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Architecting Resilient HR Automation Systems: Lessons from Enterprise-Scale Deployments

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Abstract: ***As organisations continue to grow across borders and between divisions, they are also expanding into various regulatory environments; thus, the use of automated HR systems has shifted from basic administrative support system to critical business platform [1]. Once limited to just storing employee information or processing payroll; today, the HR systems directly impact the overall employee experience, the ability to uphold regulatory compliance, and a company's ability to remain operationally viable [2]. The HR service models for large companies have developed into platforms that may now conduct thousands of onboarding processes, role changes, changes in access, and off-boarding of employees across highly complex technical and legal environments [8].***

Despite their importance, many organisations remain to this day reliant on HR service models that are poorly structured at their core. Most/all of these service models are highly susceptible to integration failures, scaling limitations, and regulatory complexities. As a result, companies experience problems such as frequent delays in onboarding, failure to provision access, inconsistency in data states, gaps in compliance with government regulations, and decreased trust in the HR service models. These failures are the result of tightly coupled service models, synchronous integrations between multiple systems, and inadequate resilience engineering [16]. This paper describes an Enterprise Resilient HR Automation Framework (R-HRAF) that extends the concept of resilience to HR workflow orchestration [7]. The R-HRAF provides organisations with a framework for developing HR Workflow Orchestration that is easy to design and configure, contains fault tolerant capabilities, provides automated governance and compliance awareness functionality, and allows for continuous improvement of HR workflow orchestration practices. The R-HRAF incorporates design concepts like circuit breakers, idempotent execution, externalized process definitions, and separation of duties to construct a strong foundation of resilient architecture for developing effective and sustainable HR Workflow Orchestration [16].

Keywords: HR Automation, ServiceNow HRSD, Resilient Workflows, Compliance Automation, Enterprise Systems, Fault Tolerance, Workflow Orchestration.

I. INTRODUCTION

The evolution of HR has changed significantly since the past decade [12]. HR functions used to be more of an administrative role, taking care of record keeping, payroll, timekeeping, and basic employee coordination functions; these functions now have a much greater focus on strategic thinking, and are more integrated into a business' overall strategy than they ever were before [2]. With most organizations now either operating in a digital, distributed or compliant environment, Human Resources is now supporting an organization's ability to be agile and to give its employees more freedom to move around, as well as manage compliance [13].

HR technology platforms are essential to an employee's experience during every phase of the employment cycle, including when they accept a job offer, onboarding, role changes, performance reviews, benefits, compliance and termination [1]. A typical HR technology platform provides functionality for all of these areas, and requires coordination among many different departments and technical systems (HCM, IAM, Payroll, LMS, and external compliance services) [10].

As globalization continues to expand in every facet of doing business, our HR workflow must extend beyond the single jurisdiction of one country (or two if it operates in both Canada and the U.S.) and account for the varying laws, cultural differences, and regulations of each country where you employ individuals [9]. Collectively, the varying employment laws, data protection and labor standards impede HR from automating many of the functions for which it is responsible. Given HR's increased accountability and need for operational efficiencies, the need for automated HR platforms to provide operational efficiencies along with compliance with all regulatory agencies and provide the same experience for employees globally is paramount [12].

HR automation platforms have not traditionally been built to the same level of architecture as customer-focused platforms [3]. Where large organizations spend a great deal of resources to ensure that their revenue-generating platforms are as high of an availability, fault tolerance, and observability as possible, HR automation platforms generally consist of tightly coupled workflows

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with the assumption that they will always have access to all of the similar functionalities (or any third-party systems) that are required for completion. In practice, enterprises experience many outages, delay or partial fault, and thus, do not experience all of the above assumptions found in those types of environments [15]. When an HR process is interrupted or does NOT function correctly, the result is immediate and affects people on a very personal level. A new employee may start work without having access to needed systems in order to complete his or her assigned job. Employees may receive their pay on a delayed basis due to payroll errors. Organizations that violate compliance guidelines face substantial penalties imposed by government authorities [14]. Failing to provide timely or correct service to new employees causes new employees to lose faith and trust in the HR department, resulting in greater difficulty managing HR processes and increased operational burden on the HR staff, who will have to rely on manual intervention and/or finding workarounds to provide the best possible service.

The changing regulatory environment adds to the complexity of the challenges faced by HR departments. The new General Data Protection Regulation (GDPR) [4] and California Consumer Privacy Act (CCPA) [5] regulations impose significant legal obligations on organizations structuring, collecting, processing, storing, and deleting employee data. Many of the most sensitive types of data stored within an organization are linked to HR, including personal identifiers (e.g., Social Security numbers), financial information, health-related data, and past employment [9]. Failures of HR to automate processes may not only be an operational inconvenience, but they also present significant legal, financial, and reputational risks to employers [14].

This essay presents an argument that the different HR automation system needs to use the same resilient principle of design that Enterprise Critical Platforms use in their design [16]. A new design framework, Resilient HR Automation Framework (R-HRAF) is introduced which treats HR Workflow as a continuous, long-term business process which is susceptible to many forms of failure, so it needs to be designed to include elements of built-in fault tolerance, Observability and Compliance to be able to effectively operate in the actual working conditions of HR Systems (for example: scale, complexity, partial failures) [7]. By embedding resilience directly into the execution of the HR Workflow, R-HRAF provides a means for HR Applications to run reliably under conditions that exist in the real world.

II. PROBLEM STATEMENT

Many of the larger organizations that have installed an HR automation platform experience difficulty using their system in the real world [11]. Some organizations will see that their systems can keep up during periods of minimal activity and/or optimal connectivity; however, when experiencing periods with an abundance of new hires, connectivity issues, or regulatory compliance challenges—these organizations find that their systems fail to adequately function. The failure of the HR automation platforms typically isn't attributed to one system failure, but rather it stems from a multitude of failures in the overall design and orchestration of workflow processes through-out the HR Automation continuum [8].

According to a Senior Vice President, Human Resources for a large Fortune 500 Organization, "The last quarter we onboarded 1,200 people, and almost 25% of them did NOT have access to the system on day one."

Such results are fairly common; they are indicative of trends many organizations have seen, as many of their processes are still designed to utilize synchronous execution pathways and require manual approvals at multiple steps [3]. If a downstrean(ie identity providers, payroll systems or pre-employment background checks) becomes unavailable or slows down significantly, a complete workstream can stop dead in its tracks, or at the very least, may not give you an indication that it has not performed as expected. And, in most cases, the HR Automation platform will not have an automated retry/recovery mechanism, leaving HR personnel to troubleshoot the issue manually [15].

Data fragmentation is another major issue [10]. In most organisations, the same employee information exists in multiple systems, each with their own version of record. Without a consolidated or single source of truth, a workflow may complete only partially, resulting in systems being either inconsistent or uncertain. This inconsistency increases the risk of payroll discrepancies, access errors and compliance breaches.

Additionally, compliance reporting can be burdensome for many organisations [24]. Evidence for compliance must often be collected manually prior to audits, forcing HR teams to gather information from multiple systems quickly. Being reactive instead of proactive to these kinds of situations increases the possibility of making mistakes and not complying with regulations due to regulatory changes [14].

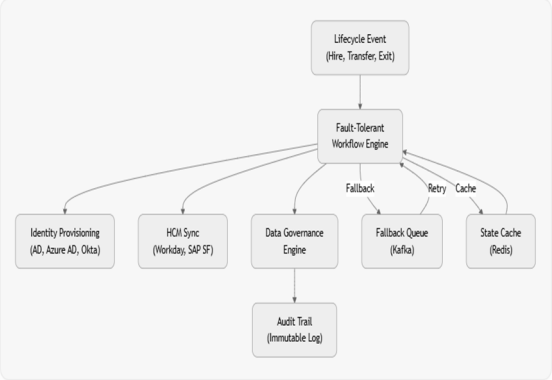
The potential ramifications for these issues are severe. An employee's productivity will be delayed as a result of not onboarding them quickly. Error when providing access can create security breaches as well as disrupt daily operations. Compliance issues can lead to an organisation being subject to fines, lawsuits and/or damage to its reputation [14]. Despite the risks involved with these issues, HR systems are typically excluded from enterprise resiliency initiatives, which primarily focus on customer-facing and revenue-generating systems [2].

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The imbalance of risks associated with HR systems highlights that an HR automation framework that emphasizes reliability, scalability and compliance is imperative. A framework that acknowledges the likelihood of failure occurring in any organisation and designs its workflow around failure tolerance and recovery from failure is essential to ensuring data integrity [16].

