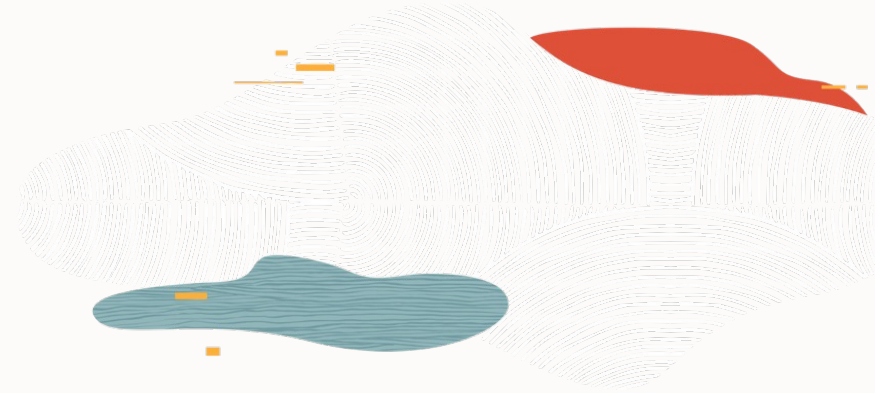**ORACLE**

Oracle Modern Best Practice

Digital Business Processes for HCM

Safe harbor statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.
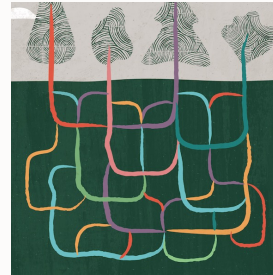
The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

What is Oracle Modern Best Practice?

www.oracle.com/modernbestpractice

Digital business processes that evolve with you

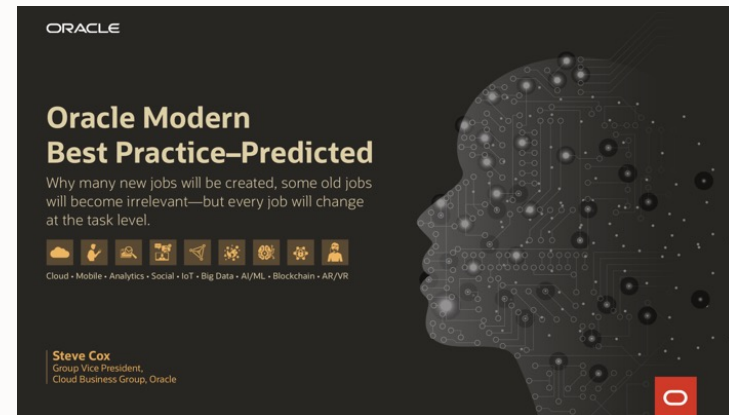End-to-end across the organization

Radically superior results

Leverages emerging technologies

Oracle Modern Best Practice books

The original book on Oracle Modern Best Practice is now in it's 3rd edition is available at https://go.oracle.com/LP=88653

A new book with our vision for processes in the future is available at https://go.oracle.com/LP=88688

Oracle Modern Best Practice
Designed for change – evolves with you

220+
Open, Standard, Free

Finance • Budget to Approval • Asset Acquisition to Retirement • Bank Transaction to Cash Position • Expense Report to Reimbursement • Supplier Invoice to Payment • Customer Invoice to Receipt • Customer Statement to Collection • Daily Close to Financial Forecast • Period Close to Financial Reports • Customer Contract to Revenue

Procurement • Supplier Registration to Supplier Performance • Insight to Smart Sourcing • Contract Creation to Spend Compliance • Requisition to Receipt • Supplier Return to Settlement

Project Management • Opportunity to Project Approval • Resource Analysis to Utilization • Project Methodology to Delivery • Task Detail to Plan Adjustment• Project Costs to Accounting • Billing to Revenue Recognition • Grant Award Funding to Closeout • Capital Project to Asset

Risk Management • Security Design to Separation of Duties • Business Process Risk to Continuous Assurance • Audit Scoping to Financial Reporting Compliance • Risk Identification to Organization Readiness

