Workflow Planning & Examples

Contents

Introduction

This document assumes a good working knowledge of the Cascade core HR system, including configuring Roles, and using query builder and dynamic groups, and using the configuration tool to add fields to screens.

Important: Read this document before planning your workflows:

Planning

The planning aspect of any workflow is the most important part of setting the workflows up. To plan a workflow, your priority should be to identify what you want to achieve and what you want the workflow to do. Don't worry at this stage about the technicalities of whether workflow can do what you want. Usually, with screen configuration to add fields, and some discussion about the specifics of your requirements, the workflow will do what you want it to do.

Process

Workflows can come under one of the following categories. Absence

- Appraisal/Review
- Disciplinary
- Grievance
- Leaver
- Maternity
- New Starter
- Probation
- Training Course
- User Defined (doesn't fit into categories above)

Additional categories can be added in **System lists > System catalogue**.

It is important that you select the correct **Process type** when creating a workflow as this cannot be changed and does influence the due date options.

Triggers

A trigger is how the workflow process starts. An example of a trigger could be when an absence is added to an employee's record or when a query criterion is met (is it someone's birthday today, if so, trigger the workflow)

 A workflow can be triggered in one of four ways:

Manual Trigger

A user with access to the **Action > Start a Process** option can start the workflow. You must ensure you have the employee or a group of employees on the screen before using this action.

Data Change

When a change is made, a new record entered, or when a record is deleted from a screen this can trigger a workflow. Criteria can be added to ensure that the workflow only triggers when certain fields are filled/changed.

Schedule Trigger

The system can check every day/week/month/year whether employees meet criteria. This criterion is identified by the employee being in a dynamic group. The service runs every 15 minutes looking for workflows that meet the criteria and triggers them, but on a daily schedule the workflow will only run once for that day. You can also apply constraints to ensure the workflow is not triggered more than once. These are detailed later in this guide.

Process Trigger

Processes can be linked together so that one workflow starts another. This can be linked to user or auto decisions to decide which path a workflow follows.

Types of Tasks

Each workflow can have a single or many tasks. When planning your workflow think about what type of task is required to ensure it is completed by the recipient correctly. The following tasks are available within workflow:

Task	Description
Auto decision	The system will decide based on known criteria (created from a query). Examples of this are: Is the employee on holiday? Is the employee Length of Service more than 20 years?
Form	Form tasks completed using an online form. For example, this could be used for training course evaluations, appraisal forms or sickness self-certification forms. These forms are attached to the employee record but cannot be reported on. If you need to report on the data, it may be better to create a new screen for the employee to fill in.
Notification	A notification is sent to the recipient's task list, who must confirm that the notification has been read before the task is marked as complete.
Diary entry	Not used with Workflow, you can use this functionality from the Task list by using the Add New Task function.
Document merge	Generates a mail merge document in the recipient's task list. The document needs already exist before it can be used in workflow. These mail merge documents are created in **Administration > Application Data > Document Maintenance**.
E-Mail	Sends an email to the recipient of the task. If the task owner is a role member, it will send the email to **all** members of the role, for example everyone in Payroll. It is best practice to set up the email template *before* using it within workflow. The templates are created in **Administration > Application Data > Email Design.**
Tick box	Provides the recipient with a tick box in the task list. They must tick this box to confirm the task is complete.
User decision	Allows the user to decide about the task that needs to be completed, and the workflow will follow a particular direction because of this decision. An example of a user decision could be that you ask a Line Manager, who has a member of their team currently off sick, if they have returned to work yet? The answer to this question will affect how the workflow progresses.
Data entry	A task is created for a user of Cascade, and they will be provided with a link to the appropriate screen. They will be asked to fill in mandatory data on this screen for the task to be complete.
Create survey /survey	Training module specific. These tasks allow you to create and send instances of surveys to delegates on training courses, to enable you to carry out course evaluations.

Owner/Recipient

Workflow tasks have an 'Owner'. This is the person or group of people that need to action the task. For email tasks the 'Owner' is the system, as the system is the one who sends the email but there will always be a recipient of the email. For every other task you need to choose an owner.

An individual – A named individual; this person will always be the recipient of the task regardless of the employee. Remember if this individual leaves the business, then all tasks will still be sent to them until the workflow is amended. Better to use members of a role as there will always be someone in that role.

The employee – The employee must complete the task, whether it be a tick box task or data entry, for example.

