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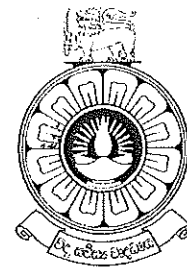
FACULTY OF MANAGEMENT STUDIES

MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE
MANAGEMENT

FINAL EXAMINATION – SEMESTER II- OCTOBER 2022

MCP2140 / MSP9340 / HRP9340 – HUMAN RESOURCE INFORMATION
SYSTEMS

DURATION – THREE (03) HOURS



DATE: 30.10.2022

TIME: 1.30 PM – 4.30 PM

Instructions

Answer the first question (Compulsory Question) and any **THREE (03)** questions from others.

Question 1:

The Magna Group is a worldwide leader in Financial Protection. The Magna One Ltd.'s operations are diverse geographically, with major operations in Europe, North America and the Asia/Pacific area. The Magna One Ltd. was established in 2017 as a fully owned IT Infrastructure subsidiary of the Magna Group, and the organization grew in a span of 6 months. As factors in the external and internal environment were conducive to growth the organization is rapidly scaling up, employee strength is increasing (100 Employees as of March 2020, year-end target 300+) so is the geographical spread. The Magna One Ltd. already has its employees at two locations within Bangalore and at Gurgaon in India.

The IT Strategy of the organization was primarily driven from Germany (the Corporation Head Quarters of the Multinational Company), this strategy was clearly aligned towards implementation of a scalable companywide integrated - Human Resource Information System / Management Information System / Enterprise Resource Planning Platform - SAP. Currently all international entities like – Belgium, Germany, France, England and Australia were in transition mode from locally / internally built HRIS to SAP. India as an entity was to decide how to transition from offline manually driven processes to SAP over the span of next 2 years, by when the size of the Indian entity could justify an SAP implementation.

It was decided that the very first automation of processes would be for Leave Management Function. Functional interoperability was critical for this application as it was to be the base upon which the SAP Structure was to be built at a later date. This and the systems which were to follow were not to expect changes in process, but were to rather aid the existing process by making it agile and online.

The Project Manager was given discretion to take decisions (within budget and other agreed limits) and was given access to additional resources of the IT and IS team as and when required, given that that there should not be unnecessary interruption to normal business activities. All affected departments by this project, IS, IT and HR were consulted by the Project Manager during the planning of the project on all matters that affected their people and resources. This

was done by means of weekly progress review meetings. The Project Planning was the joint responsibility of the Information Systems Manager, Amal and the Information Technology Team Lead, Rohit, who provided access to the IT Infrastructure – Test Servers, Testing Environment, Development Environment, the Build and Release Environment.

The Leave Management System was envisioned as an ideal Transaction Processing System, which would provide real-time data, the essence being that leave data is managed in such a manner that after each transaction with the system the data is left in a consistent state. As the Leave Management System (LMS) was a highly data dependent application the very first step taken was the validation of the Leave Data available with the HR team, the different functional teams and the client resource managers (being the case for two teams working on Payroll of The Magna One Ltd. but under direct Operational Control of Client Managers). The test environment was to have a pilot application running with all the functionalities of the actual LMS. The front-end forms which were created were – A Dash Board / Landing Page for the Employee which showed his current Leave Balances. This form gave the employee option to apply for these leaves and also for the Maternity Leave (for female employees). The moment the employee applied for a leave an auto email intimation was sent from the Email Server to the mapped Resource Manager and the HR Business Partner.

Forms were also created for the Resource Manager and the HR Business partner. The Manager could view a listing of his entire team along with their various leave balances. He could also view the Applications Pending for approval. Within this form itself he had a URL that took him to another form where he could conduct individual leave transactions. Approvals / Rejections reflected in real-time to the employee and the HR Business Partner. These records were updated for every transaction through queries and the Leave database was kept updated in real-time. The need was felt for varied reports as all stakeholders did not require all the data that was stored in the Leave master database. All these reports exported in the form of worksheets. Employees (with no direct reports) could access only personal data, of which they could modify only limited data and for most other data the approval from the Resource Manager was mandatory in some cases a secondary approval was required from the HR Business Partner. None could view the data of other employees / access data of other employee's direct reports.

It is never easy to replicate a test environment exactly in the manner that we would desire a live application environment, even after the very best efforts of the IT team a majority of bugs were trapped at the actual execution level after the Go Live / Implementation. The LMS added value to the internal HR efficiency at the Magna One Ltd. The LMS impacted directly and positively on the employee relations and administration. This in-house HRIS further paved the way for the successful implementation of SAP. Therefore the LMS was rightly chosen as business critical as success of it it was a stepping stone for the implementation of an inhouse HRIS of The Magna One Ltd as well as for the completion of the transformational SAP project.

