
	META EMPLOYEE LIFECYCLE DATABASE UPDATE PROCEDURE	Code: OC-PC-17
		Version: 2
	Capability: 1.1 Client Operations	Page: 1 of 10

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1. GENERAL OBJECTIVE:

Stablish the step-by-step process to follow to update the Employee Lifecycle information for META CO.

2. SCOPE:


This PROCEDURE applies to the process of Employee Lifecycle update for META CO in **TP COLOMBIA**.

3. RESPONSIBILITY:

Responsible Area	Position
5.5.1 Recruitment and Selection Staff	Manager
5.5.2 Recruitment and Selection Agents	Manager
5.3.1 Hiring	Manager
1.2. Training Management	Manager
5.1.1.2 Mental Health	Manager
8.2 Workforce Office	Jr. Analyst

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8.2 Workforce Office	Manager
1.1 Client Operations	Jr. Operations Director

4. **TERMS AND DEFINITIONS:**

- **NMRQ:** Is a questionnaire used to measure the resiliency level of administrative staff.
- **KornFerry:** Platform to apply resiliency test to operative staff.

5. **PROCESS DESCRIPTION:**

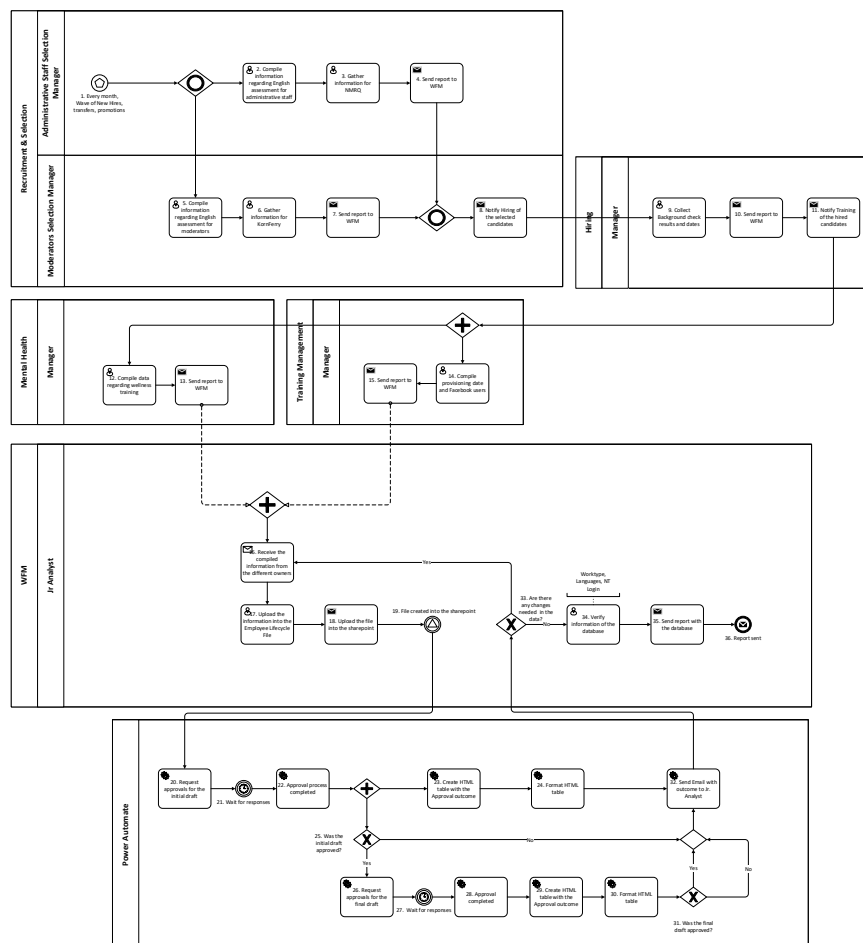
The process starts once there are any new employees on the account; it can be either new hires, transfers, or promotions. The recruitment and selection team oversee conducting the language test and compile the data to be sent to WFM. Once the R&S team shares the list of selected candidates, the hiring manager compiles the data for background checks and sends it to WFM. Finally, once the employees have been official hired, the training team request the provisioning for META systems, at the same time, the mental health team oversees the completion of the wellness courses; both capabilities compile de dates and data and sends it to WFM.

WFM receives all the data and prepares to be added to the database. The information is added into the corresponding sheet in the headcount file. The first draft is shared with the managers that own the data for verification. If all information is correct, the draft is shared with WFM manager and operations director for final verification. And as a final step, the report is shared with all parties involved.

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5.1 BPMN 2.0 FLOW CHART:



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5.2 TABLE OF ACTIVITIES:

N°	Activity Name	Description	Responsible	Input	Output	System/ Storage
1	Wave of New Hires, transfers, promotions	The process might start when there are any new waves, transfers, or promotions for the account. These can happen as separate events or simultaneously.	Recruitment and Selection	Incoming employees	Incoming employees	-
2	Compile information regarding English assessment for administrative staff	The manager will gather the data for the English assessment applied to the administrative staff that is being recruited for the account. This information includes the result of the assessment and the date.	Administrative Staff Selection Manager	New employees	Assessment information	Excel
3	Gather information for NMRQ	The manager will gather the data for NMRQ applied to the administrative staff that is being recruited for the account. This information includes the result of the assessment and the date.	Administrative Staff Selection Manager	New employees	Assessment information	Excel
4	Send report to WFM	Once all the information has been gathered, it must be sent to WFM.	Administrative Staff Selection Manager	Assessment information	Email message with results and dates	Outlook
5	Compile information regarding English assessment for moderators	The manager will gather the data for the English assessment applied to the operative staff that is being recruited for the account. This information	Moderators Selection Manager	New employees	Assessment information	Excel