Member of a role/group – All users that have the same role in the system. This could be all the system administrators or all the HR team.

Line manager – The Line Manager will complete the task when the workflow is triggered. This is determined by the name that is populating the **Works For** field in the **Job & Salary** screen.

The user who starts the process – This is a user of Cascade who adds the data that will trigger the workflow

Job-field lookup - A named employee, other than the line manager, who is part an employee picker field on the job & salary screen

An email address – when an email task is scheduled you can send the email to a global email address, for example

An extended email group – you can create a group of employees to send the task to. These groups can only be created using certain fields from the main and job and salary screens.

You need to think about the following before creating your workflow:

- Who is the owner and recipient of the task?
- Do you need to set up any new roles and add people to those roles?
- Do you need to add any document templates? (created in document maintenance)
- Do you need to add any email templates in email maintenance?
- Do you need to add any fields to any screens?
- Have you created the relevant queries if the workflow will be using a scheduled trigger?

Orders and Stages

Tasks can be grouped into stages and can either be in a fixed or non-fixed order.

If you decide to use Stages, then all the tasks in Stage 1 must be completed before the system will move onto Stage 2. All tasks in Stage 2 must then be completed before the system will move onto Stage 3 and so on. When planning your workflow think carefully about whether you need to split the workflow into stages.

Tasks within a stage can also be marked as in a 'fixed order'. This means that regardless of the due date, task 2 will only go out once task 1 is marked as completed, Task 3 will only go out when Task 2 has been marked as completed and so on. This can be useful if you need an employee to enter data into their appraisal screen before the line manager receives their task to review this data.

Also bear in mind that if a user does not complete their task, then the workflow will *never* progress.

Stages that are not in fixed order will have tasks that will go on their due date regardless of the status of the other tasks in the stage.

NOTE: If you decide that your workflow does not need to be separated into stages, the system does still require one stage to put all the tasks into.

Constraints

For some workflows, you may want to restrict when the workflow is triggered by using a constraint. For example, on a workflow that identifies employees who are of a certain age for a retirement related question, we don't want to ask the question every day for a year, we only need to identify them once and ask the question once, so we would add a constraint.

(A year is calculated as beginning 365 days back from the day the process starts).

The available constraints are:

1 per Week / Employee

1 per Week / Record

1 per Month / Employee

1 per Month / Record

1 per Year / Employee

1 per Year / Record – we could use this constraint if we need to ask the same question every year as in the example above

1 Ever / Employee – we could also use this constraint if we only ever wanted to ask the question once

1 Ever / Record

Happy birthday email

Preparation: Before creating the workflow create a query that will enable you to trigger the workflow on the day of their birthday (Days to Birthday (fx) in MAIN Equals 0 days). Make sure this query is made available for workflow.

It would also be advisable to create the Happy Birthday email template before you create the workflow. This is created from **Administration > Email Design.**

Select **Create New Workflow** and give the workflow and appropriate **Name** and **Process Type**.

It would also be worth considering if you want to add a constraint this workflow – 1 per year/employee

Set Trigger Events: Use the **Schedule** option and ensure the system is checking daily using the query created earlier.

Type of Task	Owner	Date Due	Summary	Further Detail
Email	Employee	0 days after the process starts	Happy Birthday	Stage 1

Holiday balance check workflow

For this workflow it would be worth considering when the best time would be to send the reminder email.

Create a query appropriate to your business needs that can be used as a trigger.

Type of Task	Owner	Date Due	Summary	Further Detail
Email	Employee	0 days after the process starts	Check holiday balance ensure all taken by the end of the year	Consider sending this to their line manager for visibility?

Right to work document expiry

You need to ensure that the expiry date for the right to work document is recorded on a screen within Cascade. This could be on a dedicated screen or added to an existing one.

Consider when and who you need to notify that the right to work document is going to expire.

Remember to create a query first as the trigger will be a schedule. The trigger needs to look for an expiry date that is due to expire a month from now, 2 months from now, whatever works for your business.

Type of Task	Owner	Date Due	Summary	Further Detail
Email	Member of HR team and/or the Employee	0 days after the process starts	Reminder that the right to work document is about to expire	
Data Entry	Employee	How longer after the employee has been notified that their RTW document it due to expire do you want them to update their record?		

Simple new starter workflow

This is just an example of a new starter process. Map out your process and use this as a guide. Consider if you want to put these tasks into stages. If you decide that they tasks do not need to be in stages, remember that we still need to create one stage to put all the tasks in.

