

# **ADMINISTRATIVE PLATFORMS FOR DIGITAL NATIVES**

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## **INTRODUCTION:**

Digital Management is a leading IT solutions and business strategy consulting firm focused on providing solutions that enable Federal agencies to deliver on the promise of Transformation. We transform Government operations by dependably bridging the gap between business strategy and mission success. We see technology as an efficient, economical means to an end and are dedicated to crafting the solutions that result in an increasingly interoperable, responsive, and cost-effective government. Digital Management provides services and solutions in Strategic Business Transformation, Software Systems Modernization, Enterprise Information Management, Cybersecurity, Healthcare IT, and Federal Financial Management. Digital Management is an SBA-certified, minority-owned, and small business.

## **DIGITAL PLATFORMS FOR BUSINESS AND GOVERNMENT**

Digital platforms are helping the majority of Fortune 100 companies and over 500 government entities grow revenue, control costs, and support organizational transformation, while strengthening market engagement and fostering loyalty.

### **Platforms By Industry**

Retail and Consumer

Public Transportation and mobility

Automotive, Aerospace and defense

Communication and media

Banking and capital markets

Healthcare

### **Platforms by Service**

Healthcare Solutions

Human Resource services

Customer Experience

Digital Processing

Finance and Accounting

## HR Digital Transformation

What Is **HR Digital Transformation**? Definition, Strategies, and Challenges



Digital transformation is defined as the transition of a business based on traditionally manual processes to a business that has technology as its core in all its functions: internal (employee-facing, operational) and external (customer-facing). Transformation is the outcome of digitization. It is not the process of digitization itself.

“When digital transformation is done right, it’s like a caterpillar turning into a butterfly, but when done wrong, all you have is a really fast caterpillar.”

Digital transformation is a process and an outcome. It is a revolutionary change but also an evolutionary phenomenon. In addition to digitization, the transition to business with technology at its center also entails a shift in the culture and mindset of an organization.

Much like every other part of the organization, the digital transformation of HR is essential in an age where technological disruption is the norm. According to a Deloitte survey, digital transformation budgets are going to increase by 25 percent in the next year. With the advent of artificial intelligence (AI), blockchain, machine learning, automated performance management, and much more, HR teams that still rely on Excel sheets to collect and interpret data need to make the shift to automation, and quickly.

In this primer on digital transformation, we look at what digital transformation in HR means, what it entails, and the challenges that businesses face in enabling this transformation in HR.

### Challenges to the Digital Transformation of HR

1. Lack of a clear strategy or goal for digital transformation
2. Resistance from the C-suite to invest
3. Lack of budget to enable digital transformation
4. Lack of expertise in leading the digital transformation project
5. Lack of agility in upgrading to new digital solutions

### Closing Thoughts

Digital transformation aims to create an agile organization that is ready to change as technology keeps advancing. Technology will always be ahead of the curve as organizations try to catch up. The absence of this agility can be one of the reasons why digital transformation strategies fail.

What you as an HR professional can do is prepare your organization and your team to remain engaged in this process, and adopt technology at its peak, optimally. For that, you need to be prepared yourself. Stay aware, stay current, and ensure that you know what your competitors are doing in the same area. Keep an eye on the pulse of the organization and what it is saying/doing. This will allow you to initiate, complete, and keep moving forward with your vital digital transformation project.

### **Digital Communication**

Communication skills are one of the most important soft skills for professionals. With the breaking down of borders and deterioration of communication barriers through technology, collaboration is key for the success of organizations.

Communication can be challenging, especially in a global marketplace, so consider familiarizing yourself with these to business communication platforms to strengthen your communication skills. Be mindful that only approximately 8% of communication is what we say, while up to 55% is body language. While these platforms like Blink , Atlassian, Fuze, Zoom , Slack can greatly improve communication and collaboration within your organization, messaging can be lost through the misinterpretation of body language or vocal cues. So as you adopt digital communication tools, be patient, remember to articulate and speak slowly, and don't be afraid to ask your colleague for clarification if you think you may have misunderstood.

## Digital health technology

Health information and digital technologies can help meet these challenges, support population health goals, improve consumer experience, and drive insights into health conditions. We found examples of public and private programs with demonstrated results that offer creative approaches to common problems or lessons for others.

### Health care of the future will be different from the health care of today

Health care of the future will be different from today's in three distinct ways:

- Care will shift away from illness to prevention and well-being.
- Interoperable data and platforms will enable the free and secure flow of data on individuals, populations, institutions, and environment; insights from this data will inform real-time decisions about health.
- Increased consumer engagement and empowerment will drive attitudes and behaviors toward greater ownership of one's health.

#### 1 Focus on prevention and well-being

As the focus shifts to disease prevention and individual well-being, technological solutions can help identify and diagnose health risks earlier, leading to proactive and effective interventions and a decline in overall disease burden and spending.

Technology can help remove barriers to care, ensuring equitable access to all. The benefits can be especially pronounced for remote, underserved, and marginalized segments of society.

#### 2 Interoperable data and platforms

Combining traditional clinical with previously unavailable data—such as social, behavioral, genomic, and biometric information—can enable personalization of health care. Insights from these data can also help make public health recommendations more specific, leading to targeted interventions.

As the data infrastructure evolves, real-time collection, integration, and analysis of patient data could be possible. Insights from these data can strengthen our understanding and enable us to answer the questions that we couldn't in the past.

#### 3 Consumer engagement and empowerment

As health care becomes person-centric, consumers will be actively involved in their care and become part of the care team.

Complete access and control of their own data can contribute to consumer engagement and empowerment, which in turn can lead to better quality.

Human-centered design principles can improve experience of care for all: patients, providers, and caregivers.

**Case Example:**

**Bipolar disorder:**

Objective methods are lacking for continuous monitoring of illness activity in bipolar disorder. Smartphones offer unique opportunities for continuous monitoring and automatic collection of real-time data. The objectives of the paper were to test the hypotheses that (i) daily electronic self-monitored data and (ii) automatically generated objective data collected using smartphones correlate with clinical ratings of depressive and manic symptoms in patients with bipolar disorder.

## **Methods**

Software for smartphones (the MONARCA I system) that collects automatically generated objective data and self-monitored data on illness activity in patients with bipolar disorder was developed by the authors. A total of 61 patients aged 18–60 years and with a diagnosis of bipolar disorder according to ICD-10 used the MONARCA I system for six months. Depressive and manic symptoms were assessed monthly using the Hamilton Depression Rating Scale 17-item (HDRS-17) and the Young Mania Rating Scale (YMRS), respectively. Data are representative of over 400 clinical ratings. Analyses were computed using linear mixed-effect regression models allowing for both between individual variation and within individual variation over time.

## **Results**

Analyses showed significant positive correlations between the duration of incoming and outgoing calls/day and scores on the HDRS-17, and significant positive correlations between the number and duration of incoming calls/day and scores on the YMRS; the number of and duration of outgoing calls/day and scores on the YMRS; and the number of outgoing text messages/day and scores on the YMRS. Analyses showed significant negative correlations between self-monitored data (i.e., mood and activity) and scores on the HDRS-17, and significant positive correlations between self-monitored data (i.e., mood and activity) and scores on the YMRS. Finally, the automatically generated objective data were able to discriminate between affective states.

## **Conclusions**

Automatically generated objective data and self-monitored data collected using smartphones correlate with clinically rated depressive and manic symptoms and differ between affective states in patients with bipolar disorder. Smartphone apps represent an easy and objective way to monitor illness activity with real-time data in bipolar disorder and may serve as an electronic biomarker of illness activity.