



HR QSMO Forum

September 29, 2022



Desired Marketplace Benefits (From Design Session #1)

BENEFITS	CHCOs / Execs	HR Practitioners	HR IT	Providers/ Industry
Ability to share best practices and lessons learned, reduce duplication	●	●		●
Accelerate market research via vetted, unbiased information		●	●	●
Standardization of tools, systems, data	●	●	●	
Reporting / Analysis		●		●
Improved service delivery, reduced cost, and easy access to capacity due to standardization and sharing	●	●		
Make it easier to build a business case for moving to shared service	●			●
Ability to find tools that support candidates, assessments in the hiring process		●		
Ability to focus more on future / proactive rather than fighting fires / reactive by choosing among a set of common, effective solutions/processes	●			
Improve ease and speed of acquisition				●
Improved interoperability and integration			●	



Desired Marketplace Features (From Design Session #1)

	BENEFITS	CHCOs / Execs	HR Practitioners	HR IT	Providers/ Industry
Communities of practice and collaboration spaces		●	●		●
Ability to compare service offerings, including for non-technical people		●	●		
Integrated solutions / interoperability assurance				●	●
Standard analysis tools and reports		●	●		
Focus on solutions that enable automation, improve interoperability, improve hiring experience				●	●
Mobile capabilities				●	●
Organize marketplace around HCBRM					●



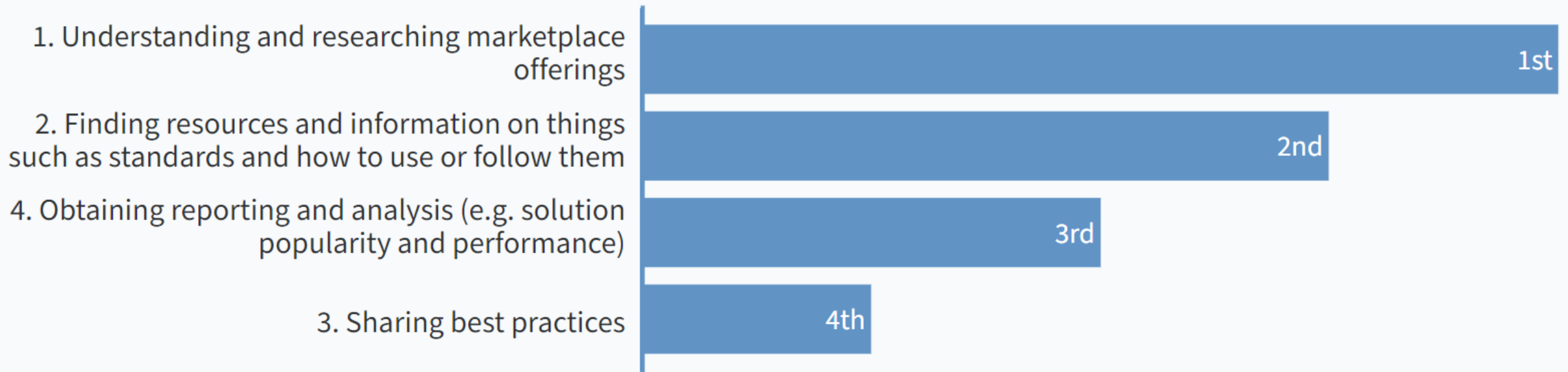
Desired Marketplace Metrics (From Design Session #1)

	BENEFITS	CHCOs / Execs	HR Practitioners	HR IT	Providers/ Industry
Site utilization		●	●	●	
Usability of the marketplace		●		●	●
Customer satisfaction scores		●		●	
Cost avoidance / cost per employee / cost		●			
Performance of providers and solutions in marketplace		●			●
Improved implementation timelines			●		
Quality/timeliness/accuracy			●		



Participant Poll from Design Session #2

Prioritize from the following zones from 1-4 with 1 being the most important and 4 being the least important





Design Session Two Analysis

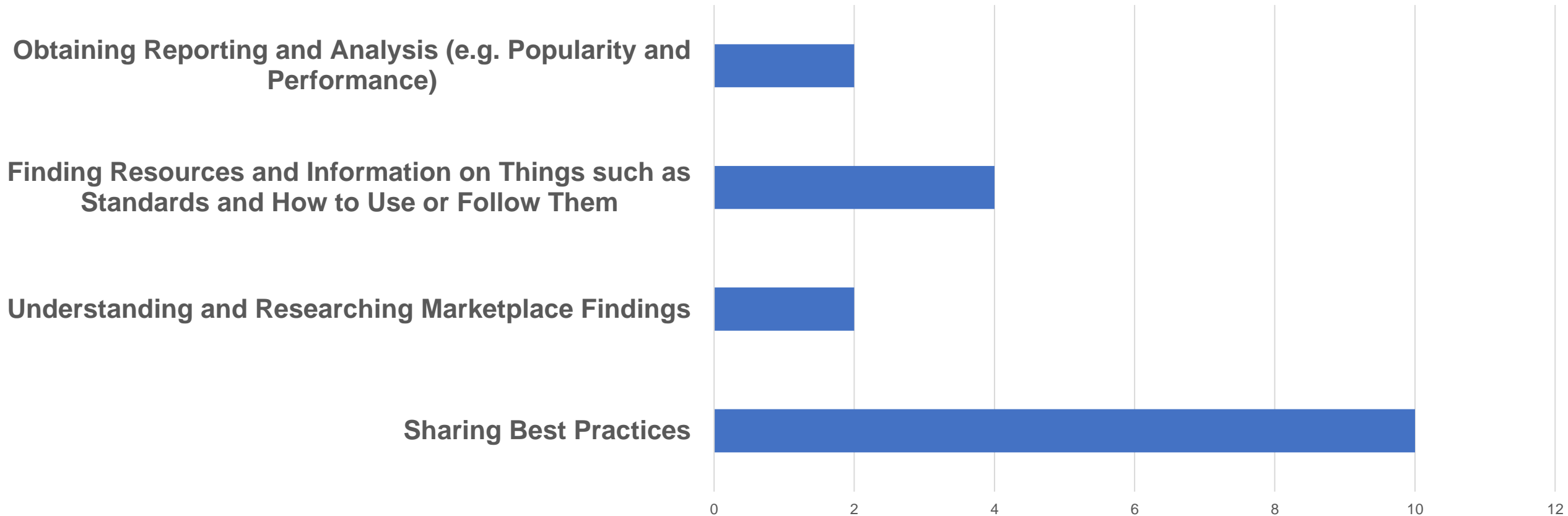
Number of Suggestions Aligned with the Four Priority Zones





Design Session Two Analysis

What resources, information, and standards do you lack access to or do not know where to find that would benefit you by being in the marketplace?





Step-Back Consulting / Forum Discussion

- What else should we be looking for or considering in each of these areas
 - Benefits
 - Features
 - Metrics
- What questions are we not asking that we should be?