will be attached to all the positions. |

# Career Section

**Career Section**: Career Section is the portal for Recruiters to post the jobs and candidates to find the job and apply. In ORC, there is career section for both Internal and External candidates. This platform will be used for posting jobs. Employees will have access to the career section and will be able to perform the operations.

The process and flow for both external and internal career sections will be similar. Branding can be applied to external career site. For internal career site, Oracle standard layout is visible.

## List of Career Sections

Below is the list of career sections that would be created in the system

* External Career Section
* Internal Career Section

A requisition that has been posted to the chosen sources, can be applied to, by the candidate by filling out an online application form. A candidate can also be matched to a requisition by a system user. The space in which the candidate applies to a job is called a Career Section.

NOTE: Career Section will be standard for external and internal candidate across all countries.

|  |  |  |
| --- | --- | --- |
| **Career Section** | **External/Internal** | **Comments** |
| **ESC Jobs** | External |  |
| **ESC Internal Jobs** | Internal |  |

# Roles

There are different roles in HCM Cloud which have access to different set of data and define which actions can be performed by which role.

|  |  |  |
| --- | --- | --- |
| **Role Name** | **Key Responsibility** | **Provisioning Rules** |
| Hiring Manager | - View own Requisition and below reporting hierarchy requisitions  - Create Requisition  - Search all Candidates  - View Candidate Job Applications  - Move Candidate in Selection Process  - View Job Offer  -Create Job Offers  - Add Interaction  - Add to Candidate Pool  - Collect Feedback | Manually |
| Recruiter | - View all Requisitions  - Create Requisition  - Search all Candidates  - View Candidate Job Applications  - Move Candidate in Selection Process  - View Job Offer  - Create Job Offer  - Send Email  - Add Interaction  - Add to Candidate Pool  - Collect Feedback  - Manage Campaigns  - Manage Requisition Templates  - Manage Content Library (Offers, Ad-hoc email templates, Statements, etc.)  - Manage Questions | Manually |
| Collaborator | - View Requisitions in which they are collaborator.  - View Job Offers in which they are collaborator. | All employees |
| Recruiting Administrator | - Manage Content Library (Offers, Ad-hoc email templates, Statements, etc.)  - Manage Questions  - Manage Requisition Templates | Manually |
| Advertising Team | - View all Requisitions  - Create Requisition  - Send Email  - Add Interaction  - Collect Feedback  - Manage Campaigns  - Manage Requisition Templates  - Manage Content Library (Offers, Ad-hoc email templates, Statements, etc.)  - Manage Questions  - Post Requisitions | Manually |
| Recruiting Approvers | - View All Requisitions  - View All Candidates | Manually |

# Creation and Approval of Requisition

A requisition is a document that delineates all the details required to capture a human capital need in the organization.

In ORC, it will have information about the number of vacancies for a particular position, it can be posted, the posting information including all sources (career section, eQuest, job boards) where the requisition should be posted, etc.

Then the requisition can be posted to the various sources selected and the candidates can start applying to it.

ESC Is not using an Approvals for requisition.

## Requisition Creation by Hiring Manager

Requisitions for Vacancy in ESC Departments (internal Vacancies) are created by Hiring managers, who are also Line managers in the system.



|  |  |  |
| --- | --- | --- |
| **Process Step** | **Process Description** | **Process Type** |
|  | Hiring manager goes to My Team>Action>Create Job Requisition Or My Team>Hiring | System |
|  | Select the position for which they want to create the requisition, add and check relevant details and add attachment. | System |
|  | Saves the requisition, which will go to Recruiting team user. | System |
|  | Recruiting team will assign it to the available recruiter. | System |
|  | Available recruiter will check the details and submit the requisition. | System |
|  | The requisition will go to approvers for approval. | System |
|  | The recruiter and Hiring manager will get the notification that requisition is rejected approved. | System |
|  | Requisition is ready for posting, there will be a notification to Hiring manager, recruiter and advertising team | System |
|  | Advertising team will review the requisition and post it on relevant media | System |
|  | Requisition is posted and Hiring manager and Recruiters are notified. | System |

# Posting Of Requisitions

Posting is the process to make the requisition available to candidate, so that they can search for it and are able to apply to it. Posting can happen on Internal or External Career Sites. It can also happen to third party job vendors (provided there is integration with third party vendors like eQuest, Telemetry, Broadbean, etc.)  
  
