

Civica MyService HR

Helping you to deliver a more responsive service

An HR department can improve the service it provides, increase staff satisfaction and reduce administration by implementing a self service solution. Civica's MyService HR web solution is fully integrated with Civica's EDM and Workflow HR application and provides extensive self service functionality to meet the needs of both a modern HR department and the wider organisation.

A more efficient service

- > Staff can search for information and update personal records, resulting in a reduction in enquiries and administrative tasks for HR staff and freeing up time for them to work on more strategic issues such as recruitment and talent management.
- > Managers have access to accurate and up to date staff information allowing them to plan for the future needs of their team in areas such as staff development and succession planning.
- > HR staff and managers involved in recruitment can quickly access and review applications, making it easier and more efficient to sift responses and ultimately fill vacancies. HR administration required, for example in anonymising applications, will be reduced as this is done automatically in the system.

A more flexible and responsive service

- > The service is available 24/7 to staff or citizens via the internet and intranet.
- > The service becomes more transparent, with staff and citizens able to search on the data which is held on them and also general data such as job vacancies. Candidates can check on the progress of their applications and staff can check that their employee record details are correct or check historical information, thus reducing the number of enquiries to HR.
- > HR staff or managers working off-site can quickly and easily check staff records.



Gateshead Council is using MyService to improve service to citizens

Civica's Workflow and EDM software has already been implemented successfully in a number of service areas at Gateshead.

Already installed in the Planning department, in 2011 Civica's MyService web-based platform will be deployed in the Revenues & Benefits department and in HR/Payroll, providing a platform for the council to deliver low cost and responsive services to citizens.

Roy Sheehan, Head of ICT at Gateshead Council, commented; "Our 'Fit for Future' strategy will change the way that Gateshead provides services. The Civica programme is a big part of this because it will enable us to streamline, automate and connect business processes across the council."

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A compliant service

- > All submissions and amendments such as updates of employee records or job applications and supporting documents are automatically transferred to Civica's EDM and Workflow HR application in real-time. This ensures HR managers always have an accurate snapshot of information. Authorities can then validate submissions and make amendments before files are automatically transferred to the HR administration system.
- > Council officers retain full responsibility for determining which HR case documents are to be published via MyService HR. Within EDM & Workflow HR, the redaction facility can be used to protect sensitive information such as salary details.
- > Staff entering their own personal information, together with a reduction in re-keying by HR, will result in fewer errors in the information held, resulting in an increase in quality of information for both HR staff, managers and service users.

Easy and Secure Online Access

All citizens can

- > view job vacancies online.

Job applicants can

- > view vacancies online
- > register and complete job application templates, triggering a workflow process on submission
- > save partially completed forms and return later to check the progress of their application online.

Authority employees can

- > view and amend their personal data, such as address and bank details
- > upload documents such as appraisal forms and training requests
- > view historic documents such as timesheets and payslips.

HR/payroll employees can

- > access the personal records of all employees, plus a broader range of associated records
- > process data for all permitted employees and applicants.

Managers and team leaders can

- > access employee records relevant to their line management responsibilities, such as past appraisals, training records, etc
- > view job applications for vacancies they have posted at any point in the process, without having to contact HR
- > view documents such as timesheets, payslips and internal job vacancies.



About Civica

Civica is an international market leader in specialist IT systems and business process services for the public sector. Through experienced people who understand service delivery, we apply information systems, managed services and outsourcing to help customers achieve a successful and more cost efficient way of working.

Civica works with more than 2,000 organisations across local government, education, social housing, health care and enforcement. Underpinned by best-in-class operational and financial performance, we combine the technology, operational and business process expertise to help customers deliver essential services at less cost.

For further information or to book a demonstration, please email marketing@civica.co.uk or call Tracy Scott on **0113 244 1404**

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