Preparation: Do you need mail merge documents in place? Do you need any email templates? Queries?

Trigger: Data: New Starter Form (the New Starter Form is the New Starter Wizard)

Constraint: 1 ever / employee

Task Order	Type of Task	Owner	Date Due	Reminder?	Title	Further Details
1	Document Merge	Could this be someone from the HR team?	0 days after the process starts	The HR team are in the system every day, so no reminder required	Send out joining instructions	Use/create a relevant mail merge document
2	Data Entry	Would this also be someone from the HR team?	4 days after the process starts		Pre-Employment References – Complete screen	Data Entry taking user to insert a record in the 'Pre-Employment References' screen.
3	Tick Box	The person who will be performing the task.	7 days before the employee starts (this is now looking at the start date on the newly created employee's record)		Send out new starter interface email.	It is important that this information goes out before the employee starts so we have added a reminder
4	Tick Box	Someone from the HR team?	4 days before the employee starts		Have the pre-employment references been received and uploaded?	
5	Email	System	4 days after the employee starts.		First week welcome and paperwork chaser email	Sent to 'the employee'. Email called 'Welcome email'.

6	Data Entry	The Employee	7 days after the employee starts	Every 5 days once the task is 5 days overdue.	Ensure new joiner induction forms are returned.	Data Entry taking user to update a record in 'New Joiner' screen.

Detailed new starter workflow

Preparation: - do you need mail merge documents in place? Do you need any email templates? Queries?

Trigger: Data: New starter form (whenever a new employee is added to the system via the new starter wizard)

Constraint: 1 ever / employee

NOTE: This workflow is in stages. Do the tasks within the stages need to be in a fixed order?

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Document Merge	The person who will perform the task (this would be the person who add the new employee)	0 days after the process starts	Is it likely the person completing the task will need a reminder?	1st offer letter	Stage 1
Document Merge	The person who will perform the task	0 days after the process starts	Is it likely the person completing the task will need a reminder?	Medical Questionnaire	Stage 1
Document Merge	The person who will perform the task	0 days after the process starts	Is it likely the person completing the task will need a reminder?	Reference Request	Stage 1
Tick Box	Member of a role/group – HR Team	7 days after the process starts	Is it likely the person completing the task will need a reminder?	Medical form received	Stage 2
Tick Box	Member of a role/group – HR Team	7 days after the process starts	Is it likely the person completing the task will need a reminder?	Reference 1 received	Stage 2
Tick Box	Member of a role/group – HR Team	7 days after the process starts	Is it likely the person completing the task will need a reminder?	Reference 2 received	Stage 2

Tick Box	Member of a role/group – HR Team	14 days after the process starts	Is it likely the person completing the task will need a reminder?	Start date has been confirmed by line manager	Stage 3
Document Merge	Member of a role/group – HR Team	14 days after the process starts	Is it likely the person completing the task will need a reminder?	2nd offer letter- non case worker	Stage 3
Document Merge	Member of a role/group – HR Team	14 days after the process starts	Is it likely the person completing the task will need a reminder?	Employment Particulars	Stage 3
Tick Box	Member of a role/group – HR Team	14 days after the process starts	Is it likely the person completing the task will need a reminder?	Training Agreement (if applicable), Job description & salary form issued	Stage 3
Email	Member of a role/group – IT	10 days before the employee starts	Is it likely the person completing the task will need a reminder?	New starter notification	Stage 4
Email	Line Manager cc Senior Manager	7 days before the employee starts	Is it likely the person completing the task will need a reminder?	New starter notification	Stage 4
Email	Health & Safety	4 days before the employee starts	Is it likely the person completing the task will need a reminder?	New starter notification	Stage 4
Tick Box	Member of a role/group – HR Team	4 days before the employee starts	Is it likely the person completing the task will need a reminder?	Created Cascade username & password	Stage 4
Document Merge	Line Manager	4 days before the employee starts	Is it likely the person completing the task will need a reminder?	Induction pack	Stage 4
Email	Reception	4 days before the employee starts	Is it likely the person completing the task will need a reminder?	New starter notification	Stage 4

