

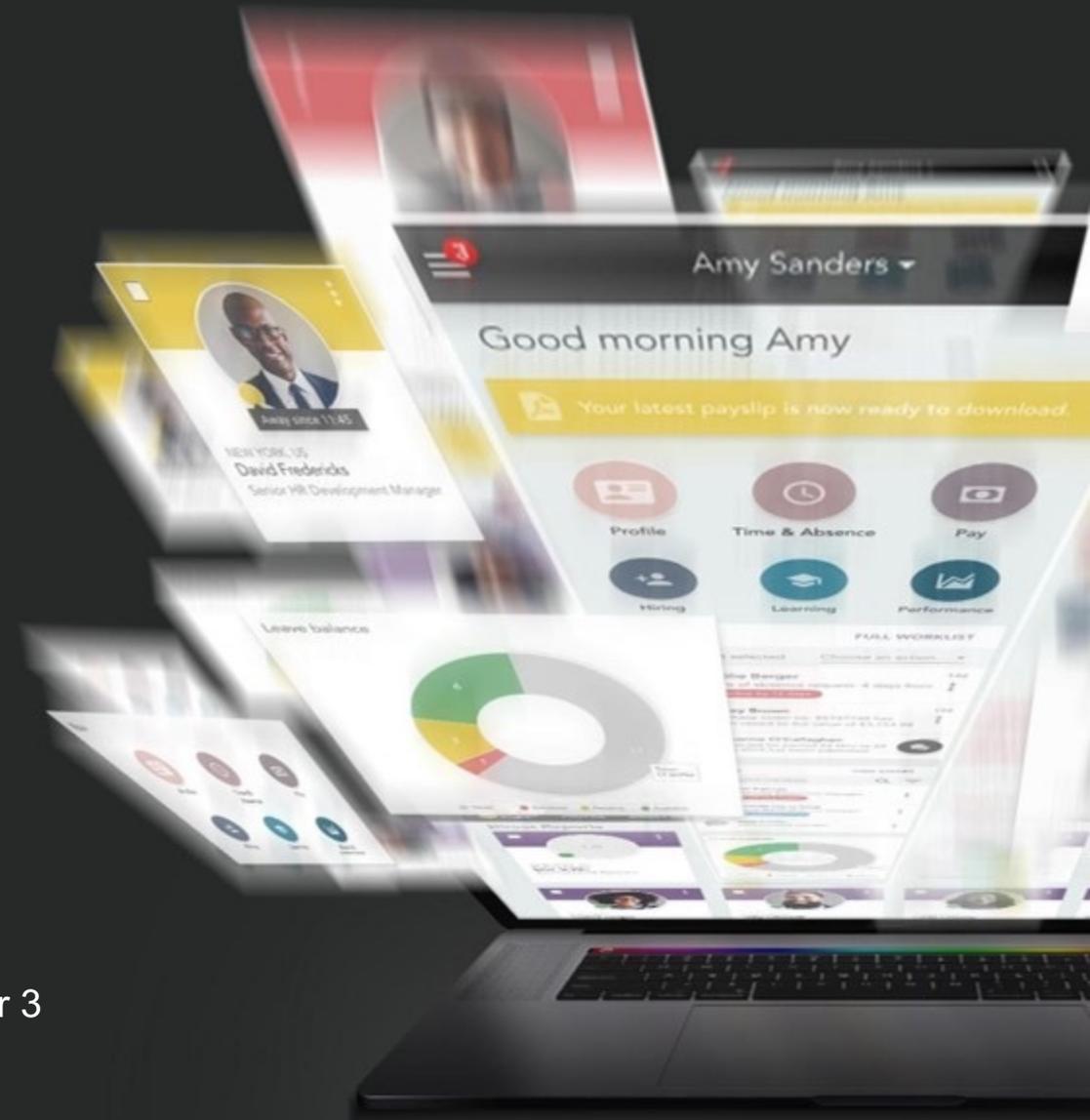
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Project Kick-off Template

Name presenter 1

Name presenter 2

Name presenter 3



Agenda

- Background.
- Objective Summary.
- Scope.
- Benefits.
- Project Org Chart.
- Roles and Responsibilities.
- Timelines.
- Operational & Client Support
- Cadence
- Risks, Assumptions & Dependencies.
- Questions.

