
Vision Document

iHRIS Manage

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Purpose

iHRIS Manage is a human resources management tool that will enable an organization to form and manage a comprehensive human resources strategy. Using the system, the HR professional can create a hierarchy of positions for an organization based on standard titles, job classifications and job descriptions, even spread over diverse geographic locations, offices and facilities. The HR manager can then hire employees to fill each open position and maintain a searchable database of all employees, their skills and qualifications. The HR manager can track each employee's history with the organization, including their performance, training and salary history, and record the reason for departure when the employee leaves.

A decision maker within the organization can analyze this data to answer key policy questions, such as:

- Are employees deployed in posts that match their qualifications and training?
- Are employees optimally deployed in locations to meet priorities?
- How many workers need to be recruited to fulfill anticipated vacancies?
- Are pay rates equitable across similar jobs?
- Are employees requesting and receiving trainings?
- Are employees being promoted in alignment with updated skills?
- What are the reasons for employee attrition?

iHRIS Manage is intended to be used to manage health care workers employed by a country's Ministry of Health, a hospital or other large health care organization, or a private provider of health care services. However, it may be readily adapted to other types of organizations and workforces.

Stakeholders

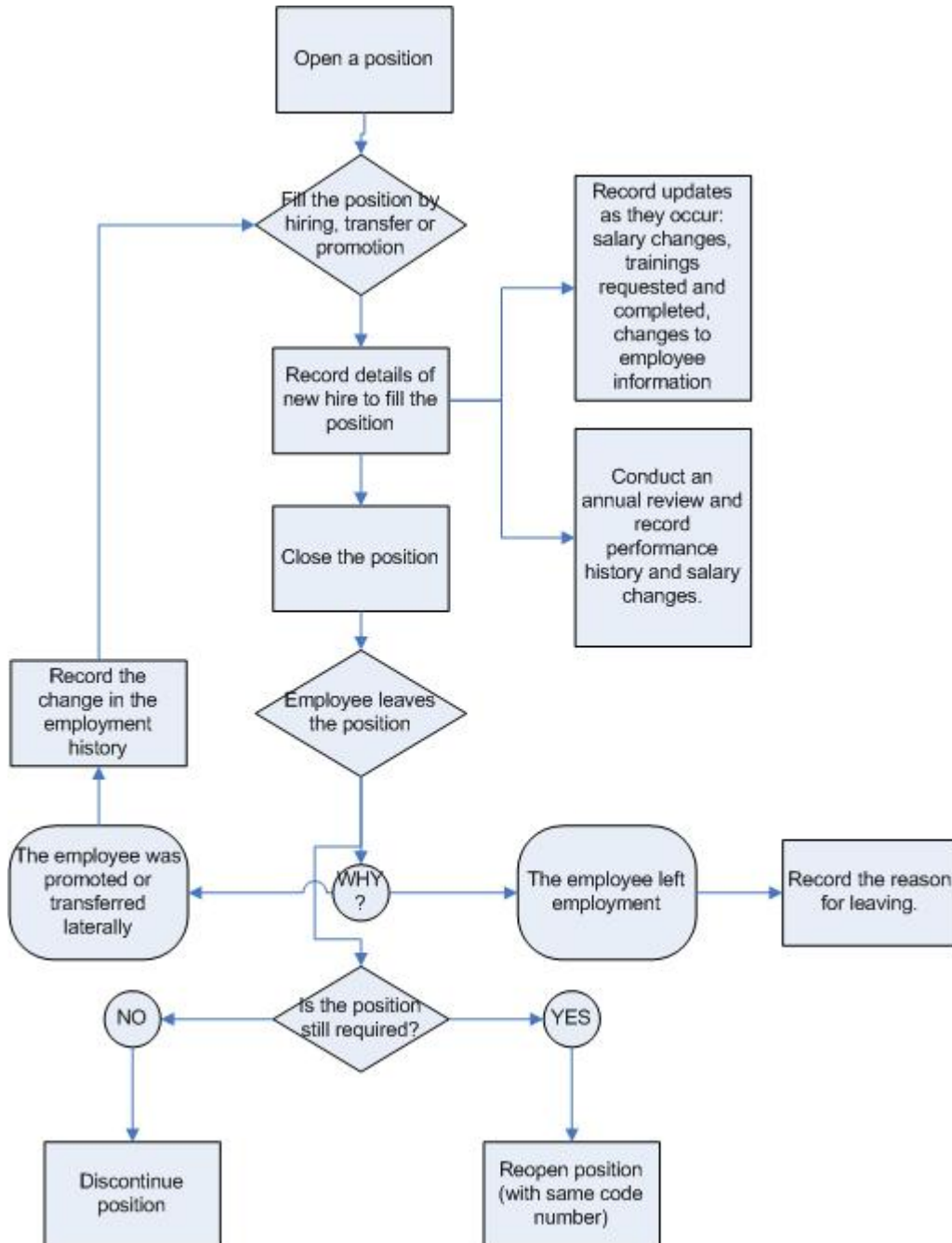
The stakeholders have a vested interest in successful outcomes but do not generally interact directly with the system. They work with the primary actors for planning and decision making, and they may review reports and projections output by the system.