Marketing • Analytics to Insight • Insight to Campaign ROI • Campaign Execute to Lead • Event Execute to Lead • Disparate Sources to Unified Data • List Import to Prospect

Sales • Social Prospect to Lead • Lead to Opportunity • Opportunity to Quote • Quote to Order • Order to Close Opportunity • Opportunity to Forecast • Sales Play to Key Account Opportunity • Schedule Change to Sales Call • Vendor Lead to Channel Opportunity • Channel Lead to Vendor Opportunity

Sales Performance Management • Sales Strategy to Execution • Coaching Plan to Performance • Incentive Plan to Payment

Service • Customer Contract to Resolution • Social Listing to Resolution • Service Request to Dispatch • Knowledge Gap to Solution • Sensor Alert to Preventive Maintenance • Customer Sentiment to Preventive Maintenance

Commerce • B2C: Multi-Channel to Omni-channel Experience • B2C: Awareness to Interaction • B2C: Interest to Purchase • B2B: Multi-Channel to Omni-channel Experience • B2B: Product Search to Cart • B2B: Cart to Agreement

Logistics • Shipment to Dispatch • Inbound Shipment to Receipt • Freight Invoice to Approval • Lane Forecast to Carrier Contract

Order Management • Multi-channel Order to Promise • Fulfillment Orchestration to Invoice • Order to Drop Shipment

Manufacturing • Forecast to Plan • Production Order to Cost Update • Contract Manufacturing Request to Delivery

Innovation • Social Monitoring to Idea Capture • Idea Capture to Business Case • Requirement Definition to Optimization • Concept Formation to Design • Product Proposal to Go-to-Market Candidate • Portfolio Review to Selection

HR & Talent • Recruit to Onboard • Benefits to Payroll • Time Collection to Payroll • Payroll to Payment • Goal Setting to Performance Improvement • Career Planning to Development • Talent Review to Succession • Absence Planning to Productivity Improvement • Incident Report to Workplace Safety • Employee Insight to Workforce Wellness • Employee Separation to Workforce Analysis

Industry: Retail • Public Entity • Higher Education • Insurance • Banking • Healthcare • Utilities

Modern Best Practice for HR and Talent Management

HR and Payroll

- Employee insight to work-life alignment
- Benefits to payroll
- Payroll to payment
- Employee separation to workforce analysis

Talent Management

- Recruit to onboard
- Career planning to development
- Goal setting to performance
- Talent review to succession

Workforce Management

- Absence planning to continuity
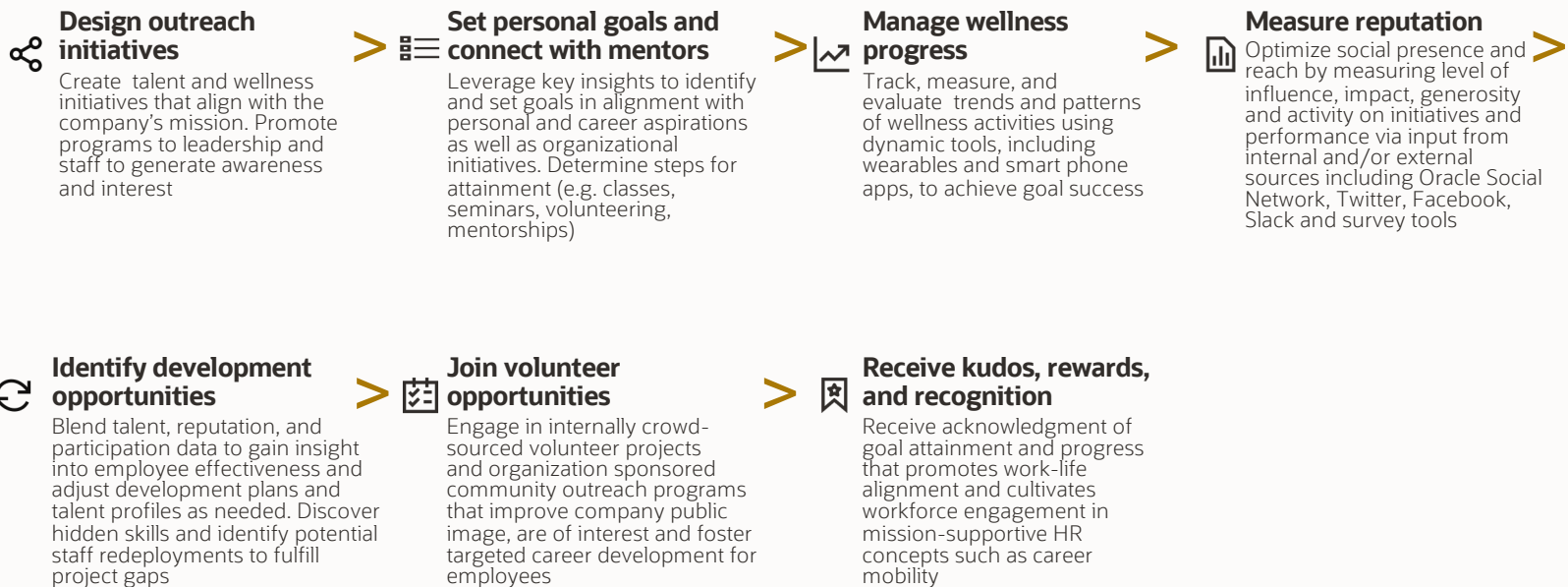- Time collection to payroll
- Incident report to workplace safety