III. RESILIENT HR AUTOMATION FRAMEWORK (R-HRAF)

In response to many of the repeating patterns of failure that arise from traditional hr automation platforms, The Resilient HR Automation Framework was created [7]. The core principle behind this framework is simple but powerful: HR Workflow must work correctly, even when part of the workflow system fails. Therefore, unlike other previous hr automation frameworks that rely exclusively on either infrastructure or manual intervention for support for Business Continuity, the R-HRAF framework was designed to allow for the embedding of Resiliency into workflow orchestration and execution [16].



The Resilient HR Automation Framework (R-HRAF) is natively integrated into ServiceNow HR Service Delivery (HRSD) [10], and is the way to create fault tolerant Workflow associated with the coordination of all HR Lifecycle Events such as Hiring, Role Change, Transfer and Exit. Each Workflow is treated and managed as long-running Business Processes with defined State Management [25], allowing for safe Pause, Retry and Recovery without Duplication or Corruption of Data.

The Resilient HR Automation Framework (R-HRAF) is created for multi-platform use, and has the capability of integrating to all enterprise systems such as HCM Platforms, Identity Providers, Payroll Systems, Learning Platforms, Compliance Tools, etc., using loosely coupled interfaces [23]. By having the Execution of Workflow decoupled from the availability of the Interfaces required to execute the Workflows, R-HRAF is capable of producing a stable HR Operations regardless of the condition of the interfaces [16].

R-HRAF is different from the way traditional HR automation handles compliance and auditability, as traditional systems treat these aspects as a secondary issue. R-HRAF incorporates governance and policy enforcement within the workflow execution itself [26] so that governance, security and reliability are created into the system itself, rather than being considered after-the-fact.

A. Core Resilience Mechanisms

The Resilient HR Automation Framework is composed of several tightly integrated mechanisms that collectively ensure reliable workflow execution under adverse conditions [7].

Workflow Engine Without Failure The workflows for HR are created using the Flow Designer Tool [10] to build a modular subflow with retry logic, timeout control, and a circuit breaker pattern [16]. If there are continuous integration failures, the circuit breaker will stop sending requests to the problem system until such time as the dependent services have an opportunity to recover from their state of being unable to communicate with each other. Externalized State Management: Workflow execution states are maintained in external classes (outside of transient memory) [25]. This practice allows for the ability to restart workflows after platform restart, failure, or upgrade. Documenting Workflow Execution States in an external format (using a durable medium) also provides an auditable trail that confirms that workflow actions were not performed multiple times, thus safeguarding against issues like providing multiple instances of the same access entitlement, making duplicate payroll adjustments, etc. [17].

Asynchronous Fallback Queues: Tasks that cannot complete synchronous integrations due to either unsuccessful calls or latency over the pre-defined threshold values will shift to the Asynchronous Fallback Queues [16]. This provides independence between immediate integration success and the continuation of the workflow progression. If the dependencies have recovered, the workflow will automatically continue processing.

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Policy Enforcement Layer: The application of zero-trust principles in all access involving PII is implemented using a Policy Enforcement Layer in AdvoTech's workflow systems [26]. At every level of the Workflow Execution process, Policies and Business Rules dictate the use of least-privilege, consent validation, where Data is stored, and how Data must be kept compliant with the applicable regulations for that region [4][5].

Audit and Traceability Layer Workflow actions are tracked through an immutable audit log [25] this allows complete traceability of transactions from exception to resolution. The Audit log is created automatically as part of the business process and can therefore be retrieved easily and quickly for troubleshooting when issues arise or for regulatory compliance without requiring added manual processes [24].

All audit and traceability systems work together, allowing HR workflows to "fail gracefully" instead of catastrophically – allowing for uninterrupted operations and the integrity of company data [16].

IV. RESEARCH METHODOLOGY

To evaluate R-HRAF using a mixed methods approach, analytical methodology was combined with real-life validation methodology. The first phase of the evaluation involved an in-depth analysis of historical HR ticket data from large enterprise organizations. This analysis was used to identify trends, or the most frequent failure patterns, operational bottlenecks, and sources of manual intervention. Common findings included integration time-outs, delays due to approval processes, and incomplete execution of work orders [8].

