



# Project for the Transformation of the Human Resources and Talent Management System of the Madrid City Council.

Implementation of SAP solution for the digital transformation of all processes related to the human resources management of the City Council.







# ORIGIN OF THE PROJECT AND OBJECTIVES



**Strategic objective 1.** Digital services for people

**Strategic axis 1.** Better digital administration with public employees as protagonists

**Programme 1.** Personalised personal care services for people



## Target

To briefly review the main improvements undertaken within the framework of the Project for the Transformation of the Internal Management Systems of Madrid City Council in the field of HR management, the main **aims** of which have been:



## Simplification / Efficiency

Achieving simplification and efficiency in internal management processes.



## Transparency

Making processes transparent by bringing them closer to the employee and, in certain aspects, to the citizen.



## Shortening Deadlines / Costs

Associated with the review of processes, the study of synergies and the simplification of steps, the aim is to reduce time and costs.



## 02. ACHIEVEMENTS





## Deconcentration of Internal Staffing Processes

### PROCESS

A shift from a centralised to a decentralised model, making the process more agile and transparent.

### TOOLS

Connection between SAP and the City Council's e-Signature and e-Archiving systems.

Accessibility through mobility tools (SAP Fiori).

### BENEFITS

Agility

Transparency

Efficiency and Cost





## Automation of Selective Processes

### PROCESS

Moving from a highly manual and office-based model to an integrated/automated/digitised model.

### TOOLS

Connection between SAP and Madrid City Council web tools.

Electronic archiving of documents

### BENEFITS

Agility

Transparency

Efficiency and Cost



# Payroll Process Automation

## PROCESS

Shift from a manual model in the **execution** of payroll cycle processes to a model of "unassisted" nightly chained processes.

## TOOLS

Connection between SAP and the Madrid City Council's Process Planning tool.

## BENEFITS

Efficiency  
Resource Optimisation



# Systems Integration Process via Web Service

## PROCESS

Substitution of communication mechanisms such as file exchange or shortcuts via RFC to establish communications via Web Services. (Transparency Portal & Active Directory Integration )

## TOOLS

SAP PO  
SAP HCM  
External Service Consuming Systems

## BENEFITS

Agility  
Security  
Efficiency



03.

**FUTURE PUBLIC  
SECTOR  
TRANSFORMATION**





## Improving and Digitising Employee Services

### PROCESS

Improving Employee Experience in their relationship with Madrid City Council as employees and team leaders.

### TOOLS

Digital Services through SAP Technology: Fiorisation and Cloud Tools to improve the experience.

### BENEFITS

Employer branding.  
Process efficiency.  
Transparency.  
Employee service.





## **Public Employee at the Heart of Transformation - INETUM Vision**

**INTEGRATION BETWEEN  
ADMINISTRATIONS**

**ARTIFICIAL INTELLIGENCE**

**COMMITMENT TO TALENT  
MANAGEMENT**

**Attraction, Evaluation,  
Development and Training**

**MOBILITY AND TRANSPARENCY**

# 04.

## THE VISION OF THE CITY COUNCIL





# HUMAN RESOURCES AND TALENT MANAGEMENT IN MADRID CITY COUNCIL

## Proyectos más destacados en el ámbito de la Gestión de Recursos Humanos



Desde 2022

### Desconcentración y Digitalización de los Procesos de Provisión Interna

	CO	LD
Expedientes electrónicos	416	499
Documentos electrónicos	13.010	8.360
Puestos ofertados	3872	
Solicitudes electrónicas	15210	
Número Usuarios	514	



- Agilidad y transparencia en los procesos
- Robustez del proceso mediante la implementación de controles y avisos
- Digitalización de las comunicaciones y documentos (Portafirmas/Archivo Electrónico/Registro/LIRE)
- Eficiencia y ahorro

### Automatización de la Gestión de los Procesos Selectivos

	Ordinarias	Estabilización	Total
Convocatorias electrónicas desde 2022	100	141	241
Puestos Ofertados	5.361	3.246	8.607
Solicitudes electrónicas (SFSYP/SECAR)	38.148	38.422	76.570



- Agilidad y transparencia en los procesos.
- Integración con aplicativos web (SFSYP/SECAR).
- Eficiencia y ahorro

### Automatización de la Gestión y Comunicación de Horas Sindicales

	Nº
Número de usuarios	56
Representantes prevención, unitarios, sindicales	716
Meses de comunicaciones automatizadas	21



- Automatización de procesos previos manuales / ofimáticos.
- Integración con datos Personal, RPT, Elecciones Sindicales, ARCHE.
- Robustez del proceso mediante la implementación de controles/avisos en el crédito horario.
- Eficiencia y ahorro

MADRID

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Angel Juan  
Fernández Bueno

Mis Datos

Provisión

Consulta de documentos registrales



Informe de carrera administrativa



Datos personales del empleado



Provisión

Solicitud de puestos



Bandeja solicitudes

