

A Day in the Life of Workforce Analytics

Stella Kim

**Manager, Workforce Analytics, Employee Services
City of Edmonton**

A Day in the Life of Workforce Analytics

- A Story of Transformation for the Workforce Analytics Team

- What is Workforce Analytics?
- Evolution of Workforce Analytics Team Story
- Workforce Analytics in the City of Edmonton
 - Workforce Analytics Framework
 - What is working well?
 - What are the current challenges and what could be improved?
 - What are some of the top requests?
- Workforce Analytics Roadmap in the City of Edmonton

BUSINESS
ALIGNMENT

CAPABILITY

CREDIBILITY

Edmonton

Workforce Analytics Role in the City of Edmonton

BUSINESS ALIGNMENT

CAPABILITY

CREDIBILITY

Generate workforce data stories, analytics, and reports



Empower and enable decision makers to leverage workforce intelligence to drive action towards a positive employee experience



Enable the CoE to determine the effectiveness of its processes and programs provided to its employees.



Enable CoE to determine the effectiveness of the processes/programs provided to its employees.

Bring positive employee experience



Collaborate with leaders to optimize Employee Services' processes and technology, then empowering and enabling decision makers to leverage workforce intelligence to drive action towards a positive employee experience

Transformation of Workforce Analytics Team's Story



BUSINESS ALIGNMENT

CAPABILITY

CREDIBILITY



Enhancement
Strategic Workforce Planning
Predictive Modelling



BUSINESS
ALIGNMENT

CAPABILITY

CREDIBILITY

Workforce Analytics in the City of Edmonton

Edmonton

Collaborate with leaders to optimize Employee Services' processes technology, then empowering and enabling decision makers to leverage workforce intelligence to drive action towards a positive employee experience

Workforce Analytics in the City of Edmonton

Workforce Analytics Framework

Goal 1

Strategic workforce analytics is critical to achieving this goal, as it aligns longer-term workforce requirements with the CoE's strategic objectives. Select components of the Workforce Analytics Framework are intended to serve as a guide, while others must be adhered to.

Action 4

The Framework outlines a practical, principles-based approach to implementing strategic Workforce Analytics, which can easily be adapted.

Direction 2

The strategic Workforce Analytics Framework has been developed to assist the Employee Services Department and across the CoE to better understand and prepare for our future Workforce Analytics needs.

Vision 5

The Framework can be used and may facilitate cross-department workforce analytics planning to achieve the best outcomes for the people of CoE

Components 3

The Workforce Analytics Framework ensures an effective data governance strategy is in place and adheres to the Corporate CoE Data Governance and Employee Service Department Data Governance guidelines and policies.



BUSINESS ALIGNMENT

CAPABILITY

CREDIBILITY

Edmonton

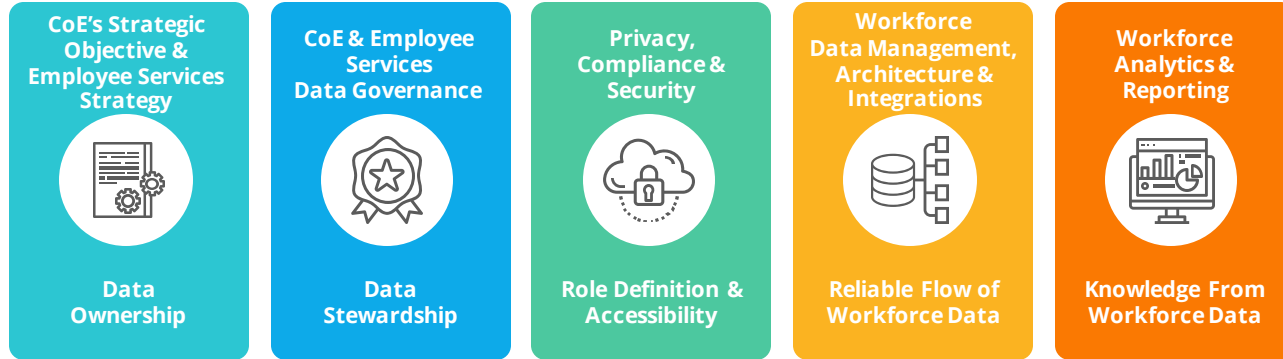
Collaborate with leaders to optimize Employee Services' processes and technology, then empowering and enabling decision makers to leverage workforce intelligence to drive action towards a positive employee experience

Workforce Analytics in the City of Edmonton

Workforce Analytics Framework - Driven Decisions and Measurable Outcomes



The purpose of Workforce Analytics is to enable the City of Edmonton (CoE) to make better strategic decisions on the people side of the business. It is having the right people with the right skills at the right place at the right time to meet the immediate, short, medium and long term objectives of the CoE.



