



At home in the cloud: Taking Home Office HR to new heights

Home Office

Playing a fundamental role in the security and economic prosperity of the UK, the Home Office is the lead UK government department for immigration and passports, drugs policy, crime, fire, counterterrorism and police.

To support the Home Office People Strategy, help improve performance management across its 35,000-strong workforce and equip its HR operations with better processes, efficiencies and automation, the Home Office embarked on a transformation program to move from on-premise legacy technology to an advanced cloud-based Enterprise Resource Planning (ERP) system using Oracle Fusion. The project is known as Metis.

To make this transformation happen as successfully as possible, the Home Office engaged KPMG in the UK to help improve business readiness and to design, plan and implement a transformed approach using KPMG Powered Enterprise | HR for government and public sector enabled by Oracle.

Being able to rely on tried, tested and trusted methodologies allowed the team to draw on leading practice experience that meant better focus on driving benefits, better management of risk, and increased engagement with stakeholders and users.

Drivers of the program's success included the co-design and co-production of learning materials to engage teams in their ownership of the change. An enhanced approach to workforce planning also gave Home Office leaders a clearer picture of how their resources are deployed.

Building on the success of the Metis HR implementation, KPMG in the UK supported the design, development and implementation of a new performance management model, with a move away from end of year bonuses to a timely in year approach. To help drive adoption of this change, staff were upskilled to handle the new approach, had the right communication at the right times, along with using metrics to track staff engagement to identify and address any uptake issues.

The Home Office HR function has now built a sustainable platform for the future and has a foundation for future success that other departments can learn from.

Are your people equipped for better performance?