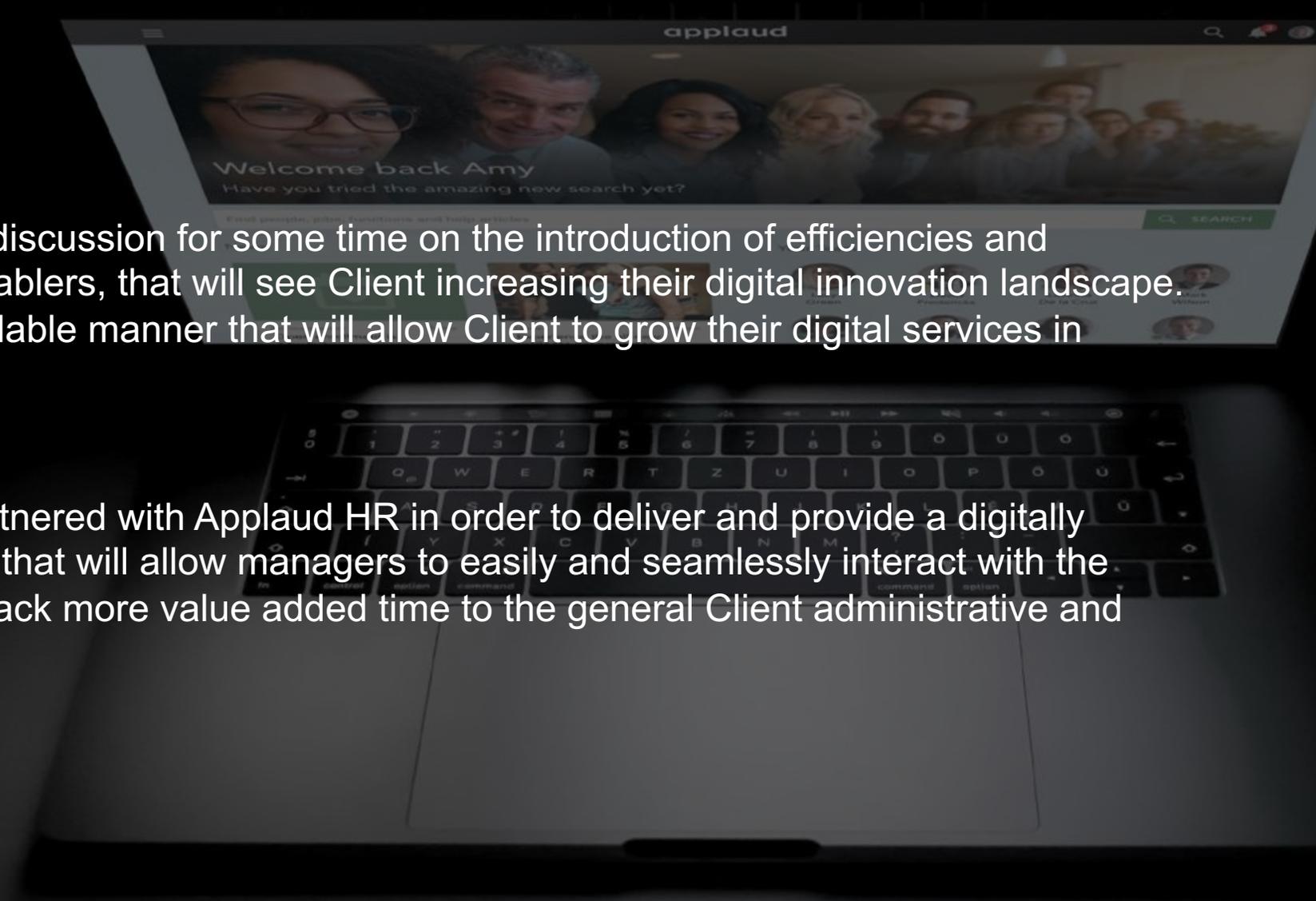
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Background

Partner and Client have been in discussion for some time on the introduction of efficiencies and improvements, utilising digital enablers, that will see Client increasing their digital innovation landscape. This needs to be achieved in scalable manner that will allow Client to grow their digital services in partnership with Partner.

To achieve this, Partner have partnered with Applaud HR in order to deliver and provide a digitally secure 'One Stop Shop' platform that will allow managers to easily and seamlessly interact with the various HR Functions and give back more value added time to the general Client administrative and employee workforce.



Objectives Summary

Area	Objective
Customer	<ul style="list-style-type: none"> • Introduce an improved employee experience when interacting with HR functions • Allow employees and managers to self help in the form of Knowledge Base and FAQs • Allow employees to arrange call backs at a time that suits them.
Organisation	<ul style="list-style-type: none"> • Reduce the Time to Hire timeline for Onboarding • Reduce Client overpayment payments
Process	<ul style="list-style-type: none"> • Automation of the Offboarding process, reducing the risk of overpayments and simplifying the journey for managers and leavers. • Introduction of an improved Onboarding process that will allow managers and candidates to input data directly into a digitised HR platform, review and accept contracts online, thereby reducing effort and risk of errors for all stakeholders, • Allow instant visibility of Onboarding and Offboarding journey status for candidates and managers. • To provide employees with a one stop shop for submitting queries and resolving their own queries through the provision of a chatbot, FAQs and a knowledge base. • To enable Client employees to speak to HR/Payroll when it best suits their schedules, through a call back booking service. • Provide a single platform for employees where they can access all their HR and Payroll systems
Technology	<ul style="list-style-type: none"> • Introduce automation via the use of fgBluePrism, committing data directly into XXX, where applicable. • Introduction of eforms, searchable knowledge, workflows and a chatbot for transaction and query processing
Financial	<ul style="list-style-type: none"> • Reduction in cost of Time to Hire, Overpayments • Allowing the redeployment of key FTE to more value added tasks and activities.

Scope

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Expected Outcomes

Build a request a call back form in Applaud

A support page to display a list of cases employee has raised with HR

Build knowledge article pages that would provide in-the-moment information

Define journeys for smooth onboarding & offboarding of employees

System Integrations

BluePrism

Services

Employee Services:

- My Team
- Search
- Notifications
- Chatbot
- Knowledge Articles
- Profile
- Content
- HR Support