Tick Box	Member of a role/group – HR Team	0 days after the employee starts	Is it likely the person completing the task will need a reminder?	Salary form received	Stage 5
Tick Box	Member of a role/group – HR Team	0 days after the employee starts	Is it likely the person completing the task will need a reminder?	Signed job description received	Stage 5
Tick Box	Member of a role/group – HR Team	0 days after the employee starts	Is it likely the person completing the task will need a reminder?	Signed training agreement received	Stage 5
Tick Box	Member of a role/group – HR Team	0 days after the employee starts	Is it likely the person completing the task will need a reminder?	Signed employment received	Stage 5
Tick Box	Member of a role/group – HR Team	0 days after the employee starts	Is it likely the person completing the task will need a reminder?	Photographic driving licence received	Stage 5
Tick Box	Member of a role/group – HR Team	0 days after the employee starts	Is it likely the person completing the task will need a reminder?	Counter part of driving licence received	Stage 5
Email	System owns the email task but the recipient is the Employee	0 days after the employee starts	Is it likely the person completing the task will need a reminder?	Welcome to DHA	Stage 5
Data Entry	Employee	0 days after the employee starts	2 days after the task is 2 days overdue	Complete Bank screen	Stage 5
Data Entry	Employee	0 days after the employee starts	2 days after the task is 2 days overdue	Complete Main screen	Stage 5
Data Entry	Employee	0 days after the employee starts	2 days after the task is 2 days overdue	Complete Next of Kin screen	Stage 5
Data Entry	Employee	0 days after the employee starts	2 days after the task is 2 days overdue	Complete Training Courses Attained screen	Stage 5
Form	Employee	0 days after the employee starts	4 days after the task is 4 days overdue	Complete new recruits form	Stage 5

Form	Member of a role/group – HR Team	7 days after the employee starts	N/A	Authorise new recruits form	Stage 6
Tick box	Employee	14 days after the employee starts	4 days after the task is 4 days overdue	Induction completed	Stage 6
Tick box	Line Manager	14 days after the employee starts	4 days after the task is 4 days overdue	Induction completed	Stage 6

Probation – 3 months (linked with other workflows)

This workflow introduces the Process Trigger which is essentially when the outcome of one workflow starts another. **NOTE**: If your workflow is going to use processes these must be created first (the process workflows that link to this one are documented later in this guide)

Trigger: Data. Entering a new starter record or from a probation end date field. Both would be Data Triggers.

Constraint: 1 ever / employee

Type of Task	Owner	Date Due	Summary	Further Detail
Email	Line Manager and Employee	60 days after employee start date or 30 days before the probation end date if this is a field in the system	Email to the Line Manage to advise the employees 3 month probation is due	Stage 1
Notification	HR Team	60 days after employee start date or 30 days before the probation end date if this is a field in the system	To advise an employee is approaching their probation	Stage 1
Notification	Line Manager	90 days after employee starts or 30 days after the probation end date	Ensure the probation information is filled in	Stage 1

User Decision This user decision would ask the 'owner' of the task if the employee passed, failed, or had their probation extended. Different processes will trigger depending on their response.	HR Group	95 days after the employee starts or after the probation end date	End of 3 Month probation decision.	Stage 1 **Successful** – Continue **Extended** – Start Probation Extension Process & stop **Dismissed** – Start Probation Dismissal Process & Stop
Tick box/ Document merge	HR Group	95 days after the employee starts or after the probation end date	Congratulation letter to the employee	Stage 2
Data Entry	HR Group	95 days after the employee starts or after the probation end date	Update of Employees notice period	Stage 2 Main record – update an existing record

NOTE: These additional workflows do not need to be process workflows; they could just be created as separate workflows with different triggers (these are also documented later in this guide).

Probation extension linked process

Trigger -Process (Linked to Probation 3-months).
Constraint: 1 ever / employee

Type of Task	Recipient	Date Due	Summary	Further Detail
Email	HR	0 days after the process starts	Advise HR team that employee's probation has been extended	Stage 1
Email	Line Manager	30 days after the process starts	Reminder to review employees probationary status and advise HR	Stage 1

User Decision	HR Group	40 days after the process starts	End of extended probation decision.	Stage 1 **Successful** – Continue **Dismissed** – Start Probation dismissal tick box Process & Stop
Email	Employee	0 days after process starts	Congratulate employee for successfully passing probation	Stage 2

Probation dismissal linked process

Trigger - Process (Linked to Probation 3 months workflow)

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Tick box	HR Group	O days after the process starts.	None	Probation dismissal tick box to manually start leaver workflow	

