



## Key Benefits

- ⊙ Promotes fairness & consistency in application of tasks & processes
- ⊙ Ensures compliance with legislative requirements
- ⊙ Alerts users to tasks and activities they need to complete
- ⊙ Advises users on how to carry out tasks and activities
- ⊙ Ability to create templates for business processes.
- ⊙ User configurable BPM rules for your specific business processes including:
  - Sickness registrations
  - Overtime authorisations
  - Expiry of employee skills
  - Return- to- work events
  - Expiration of employee health exams
  - Creation of new employees
- ⊙ System can send messages :
  - by MyMail, Email, or SMS

Every organisation needs processes to deal with employee management. For example, sickness, return to work, skill renewal etc. These processes have a sequence of tasks attached to them that have to be performed.



BPM allows your employee management processes to be set-up and configured within **MyOptions**, a typical BPM process contains a set of rules. These rules dictate events which have resulting tasks which need to be performed by users by a completion date.

- **Events** – may be initiated by the normal day-to-day work of a MyOptions user e.g. If an employee is registered as sick on Open Options, BPM will trigger a sickness process.
- **Tasks** – may be conditional, for instance, the completion of a task by a user may result in none, one or a number of other tasks being created for other users. A task is related to a user and has an actual completion date. The completion date allows management of and alerts users to their overdue tasks.

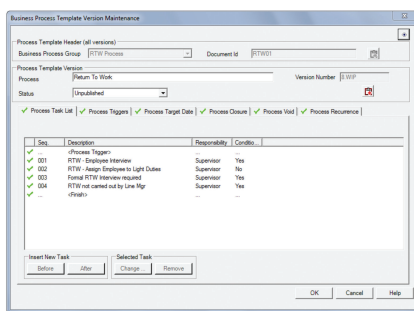
For example: **Sickness Management process**

- BPM alerts a MyOptions user to perform the first task in the process, on completion of the first task BPM triggers tasks for users as dictated by your rules.
- Depending on your rules, the BPM process may contain just a few tasks, or in a complex process many tasks for many users.
- In this sickness example, when the employee returns to work BPM will trigger when to complete the sickness process.
- Depending on your rules, the completion of this sickness process may then trigger a further BPM process to manage a "return to work".

## Basic Processes

BPM includes the following automatic event handling:

1. Absence (e.g. Sickness).
2. Return to Work.
3. Skill Expiry.
4. Overtime.
5. Employee Induction.
6. Night Worker Health Check (WTR).



In addition to these, BPM can be configured to manage manually-triggered processes that do not involve events as defined above.

## BPM Configuration

BPM allows the user to configure a process template. The template is then used to control processes that are triggered to manage real events.

Template Maintenance enables the user to set a wide range of properties on a process, its tasks and the relation between tasks.

### These properties include:

1. The process name.
2. Descriptions of the tasks.
3. How real processes can be triggered.
4. Who is responsible for each of the tasks.
5. When tasks and the process should be completed by.
6. If they can be completed automatically by other **MyOptions** administration (e.g. maintenance of skill codes, changing of an Overtime Code).

Management of processes in response to real events is carried out via **MyOptions**. Icons are provided on various enquires to highlight the employee the tasks are related to and the date on which tasks are due. The Home Page's outstanding panel includes an entry highlighting the [worst-case] status of outstanding tasks for the user. All of these lead to the new web pages that facilitate management of active processes.

## Process Templates

BPM allows the user to define a standard process as a sequence of tasks. At its simplest, a task is an instruction on what to do. In addition, notes can be added to give greater detail and advice. A task must be the responsibility of either an employee or a "supervisor".

Tasks have other properties that the user can configure, for example:

### Target Date

**Urgent Date** (when the system may prompt the responsible person that the Target Date is approaching).

The user can configure the tasks in any sequence and can include conditional branching and loops. The user can save the process as a template. Templates can be "works-in-progress" or can be published. Only published templates can be used by ordinary users and employees. A template itself is not used directly by employees or supervisors.

## Active Processes and Tasks

If a template is linked to an "event", the system can automatically trigger an active process. "Events" include Return to Work, Absence, Skill Expiry.

Active processes can also be manually triggered based on the latest published template.

When an active process is triggered, the system uses the template to determine the first task(s) and the people responsible for the first task(s) will be alerted to their responsibility.

Full details of the active task and process can be viewed and managed via the new MyTaskDetails web page.

- The task information on MyTasks and MyTaskDetails pages will provide enough detail to enable the responsible person to carry out the task. When they have done so, they can mark the task as complete.
- Alternatively, the task may be completed by performing some administrative function elsewhere in the system. For example, adding a skill linkage to an employee may complete a task in a skill expiry process.
- On completion of a task, the system will look to the template to determine what next task should be initiated. If no such task exists, the whole process will be marked as complete.



Workforce Management Systems

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