Advertising team/Recruiter will post the requisition for each job requisition,

|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Advertising Team/Recruiter will receive the notification that the job requisition is ready for posting. They will navigate to My Client Groups > Hiring | System |
|  | Navigate to Posting area of the Requisition. | System |
|  | Choose Posting Option either Internal or External site | System |
|  | Advertising team/Recruiter can either Post Now or Post Later. | System |
|  | Advertising Team/Recruiter will specify the expiration date. | System |

# Candidate Application

A candidate application is a sequence of pages that candidates complete when they apply for a job on a career site. When candidates are done completing all the pages of the flow, their job application becomes visible to Recruiters and hiring managers.

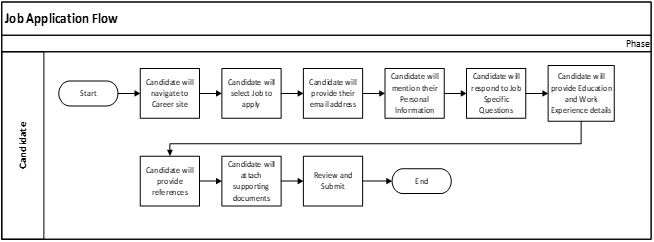
There are different ways in which a candidate can apply to a job posting. These are mentioned in following sections.

The application flows that are going to be used in ESC are 2,

1.External Org Job Applications

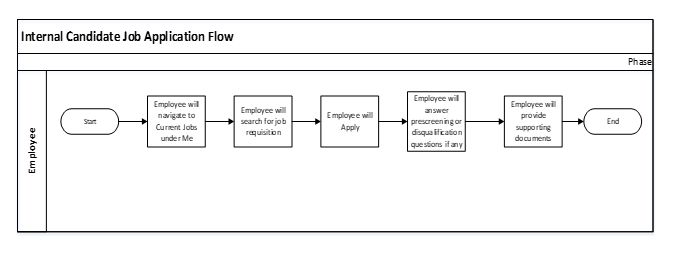
2.Internal Job Applications

## External Candidate Application



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Candidate will navigate to Career site | System |
|  | Candidate will search and apply on posted jobs | System |
|  | Candidates provides their personal information, contact information, address etc. details. | System |
|  | Candidate provides education and work experience details | System |
|  | Candidate will provide references data. | System |
|  | Candidate upload supporting documents. (optional) | System |
|  | Candidate reviews their information to ensure everything is entered correctly and finally submits their application for consideration. | System |

## Internal Candidate Application



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Employee will navigate to Current Jobs under Me | System |
|  | Employee will search for job Requisition | System |
|  | Employee will apply on the requisition | System |
|  | Employee will answer pre-screening or disqualification questions made available for Internal candidate.Add Education and Work experience Details | System |
|  | Employee will provide supporting documents. Add License and certification, Add Demographic Information and Sensitive Information. | System |

## Application via Candidate Pools

Talent Community Pool will have the data of the candidates who have agreed to be on the Talent Community Pool.

Recruiter can add these candidates to the requisition and the candidates will receive an email to apply for the job(s).



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Recruiter will navigate to My Client Groups  Hiring | System |
|  | Open Candidate Pools area | System |
|  | Click on Add | System |
|  | Provide Name as Lateral Movers and for other Pool as Redundant movers | System |
|  | Specify other details such as Job (if any) and Description. | System |
|  | Select Ownership Type as Shared | System |
|  | Select Owner as Resourcing Team | System |
|  | Save and Close | System |



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Recruiter will navigate to My Client Groups  Hiring | System |
|  | Navigate to Candidate Search area | System |
|  | Select the candidates | System |
|  | Under Actions, select Add to Candidate Pool | System |
|  | Select Pool from Lateral and/or Redundant movers | System |
|  | Save and Close | System |



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Recruiter will navigate to My Client Groups  Hiring | System |
|  | Recruiter will select the requisition with Open for Sourcing status | System |
|  | Recruiter will select candidate(s) from candidate pool and add them to the requisition(s). | System |
|  | Candidates will get a link in the email to apply to the job. | System |

## Manual Request for Applications



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Recruiter will navigate to My Client Groups  Hiring | System |
|  | Recruiter will select the requisition with Open for Sourcing status | System |
|  | Under Actions will select Preview Job Requisition | System |
|  | Under Preview, select External – Desktop | System |
|  | Copy the URL | System |
|  | Paste URL in Email and send to candidates | Manual |

# 14.Candidate Selection Process

The candidate selection process provides the framework to move candidates through the hiring process to evaluate and find the best candidates for a job. When candidates apply for a job, the candidate selection process tracks and manages candidates from the time their job application is confirmed to the time that they are hired.