Journeys

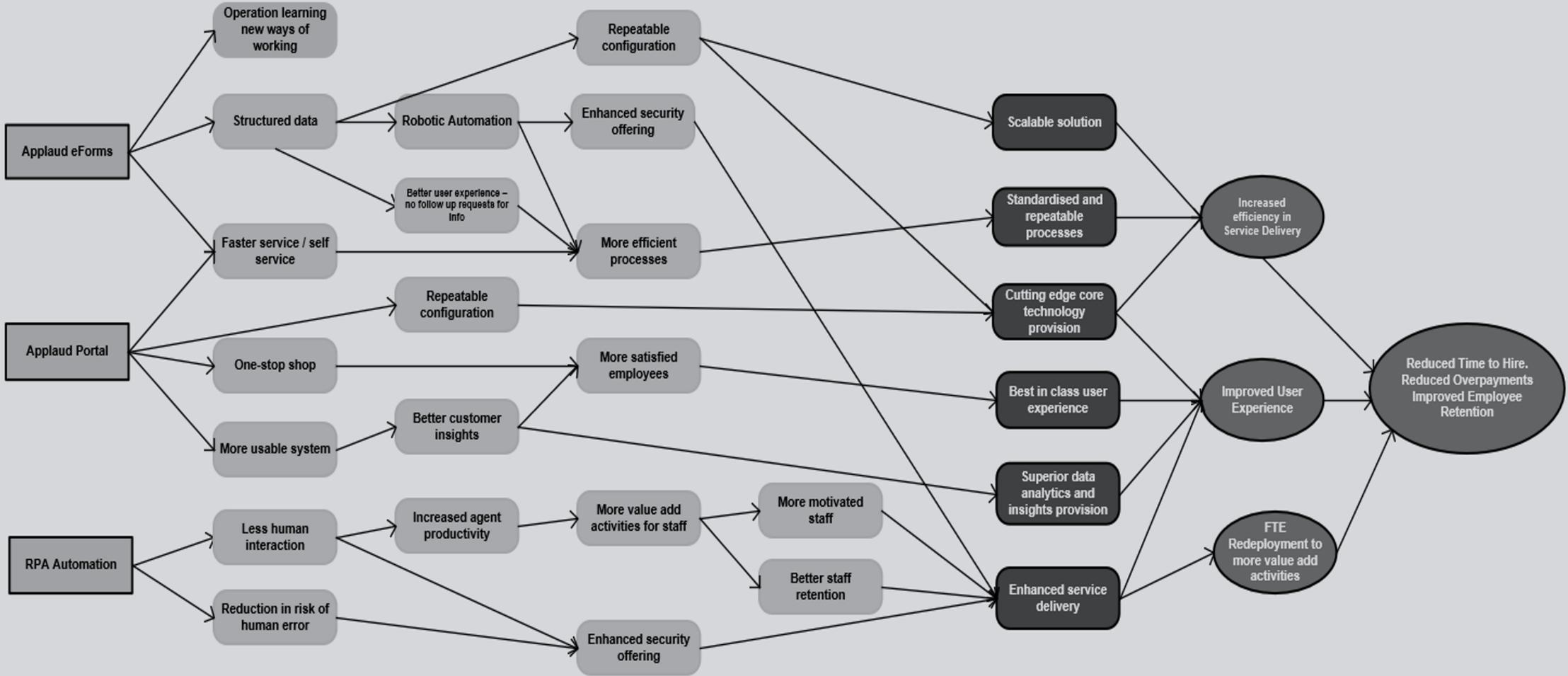
- Onboarding
- Offboarding

Additional Information

- Languages: English only
- SSO integration to Okta
- EU Data Center (Frankfurt)
- Client branding reused from POC
- Branded mobile app