Passed probation – separate workflow

- *Trigger – Updating the record with the outcome of passed (this drop-down would need to exist in the system*
- *Constraint: 1 ever per record*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Email	Member of a role/group	0 days after the process starts	None	Passed probation	Stage 1

Extended probation - separate workflow

- *Trigger – Updating the record with the outcome of Extended (this drop-down would need to exist in the system*
- *Constraint: 1 ever per record*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Email	Member of a role/group	0 days after the process starts	None	Extended probation	Stage 1

Failed probation - separate workflow

- *Trigger – Updating the record with the outcome of extended (this drop-down would need to exist in the system*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Document Merge	HR Team	0 days after the process starts	None	Failed probation letter	Stage 1

Other probation examples

3 Month Probation

- *Trigger – data trigger (New Starter form)*
- *Constraint: 1 ever per employee*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Notification	System Administrator	70 days after the employee starts	N/A	Send line manager 3-month probation form	Stage 1
Email	Line Manager & Employee	70 days after the employee starts	N/A	3-month probation due shortly	Stage 1
Tick Box	System Administrator	104 days after the employee starts	N/A	Line Manager has completed the 3-month probation	Stage 1

6 Month Probation

- *Trigger – data trigger (New Starter form)*
- *Constraint: 1 ever per employee*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Notification	Member of a role/group	165 days after the employee starts. Consider creating your own dynamic dates for 1 month, 2 months etc)	N/A	Send line manager 6-month probation form	Stage 1
Email	Line Manager & Employee	165 days after the employee starts	N/A	6-month probation due shortly	Stage 1
Tick Box	System Administrator	194 days after the employee starts	N/A	Line Manager has completed the 6 month probation	Stage 1
Document Merge	System Administrator	194 days after the employee starts	N/A	Passed probation letter	Stage 1

Performance evaluation with a manual trigger

This workflow is not triggered by anything in the system. It will only be triggered against an employee record when a user does so.

- *Trigger – manual - To trigger a workflow manually remember to select the employee(s) and the navigate to **Action > Start a Process***

Task Order	Type of Task	Owner	Date Due	Reminder?	Task Description/ Email Content	Further Details
1	Email	System Recipient: Employee	0 Days after the process starts	None	Performance Evaluation Feedback	
2	Survey	The Employee	0 Days after the process starts	Every 5 days after task 6 days overdue	Performance Evaluation	

Simple leaver workflow

- *Trigger – Updating a record*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Email	Line Manager	0 days after process starts	None	Confirm leave date & send annual leave card to HR	Stage 1
Tick Box	Members of a role/group – System Administrator	0 days after the process starts	None	Exit interview form sent	Stage 1
Tick Box	Members of a role/group – System Administrator	5 days after the process starts	None	Confirm annual leave to Line Manager	Stage 1
Tick Box	Members of a role/group – System Administrator	5 days after the process starts	None	Update Cascade & leaver dependency checklist	Stage 1
Doc Merge	Members of a role/group – System Administrator	7 days before last working date	None	Leaver letter	Stage 1
Tick Box	Members of a role/group – System Administrator	3 days before last working date	None	Exit interview completed	Stage 1

Leaver - resignation

- *Data Trigger - when updating the leaver screen*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Email	Member of a role/group	0 days after the process starts	None	Employee is leaving	Stage 1
User Decision	The person who starts the process	0 days after the process starts	None	Type of leaver? Resignation – continue Other – Stop and start another process (leaver – not resignation)	Stage 1

Data Entry	Line Manager	0 days after the process starts	None	Scan & upload resignation letter	Stage 2
Document Merge	Member of a role/group	0 days after the process starts	None	Leaver documentation	Stage 2
Email	Line Manager	3 days before the last working day	None	Employee leaving please collect all company property	Stage 2
Tick box	Member of a role/group	0 days after last working day	Every 1 days when 0 days overdue	Delete all access	Stage 2
Email	Member of a role/group	0 days after last working day	Every 1 days when 0 days overdue	Delete all system access	Stage 2
User Decision	Member of a role/group	0 days after last working day	Every 1 days when 0 days overdue	HR Security Pass? **Yes** – continue **No** – skip	Stage 3
Email	Member of a role/group	0 days after last working day	Every 1 days when 0 days overdue	Delete security pass	Stage 3
Data Entry	Line Manager	1 day after last working day	None	Company property returned	Stage 4
Notification	Member of a role/group	1 days after last working day	Every 1 days when 0 days overdue	Delete any outstanding workflows	Stage 4