The strategic Workforce Analytics Framework has been developed to assist the CoE and Employee Services Department and to better understand and prepare our future Workforce Analytics needs

Collaborate with leaders to optimize Employee Services' processes and technology, then empowering and enabling decision makers to leverage workforce intelligence to drive action towards a positive employee experience

BUSINESS ALIGNMENT

CAPABILITY

CREDIBILITY



Workforce Analytics in the City of Edmonton

What is working well?

BUSINESS ALIGNMENT

Data Quality QA

To ensure the most accurate and reliable data to the client.

CAPABILITY

Frequent communication

Communicate every day in every possible manner.

CREDIBILITY

Continue development of workforce data foundation.

PeopleSoft, Cority, Taleo and LMS

HR report system support

- Regular maintenance tasks: biweekly data loading, audit,
- Regular data reporting.
- Ad-hoc data requests.



Fostering a culture of continuous learning and supporting it.

Creation of culture of collaboration and sharing.

Increased competency of team members.

Focused on client requests, goals and results.

Workforce Analytics in the City of Edmonton


What are the current challenges and what could be improved?

CHALLENGES

INCREASING HIGH SERVICE DEMAND
Customer expectation has shifted. Moved away from just being a HR reporting support team.




REAL TIME DATA and Data Quality Client request real time data. WA team still in the middle of major transformation and building the data foundation.



EFFICIENCY, CAPACITY, TECHNICAL COMPETENCY
Need to keep up with latest technologies




WORKFORCE DATA Governance
Different definition, calculation and governance



SOLUTIONS

SYSTEMS, SKILLS
Build Workforce Data Warehouse and skill set competency.




SKILLS, SYSTEM
Increase analytical competency.



STAFF, SKILLS, SYSTEM
Mission and motivation.



SKILLS, COMMUNICATION, DATA GOVERNANCE, SYSTEM and SUPPORT



BUSINESS ALIGNMENT

CAPABILITY

CREDIBILITY

Workforce Analytics in the City of Edmonton

What are some of the top requests?

BUSINESS ALIGNMENT

Provide data and reports for:

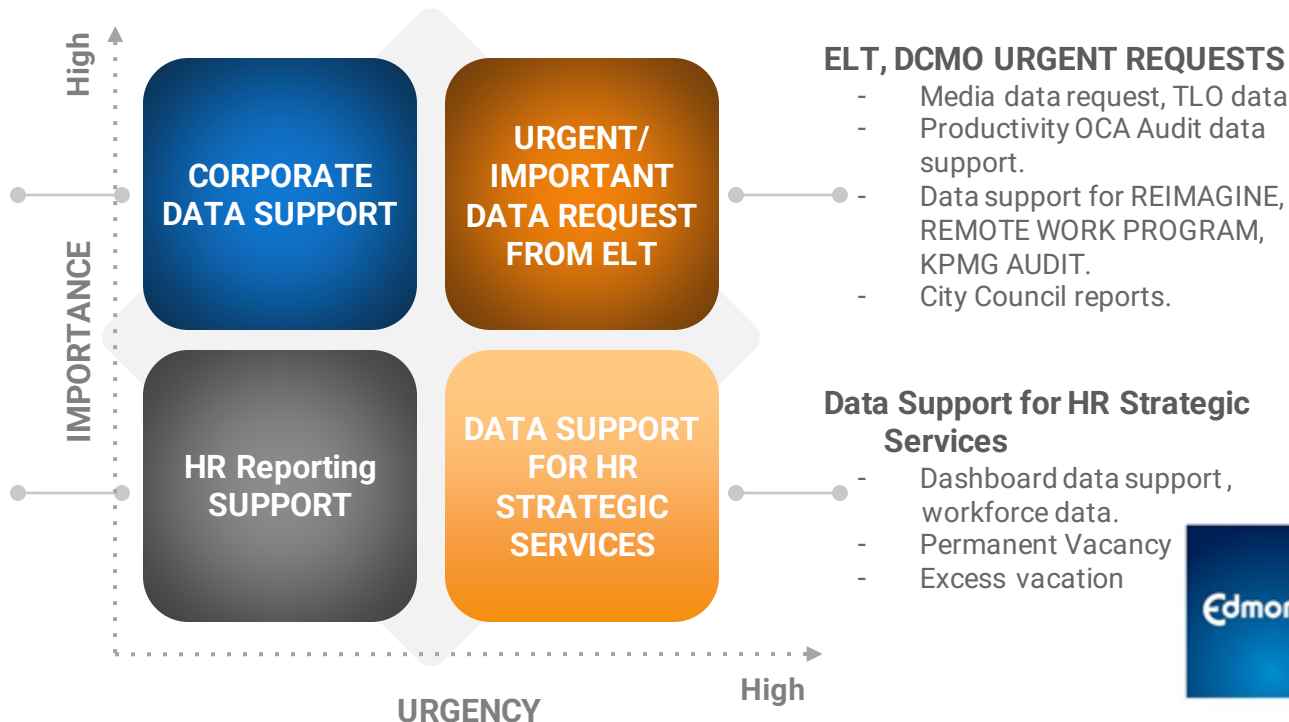
FOIP, workforce reduction, Fraud Detection Project, Employee and Family Assistance Program, Employee Engagement Survey, and DI.