Modern Best Practice for HR and Payroll

Oracle Modern Best Practice
Employee Insight to Work-Life Alignment

Design outreach initiatives
Create talent and wellness initiatives that align with the company's mission. Promote programs to leadership and staff to generate awareness and interest

Set personal goals and connect with mentors
Leverage key insights to identify and set goals in alignment with personal and career aspirations as well as organizational initiatives. Determine steps for attainment (e.g. classes, seminars, volunteering, mentorships)

Manage wellness progress
Track, measure, and evaluate trends and patterns of wellness activities using dynamic tools, including wearables and smart phone apps, to achieve goal success

Measure reputation
Optimize social presence and reach by measuring level of influence, impact, generosity and activity on initiatives and performance via input from internal and/or external sources including Oracle Social Network, Twitter, Facebook, Slack and survey tools

Identify development opportunities
Blend talent, reputation, and participation data to gain insight into employee effectiveness and adjust development plans and talent profiles as needed. Discover hidden skills and identify potential staff redeployments to fulfill project gaps

Join volunteer opportunities
Engage in internally crowd-sourced volunteer projects and organization sponsored community outreach programs that improve company public image, are of interest and foster targeted career development for employees

Receive kudos, rewards, and recognition
Receive acknowledgment of goal attainment and progress that promotes work-life alignment and cultivates workforce engagement in mission-supportive HR concepts such as career mobility

Product Mix: HCM Cloud
Popular KPIs: Percentage of Vacation Days Used, Employee Satisfaction Index,

Cloud   Mobile   Analytics   Social   Internet of Things   AI/ML   Big Data
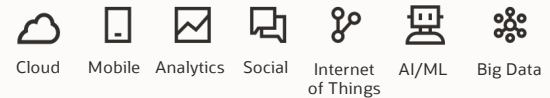
Benefits to Payroll

Define benefits programs
Define plans and eligibility and assess likely cost. Reuse plan elements across organization as needed

>

Process enrollment
Schedule annual/periodic enrollments for employee population(s). Process life events and on-demand requests

>

Administer employee benefits
Prepare plans and manage employee self-service enrollments

>

Notify providers
Submit employee benefit enrollment information to 3rd party benefit providers

>

Automate post to payroll
Automate processing to payroll for the designated pay run

Product Mix: HCM Cloud
Popular KPIs:, Salary Competitiveness Ratio, Cost/Employee, HR-to-FTE Ratio

Cloud   Mobile   Analytics   Social   Big Data

Payroll to Payment

Manage and monitor payroll processes
Proactively monitor global payroll status and processes via interactive dashboards

>

Rules-based validation
Data-driven verification of earnings, hours, local taxes and deductions

>

Schedule and distribute payments
Generate and distribute employee payments background checks

>

Finalize payroll reporting
Generate and securely share payroll reports and synchronize with general ledger

>

Tax and social compliance
Determine tax liabilities, prepare tax filings and deposits

>

Maintain personal profile
Secure employee access to profile information, pay slips, etc.

Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Process Payroll, Ratio of Salary Competitiveness, % of Cost of Workforce

Cloud　　Mobile　　Analytics　　Social　　Big Data

Employee Separation to Workforce Analysis

Process employee separation
Complete employee separation process, incorporating country-specific regulations

> **Perform exit interview**
Gain insight as to why the employee decided to leave if applicable and discuss off-boarding matters using a checklist

> **Finalize compensation pay out**
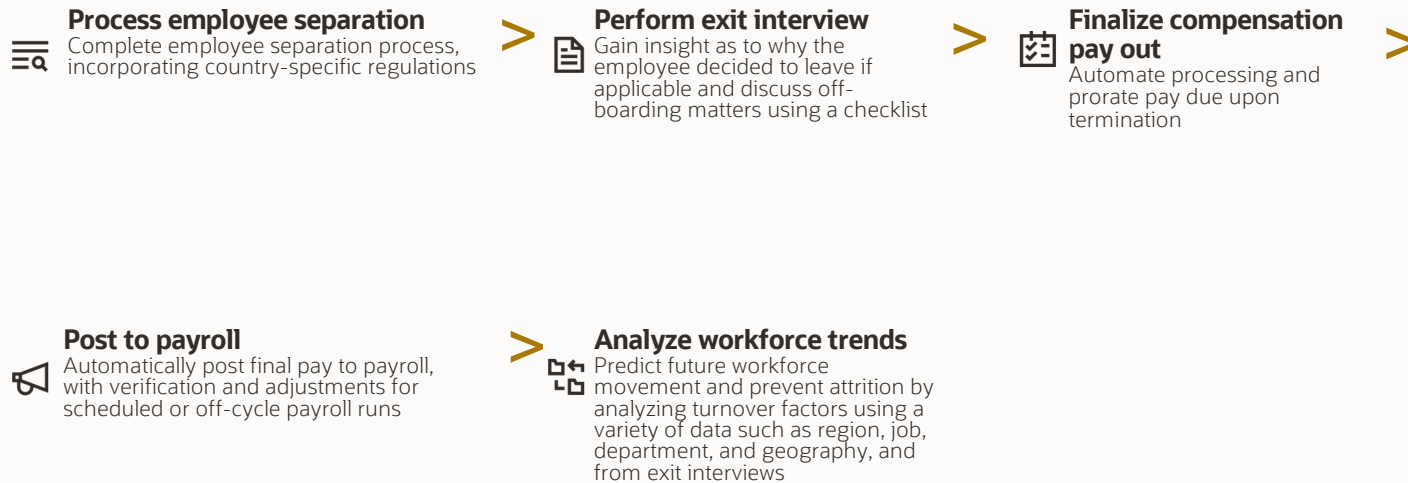Automate processing and prorate pay due upon termination

>

Post to payroll
Automatically post final pay to payroll, with verification and adjustments for scheduled or off-cycle payroll runs

> **Analyze workforce trends**
Predict future workforce movement and prevent attrition by analyzing turnover factors using a variety of data such as region, job, department, and geography, and from exit interviews

