

Workflow Management System for Government HRMS System

Workflow Automation - G2E Application

A flexible, dynamic, rule-based, and responsive multi-level workflow automation for complex organizations such as Government HR department - beyond a simple conventional maker-checker format - enhances accountability by facilitating role-specific approvals at various stages; each step validated by appropriate authority, fostering collaboration; as multiple stakeholders engage in the process, contributing to informed decision-making, enabling operational controls through granular tracking, escalations, and transparent oversight.

Workflow Automation for G2E - Essential Features

G2E applications require workflow automation to ensure efficient, transparent, and timely service delivery for government employees, enhancing productivity and accountability across HR processes.

- **Configurable and Rule-Based Workflow Routing:** Enables custom workflows and rule-based actions, ensuring HR tasks are processed accurately across departments.
- **SLA Definition and Escalations:** Automatically tracks deadlines, sends reminders, and escalates delays, ensuring accountability and timely task completion.
- **Productivity Tracking and BPR Enablement:** Provides insights into performance metrics, supporting process improvements and HR efficiency.
- **Ease of Integration:** Supports seamless connectivity with existing systems, enabling efficient data sharing and unified workflows across government HR applications.

104 Departments

80000 Offices

200000 Users

750,000 Employees

1000+ Processes

5000+ Concurrent users



Successfully Delivers

*"Design, Development &
Implementation
Workflow Management System
For
HRMS2 Project"*

*to
Government of Karnataka*

>>April 2023

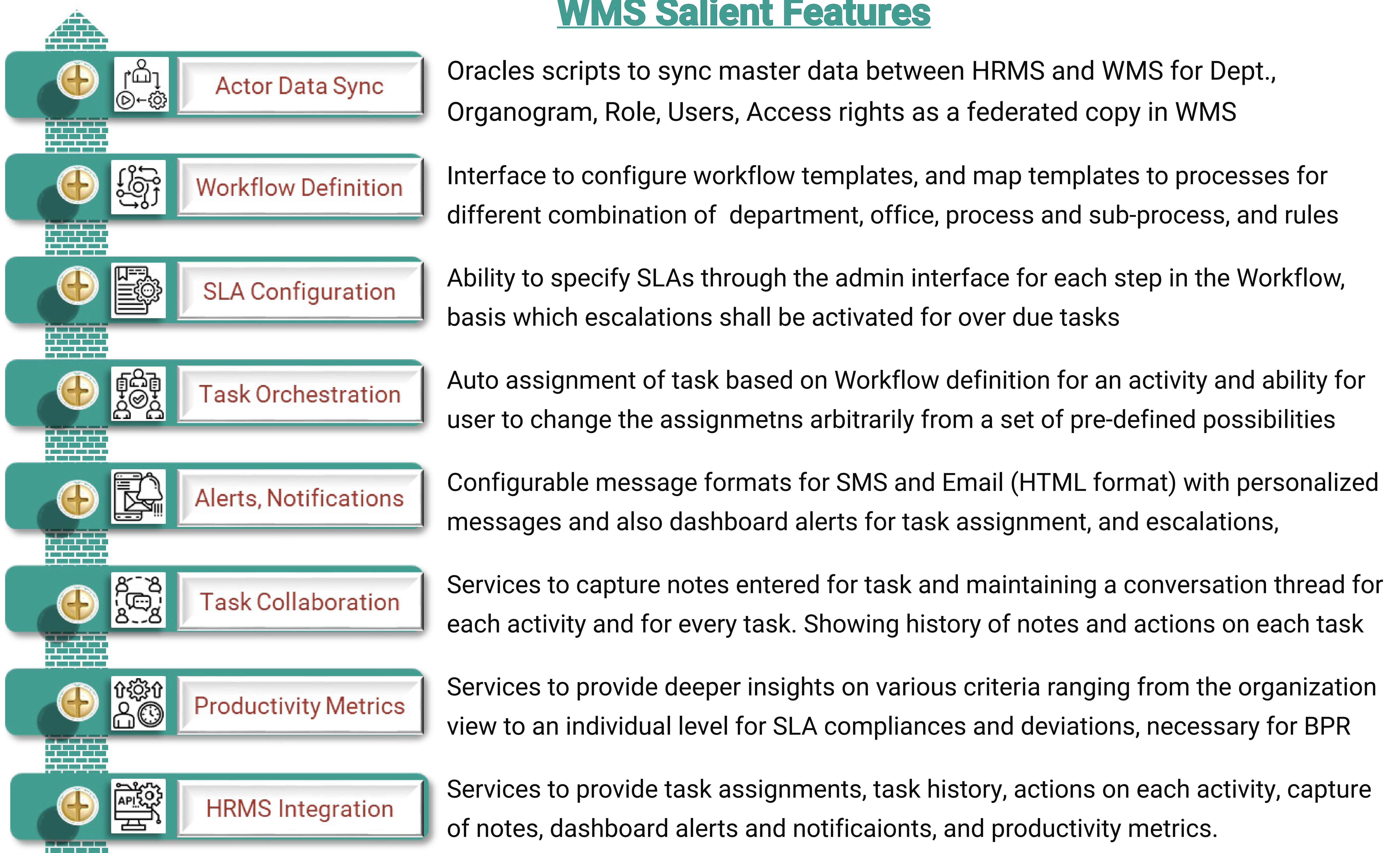
Project Scope

- Seamless Integration with HRMS
- Configurable Workflow routing
- Rule Engine
- Activity Assignment Variations
- HRMS Master Data Synchronization
- Workflow Actor Management
- Notifications and Alerts
- Configurable Message Formats
- Actor Collaboration
- Activity Orchestration Services
- Productivity Insights