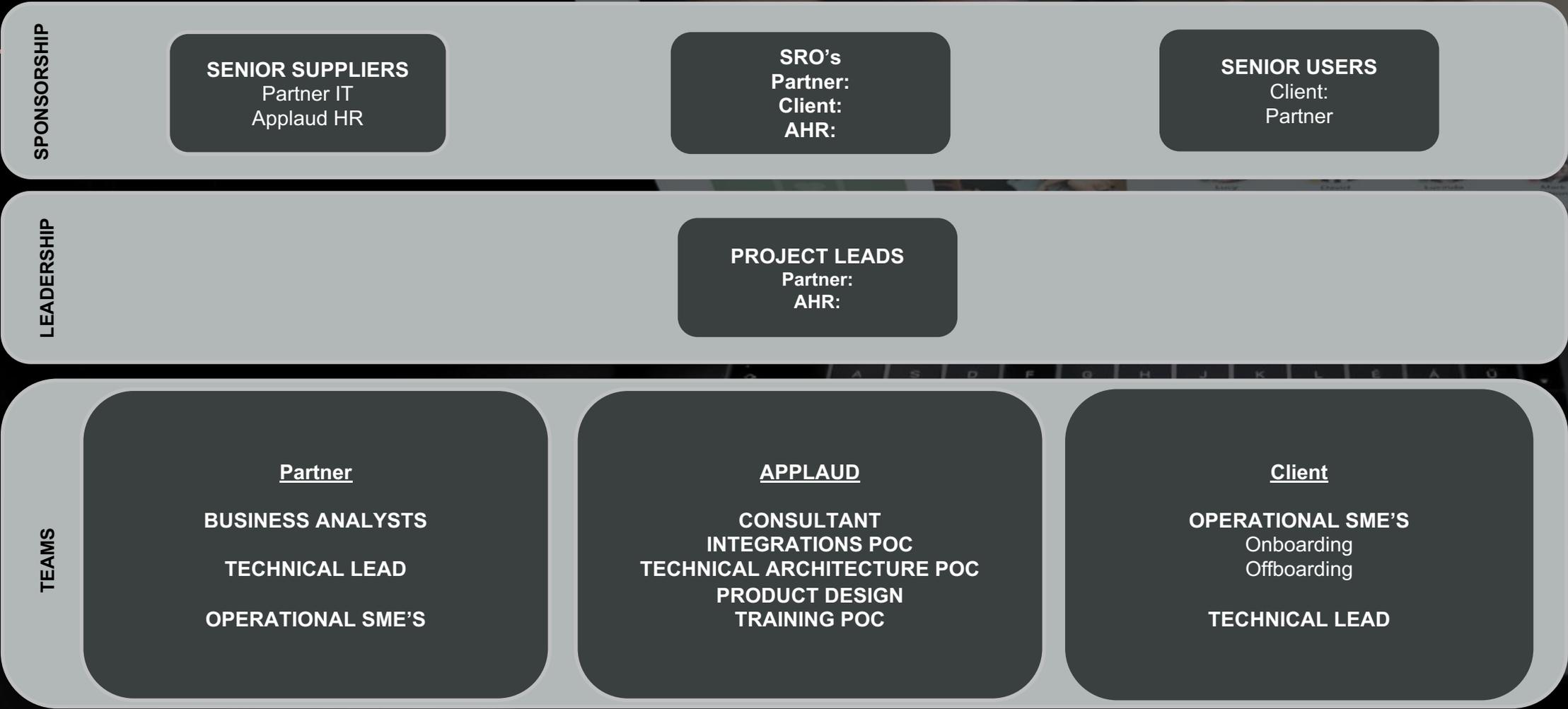
Benefit Map

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Project Organisation Chart

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Roles & Responsibilities

Role	Responsibility	Resource
Project Exec/Senior Responsible Owner	<ul style="list-style-type: none"> • Overall responsibility for ensuring that the project meets its objectives and delivers the projected benefits. • Owner of the business case • To ensure that the project maintains its business focus, has clear authority and that the work, including risks, is actively managed. 	
Senior User	<ul style="list-style-type: none"> • Ensuring that user needs are specified correctly, and that the solution meets those needs. • Secures/provides business resources, including communication and branding leads 	
Senior Supplier	<ul style="list-style-type: none"> • Provides resource, knowledge and experience of the main discipline(s) involved in the production of the project's deliverable(s). 	
Project Managers	<ul style="list-style-type: none"> • Authority & responsibility to manage the project on a day to day basis to deliver the required products within the constraints agreed with the Project Board 	
Business Analysts/Aplaud Consultants	<ul style="list-style-type: none"> • Complete Due Diligence and define all functional/non-functional requirements, user stories and wireframes • Configuration of all Aplaud assets, inc analysis and UX approach and design • Update process maps and procedures 	
RPA Consultant	<ul style="list-style-type: none"> • Responsible for the delivery of all robotic automation 	
MI/BI Lead	<ul style="list-style-type: none"> • Define and support build of reports and MI from OSC and Aplaud HR 	
OSC Lead	<ul style="list-style-type: none"> • Support definition and implementation of requirements and OSC changes. • Provision of all OSC configuration 	
Operational Leads	<ul style="list-style-type: none"> • Work with Business Analysts and Aplaud Consultants to ensure solution is fit for purpose. • Provide input and documentation as required. • Identify operational resources for workshops / to provide input as needed across all areas 	
Business Change Lead	<ul style="list-style-type: none"> • Responsible for leading on any Business Change initiatives within the Client 	

Operational Support – Client & Partner

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Area	Support Required	When	Op Resource
Requirements Sprint	<ul style="list-style-type: none"> • Clarification of existing processes, forms and templates • Support in initial definition of High Level Design Principles • Support in identification and analysis of potential solution blockers • Support in analysis of current Client Knowledge Base collateral 		
Design Sprint	<ul style="list-style-type: none"> • Support in completion of High Level Design Principles • Support in definition of e-Form, Contract Templates, Integration and Portal designs (high level) • Support in High Level Automation Designs 		
Configuration Sprints	<ul style="list-style-type: none"> • Support in Applaud template and model configuration (definition and testing) • Support in validation of Automation configuration (automated data entry to XXX etc) • Compilation of Knowledge Base information (Client) 		
UAT Sprint	<ul style="list-style-type: none"> • Support in e-Form and Portal Sprint and UAT Testing preparation (test scenarios, scripts, test data etc) • Conducting e-Form, Contract and Portal User Acceptance Testing 		
Deploy Sprint	<ul style="list-style-type: none"> • Support in Procedure revision and approvals • Support in Training material preparation and delivery of Training to Operational Teams • Support in Service Readiness preparation and communications 		
PGLS Sprint	<ul style="list-style-type: none"> • Support in 'Post Go Live Support' preparation and supply of relevant PGLS resources. 		