The second phase involved introducing controlled failure scenarios in a staging (non-production) environment [21]. Simulated database outages, application programming interface (API) failures, network latency, and partial system unavailability were used as controlled failure scenarios in this phase. Workflow behavior was monitored to determine recovery time from these failures, data consistency, and impact on downstream processes.

Finally, the framework was deployed in a live enterprise environment supporting over 10,000 employees across multiple regions. Performance metrics such as onboarding duration, error rates, recovery times, workflow uptime, and audit readiness were collected over several months to assess effectiveness [20].

V. CASE STUDY

Global Financial Services Enterprise The Resilient HR Automation Framework (R-HRAF) was deployed against 'live' use cases in a multi-national financial services company that operates on multiple continents [8]. The organization employs over 10,000 people across North America, Europe and Asia Pacific and is regulated heavily through a variety of laws including financial regulations, labour laws and specific data protection regulations such as GDPR [4] and CCPA [5]. The organisation has a highly complex technological environment with multiple Human Capital Management (HCM) systems across different regions [1]. Human Capital Management (HCM) systems across the different regions of the organisation are not compatible with each other; identity and access management systems have been implemented differently based on the geographical locations of the organisation [23]; and payroll is processed through a vendor specific to each region. Therefore, before the adoption of R-HRAF, automation workflows used by HR were tightly coupled to these systems resulting in a fragile execution environment characterised by frequent failures.

A. Operational State Before R-HRAF

As the implementation of R-HRAF was being developed, there were continuous concerns with the reliability of HR Automation in regard to operational difficulties faced by the organisation [8]. Many times, the onboarding process would get stuck due to integration outages or delays with approvals. Because of this, many new hires began working for the organisation with their emails, internal applications, and financial platforms unavailable. As a result of these failures, many employees dont get access to the tools required to do their jobs and will lose productivity and generally have a bad experience at the most critical times when they first start work.

Access provisioning errors created even greater challenges. Because creating identities and assigning access to all of the downstream applications depended on having a synchronous integration with the downstream applications, any disruption in that flow would create a scenario where there would be partial provisioning or complete failure of provisioning [3]. In turn, resolving these provisioning issues involved having both HR and IT manually intervene to assist with the operations and to resolve the provisioning issue, which increased the operational workload and delayed the resolution of that issue.

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Compliance Reporting was yet another significant challenge before R-HRAF was instituted [24]. In preparing for GDPR audits compliance [4], the process of manually gathering employee information, consent records, and access logs from different systems was labor-intensive, created the opportunity for errors, and often happened at the last moment. The audit readiness process was retroactive and not continuous which only served to increase the risk of being found non-compliant.

Workflow uptime was inconsistent, and during the peak of on-boarding periods such as graduate hiring cycles or the merger & acquisition process, the failure of the workflows increased dramatically [15]. The failure to meet the established service levels for on-boarding resulted in a lack of confidence in using the automation platforms.

B. Operational State After R-HRAF

After R-HRAF implemented, the company had measured large improvements across all the dimensions being tracked [22]. Onboarding time decreased from an average of more than 12 days to less than 4 days. This change was credited to fault-tolerant workflows which allowed processes to continue executing despite temporary integration issues [7].

Provisioning access errors were nearly eliminated, as access configuration had been automated through idempotent execution [17] and fallback queues [16]. Once the dependencies were recovered, contractors were granted access to systems reliably without the need for manual interaction. As a result, all new hires were given access to the systems on their first day of work.

The Compliance Functions were transformed [24]. Preparation for audits decreased by more than 90 % due to the fact that audit supporting documentation was created automatically at the time workflows were created. Compliance with the GDPR [4] and CCPA [5] was enforced at runtime via controls for both consent and access to data embedded in the workflow [26].

Workflow uptime improved to 99.99 % throughout periods of elevated onboarding velocity [15]. The HR teams experienced a considerable reduction in the number of unproductive manual process steps and a heightened confidence in the automation platforms. These results clearly showcase the effectiveness of resilience in the way HR architecture is designed to support business operations [11].

VI. FAULT-TOLERANT WORKFLOW MODEL

The probability and impact of a failure within an HR automation workflow can be modeled probabilistically through failures and recovery capabilities to determine if each component within a workflow fails (or has recovered) as a result of its failed status. Most traditional HR processes assume that all components within the workflow chain of dependent systems are almost always available (and therefore work). This means that the overall reliability for the entire system as a whole is limited to the ability of the weakest link(s) within the integration chain to recover when that link fails [16]. R-HRAF offers a means of managing the reliability of an HR Automation Process by providing more efficient methods for recovering when failure occurs; rather than seeking to eliminate or reduce the number of failures occurring within the workflow, R-HRAF improves on the overall system-level reliability by significantly increasing the efficiency by which each link within the chain is recovered [7].

