

Cloud, Personas and Beyond  
Paul Le Huray  
Support Services Manager  
States of Guernsey



# UI Evolution at SAP



# What was the problem with the recruitment solution?

- Our main gov.gg destination and it looked like this:
- 1,500 jobs per year, competing globally for staff.
- 3,500 applications, but only 30% made on line.
- Clear dissatisfaction from staff, recruiters and candidates.

**Job Search**

Working for the States of Guernsey

The States of Guernsey is the islands largest employer and offers a competitive salary package with unparalleled variety in employment opportunities. We are always looking for highly talented and motivated employees who can make a significant contribution

You can view all jobs by clicking start or use the search tools below to restrict your search to areas that may interest you.

[Notes on Search](#)

Full Text Search  
Keywords:   
Search Method:

Search Criteria for Employment  
Functional Area:

Contract Type:

**The application was stopped due to a critical rendering error**

Activate compatibility mode in your Internet Explorer - otherwise the application will not work correctly or visualization errors may occur

Customer Service and Service  
DP / Computer Science

<All>  
Bank (ad hoc)  
Fixed term contract  
Internship/ trainee  
Permanent

# How did we tackle the problem?

We started with a different question:

“How do you want our recruitment system to support your work ?”

rather than

“Here’s the system you’re having to support your work”.

This gave us a clear steer on:

- System access required
- Expected user experience
- Internal processes

# Enter "SuccessFactors"

States of Guernsey Careers

Search for actions or people Paul M Le Huray

**Job Search** Job Applications Saved Jobs Saved Searches/Alerts My Candidate Profile Saved Applications

## Career Opportunities

Keywords

Exact Match

in job title

in job title or description

Job Language

Job Family

Location

61 Jobs match the selections

[Save this search](#)

61 Jobs matched your search

Items per page  Page  of 7

Sort by:

<b>Staff Nurse (Band 5), Acute Adult Mental Health</b> Req ID 39762 - Posted 05/03/2018 - Health and Social Care - Guernsey	Select Action
<b>Staff Nurse (Band 5), Mignot Memorial Hospital</b> Req ID 40701 - Posted 05/03/2018 - Health and Social Care - Alderney	Select Action
<b>Staff Nurse (Band 5), Older Adult Mental Health</b> Req ID 39761 - Posted 05/03/2018 - Health and Social Care - Guernsey	Select Action
<b>Senior Staff Nurse (Band 6), Critical Care Unit</b> Req ID 39662 - Posted 05/03/2018 - Health and Social Care - Guernsey	Select Action
<b>Staff Nurse (Band 5), Critical Care Unit</b> Req ID 39665 - Posted 05/03/2018 - Health and Social Care - Guernsey	Select Action
<b>Staff Nurse (Band 5), Surgical Unit</b> Req ID 39764 - Posted 05/03/2018 - Health and Social Care - Guernsey	Select Action
<b>Staff Nurse (Band 5), Medical Rehabilitation Unit</b> Req ID 28961 - Posted 05/03/2018 - Health and Social Care - Guernsey	Select Action

Support

# A New Problem – Make the rest of SAP look like this

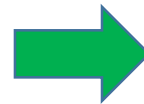
The screenshot displays a user interface for the States of Guernsey HR portal. At the top, a green navigation bar includes the logo, 'States of Guernsey', a home icon, a search bar with the text 'Search for actions or people', and a user profile for 'Paul M Le Huray'. Below this, the dashboard is organized into several sections:

- Careers:** Features a search bar and a large number '61' representing 'Open Jobs'. A line graph shows 'You Have 0 Job Alerts' with a 'Create a Job Alert' button. At the bottom, it shows '0 Saved Jobs', '0 Saved Applications', and '0 Jobs Applied'.
- Guides and Training:** Includes a 'Quick Reference Guides' section with a note to click relevant subjects. It lists links for 'Home', 'Careers', 'Recruitment Process Flow & Recruiting', 'Company Info', and 'Employee Files'. A 'Training' section lists 'Calendar', 'Webinar Information', and 'E-learning Site'.
- My Info:** Displays the user's name 'Paul M Michael Le Huray' and title 'Support Services Manager' above a large image of red poppies in a field.
- To Do:** Shows a single task with a checkmark icon.
- Links:** Provides quick access to 'Org Chart', 'Directory', 'Resources', and an 'Edit' button.
- My Team:** A grid of six team member profile pictures.
- States of Guernsey News:** A section at the bottom with a gear icon for settings.

A vertical 'Support' button is located on the right side of the dashboard.

# Replace the Portal home page with a new tile based experience, no more menus

The screenshot shows the current portal home page for the States of Guernsey. It features a top navigation bar with the logo and a list of menu items: Home, Universal Worklist, SAP Access, Employee Self-Service, Manager Self-Service, Shopping Cart, Content Administration, User Administration, and System Administration. Below the navigation bar, there is a 'Portal Favorites' sidebar on the left and a main content area with sections for 'News', 'Information and System Status', and 'User Guides'. The 'News' section contains several bullet points regarding SAP training and system updates. The 'User Guides' section lists links for HUB Bridge page, E-learning Site, Webinar Information, and SAP Training Information. A 'Contacts' section at the bottom right lists 'HUB E-mail Addresses'.