Weekly / Monthly Cadence - Timings

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Week	Mon	Tue	Wed	Thu	Fri
1	<ul style="list-style-type: none"> Stand Up Partner QAAD Review 	<ul style="list-style-type: none"> Stand Up Sprint Planning 	<ul style="list-style-type: none"> Stand Up RAID Review 	<ul style="list-style-type: none"> Stand Up Project Checkpoint Call 	<ul style="list-style-type: none"> Stand Up ePMO Updates
2	<ul style="list-style-type: none"> Stand Up Partner QAAD Review 	<ul style="list-style-type: none"> Stand Up Sprint Show and Tell 	<ul style="list-style-type: none"> Stand Up RAID Review Project Board 	<ul style="list-style-type: none"> Stand Up Project Checkpoint Call 	<ul style="list-style-type: none"> Stand Up ePMO Updates
3	<ul style="list-style-type: none"> Stand Up Partner QAAD Review 	<ul style="list-style-type: none"> Stand Up Sprint Planning 	<ul style="list-style-type: none"> Stand Up RAID Review 	<ul style="list-style-type: none"> Stand Up Project Checkpoint Call 	<ul style="list-style-type: none"> Stand Up ePMO Updates
4	<ul style="list-style-type: none"> Stand Up Partner QAAD Review 	<ul style="list-style-type: none"> Stand Up Sprint Show and Tell 	<ul style="list-style-type: none"> Stand Up RAID Review Project Board 	<ul style="list-style-type: none"> Stand Up Project Checkpoint Call 	<ul style="list-style-type: none"> Stand Up ePMO Updates

Weekly / Monthly Cadence - Purpose

Forum	Purpose	Lead	Attendees
Partner QAAD Review	Weekly review of all Questions, Actions, Assumptions & Dependencies	BA	All project team members
Daily Stand Up	Daily 15 minute discussion to clear blockers	PM	All project team members
Sprint Planning/Show and Tell	Weekly Sprint Planning Session (User stories etc) and alternate show and tell session	PM	All project team members and Op Leads
RAID Review	Weekly review and update of all Risks and Issues	PM	All project team members and Op Leads
Project Checkpoint Call	Weekly Checkpoint call to report on the status of the project	PM	All project team members and Op Leads (SROs optional)
Project Board	Fortnightly Project Board to update SROs and agree next steps/decisions	PM	PM, Op Leads and SROs

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Risks

	Risk	Mitigation
R3	Complexity and cost of integrating Applaud HR into OSC	Assess requirements for integration around processes and query management
R4	Complexity of automation required to move data between systems	Ensure scope of any data movements is clear and essential only.
R5	Status of current Client knowledge collateral (up to date? Known locations? Etc)	Early understanding of current status of knowledge collateral
R6	Lack of structured hierarchy within XXX may impact 'Team views' and workflows within Applaud HR	Workshop with Applaud HR and Client to understand status and options
R7	Operational support required for project may not be available	Operational support requirements will be confirmed in the project set up phase and agreed with the Operational leads
R8	Pull on resources may limit the amount of support that can be given to the project	Ensure that the scope of delivery, defined fully during the Design sprint, can be supported by the Client SMEs

Assumptions



	Assumptions
A1	Approval to proceed with the use of e-Forms and Portal for Client will be granted by the Client in line with project timelines
A2	Client users will support the take up, roll out and continuing use of the new functionality
A3	Operational and Client resources are available and dedicated to support the project in line with the agreed timescales.

Questions