ESC will be using one Candidate Selection Process,

1. Standard Selection Process

|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Based on posting the candidates can view the job description. | System |
|  | Candidate will apply on the position | System |
|  | Candidate will be marked as new in the recruiting system | Automatic |
|  | Hiring Manager will shortlist candidate from all the applications received | System |
|  | Hiring Manager Will Invite the candidate for the interview | System |
|  | Hiring Manager than can Either Reject or move the candidate to offer state | System |
|  | Once the candidate is moved to offer state, the automated notification for references is triggered | System |
|  | Candidate will be sent the offer by hiring manager | System |
|  | Candidate can accept or Reject the Offer | System |
|  | Once the offer is Accepted the Candidate will be moved to HR | System |

## Interview Management

There are two classifications for interview management in ORC:

1. Candidate Managed
2. Hiring Team Managed

**Candidate Managed:** Based on the availability entered by the Hiring Manager on the requisition template, candidate can select their own time slots and relevant emails and details will be triggered.

**Hiring Team Managed:** When selecting this option at requisition level, the scheduling of interviews is at the sole discretion of the Hiring Team (Hiring Manager/Employee Services). Hiring Team can send out the scheduled interview from the system.

## Hiring Team Managed Interview



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Line Manager will navigate to My Team > Hiring | System |
|  | Line Manager will move the candidate to the Interview phase | System |
|  | Line Manager will create Interview schedule | System |
|  | Line Manager will select the slot for the interview | System |
|  | Line Manger will move the candidate to Interview Schedule state | System |
|  | Interviewer will receive notification of the interview. | System |
|  | Candidate will receive the notification. | System |
|  | If Candidate cancels the interview then Line Manger will move the candidate to Interview Cancellation state and process will end. If not then Line Manger will move the candidate to Interview Confirmation state. | System |
|  | Line Manger will move the candidate to Successful Candidate state | System |
|  | Line Manger will move the candidate to next phase. | System |

# 15.Offer Management

A job offer letter is a formal written document given by an employer to a candidate. The letter confirms details of the job offer such as the job title, proposed starting date, work location, salary, or other compensation.

Offer letters are extended to candidates, the candidates then accept or reject the job offer. Based on their decision further processes are carried out in the system or outside.

In ESC the Offer letter Conversations are to be done by Hiring Manager and which will be done through adding extra privileges to Line Manager Role.

## Job Offer



|  |  |  |
| --- | --- | --- |
| Process Step | Process Description | Process Type |
|  | Recruiter will send a feedback request to Hiring Manager to get final details for preparing the offer letter | System |
|  | Hiring manager will receive feedback questionnaire and answer all required questions | System |
|  | Recruiter will use the information in feedback questionnaire and prepare final offer. Recruiter will also attach terms and conditions while preparing offer letter | Automatic |
|  | A Formal offer will be extended to the candidate from the system | System |
|  | Candidate will receive notification and will decide for acceptance/rejection | System |
|  | Recruiter will be notified about candidate response | System |

**16.Onboarding**

On Boarding is the procedure for getting an employee fully initiated within the organization. Allocating all required resources and completing all formalities like reading policy documents and other employee related information (like benefits etc.) to get the employee to be productive as soon as possible.

ESC will go with offline onboarding procedure.

# 17. Recruiting Content Library

The Recruiting Content Library contains a variety of text-based content that can be used in various areas of Hiring such as job requisitions, job requisition templates, candidate job applications, job offers.

Below attached sheet is a template of the recruiting content library.



# Glossary

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Term** | **Description** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Gap Analysis

The following list provides a summary of all gaps identified

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement Description** | **Gap** | **Recommended Solution** | **Priority** | **Risk/Impact** | **Outcome** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

# Open And Closed Points

## Open Points

Open Points can be found here

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **Issue** | **Responsibility** | **Target Date** | **Status** |
|  |  |  |  |  |
|  |  |  |  |  |

## Closed Points

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **Issue** | **Responsibility** | **Target Date** | **Status** |
|  |  |  |  |  |
|  |  |  |  |  |

# Sign Off Sheet

|  |  |
| --- | --- |
| Project Name |  |
| Abstract |  |
| Date |  |
| Supplying Vendor |  |

**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** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |
| --- |
|  |
| YES, with the following notes |
|  |

|  |  |  |
| --- | --- | --- |
|  | Signature: | Date: / /20 |