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The purpose of this document is to outline the requirements for a new cloud-based Human Resource Management (HRM) system tailored to the needs of NPA. This system is intended to serve the Main Administration in Norway with approx. 180 employees, 130 expatriates as well as approximately 2,500 local employees in our country offices globally. The system should efficiently manage HR processes, facilitate global collaboration, and ensure compliance with international labor laws and regulations.

Requirement Specification - Implementation of a Global HRM

No.	Functional Requirements (specific features and functionalities of the system)	Specific features
	This chapter focuses on the overall functional requirements for an HRM. The requirements are linked to today's work processes. However, in accordance with the new system these processes could be changed.	

Key functional requirements system must include

No.		
1.0	**Employee Data Management**	
1.1	Maintain a centralized database of employee information with access both at employee and manager level:	This will be the master record for employee information in NPA Position info is separate from personal info
1.2	The system should allow NPA to store and manage employee data:	Personal information Contact details Employment history Qualifications? Organizational roles Absences
1.3	Support full organization structure base on line management. Visualization of organization chart	
1.4	Possibility to have employees folders and archive or possibility for integration| The system should provide the ability to track and manage employee data changes, including:	Absences Promotions Transfers Terminations
1.5	Extendable fields for employee information.	
1.5	It should support multiple user roles based and permissions to ensure appropriate access control.	
1.6	Version control and document tracking capabilities should be available.	
1.7	Possibility to include non-employees such as emergency personnel and locally employed personnel as well as board and committee representatives, civilian workers and temporary workers.	
2.0	**Onboarding**	
2.1	The system should facilitate the onboarding process by providing:	Onboarding workflows for new hires Onboarding and training plan Hand books Documentation of completion
2.2	Capable of integrating with e-learning platforms for training modules.	
3.0	**Offboarding**	
	Termination of employment. Auto transfer of Holiday balance	
4.0	**System integrations**	
4.1	The HRM system should have the ability to integrate seamlessly with existing software and systems:	Visma Enterprise HRM (Plus Økonomi)

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Unit4 ERP (Agresso) Cloud version
Azure Active Directory (AD) - Microsoft EntraID
Reachmee recruitment
Employee/Personnel file - possible built-in?
NPA Learning Hub / CrossKnowledge
Integration with Entra ID security groups, distribution lists, shared mailboxes
Visma Expense

4.2 Capable of Import/Export to payroll system

5.0 Time and Attendance Tracking
Ideally the HRM system should offer time and attendance tracking features in different
5.1 languages, to record employee:

Work hours
Including overtime
Vacation
All types of absences

Working hours distributed on project ID, donor requirement
Roster system

Support different methods of time capture, **such as web-based timesheets** and **mobile**
5.2 **applications.**
Integrate with the payroll module to calculate accurate compensation based on recorded
5.2 attendance.
5.4 Possibility to generate rotation plans.

6.0 Global Compliance
6.1 Support multi-language and multi-currency capabilities.

7.0 Security and Compliance/Data Privacy
The HRM system should adhere to industry-standard security practices to protect
7.1 employee data and maintain data privacy.
Have robust access controls, user authentication mechanisms, and data encryption
7.2 capabilities.
Comply with relevant data protection regulations, such as GDPR and local data privacy
7.3 laws:

Two factor Authentication
Single sign-on
Data user agreement
Role based access control, security groups

Regularly update suppliers central rule changes and patch the system to address security
7.4 vulnerabilities.

8.0 Employee Self-service
8.1 Allow employees to view and update their personal information.
8.2 Enable employees to access pay stubs, tax forms, and benefits information.

9.0 Integration Capabilities:
The HRM system should have the ability to integrate with other existing systems
9.1 (mentioned above 4.1) for data synchronization.
Third-party integrations for background checks, skills assessments, and other HR-related
9.2 services.
9.3 Support standard integration protocols.
9.4 Provide APIs or connectors for seamless data exchange.

