

The Five Pillar Framework of HR Technology



Employee
Portal



Knowledge
Base



Talent
Acquisition



Self
Service



Case
Management

An online course by Peter Alkema, PhD

World class employee solutions for self-service, case management, portals, knowledge management and talent acquisition

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Knowledge Base



Tick off your **Knowledge Base** learnings

- ☐ Sharepoint is the most popular choice of technology
- ☐ Search engine algorithms must be contextual
- ☐ Shouldn't just be lists and lists of documents
- ☐ Well managed metadata and searchable content
- ☐ Do employees search using org structure of themes
- ☐ Design with user in mind; how do employees search
- ☐ HR should standardise document upload processes

Notes: