

Human Resource Business Solution

CorpTech is a business unit within the Department of Public Works and has the dual role of implementing whole-of-Government standard human resources (HR) and finance business solutions, and providing support for these and other solutions.

The solutions and supporting expertise that CorpTech provides underpin the delivery of corporate services across Government, including procurement, accounts payable and receivable, payroll and recruitment.

Background

CorpTech is working with agencies and shared service providers to implement a whole-of-Government human resource solution and finance solution.

In 2003, a team of representatives from across Queensland Government agencies undertook a detailed consultation and analysis of agencies' business processes and activities for core human resource (HR) corporate services. This business process review covered services including workforce management, payroll, recruitment, performance planning and development and workplace health and safety.

The review identified and documented the Government's requirements for a whole-of-Government HR and payroll solution. As a result, a set of generic whole-of-Government HR processes were developed and captured within a Hire-to-Retire Framework. This framework outlined the common processes, activities and technologies that impact on Government employees from the time they begin employment with the Queensland public sector to the time they retire.

The generic whole-of-Government HR business processes and the HR technologies to support it will form the HR Standard Offering.

Benefits

There are many HR systems and processes currently used across Queensland Government. An integrated HR solution will mean that all Government agencies and shared service providers will use the same system and common business processes for HR-related activities (including standardised reporting and data). This common approach will result in savings across Government and more efficient and consistent service delivery for public sector employees.

HR corporate services employees will benefit through the development of standard skill sets that are transportable across agencies and shared service providers, potentially increasing future career opportunities.

Without this coordinated approach, each agency across the sector would, by necessity, have to individually invest in new systems over the implementation period. Each agency would have been in direct competition for scarce information and communication technology resources available in the marketplace, further increasing the investment required by the Government to maintain its core human resources and finance solutions. The capital funds for the new solutions were mostly sourced from funds that agencies would have used to replace their individual systems.

Current activities

The HR solution software has been selected. SAP will be used for the core HR and payroll functions, RecruitASP for e-recruitment functionality, Saba for managing performance and capability, and Workbrain for rostering and leave management.

A pilot of the HR Business Solution went live in the Department of Housing on 20 March 2007 and a solution is due to be implemented in Queensland Health during 2009.

Over the next two years it is anticipated that a significant number of agencies and shared service providers will commence preparation to implement the HR solution. This preparation will include data cleansing and change impact assessment.

Further Information

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