10 Reporting and Analytics:
10.1 The system should offer comprehensive reporting and analytics features
10.2 Allowing the NPA to generate customized reports on various HR metrics:
Provide customizable pre-built reports in different languages on HR metrics (Power BI)
10.3 such as:

Reporting of donor requirements related to personnel , i.e. time sheets
Management reports
Training effectiveness, etc.
Turnover

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Employee demographics

10.4 Provide intuitive dashboards and data visualization capabilities based on roles.

10.5 Send auto notifications with ability to customize.

10.6 Export data in various formats (e.g., PDF, Excel, CSV).

Non-Functional Requirements

11.0 Scalability and Performance:

11.1 The system should be scalable to accommodate NPAs future growth and increasing number of employees.

11.2 Provide high performance and responsiveness, even with large amounts of employee data and simultaneous system use.

12.0 Flexibility and Customization

121 The HRM should have the ability to configure workflows, forms, and fields to accommodate specific HR processes.

12.2 Support system updates and enhancements without disrupting operations.

12.3 The HRM should have the ability for:

Drag and drop all types of documents
Information button
Electronic employee archive
Holiday overview per department
letter print outs

13.0 Performance

13.1 Ensure fast response times for user interactions.

13..2 Handle large data volumes efficiently.

13.3 Minimize system downtime and maintenance windows.

14.0 Usability

14.1 Offer an intuitive and user-friendly interface for HR, managers and employees.

14.2 Provide training and documentation for system users.

15.0 Reliability

15.1 Maintain high system availability and reliability.

15.2 Implement automated monitoring and alerting for system maintenance.

15.3 Geo-redundant availability

16.0 Implementation Timeline

16.1 The project timeline is between one - to two years, including milestones and deliverables, to ensure a smooth development and achievement process.

17.0 Budget

17.1 Provide an estimated budget for the development, implementation, training and ongoing maintenance of the HRM system. Total Cost of Ownership

18.0 Testing and Quality Assurance

18.1 Detail the testing procedures and quality assurance measures to be employed to ensure that the system meets the specified requirements.

19.0 Support and Maintenance

19.1 Outline plans for ongoing support, maintenance, and system updates following deployment.

Nice to have

Performance Management

The system should facilitate the performance management process:

Including setting goals and performance reviews (PDD)
Feedback, and performance tracking

It should support the creation and management of performance evaluation templates tailored to different job roles and organizational levels.

The system should enable employees and managers to collaborate on goal setting and performance improvement plans.

Talent Management

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The HRM shall have the ability to identify and developed individuals with the potential to contribute significantly to an organization's goals and objectives:

Internal mobility and roles
Position management
Succession Planning

Training and Development

It should support the tracking of employee training progress and certifications.
Allow employees to request training and managers to approve and assign relevant courses.
Ability to integrate with NPA Learning Hub/Cross Knowledge

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Project administration

All projects have a separate project number and a cost center. These do not always coincide.

NPA Projects - Requirement Specification

No.	Functional requirement
1.0	**Employee Data Management**
1.1	HRM must contain the account string from Unit4 (Agresso). Automatic check of account string against Unit4 (Agresso) Finance.
1.2	HRM must be able to allocate resources (personnel) towards one or more projects
1.3	If you try to allocate a resource that has been allocated to another project, you must verify that this is intentional.
1.4	If you allocate a resource that has been allocated to another project, you must enter the % cost distribution between the projects.
1.5	Support matrix organization
1.6	How can resources that are linked to a project in HRM also be linked to an account string in Unit4?
1.7	How should the allocation of resources between different projects result in the distribution of costs between different cost centers in Unit4?
1.8	Expat information - family postings with insurance, allowance etc.

2.0	**Follow-up on assignments**
2.1	Employees must be followed up with employee interviews.

Expats shall be evaluated and deliver a "final report" while they are on assignment
These reports are triggered by time after start-up (evaluation) or time until resignation (final).

2.4	HRM must be able to notify a defined time in advance of the individual employee's reporting
2.5	HRM must support the reporting and storage of employee reports.
2.6	HRM must notify a defined time in advance of the individual employee's resignation to their immediate manager, staff and, if applicable, an adviser in the event of a Expats.

The notification must remain in place until the employee is summoned to a debriefing/final meeting or the contract is extended.

Country specific allowances follow with employee

3.0	**Termination of employment**
3.1	When an employee ends his employment, the following must be done:

Call for debrief
Register the employment relationship as terminated so that the person no longer receives remuneration from the payroll system.

Generate notification to IT, Internal Service and Finance about the resignation for the removal of access.