Leaver - Non resignation

- *Trigger - Process*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail

User Decision	The person who starts the process	0 days after the process starts	None	Type of leaver? **Dismissal** – continue and start another process **End of Fixed Term** – continue and start another process **Retirement** – continue and start another process	Stage 1
Tick box	Member of a role/group – CSL_HR	0 days after last working day	Every 1 days when 0 days overdue	Delete all access	Stage 1
Email	Member of a role/group – CSL_IT	0 days after last working day	Every 1 days when 0 days overdue	Delete all system access	Stage 1
User Decision	Member of a role/group – CSL_HR	0 days after last working day	Every 1 days when 0 days overdue	HR Security Pass? Yes – continue No – skip	Stage 1
Email	Member of a role/group – Reception	0 days after last working day	Every 1 days when 0 days overdue	Delete security pass	Stage 1
Notification	Member of a role/group – HR	1 days after last working day	Every 1 days when 0 days overdue	Delete any outstanding workflows	Stage 2

Processes linked to Leaver - Non-resignation

Dismissal

- *Trigger - Process*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Document Merge	The person who starts the process	0 days after the process starts	None	Dismissal letter	Stage 1

End of fixed term linked process

- *Trigger - Process*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Document Merge	The person who starts the process	0 days after the process starts	None	End of fixed term contract letter	Stage 1

Retirement linked process

- *Trigger - Process*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Document Merge	The person who starts the process	0 days after the process starts	None	Retirement letter	Stage 1

Absence with self certification

- *Trigger – Data - Absence record added*
- *Constraint – 1 ever/record*

Task Order	Type of Task	Owner	Date Due	Reminder?	Task Description/ Email Content	Further Details
1	Form	Employee	1 day after absence **ends**	Every 1 day after task 1 day overdue	Complete the self-certification form	Stage 1
2	Form	Line Manager	1 day after absence **ends**	Every 1 day after task 1 day overdue	Employee Self Certification Form	Stage 2 This could be a workflow form or a screen you have designed
3	Tick Box	Line Manager	1 day after absence **ends**	Every 3 days after task 1 days overdue	Arrange meeting with employee	Stage 2
4	User Decision	Line Manager	1 day after absence ends	Every 3 days after	Employee Resubmit form or escalate to HR?	Stage 2

				task 1 days overdue		
5	Form	Employee	1 day after absence ends	Every 1 day after task 1 day overdue	Re submit self-certification form	Stage 3

Simple FIT note required workflow

- *Trigger – Schedule (think about how many days after the employees first day of absence you want to be notified that a FIT note is required)*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Notification	System Administrator	0 days after the process starts	N/A	Employee needs a doctor's certificate as the absence has reached 8 days	Stage 1

Detailed FIT Note expiry workflow

- *Scheduled trigger*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Notification	Line Manager	0 days after process starts	None	Fit note due to run out. Contact employee.	Stage 1
User Decision	Line Manager	2 days after process starts	None	Is the employee returning to work? Yes – Stop No - Continue	Stage 1
Data Entry	Line Manager	4 days after process starts	None	New fit note received – enter details	Stage 1

| Email | HR Team | 0 days after process starts | None | Advise HR that a new fit note has been added to the employees record detailing expiry date etc | Stage 2 |

Detailed absence workflow

- *Trigger - data*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Form	Employee	0 days after the absence ends	2-day reminder	Please complete self cert form	Stage 1
Form	Line Manager	1 days after the absence ends	2-day reminder	Please review & complete self cert form	Stage 2
Form	Senior Manager	2 days after the absence ends	2-day reminder	Please review & complete self cert form	Stage 3
Form	Members of a role/group – HR Team	3 days after the absence ends	3-day reminder	Please review & complete self cert form	Stage 4
User Decision	Members of a role/group – HR Team	3 days after the absence ends	None	Sickness – paid or unpaid? Paid – continue Unpaid - skip	Stage 4
Data Entry	Members of a role/group – HR Team	3 days after the absence ends	None	Please update absence record	Stage 4
User Decision	Members of a role/group – HR Team	3 days after the absence ends	None	Stop? Yes - stop	Stage 4

