



BUSINESS REQUIREMENTS DOCUMENT (BRD)

Project Title

HR Workforce, Training & Employee Engagement Analytics Dashboard

1. Business Context / Problem Statement

The organization manages a diverse workforce across multiple departments, employee types, and training programs. Large volumes of HR data are generated related to:

- Employee lifecycle (active, exited, tenure, attrition)
- Training programs, costs, and outcomes
- Employee engagement, satisfaction, and work-life balance

However, stakeholders currently lack a centralized analytical view to understand:

- Overall workforce health and attrition trends
- Effectiveness and ROI of training programs
- Engagement and satisfaction levels across departments

Without a unified HR analytics dashboard, leadership faces challenges in identifying attrition risks, training inefficiencies, and engagement issues, leading to reactive rather than proactive people management decisions.

2. Goal of the Dashboard

The primary goal of this HR analytics solution is to:

- Provide a single source of truth for workforce, training, and engagement metrics
- Enable leadership to monitor employee count, attrition, and tenure trends
- Assess training effectiveness, success rates, and cost efficiency
- Identify departments with low satisfaction and high attrition risk
- Support data-driven HR, training, and retention strategies

3. Target Users / Stakeholder Personas

User Persona	Primary Need from Dashboard	Expected Usage
HR Head	Overall workforce & attrition visibility	Monthly / Quarterly reviews
Business Leadership	Strategic workforce planning	Executive decision-making
Training Manager	Training cost & outcome analysis	Program evaluation
Department Managers	Engagement & satisfaction insights	Team-level actions
HR Analyst	Insight generation & reporting	Ad-hoc & recurring analysis

4. Core Business Questions

The dashboards must enable stakeholders to answer:

Workforce Overview

1. How many total, active, and exited employees do we have?
2. What is the current attrition rate and which departments are most affected?
3. How is employee hiring trending over time?
4. What does the employee tenure distribution look like?

Training & Performance

5. What is the total training cost and cost per successful outcome?
6. How effective are training programs based on success rate?
7. Which training programs are high-cost but low-success?
8. How does training participation trend over time?

Engagement & Retention

9. What is the overall employee satisfaction and engagement score?
10. Which departments have the lowest satisfaction levels?
11. How does satisfaction relate to attrition and work-life balance?
12. Are high-performing employees at risk due to low satisfaction?

5. Product-Style KPIs to Track

Workforce KPIs

KPI	Definition
Total Employees	Count of all employees
Active Employees	Currently working employees
Exited Employees	Employees who have left
Attrition Rate (%)	$\text{Exited} \div \text{Total employees}$
Average Tenure (Years)	Average employee tenure
Average Performance Rating	Mean performance score

Training KPIs

KPI	Definition
Total Training Cost	Total spend on training
Total Training Programs	Number of programs conducted
Training Success Rate (%)	$\text{Successful outcomes} \div \text{total}$
Cost per Successful Outcome	$\text{Cost} \div \text{successful trainings}$
Failed Training Cost %	% cost from failed outcomes

Engagement KPIs

KPI	Definition
Average Engagement Score	Mean engagement rating
Average Satisfaction Score	Mean satisfaction score
Work-Life Balance Score	Mean WLB score
Satisfied Employees %	% employees satisfied
Dissatisfied Employees %	% employees dissatisfied

6. Scope of the Dashboard

In Scope

- Workforce overview (employees, attrition, tenure)
- Training cost, outcomes, and effectiveness analysis
- Engagement, satisfaction, and work-life balance analysis
- Department-level and employee-type comparisons
- Interactive filters (Department, Employee Type, Year)
- Visual analytics using Tableau dashboards

Out of Scope

- Predictive attrition modeling
- Machine learning or AI-based recommendations
- Payroll or compensation analysis
- Real-time data ingestion
- External HR benchmarking data

7. Dashboard Structure

Dashboard 1: HR Workforce Overview

- Workforce KPIs
- Employee status distribution
- Attrition by department
- Employee tenure distribution
- Hiring trends over time

Dashboard 2: Training & Performance Analytics

- Training cost & success KPIs
- Training outcome funnel
- Training trend over time

- High-cost low-success program identification
- Training cost vs satisfaction analysis

Dashboard 3: Employee Engagement & Retention

- Engagement & satisfaction KPIs
- Engagement score by department
- Satisfaction vs attrition analysis
- Low satisfaction department identification
- Location-based satisfaction heatmap

8. Success Criteria (Measurable Outcomes)

The project will be considered successful if:

- Stakeholders can identify high-attrition departments within seconds
- Training inefficiencies and low-ROI programs are clearly visible
- Engagement and satisfaction risks are easily detectable
- Users actively interact with filters for self-service analysis
- Dashboards support faster, data-backed HR decisions
- Dashboards are published and accessible via Tableau Public / Server

9. Final Business Value

This HR analytics solution empowers leadership to:

- Reduce attrition through early risk detection
 - Optimize training investments
 - Improve employee engagement and satisfaction
 - Transition HR decision-making from reactive to proactive
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