Source: Adopted from the Case Study based on IMPLEMENTATION OF A - HRIS FRAMEWORK Strategic-Leadership-LLC-India

Question 01

- i. Explain with examples from the case study, how the new HRIS enables the Magna One Ltd. to be effective as the other subsidiaries of The Magna Group. **(10 Marks)**
- ii. Describe the strategy of the Magna One Ltd., which enables them to maintain competitiveness with the new Leave Management System as an ideal Transaction Processing System. **(10 Marks)**
- iii. Explain how the Leave Management System impact directly and positively on the Employee Relations and Administration of Magna One Ltd. **(10 Marks)**
- iv. Identify the challenges of this project and explain the solutions given by the project team in being successful at the new Leave Management System of the HRIS. **(10 Marks)**

(Total 40 Marks)

Question 2

- i. Briefly explain TPS, MIS, DSS, and ESS and the significant differences in each category with examples for each system type. **(20 Marks)**

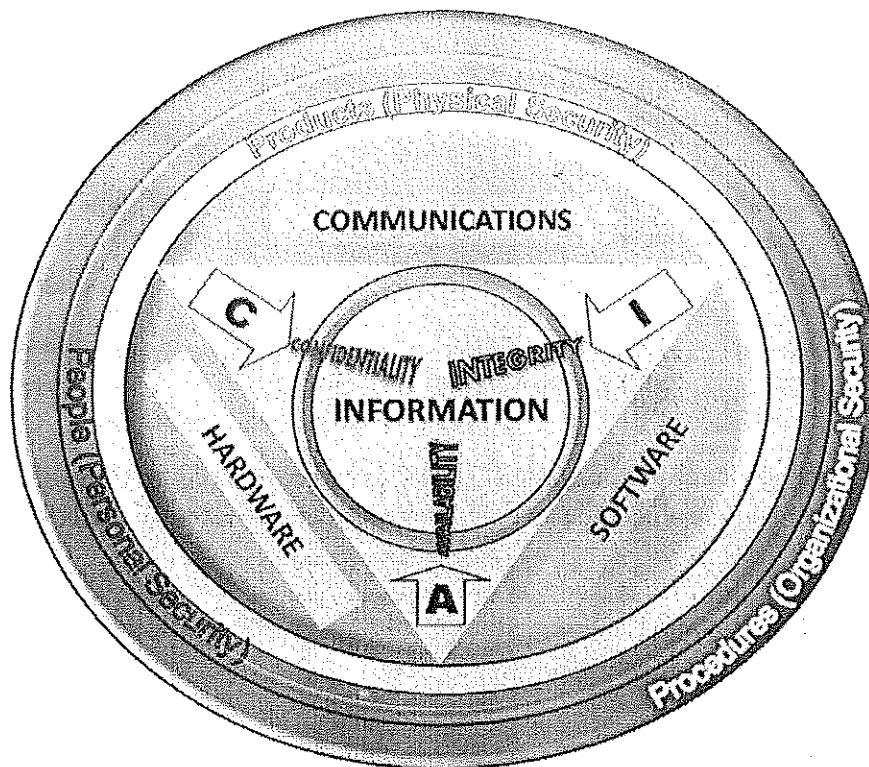
Question 3

Provide a description for 4 topics out of the following listed topics.

- i. Importance of RACI Matrix for successful HRIS Software Implementation
- ii. Customization of HRIS as per business requirement.
- iii. Change Management approaches in HRIS project implantation.
- iv. What is HRIS “Go Live”, and what are the important factors.
- v. What are the Potential Pitfalls in HRIS Tool **(5 Marks*4 = 20 Marks)**

Question 4

- i. Explain below diagram on “Components of Information Security” in terms of protecting the value of the information by ensuring the (CIA Triad) Confidentiality, Integrity and Availability with respect to security of HRIS of your organization. **(10 Marks)**
- ii. Elaborate the below diagram describing the aspects on People, Products and Procedure with respect to security of HRIS of your organization. **(10 Marks)**



(2*10 Marks= 20 Marks)

Question 5

“Information systems are more than computers and the Success of Human Resource Information Systems depend on different parameters.”

- i. Explain the above statement with respect to the impacts of Organizations, Technology and Management. (20 Marks)

Question 6

- i. Explain how HRIS tool has evolved over time to cater the new business requirements emerged, using suitable examples. (20 Marks)

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