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
User Decision	Members of a role/group – HR Team	3 days after the absence ends	None	Entitled to payment in lieu of annual leave? Yes – continue No - stop	Stage 5
User Decision	Members of a role/group – HR Team	3 days after the absence ends	None	How do you want to record this sickness? In lieu of annual leave – stop Unpaid sickness - continue	Stage 5
Data Entry	Members of a role/group – HR Team	3 days after the absence ends	None	Please update absence record as unpaid sick	Stage 5
Data Entry	Members of a role/group – HR Team	3 days after the absence ends	None	Please update as taken in lieu	Stage 6
Data Entry	Members of a role/group – HR Team	3 days after the absence ends	None	Please update & reduce their annual leave entitlement due to sickness taken in lieu	Stage 6

3 spells of sickness in 6 months

- *Trigger - Scheduled*
- *Constraint: 1 per month per employee*
- *Fixed Order*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
User Decision	Member of a role/group	0 days after the process starts	None	Send email to line manager? Yes – continue No – Stop	Stage 1
Email	Line Manager	0 days after the process starts	None	Employee has now had 3 absence spells in the last 6 months	Stage1

Form	Member of a role/group	5 days after the process starts	None	Complete absence form	Stage 2

Additional absence example

- *Trigger - data*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Form	Employee	0 days after the absence ends	2-day reminder	Please complete self cert form	Stage 1
Form	Line Manager	1 days after the absence ends	2-day reminder	Please review & complete self cert form	Stage 2
Form	Senior Manager	2 days after the absence ends	2-day reminder	Please review & complete self cert form	Stage 3
Form	Members of a role/group	3 days after the absence ends	3-day reminder	Please review & complete self cert form	Stage 4
User Decision	Members of a role/group	3 days after the absence ends	None	Sickness – paid or unpaid? Paid – continue Unpaid - skip	Stage 4
Data Entry	Members of a role/group	3 days after the absence ends	None	Please update absence record	Stage 4
User Decision	Members of a role/group	3 days after the absence ends	None	Stop? Yes - stop	Stage 4
User Decision	Members of a role/group	3 days after the absence ends	None	Entitled to payment in lieu of annual leave? Yes – continue	Stage 5

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
				No - stop	
User Decision	Members of a role/group	3 days after the absence ends	None	How do you want to record this sickness? In lieu of annual leave – stop Unpaid sickness - continue	Stage 5
Data Entry	Members of a role/group	3 days after the absence ends	None	Please update absence record as unpaid sick	Stage 5
Data Entry	Members of a role/group	3 days after the absence ends	None	Please update as taken in lieu	Stage 6
Data Entry	Members of a role/group	3 days after the absence ends	None	Please update & reduce their annual leave entitlement due to sickness taken in lieu	Stage 6

Occupational health invite

- *Schedule Trigger*
- *Constraint: 1 per year/employee*
- *Fixed Order*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
User Decision	Members of a role/group	0 days after the process starts	None	Invite to occupational health? Yes – continue No - stop	Stage 1
Email	Employee cc Line Manager	0 days after process starts	None	Invite to occupational health	Stage 1

Tick Box	Members of a role/group	0 days after the process starts	Every 3 days when 0 days overdue	Schedule meeting with occupational health	Stage 1

Salary increase

- *Data Trigger (this could be something like the reason on the job and salary screen is Annual Salary review)*

Task Order	Type of Task	Owner	Date Due	Reminder?	Title	Further Details
1	Document Merge	The person who starts the process	0 days after the process starts	None	Create salary increase letter	

Annual holiday entitlement

- *Trigger: Schedule (on a particular date)*
- *Fixed Order – Yes*

Task Order	Type of Task	Owner	Date Due	Reminder?	Title	Further Details
1	Tickbox	Member of a role/group	0 days after the process starts	Every 2 days once the task is 1 day overdue.	Create a new entitlement year for all employees	
1	Tickbox	Member of a role/group	0 days after the process starts	Every 2 days once the task is 1 day overdue.	Globally close and carry the holiday year	

Annual data check

- *Trigger: Schedule*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Data Entry	Employee	0 days after the employee starts	Every 3 days when 0 days overdue	Check & update bank details	
Data Entry	Employee	0 days after the employee starts	Every 4 days when 0 days overdue	Check & update Main screen	