CAPABILITY

HR Reporting

Guidebook Creation, Client consultation and Data provision.

CREDIBILITY

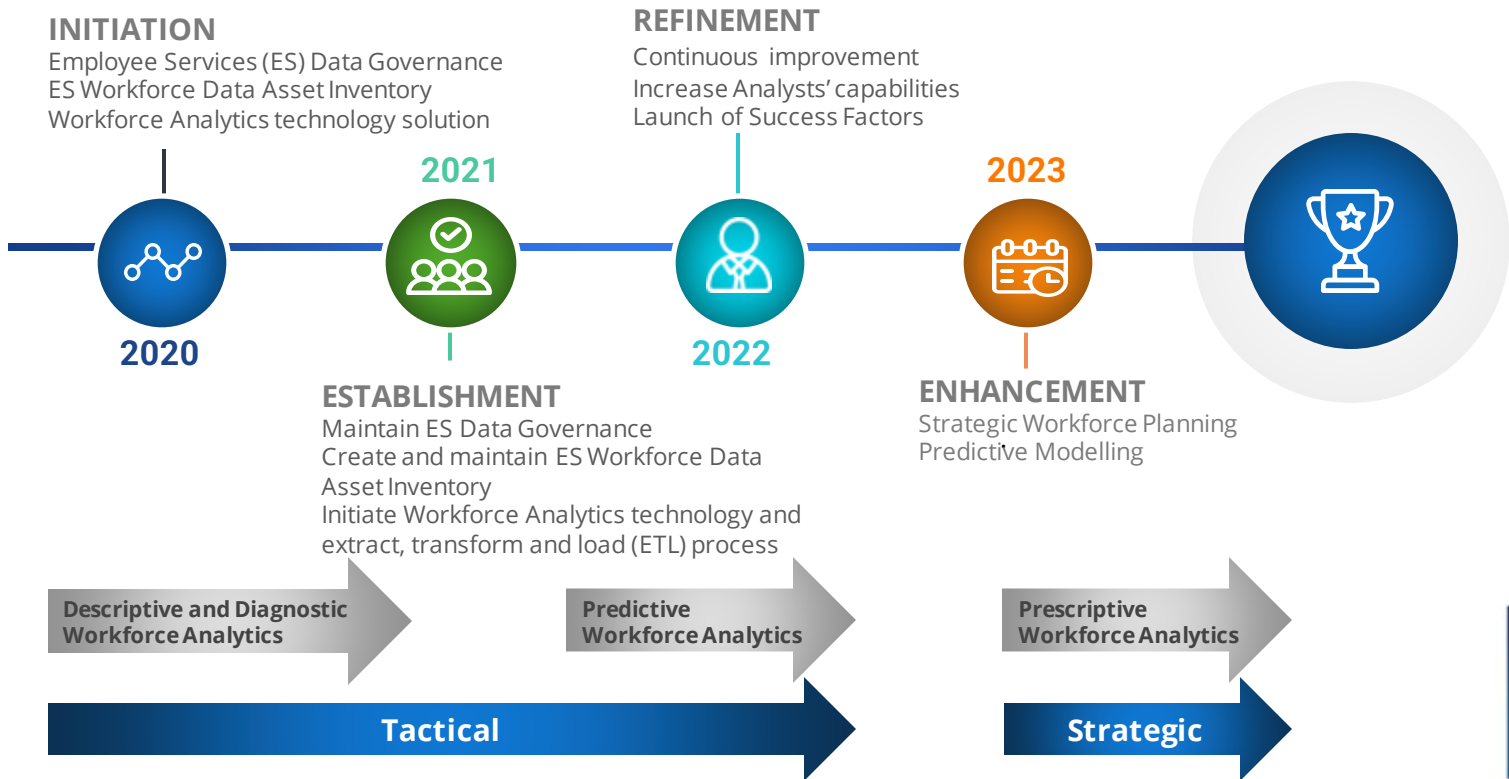


Workforce Analytics Roadmap in City of Edmonton

BUSINESS ALIGNMENT

CAPABILITY

CREDIBILITY



Collaborate with leaders to optimize Employee Services' processes and technology, then empowering and enabling decision makers to leverage workforce intelligence to drive action towards a positive employee experience