The Five Pillar Framework of HR Technology

Employee Portal	Knowledge Base	Talent Acquisition	Self Service	Case Management
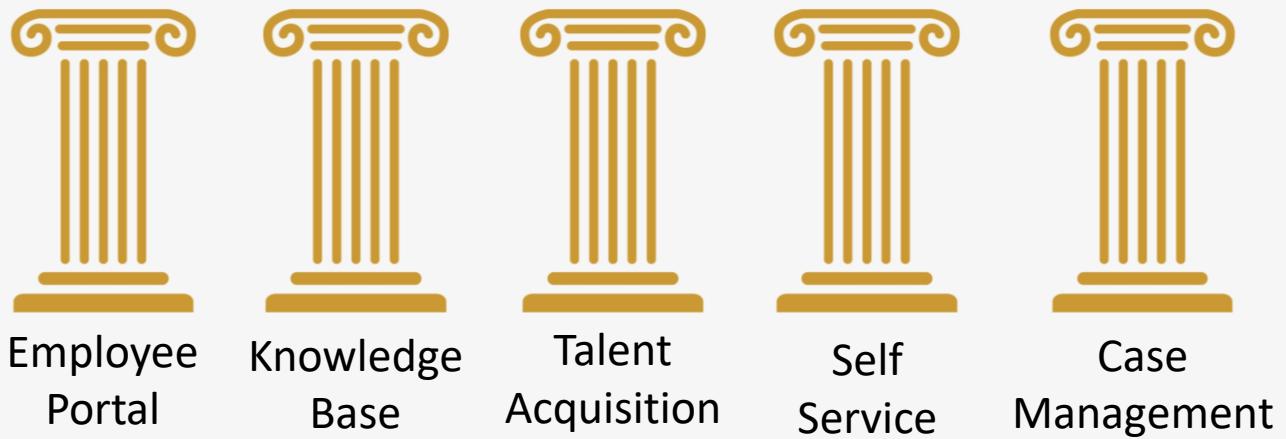
An online course by Peter Alkema, PhD

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

Self Service

*Tick off your **Self Service** learnings*

- [ ] All the value add features of an HR system for practitioners are included in self-service
- [ ] Mobile devices offer powerful backend integration
- [ ] Training costs reduce, employee engagement up
- [ ] Employees must be able to get everything in 1 place
- [ ] Self service must be intuitive for no training
- [ ] 66% of employee queries should be self-served

Notes:

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