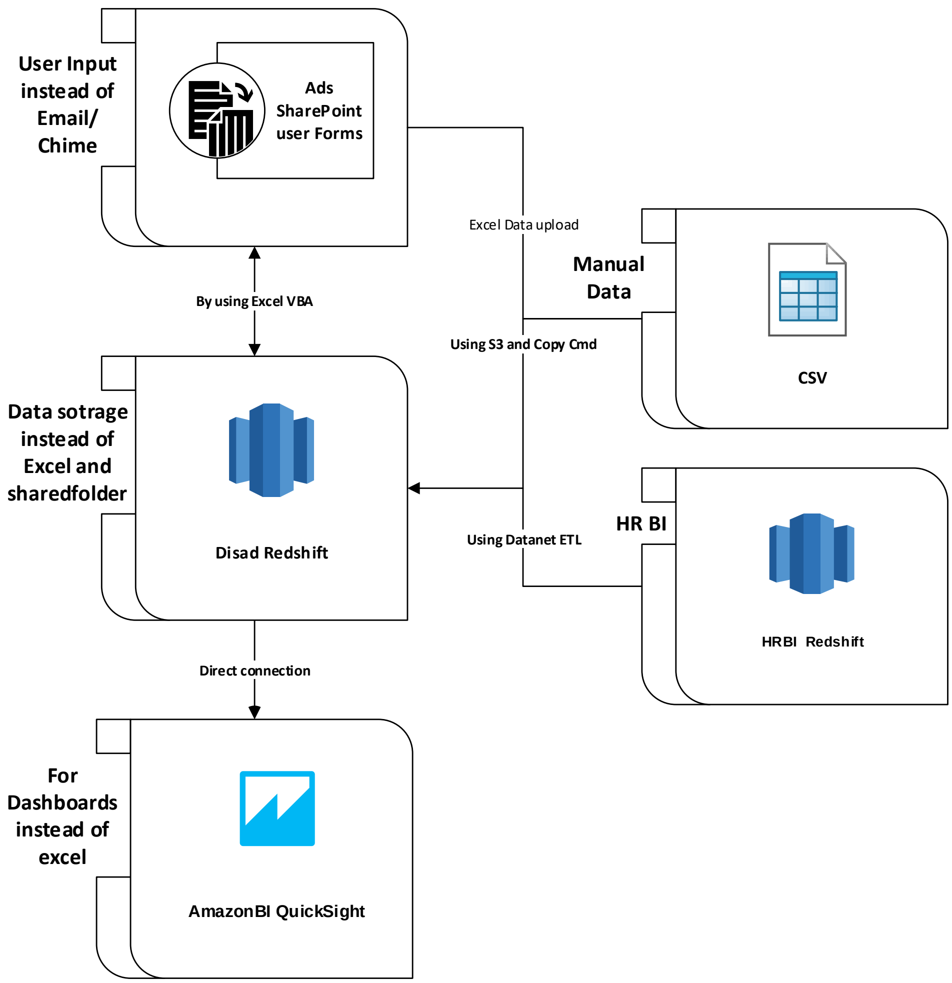
HeadCT is the tool that we have developed in our spare time to enable headcount day-to-day tracking in a more scalable way than the current email/chime/hallway conversations. It is a stop-gap tool that we have planned to use before the next generation of Amazon Roster. We currently target Mar. 15th launch.

HeadCT consists of three components: 1) SharePoint forms that **collect** inputs of transfers, re-orgs, backfill ahead of attrition, etc. replacing the current email/chime/hallway conversations; 2) Redshift database that **stores** all positions (BIS, PS, req, OP1 and OP2 headcount) and systematically generates position audit logs; 3) Quicksight **reports** that are readily accessible at any grain.

Table 1 HeadCT Flowchart



FAQs

1. Why don't we use Roster?

Roster team is currently rebuilding Roster (aka Project Crowd, funded by AWS) and tentatively targets Q3 2019 for position management (Operational planning is not in scope). Crowd is not likely to help with either our 2019 headcount tracking or our 2020 OP1 headcount planning. Having HeadCT as a stop-gap solution will not only solve our current headcount pain points but also help with a smoother migration to Crowd in the future.

2. Any business impact of launching HeadCT?

HeadCT is designed to reduce churn and ease the pain for all users, rather than disrupting the current processes. With Position ID (HCT_xxxxxx) being consistently used across all orgs, HeadCT will try its best to synthesize data systematically. For HeadCT SharePoint forms, we have limited user touch points within 1) Transfers; 2) Re-orgs; 3) Long-leaves; 4) Backfill ahead of attrition so as to feed HeadCT with additional required information. There is no change to the HIRE process.

3. Why is HeadCT better than the current headcount tracking process?

1) **Data accuracy:** HeadCT will become the single source of truth (live version), replacing the currently weekly headcount tracker
2) **Traceability:** HeadCT provides complete historical position change logs, eliminating all kinds of headcount reconciliation
3) **Enhanced reporting:** Quicksight reports provide visibility at any desired grain

4. Who are HeadCT customers and how would HeadCT help them?

1) Business and Finance leadership can self-serve with a suite of headcount tracking and metrics reports.
2) Hiring Managers can gain visibility from Quicksight reports regarding: (1) how many reqs can I open? (2) when/how can I open a backfill req for my employee? (3) how do I transfer an employee from/to my team?
3) Headcount managers/Finance partners (depending on org convention): 1) enjoy better customer experience on SharePoint; 2) review data on a weekly basis with visibility into all headcount transactions; 3) ultimately eliminate the need of maintaining separate headcount trackers.
4) Recruiting can gain visibility into the current headcount plan, as well as details such as Kotas-direct, Kotas-2, city, and job type, to accurately plan and execute hiring.

5. How would HeadCT help with OP1/OP2 headcount planning?

Each position in HeadCT will have three fields - Program 1, Program 2 and Program 3 - that mimic the two-pizza team grain suitable for OP1 headcount planning. More importantly, HeadCT position tracking will provide us bridgeable details (through transfer logs) from OP1 to OP2.

6. What determines HeadCT success?

1) Business enablement: We expect business teams to rely on Quicksight reports as the source of truth and leverage HeadCT SharePoint forms to manage their transfers and backfills
2) Data accuracy and traceability: HeadCT data logic should be robust enough to produce consistently accurate data with full traceability

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