Data Entry	Employee	0 days after the employee starts	Every 5 days when 0 days overdue	Check & update Next of Kin details	
Data Entry	Employee	0 days after the employee starts	Every 6 days when 0 days overdue	Check & update Home Address details	
Data Entry	Employee	0 days after the employee starts	Every 7 days when 0 days overdue	Check & update Life Assurance details	

10 years' service

- *Trigger: Schedule*
- *Constraint: I ever per employee*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Email	Member of a role/group	0 days after the process starts	None	Employee is reaching 10 years length of service	Stage 1

Retirement

- *Trigger: Schedule*
- *Constraint: I ever per employee*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Email	Member of a role/group	0 days after the process starts	None	Employee is reaching retirement age	Stage 1

Training

- *Trigger: Schedule*
- *Constraint: None*
- *Non fixed Order*
- *Active*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Data Entry	Members of a role/group – System Administrator	0 days after process starts	Every 7 days when 0 days overdue	Training course expires soon	Stage 1

Pension

- *Trigger: Schedule*
- *Constraint: 1 ever per employee*
- *Non fixed Order*
- *Not Active*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Email	Employee	0 days after process starts	None	Now eligible to join the pension scheme	Stage 1

Parental notes (pre- maternity)

- *Trigger: Schedule*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Tick box	The person who starts the process	0 days after the process starts	Every 3 days when 0 days overdue	Generate email and documents	Stage 1
Tick box	The person who starts the process	0 days after the process starts	Every 3 days when 0 days overdue	Contact employee and schedule meeting	Stage 1
User Decision	The person who starts the process	28 days after the process starts	Every 5 days when 0 days overdue	Meeting held? Yes – skip No - continue	Stage 1
Tick box	The person who starts the process	28 days after the process starts	Every 3 days when 0 days overdue	Reschedule meeting	Stage 1
User Decision	The person who starts the process	28 days after the process starts	Every 5 days when 0 days overdue	Outcome of meeting?	Stage 2

Tick box	The person who starts the process	56 days after the process starts	Every 5 days when 0 days overdue	Contact employee	Stage 2
Tick box	The person who starts the process	28 days after the process starts	Every 5 days when 0 days overdue	Request risk assessment	Stage 3
Tick box	The person who starts the process	28 days after the process starts	Every 5 days when 0 days overdue	Enter record onto Mat/Mat/Adop screen	Stage 3

(Note: the first row's first cell contains "Happy to communicate – skip / Not ready to communicate - continue" in the Summary column above.)

Maternity

- *Trigger: Date – adding a record*
- *Constraint: None*

Type of Task	Owner	Date Due	Reminder?	Summary	Further Detail
Email	Employee	140 days before the expected date	N/A	Obtain matb1 from midwife	Stage 1
Tick Box	User who starts the process	100 days before the expected date	N/A	Matb1 form received	Stage 1
Tick Box	User who starts the process	84 days before the expected date	N/A	Schedule meeting to confirm leave dates	Stage 1
Tick Box	User who starts the process	77 days before the expected date	N/A	Enter all outstanding holiday	Stage 1
Tick Box	User who starts the process	77 days before the expected date	N/A	Update actual leave date and update starts &	Stage 1

				leavers spreadsheet	
Tick Box	User who starts the process	77 days before the expected date	N/A	Inform payroll	Stage 1
Tick Box	User who starts the process	28 days before the actual leave from date	Every 7 days when 0 days overdue	Send mat/pat/adop letter to confirm dates to employee	Stage 1
Tick Box	User who starts the process	112 days after the actual leave from date	Every 5 days when 0 days overdue	Contact employee to confirm return date	Stage 2
User decision	User who starts the process	112 days after the actual leave from date	Every 5 days when 0 days overdue	Outcome of phone call? Return date confirmed – skip No return date confirmed - continue	Stage 2
Tick Box	User who starts the process	200 days after the actual leave from date	Every 5 days when 0 days overdue	Contact employee to confirm return date	Stage 2
Tick Box	User who starts the process	210 days after the actual leave from date	Every 5 days when 0 days overdue	Update Cascade with RTW date	Stage 3
Tick Box	User who starts the process	210 days after the actual leave from date	Every 5 days when 0 days overdue	Send RTW letter to employee	Stage 3
Tick Box	User who starts the process	210 days after the actual leave from date	Every 5 days when 0 days overdue	Inform payroll	Stage 3
Tick Box	User who starts the process	210 days after the actual leave from date	Every 5 days when 0 days overdue	Add to starters & leavers spreadsheet	Stage 3