Product Mix: HCM Cloud
Popular KPIs: Average Tenure, Retirement Rate, Attrition Rate, Diversity Rate, Number of Contractors, Voluntary Termination Rate,
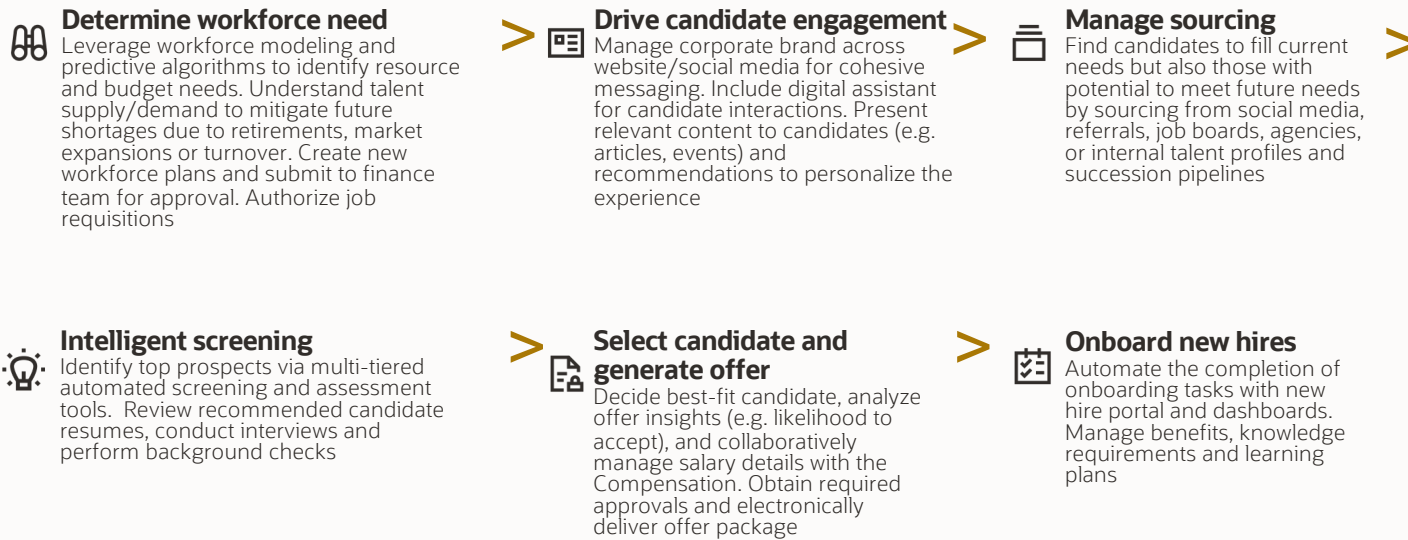
Cloud   Mobile   Analytics   Social   Big Data

Modern Best Practice for Talent Management

Oracle Modern Best Practice

Recruit to Onboard

Determine workforce need
Leverage workforce modeling and predictive algorithms to identify resource and budget needs. Understand talent supply/demand to mitigate future shortages due to retirements, market expansions or turnover. Create new workforce plans and submit to finance team for approval. Authorize job requisitions

> **Drive candidate engagement**
Manage corporate brand across website/social media for cohesive messaging. Include digital assistant for candidate interactions. Present relevant content to candidates (e.g. articles, events) and recommendations to personalize the experience

> **Manage sourcing**
Find candidates to fill current needs but also those with potential to meet future needs by sourcing from social media, referrals, job boards, agencies, or internal talent profiles and succession pipelines **>**

Intelligent screening
Identify top prospects via multi-tiered automated screening and assessment tools. Review recommended candidate resumes, conduct interviews and perform background checks

> **Select candidate and generate offer**
Decide best-fit candidate, analyze offer insights (e.g. likelihood to accept), and collaboratively manage salary details with the Compensation. Obtain required approvals and electronically deliver offer package

> **Onboard new hires**
Automate the completion of onboarding tasks with new hire portal and dashboards. Manage benefits, knowledge requirements and learning plans

Product Mix: HCM Cloud, EPM Cloud
Popular KPIs: Time to Hire, # of Conversions of Channel X, Rate of Acceptance, % Employees Trained, Retirement Rate

Cloud   Mobile   Analytics   Social   AI/ML   Big Data
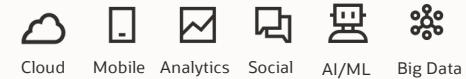
Career Planning to Development

Establish career preferences
Review/identify aspirational roles that are of interest to the employee, which are suggested by managers, HR, or the HR system via comparison of attributes to job requirements

>

Define talent profile
Match skills, competencies, and content types such as degrees, licenses, board memberships and certifications. Identify gaps for desired role and recommended learning paths

>

Define career goals
Create personalized goals-incorporating automated recommendations for blended learning programs, automated suggestions, and on-the-job training

>

Social learning
Use secure social tools engagement to foster enterprise-wide collaboration, engagement via internal competitions and real-time knowledge transfer
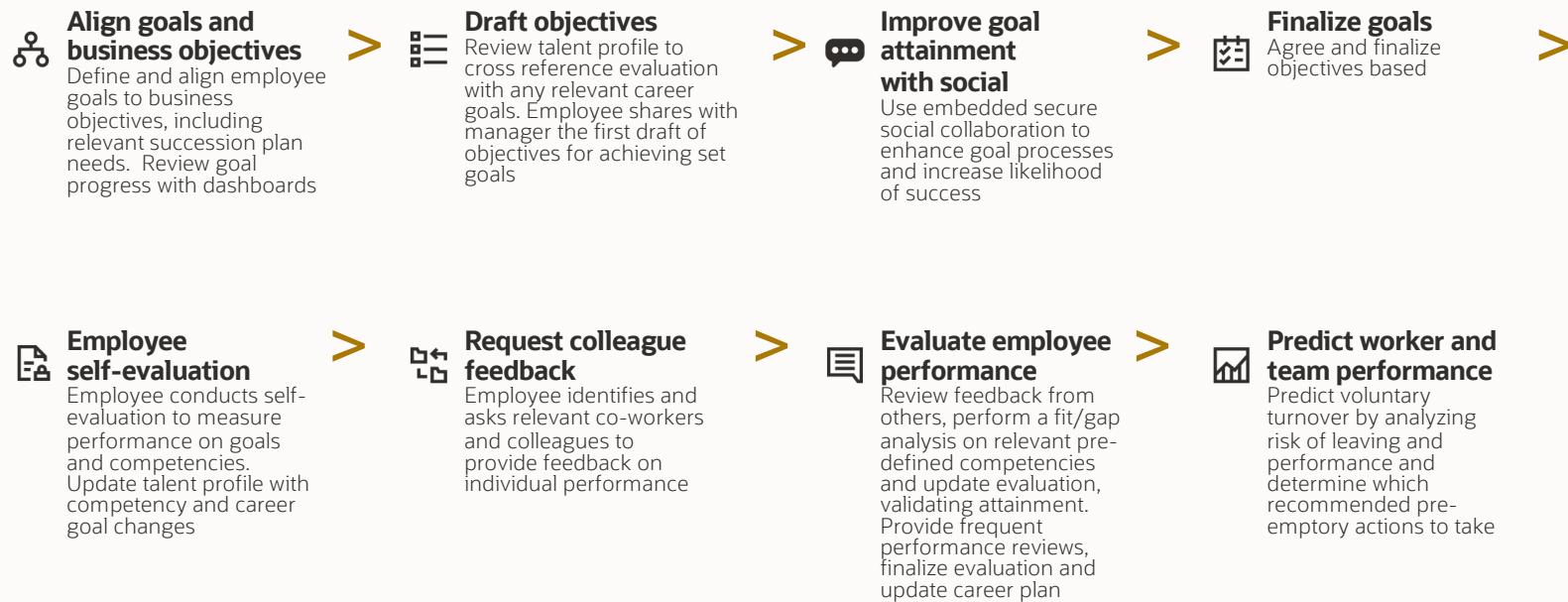
>

Recognize career planning
Leverage career planning in talent reviews and personal career progression. Monitor and update regularly to incorporate new skills and experiences such as professional designations and committee participation

Product Mix: HCM Cloud
Popular KPIs: % Employees Trained, Pre/Post Training %

Cloud   Mobile   Analytics   Social   AI/ML   Big Data

Goal Setting to Performance

Align goals and business objectives
Define and align employee goals to business objectives, including relevant succession plan needs. Review goal progress with dashboards

> **Draft objectives**
Review talent profile to cross reference evaluation with any relevant career goals. Employee shares with manager the first draft of objectives for achieving set goals