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		includes the result of the assessment and the date.				
6	Gather information for KornFerry	The manager will gather the data for KornFerry applied to the administrative staff that is being recruited for the account. This information includes the result of the assessment and the date.	Moderators Selection Manager	New employees	Assessment information	Excel
7	Send report to WFM	Once all the information has been gathered, it must be sent to WFM.	Moderators Selection Manager	Assessment information	Email message with results and dates	Outlook
8	Notify Hiring of the selected candidates	The list with all the candidates that were selected is sent to the hiring capability.	Recruitment and Selection	Selected candidates	Selected candidates list	Outlook
9	Collect Background check results and dates	The manager will gather the data for the background checks performed to candidates that are being hired for the account. This information includes the result of the of the background check and the date.	Hiring Manager	Selected candidates list	Background check performed	Excel
10	Send report to WFM	Once all the information has been gathered, it must be sent to WFM.	Hiring Manager	Background check performed	Email message with results and dates	Outlook
11	Notify Training of the hired candidates	Send the list of the candidates that completed the hiring process successfully.	Hiring Manager	Hired candidates	List with hired candidates	Outlook
12	Compile data regarding wellness training	The manager will gather the data for the completion of the wellness training and courses for the new employees in the account. This information	Mental Health Manager	List with hired candidates	Courses completion	Excel

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		includes the result of the courses and the date.				
13	Send report to WFM	Once all the information has been gathered, it must be sent to WFM.	Mental Health Manager	Courses completion	Email message with results and dates	Outlook
14	Compile provisioning date and Facebook users	The manager will gather the data for provisioning dates and Facebook users for the new employees in the account.	Training Manager	List with hired candidates	Provisioned Users	Excel
15	Send report to WFM	Once all the information has been gathered, it must be sent to WFM.	Training Manager	Provisioned Users	Email message with results and dates	Outlook
16	Receive the compiled information from the different owners	The Jr. Analyst will receive and compile all the information from the different owners into one excel file.	WFM Jr. Analyst	Incoming information from all capabilities	Compiled information from all capabilities	Excel - Outlook
17	Upload the information into the Employee Lifecycle File	Once the information has been compiled, it must be included into the META Employee Lifecycle file, which already set up with the proper fields.	WFM Jr. Analyst	Compiled information from all capabilities	Information uploaded into the HC file	Headcount File
18	Upload the file into the SharePoint	The file with the information is uploaded into the folder that triggers the automated process	WFM Jr. Analyst	Information uploaded file	File uploaded into the SharePoint	Employee Lifecycle
19	File created into the SharePoint	-	-	-	-	Power Automate
20	Request approvals for the initial draft	The automated flow requests the approvals of all POCs from the different departments that provided the information using the approval module from	Power Automate	File uploaded into the SharePoint	Approvals requested	Power Automate

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		Power Automate. The flow is setup with the emails of the POCs				
21	Wait for responses	-	Power Automate	-	-	Power Automate
22	Approval process completed	The approval process is completed with all the responses from the POCs	Power Automate	Approvals requested	Approvals completed	Power Automate
23	Create HTML table with the Approval outcome	The flow gathers all the responses and created a table with the responses and comments left by each POC	Power Automate	Approvals completed	HTML table created	Power Automate
24	Format HTML table	-	Power Automate	HTML table created	HTML table formatted	Power Automate
25	Was the initial draft approved?	Depending on the responses collected by the flow, the outcome may be approved or rejected. If the final status is "Rejected, the flow continues on step 32.	Power Automate	Initial draft responses	Initial draft responses	Power Automate
26	Request approvals for the final draft	If the final status is "Approved", the flow requests now the approval of the Operations director.	Power Automate	Initial draft responses	Approvals requested	Power Automate
27	Wait for responses	-	Power Automate	-	-	Power Automate
28	Approval completed	The approval process is completed with all the responses from the POCs	Power Automate	Approvals requested	Approvals completed	Power Automate

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29	Create HTML table with the Approval outcome	The flow gathers all the responses and created a table with the responses and comments left by each POC	Power Automate	Approvals completed	HTML table created	Power Automate
30	Format HTML table		Power Automate	HTML table created	HTML table formatted	Power Automate
31	Was the final draft approved?	The flow compiles all the answers, comments, and status on the approvals to be sent to the analyst.	Power Automate	Approvals completed	Approvals completed	Power Automate
32	Send Email with outcome to Jr. Analyst	The final step of the flow, sends all the responses and status to the Jr. analyst.	Power Automate	Approvals completed	Email sent	Power Automate
33	Are there any changes needed in the data?	Verify if any changes are needed depending on the final status of the automation flow	Power Automate	Final status	Final status	Power Automate
34	Verify information of the database	If the draft is approved by the WFM manager and operations director, the Jr. Analyst verifies the rest of the information included in the report: worktype assigned, languages, users.	WFM Jr. Analyst	Data in Employee lifecycle file	Data in Employee lifecycle file verified	Excel
35	Send report with the database	The report is sent to all the interested parties with all the compiled information.	WFM Jr. Analyst	Report reviewed and verified	Report sent	Outlook
36	Report sent	The process ends once the report has been shared.	WFM Jr. Analyst	Report sent	Report sent	-

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6. STAKEHOLDERS

Stakeholders	Position
1.1 Client Operations	Sr. Operations director

7. ANNEXES AND/OR RELATED DOCUMENTS:

- N/A

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