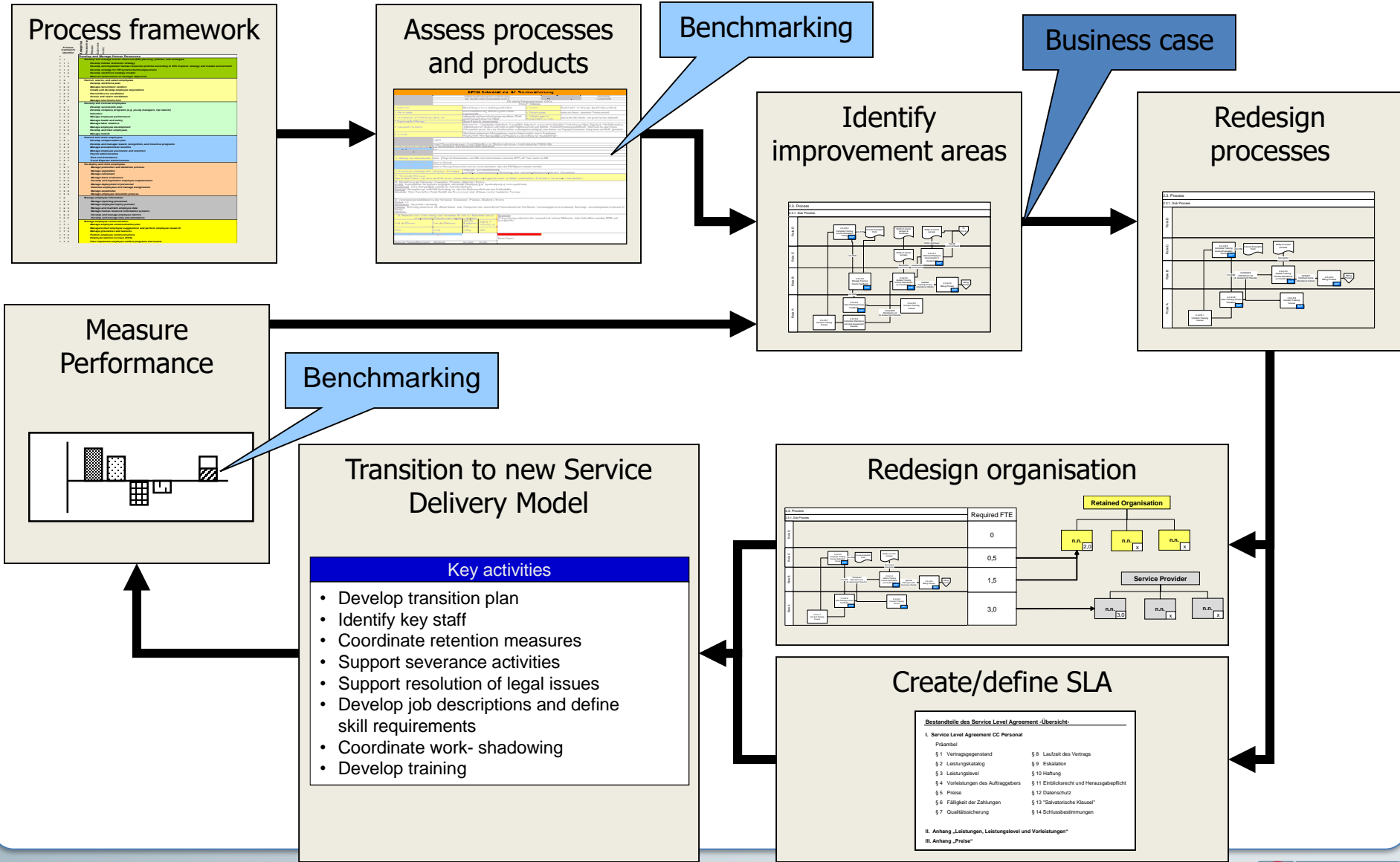




HR Shared Services Center Set Up approach



HR SSC approach: As Is Assessment

Process Area: 1.2 Recruit, source, and select employees

