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Automating the GLA Post Approval Business Process with Telefónica Tech and Microsoft Power Platform

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Streamlining and Automation Boost the Efficiency of GLA Post Approvals with New Power App

The Greater London Authority (GLA) post approval process was manual, time-consuming, and often created inefficiencies, inconsistencies, and delays.

As part of its Transformation Programme, the GLA initiated a project to automate a key HR process, for creating, deleting, or amending staff posts.

Telefónica Tech supplied development expertise to deliver the GLA Post Approvals (GPA) App. Built using the Microsoft Power Platform, the GPA App has led to a streamlined and efficient new process that has saved significant effort for staff tasked with managing this process

"The timely launch of GLA's Post Approvals App coincided with a period of change and transformation within our organisation; it played a pivotal role in helping us navigate the complexities of restructuring and repurposing positions.
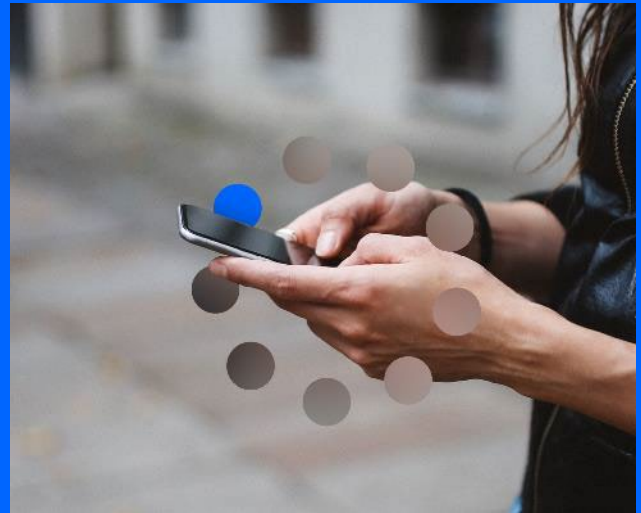
Michelle Hones
Business Consultant, GLA

THE CHALLENGE – REDUCING WASTED EFFORT

Additions, deletions and other changes to staff posts within the organisation need to go through various controls involving the Finance, Legal, HR, and Chief Officer departments. These important steps ensure that public funds are allocated correctly, existing staff are consulted, and all governance and legal requirements are adhered to.

Previously, GLA relied on a Word template and email, which often led to delays in the process and workflow and difficulties in tracking progress.

> "The Telefónica Tech developer assigned to the project exhibited a keen understanding of both the initial and evolving needs of GLA, skilfully translating them into technical requirements. "
>
> Michelle Hones
> Business Consultant, GLA

THE SOLUTION – MICROSOFT POWER PLATFORM

At the start, the GLA had a concept of what they needed: online forms, automated approvals, and standardised data. The ultimate objectives were for the Chief Officer to be able to use the data at an approval forum and import data into a third-party HR system. Using Power Apps, the team was able to create a minimum viable solution quickly, and then gradually update it as more requirements were identified. The customer's Project Manager, Content Manager, UI/UX Manager, and a talented testing team worked with Telefónica Tech to bring the application to life.

Constant communication and multiple rounds of testing made sure the outcome was a successful one. The result delivered more than expected, featuring intelligent prompts, simple navigation, and automated emails. The flexibility of the system meant Telefónica Tech and GLA teams could continue to make changes until the soft launch, without any disruption to the end user.

Spencer Parry, Power Platform Manager, Telefónica Tech UK&I "A complicated manual business process with delays, inconsistencies and lack of visibility was improved in a relatively short time using Power Apps, Power Automate, Power BI and SharePoint. We are already looking at further enhancements."

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THE RESULTS – TIME-SAVING AUTOMATION

The implementation of the Power App and a Power BI report has drastically improved the post approval process. Line managers are now able to enter all the required information into SharePoint and receive real-time updates on the status of their proposals. The Power BI report allows different employees to view and interact with the data and has removed the burden of manually collating post approval data for the Chief officer to present to the approval board. Using their existing Microsoft investment, the GLA, with Telefónica Tech's help found an automated process that enabled visibility and tracking of the post approval process, with a clear timeline for when requests would be approved.

"What set this Power Platform project with Telefónica Tech apart was the team's ability to listen, adjust, and communicate throughout the process. "

OUTCOMES

- Users enter data into a Power App, which saves it in SharePoint.

- Finance, Legal, HR, and the Chief Officer are notified on submit, and can approve or reject.

- Everyone involved can track progress in real-time.

- A Power BI report is available for Chief Officer presentations.

The feedback on the new Post Approvals app has been overwhelmingly positive, with the streamlined process being praised by the Chief Officer, Executive Directors, and other users of the application

SOLUTION OVERVIEW

- The front end, user application: Microsoft Power Apps

- The Workflow and Email notification and scheduled reminders: Microsoft Power Automate

- Datastore: SharePoint Online Lists

- Power BI – Reporting

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