As such, under the assumption that all components within the integration chain of a workflow may not be available at all times, workflows can now recover from temporary (or transient) failures [16]. When the link(s) that were the reason for the failure come back online (or otherwise become available), the workflow continues on its way to completing the business outcome.

This shift from failure to success is very much in line with how modern design principles for distributed systems work and how they implement and manage failures throughout their processes [16]. The ability for a workflow to continue and recover even when there are partial failures ensures that the business outcome is achieved while greatly reducing the need for a manual intervention and improving the overall consistency between HR processes and the business.

VII. IMPLEMENTATION BLUEPRINT

The Resilient HR Automation Framework (R-HRAF) is a modular, scoped ServiceNow application that allows for incremental adoption [10]. The framework provides reusable lifecycle workflows for the processes of onboarding, role changes, and offboarding. Additionally, it provides utilities for shared resilience and components for enforcing compliance.

R-HRAF provides organizations the ability to incrementally adopt the framework starting with workflows that have the highest impact (e.g., onboarding and access provisioning) [7]. This phased implementation of R-HRAF reduces the risk of failing to implement and enables organizations to validate the benefits before expanding the coverage of their automation framework.

The integration components of the R-HRAF are defined as standard components that have a loose coupling [23]. As a result, there is a consistent approach to error handling and recovery across systems. There are also automated notifications and monitoring to give organizations visibility into the success and failure of their workflows, and therefore help organizations to quickly detect and resolve issues [20].

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The implementation blueprint of R-HRAF incorporates a high level of configurability and extensibility [10]. Organizations can adapt their HR automation workflows to fit within the local/regional requirements of the organization, while continuing to maintain consistency around resilience and compliance.

VIII. COMPLIANCE AUTOMATION

The way that R-HRAF implements compliance automation is a unique approach in comparison to other compliance automation platforms [24]. While other platforms separate compliance from the day-to-day operation of the business, R-HRAF automatically embeds compliance obligations into the ways in which people do their jobs [26].

Data associated with sensitive information receives automatic classification and becomes protected according to its regulations [18]. Consent is collected, approved, and tracked for the duration of an employee's career with a company [19]. Employees' data access is governed by "least privilege" [26] and request for deletion is coordinated across many of a company's information systems to ensure they are complying with the data protection regulations [4][5].

The way R-HRAF continuously generates audit evidence means compliance can always be validated quickly, without the need to wait until the audit is scheduled to collect this evidence [24]. Compliance teams will always have live evidence of compliance available to them, which means less need to stress about and reduce their compliance risks as an organisation.

IX. BEST PRACTICES

Historically, there were many lessons learned while developing and implementing R-HRAF [7]. The following are five critical components of successful implementation:

1) Make HR business processes based on event lifecycle, not by discrete task systems [25].
2) Design workflows to be idempotent so they do not duplicate, if retry [17].
3) Externalized execution state to allow safe restoration following a failure event [25].
4) Include compliance-related rules as "executable logic" within workflows [26].

Consistently test non-production environments for resiliency against failure events [21]. By following these guidelines, your business can implement a robust and flexible HR Automation solution.

X. FUTURE WORK

Future enhancements to the Resilient HR Automation Framework will include predictive delay detection powered by AI [27], to identify potential bottlenecks in workflows before they happen. Federated identity support [23] will enable HR to conduct cross-border business seamlessly, especially for multinational corporations. HR on/offboarding workflows, combined with data loss prevention controls [18] will reduce the overall risk associated with data loss. With the acceptance and use of distributed ledger technology for tracking consent [19], organizations may also have immutable auditable records needed in highly regulated environments. Future enhancements will increase the framework's ability to support enterprise-level HR operations.