- a) The **Employer** is the organization employing workers tracked in iHRIS Manage whose primary purpose is to manage the workforce effectively and efficiently while reducing costs and data errors. The Employer wants to ensure that

- employees are deployed in positions and locations to fulfill needs and that match the employee's skills and qualifications. In most cases, the Employer will be a Ministry of Health deploying health care workers throughout the country.
- b) The **District Offices** are local offices of the Employer that manage health care workers for one particular region of the country. The District Offices are interested in managing their own health care workers and receiving useful data from the Employer's headquarters to fulfill that need.
 - c) Local **Health Centers and Hospitals** may employ workers provided by the Employer. Their goal is to fill needed positions with employees who have the appropriate qualifications and training.
 - d) **Private-sector Organizations** may also employ workers provided by the Employer and will want to ensure that these employees are deployed most effectively to fulfill the needs. These organizations may also want to use a compatible or similar system to provide a complete picture of the health workforce in a country.
 - e) **Health Care Workers** will have their personal and job-related information recorded in this system. They are interested in the data being accurate and up-to-date, and in being able to quickly make changes when necessary.
 - f) The **Ministry of Finance** (and related ministries such as Social Security) must ensure that everyone in the system is being paid properly and that wastage due to inappropriate hires, promotions and "ghost workers" is reduced.
 - g) **Non-governmental Organizations** may consult with the Employer to solve human resource management problems. In that capacity, they require accurate, up-to-date data on the health workers to perform correct analyses and make appropriate recommendations.
 - h) **Licensing and Certification Authorities** want to ensure that all health care workers are appropriately licensed and/or certified in accordance with national policy. These Councils may want to interact with the system in order to update their own systems with accurate deployment and contact information for licensed health care workers.
 - i) **Capacity Project/IntraHealth** is the software developer whose primary objective is developing functional, user-friendly software for human resources management that achieves effective results.
 - j) **USAID/Washington** is the funder of the Capacity Project whose primary objective is improving human capacity to implement quality health programs in the developing world.
 - k) **Regional Groups** are interested in sharing data from the system to support standardization and sustainability efforts within that region.

Workflow Diagram

The following workflow diagram illustrates the flow of data through the system and the types of information that the system will capture:



Overview of System

In its initial version, the system will consist of several key modules designed to store and report employee information while the person is employed by the organization. Using modules as "building blocks" for the system will make it easier to add more features as needs change without rewriting large segments of the program.

The initial modules are as follows:

1. **Position Management:** create positions with standardized descriptions and qualifications within the organizational structure and guide the hiring, transfer and promotion process.
2. **Applicant Management:** capture information about a job applicant, including educational and work history.
3. **Employee Management:** match an employee to a position and capture all important information about an employee; this information will need to be recorded at the time the employee is hired and will be subject to frequent updates during the time of employment, so that the employee's history with the organization is maintained.
4. **Competency Model:** capture an employee's competencies, including educational level, qualifications, skills and languages; this information should be reviewed periodically as the employee improves or expands skills, and may be used to make hiring or deployment decisions.
5. **Training Management:** capture all the training requests for an employee made by the employee or the supervisor and record when trainings are completed; this module may be modified to include other types of professional development.
6. **Performance Management:** document performance issues with an employee and capture the results of regular performance reviews to create a performance history for the employee.

External Requirements and Constraints

iHRIS Manage will be programmed using PHP, JavaScript and a MySQL database. It will be optimized to run on a Web Server running Apache and Linux. The system is managed via a Web browser; to interface with the system, a local network or Internet connection is required.

The following features will ensure security and accuracy of data stored in the system:

- password-protected logins to allow only authorized users to access the data
- role-based user accounts; non-authorized user actions and datasets are hidden from the user
- error checking and data correction by authorized data managers to ensure data integrity

- automated logging of the username, date and time when data are entered or changed for auditing purposes
- dual data entry to reduce errors and increase data integrity

iHRIS Manage will be extensible to the Capacity Project's other iHRIS products, iHRIS Qualify and iHRIS Plan, which are currently under development. iHRIS Manage may be extensible to additional modules to be developed either by the Capacity Project or by the user.