The screenshot shows the proposed new tile-based portal home page. It features a dark green header with the States of Guernsey logo and a 'Home' button. Below the header is a navigation bar with icons and labels for Home, Employee Self Service, Manager Self Service, Shopping Cart, Business Intelligence, Budgeting and Planning, ECC, and Links. The main content area is a grid of tiles. The top row includes a 'News' tile with 'General News & System Updates' and links for 'BI Errors in HR105 Annual Leave Report' and 'New Petty Cash Re-Imbursement Arrangements'. To the right are tiles for 'My Worklist', 'Substitutions', and 'Log a Call'. The bottom row is titled 'Employee Self Service' and includes tiles for 'My Timesheet', 'My Leave Requests', 'Leave Overview', 'Change Working Hours', 'My Payslips', and 'People Profile'. The SAP logo is visible in the bottom right corner.

# How do we achieve this?

States of Guernsey

Home

Home Employee Self Service Manager Self Service Shopping Cart Business Intelligence Budgeting and Planning ECC Links

**News**

**General News & System Updates**  
Select the relevant link for further information.

**BI Errors in HR105 Annual Leave Report - [further info](#)**

**New Petty Cash Re-Imbursement Arrangements - [further info](#)**

**My Worklist**  
Universal Worklist

**Substitutions**  
Manage My Substitutions

**Log a Call**  
SAP Service Desk

**Employee Self Service**

**My Timesheet**  
Record Working Time

**My Leave Requests**  
Create Leave Request

**Leave Overview**  
Manage Leave Requests

**Change Working Hours**  
Request Change in Working Hours

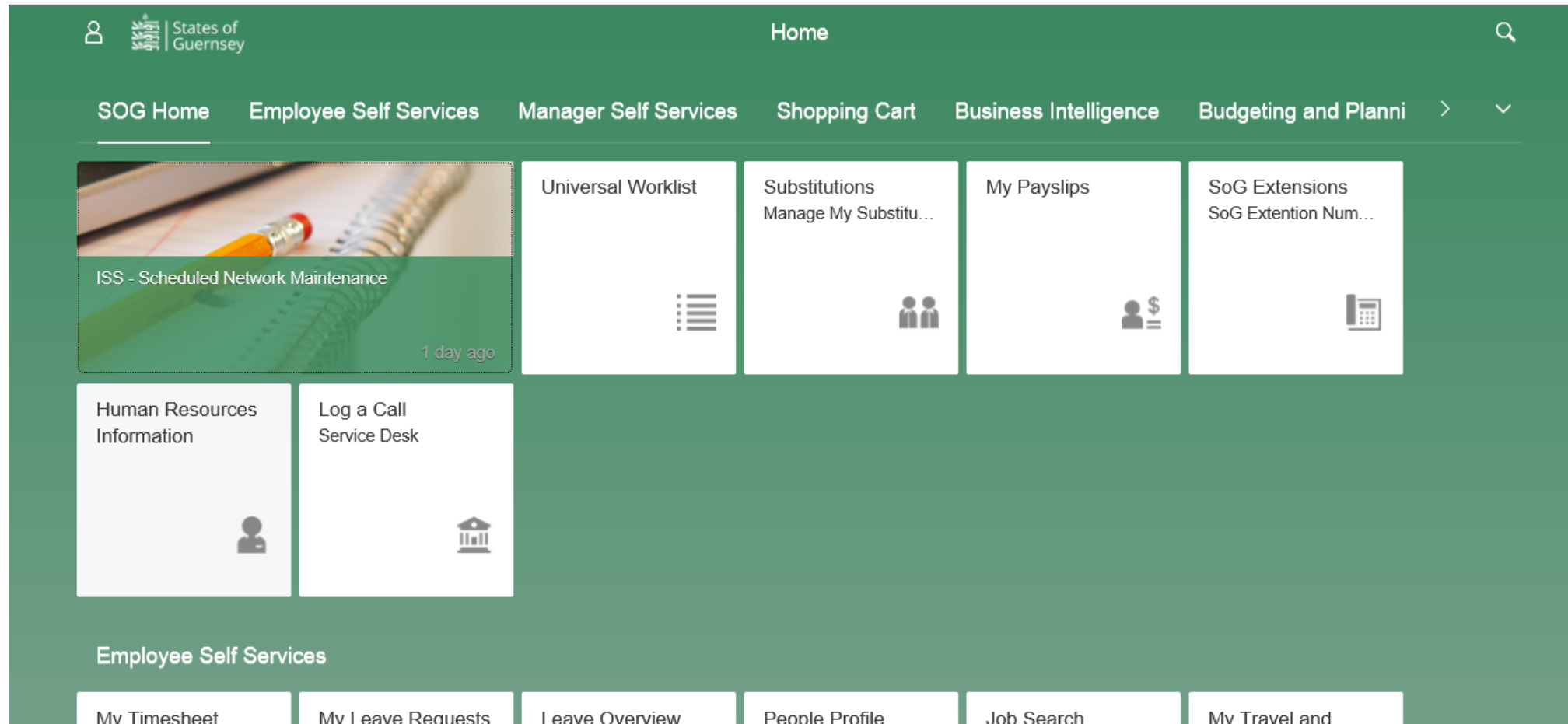
**My Payslips**  
View My Salary Statements

**People Profile**  
View My Profile

SAP

PRD (900) PITCH

# The next challenge – Create an Employee Information Portal



Thankyou  
Questions?