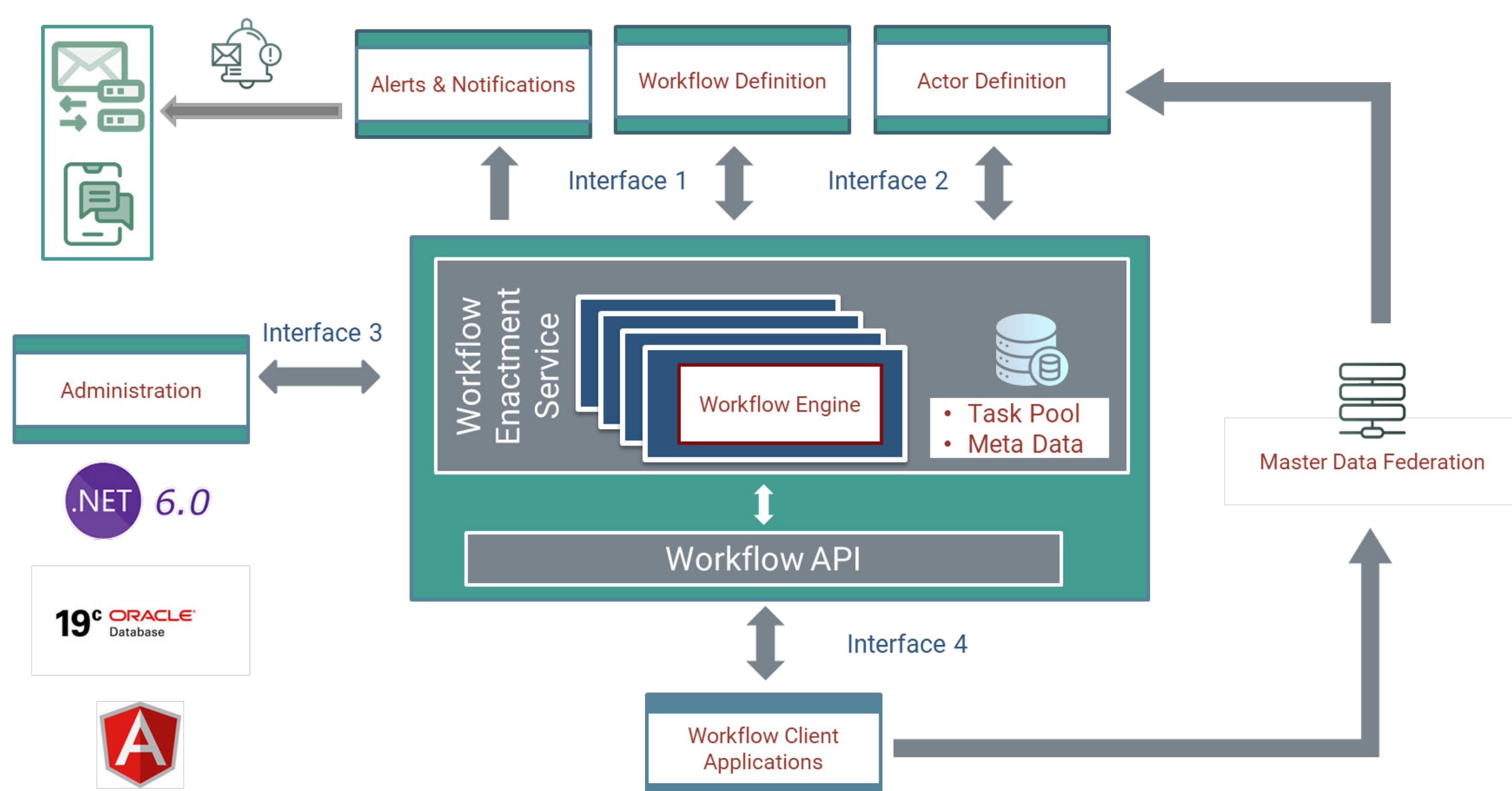
Project Objective

- The Government of Karnataka's HRMS application currently operates with a basic maker-checker workflow. However, each department's Manual of Procedures (MoP) defines specific delegation of authority for various processes, necessitating a more robust, multi-level workflow to align with these defined roles and responsibilities, that reflect departmental hierarchies, improve accountability, and streamline approvals according to the MoP guidelines.
- Additionally, there is a pressing need to gain insights from the application to identify opportunities for Business Process Reengineering (BPR) to bring greater control and transparency, ensuring employee productivity aligns with predefined SLAs

WMS Salient Features



Tech Stack and Architecture



Legacy Challenges

- Non availability of documentation
- Monolith Architecture
- Dept. Specific Delegation of Power Variations
- Complex Organogram & User Management Structure
- Integration with minimum code changes in HRMS

Solution Design

- Configurable & Parameterised
- Aynchronous
- Master Data Federation
- Modular
- Micro-services
- Pluggable
- Even Driven
- Scalable