> **Improve goal attainment with social**
Use embedded secure social collaboration to enhance goal processes and increase likelihood of success

> **Finalize goals**
Agree and finalize objectives based

Employee self-evaluation
Employee conducts self-evaluation to measure performance on goals and competencies. Update talent profile with competency and career goal changes

> **Request colleague feedback**
Employee identifies and asks relevant co-workers and colleagues to provide feedback on individual performance

> **Evaluate employee performance**
Review feedback from others, perform a fit/gap analysis on relevant pre-defined competencies and update evaluation, validating attainment. Provide frequent performance reviews, finalize evaluation and update career plan

> **Predict worker and team performance**
Predict voluntary turnover by analyzing risk of leaving and performance and determine which recommended pre-emptory actions to take

Product Mix: HCM Cloud
Popular KPIs: Rate of Internal Job Hires, % of Workforce Below Performance Standards

Cloud   Mobile   Analytics   Social   AI/ML   Big Data
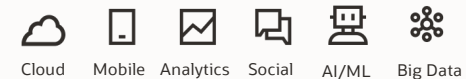
Oracle Modern Best Practice

Talent Review to Succession

Review talent
Assess talent capabilities through insight intelligence-driven, collaborative, and interactive online discussion based on the talent profile, recruiting activities, goal/performance factors, career plans and other sources

> **Rank and assess talent**
Evaluate/calibrate talent using advanced visualization (e.g. interactive 9-Box) and analytics to assess factors such as growth potential, risk/ impact of loss, and performance.

> **Review current and future talent needs**
Based on corporate approved workforce plans identifying short and long-term talent needs (e.g. retirements, market expansions or high turnover ratios) create talent pools (e.g. to track emerging leaders or budding artificial intelligence experts) or succession plans to track potential gap/fit candidates.

Organize talent
Strategically place employees into talent pools and succession slates based on ranking/ assessment data , engagement indicators, and reputation metrics.

> **Analyze talent pools**
Discover recommended development needs of talent pool members and automated learning paths to address skill gaps. Track progress of implemented talent development plans.

> **Assess succession plans**
Analyze succession plans for individuals and the organization to track bench strength and succession slate readiness

Product Mix: HCM Cloud
Popular KPIs: Internal Promotions vs. External Hires, Average Age of Retirement, Turnover Rate For Highest Performers

Cloud   Mobile   Analytics   Social   AI/ML   Big Data

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Modern Best Practice for Workforce Management

Oracle Modern Best Practice

Absence Planning to Continuity

Define absence and leave plans
Ensure compliance to regulations and corporate policies using insight-driven definitions of absence and leave plans, types and categories

>

Create absence rules and controls
Configure different absence and entitlement criteria, eligibility rules, and accrual definitions

>

Enable employee self-service
Optimize employee absence entry through self-service dialogs and enter absence types, accessible across any mobile device

>

Track absence balances
Calculate balances during the year to provide accurate information on leave balances for both employees and management

>

Monitor absence trends and analysis
Analyze absence trends to provide organizational continuity guidance

Product Mix: HCM Cloud
Popular KPIs: Rate of Absenteeism,

Cloud   Mobile   Analytics   Social

Time Collection to Payroll

Time collection
Capture time through various online methods or collection devices

> **Monitor time entries**
Monitor time entries, statuses and processes via different calendar views

> **Perform time calculation**
Execute rule-based time processing and calculation such as overtime, shift differentials and other premiums

>

Approve time
Manage approval of time entered by individuals or groups. Approve everything or only exceptions

> **Transfer time to various consumers**
Transfer time to payroll, projects, or any third-party application as appropriate

Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Resolve Payroll Errors, Rate of Absenteeism, Rate of Approvals, % of Vacation Days Used

Cloud   Mobile   Analytics   Social   Big Data

Incident Report to Workplace Safety

Report incidents
Remind employees safety measures over e-mail, social, and personal dashboards. Beside internal hotline, deploy online options such as digital assistance to facilitate timely reporting on health and safety incidents, including near-misses and potential hazards, from any devices