XI. CONCLUSION

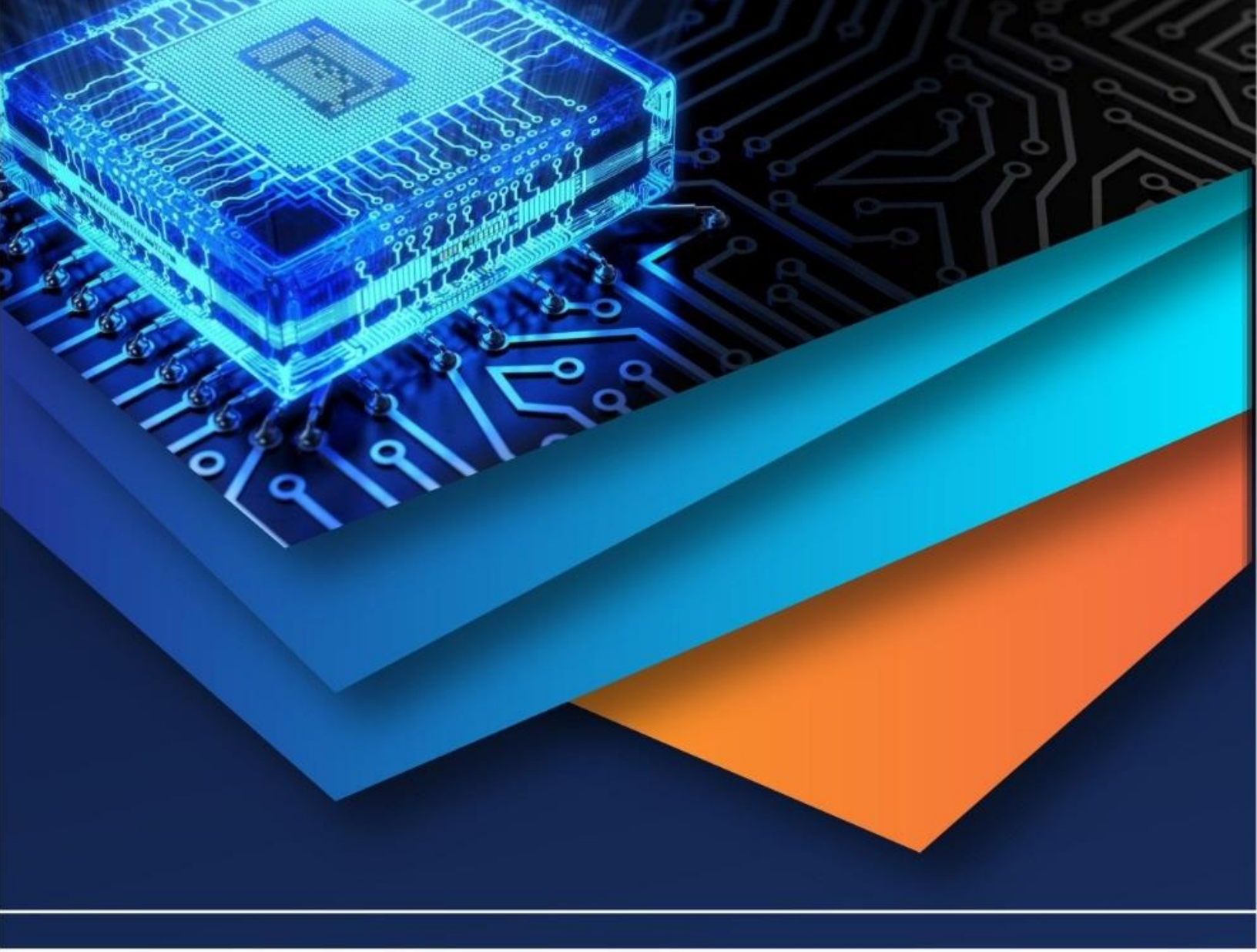
HR automation systems need to be designed with the same level of resilience as other enterprise-critical platforms [16]. HR automation systems will be an important part of the employee experience, security, and compliance. Because of this, the reliability of HR is vital to the success of any organization [12]. By integrating fault tolerance, policy enforcement, and observability into the workflow design, the Resilient HR Automation Framework will enable ServiceNow HR Service Delivery [10] to create an operational backbone for organizations that can be relied upon. This study confirms that HR automation systems are a critical element of any organization and are more than just a business function; they are an organization's infrastructure. Organizations that operate on a large scale in a highly regulated and complex environment must be designed to minimize outages [15]. As such, organizations of all sizes must have their HR systems designed with this level of resilience [7].

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