Process: 1.2.4 Recruit / source Candidates

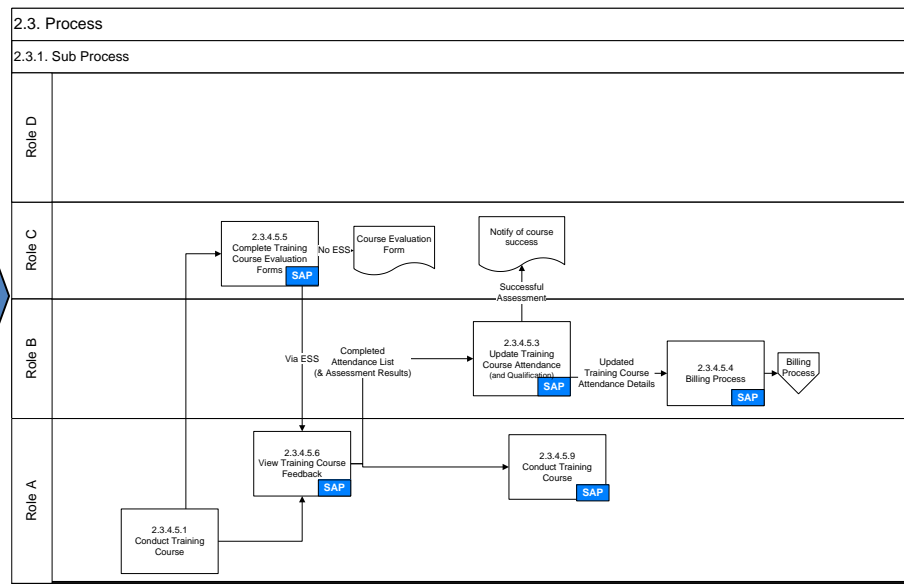
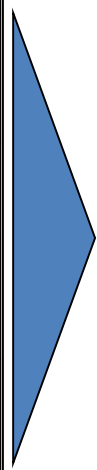
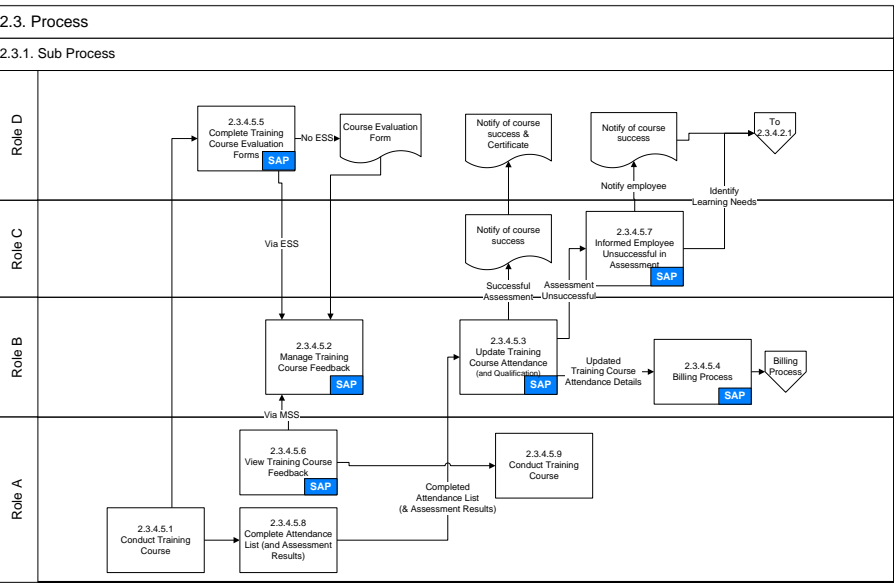
Region:

Country:

Sub Process				People	Process				Organization	Technology	
Process framework #	Name	Description	# FTE required to perform activity	How is the activity delivered?	Is the activity statutory required?	Input	Output	Performing Role	Which IT systems are used to support the activity?		
Proposed sub processes											
1	2	4	1	Determine recruitment methods		Paper form	NO	recruiting request	recruiting concept	HR SSC	MS Office
1	2	4	2	Perform recruiting activities/events		Delivery:	statutory required:			Responsibility:	IT support:
1	2	4	3	Create applicant record		Delivery:	statutory required:			Responsibility:	IT support:

Process Area: 1.2 Recruit, source, and select employees	Process: 1.2.4 Recruit / source Candidates
Sub Process: Determine recruitment methods	Customers Requirements:
Remarks:	Critical Success Factors:
	Volume metrics:
	Strength:
	Weaks:

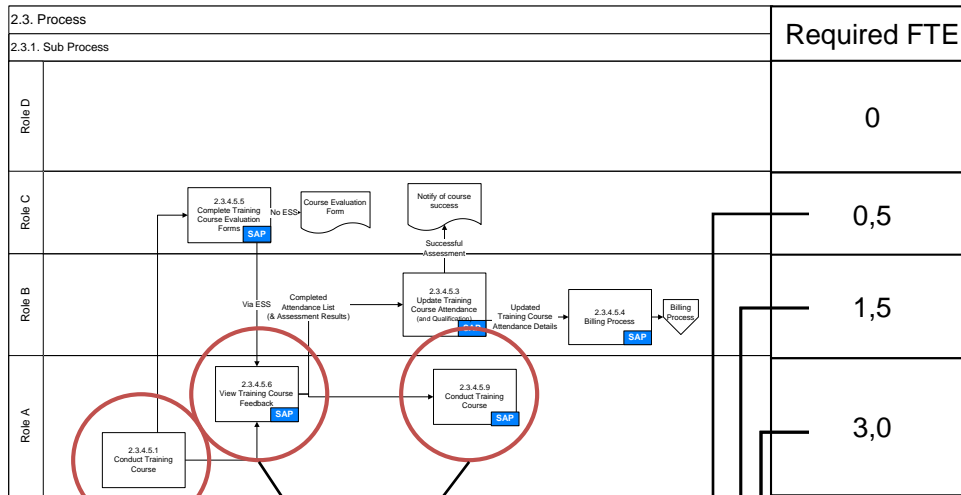
HR SSC approach: Process Redesign



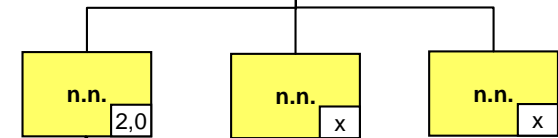
HR SSC approach: Organizational Redesign

Process

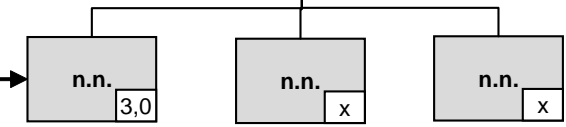
Organization



Retained Organisation



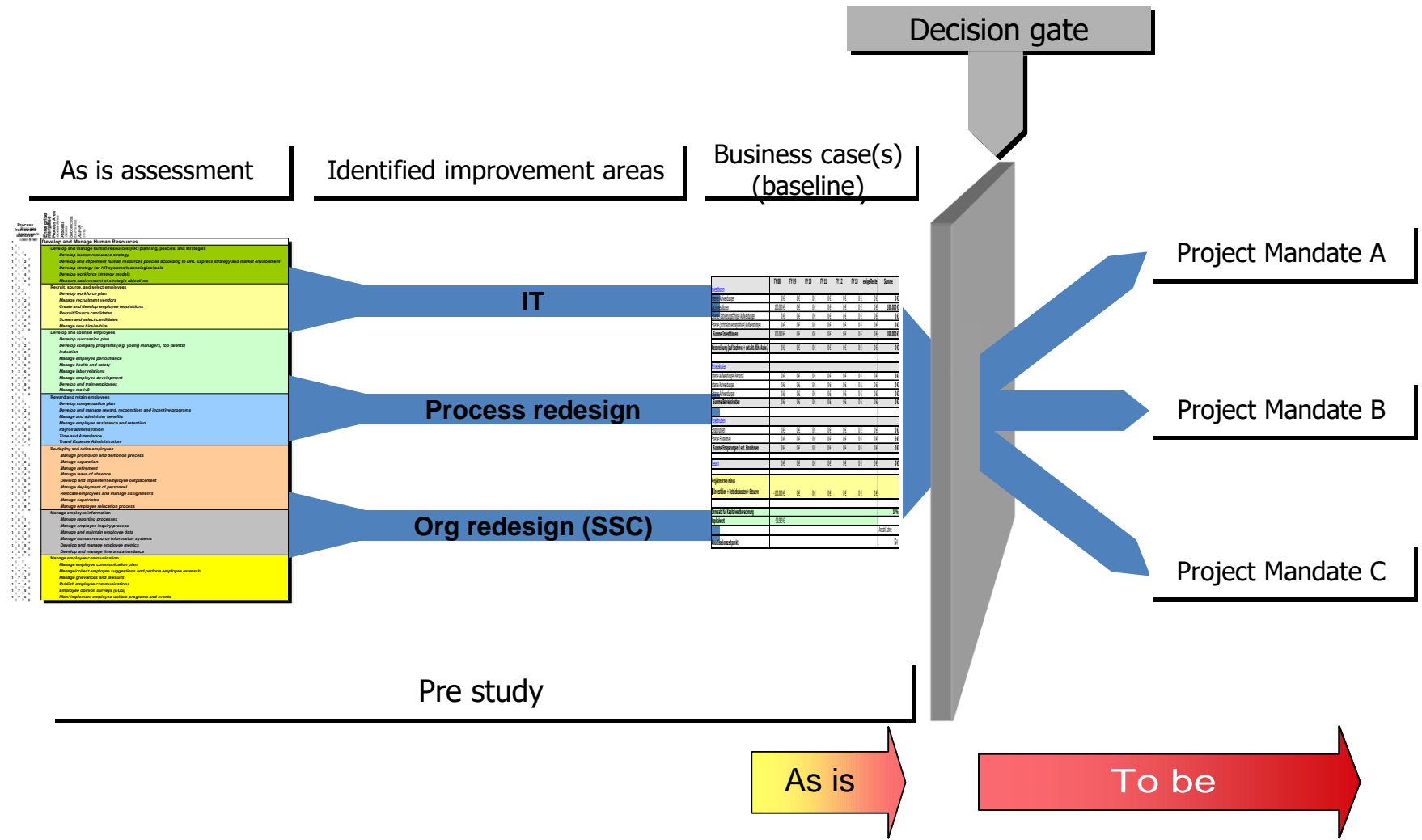
Service Provider



Service Level Agreement	
I. Service Level Agreement CC Personal	
Präambel	
§ 1 Vertragsgegenstand	§ 8 Laufzeit des Vertrags
§ 2 Leistungskatalog	§ 9 Eskalation
§ 3 Leistungslevel	§ 10 Haftung
§ 4 Vorleistungen des Auftraggebers	§ 11 Einblicksrecht und Herausgabepflicht
§ 5 Preise	§ 12 Datenschutz
§ 6 Fälligkeit der Zahlungen	§ 13 "Salvatorische Klausel"
§ 7 Qualitätssicherung	§ 14 Schlussbestimmungen
II. Anhang „Leistungen, Leistungslevel und Vorleistungen“	
III. Anhang „Preise“	

A	Name
B	Name
C	Name
D	Name
E	Name

HR Process Improvement: As Is Assessment and Business Case are the basis



THANK YOU FOR
YOUR ATTENTION!