Review/evaluate report
Review reported situations before starting further activities

Assign ownership
Assign incident owners. Add reviewers and approvers for work initiated from the incident
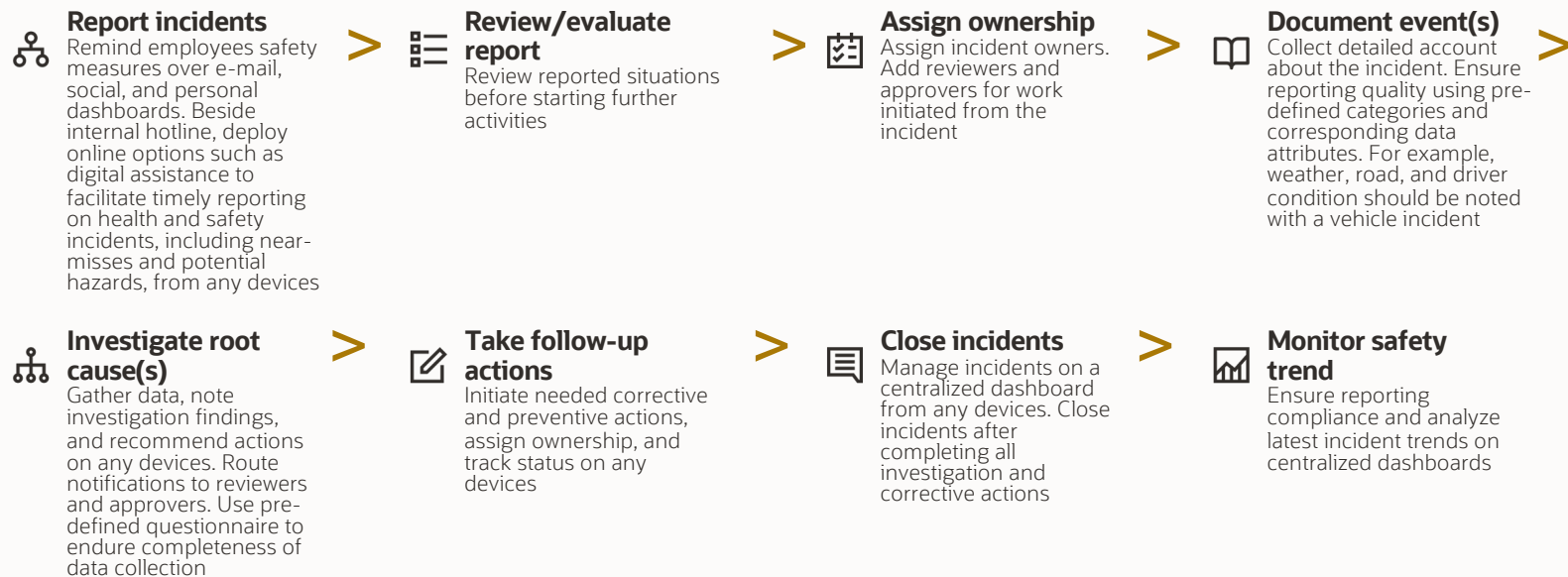
Document event(s)
Collect detailed account about the incident. Ensure reporting quality using pre-defined categories and corresponding data attributes. For example, weather, road, and driver condition should be noted with a vehicle incident

Investigate root cause(s)
Gather data, note investigation findings, and recommend actions on any devices. Route notifications to reviewers and approvers. Use pre-defined questionnaire to endure completeness of data collection

Take follow-up actions
Initiate needed corrective and preventive actions, assign ownership, and track status on any devices

Close incidents
Manage incidents on a centralized dashboard from any devices. Close incidents after completing all investigation and corrective actions

Monitor safety trend
Ensure reporting compliance and analyze latest incident trends on centralized dashboards

Product Mix: Cloud HCM (Human Resources, Workforce Management)
Popular KPIs: no. of reported incidents, lost time injury incident rate, avg. time to resolution of issues

Cloud   Mobile   Analytics   Social   AI/ML