Salesforce Certified Technical Architect

Mock Scenario

Hire Me Services

Created by Andrew Hart. Certified Technical Architect.

Director of Architects, OwnBackup.

andrew.hart@btinternet.com

http://cta202.com

https://www.linkedin.com/in/andrewjameshart/

Scenario

Instructions

For the hypothetical scenario described below, the candidate will have 120 minutes to read, evaluate, and document a high-level architectural solution. The solution should:

- Address where the Force.com platform will and will not be used.
- Describe how the Force.com platform portion of the solution will interact with the other systems needed to complete the solution
- Identify any potential key risk areas.

The candidate should target the presentation to a technical IT architecture audience. In cases where requirements are not explicitly stated for the scenario, the candidate should user their best judgement and make appropriate assumptions based on the information provided. The candidate should indicate to the review board any assumptions that were made when designing the proposed solution. The candidate will not have an opportunity to ask clarifying questions related to the hypothetical scenario.

The candidate will be evaluated on their ability to assess the scenario requirements, design a solution, communicate the proposed architecture, and justify the design decisions. The candidate will not be evaluated on the tools used for the presentation.

Project Overview

Hire Me Services (HMS) are an employment company based in the United Kingdom who provide hiring services for specialist industries: drivers, medical staff, event staff. Generally these are industries with different levels of professional capabilities and have stringent requirements and checks in place.

Their current way of working is very manual, and although the processes are fundamentally sound they are aware that a lot of human error can be introduced and would like to reduce this.

The Head Office is in Manchester in the UK and there are regional offices in Marseilles, France and Frankfurt, Germany. HMS operates entirely in Euros.

HMS do not have a legal entities in Switzerland or Netherlands but instead act via agencies. They would like these agencies to be able to access data relevant to their regions.

Current Systems

HMS are aware that their current system landscape is lacking and - with the exception of NetSuite - are open to suggestions right across the enterprise.

Oracle Netsuite

This is the current back office system that is used for invoicing customers. This system will remain, but HMS would like to have the quoting process in Salesforce.

Candidate Centre

An Access-based simple system that is used to track jobs and candidates. This was built in-house as a ‘stop gap’ and is expected to be replaced.

Received files and images are stored on a shared network drive. HMS would like this replaced and all content from both Candidate Centre and the network share to be migrated.

There are currently approximately 10 millions candidate records, 12,000 customer records and roughly 3 million roles created each year. There are 5 years of data to be migrated.

Various European Licensing Systems

Every professional’s details are stored in a national system. HMS operates right across Europe and so needs the ability to be able to query the right system based upon the application.

This is currently done manually, but HMS would like to automate this as much as possible.

These systems vary in protocol and response times.

Various European central government systems

A check is carried out to ensure that candidates have right to work in the target country of the role.

These systems vary in protocol and response times.

Active Directory

HMS use Microsoft products widely, including AD as their identity store for users. They have had issues in the past with ‘off-boarding’ and would like advice on how to ensure access is limited when internal users leave HMS.

There is no integrated telephony system, though HMS have Ayava telephony in place. They would like telephony to be integrated into any new processes.

Users

1. There are approximately 400 Account Executives across Europe handling Tier 1 customers
2. There are teams in each country handling Tier 2 customers. The teams vary in size, but is approximately 10 people per country.
3. There is a central team (though actually spread across the 3 core offices) that handles Tier 3 customers. This is approximately 150 people in total.
4. There is a central Talent Team of Matching Specialists - roughly 50 users.
5. There is a central billing team that handles all financial transactions with customers.

Each country has a General Manager, and there are four Regional VPs (UK & Ireland, Nordics, South Europe and DACH). There is a Sales President.

As noted, the Ukraine and Russian Teams exist separately and do not form part of the wider reporting lines.

Business Process Requirements

HMS separates its business into two main areas: **Certified** and **Casual**.

Certified covers medical and skilled drivers (such as HGV and other classifications) as well as some minor industries that required certification.

Casual covers all other services that don’t require recognised accreditation, such as event staff, warehouse workers, etc.

Certified

HMS have contracts with each of the 25 European countries that provide universal healthcare. In every one of these countries, re-verification of the service is required annually.

This is carried out by the compliance officers, and means various checks need to be completed in a timely fashion.

HMS also provides services for private healthcare as well as a number of EU-wide haulage companies. In total, they have approximately 1,500 customers across Europe.

Casual

This covers hiring for non-certified work. Typical industries include warehouse work, event staff, etc. There are approximately 10,000 customers in this category.

New Business

New business comes through three main channels:

1. AEs will be looking for new business opportunities in a proactive manner
2. Adverts in trade press and email campaigns

3. Enquiries from the website. This has been via an email address in the past.

These channels have been managed separately before, but HMS would like to consolidate and ensure that all information is captured correctly.

It is free to register, and then customers will pay a fee for each hiring position that they open.

Once successfully registered, customers are ‘tiered’ by revenue.

- **Tier 1** customers are projected to net more than €100k a year. These are assigned a dedicated AE.
- **Tier 2** customers are projected in the €25k-€100k region. These are handled by a small team, based in their region
- **Tier 3** customers are projected less than €25k and are handled by a central team

HMS would like to tier customers automatically, and assign the owner as part of the tiering process.

There have been issues with getting paid in the past, and HMS would like to run credit checks for all new customers, and for Tier 2 and 3 customers every year.

Employee Pool

As companies can register, so can candidate employees.

1. Candidates registers their interest on the website and provide key information. This includes PII data, and HMS would like advice on keeping this data protected to meet GDPR.
2. For C**asual** candidates, proof of citizenship and/or right to work is required. This has been emailed in before, but HMS would like to ensure that supporting documentation is captured at the point of application and stored for future viewing and verification.
3. The data capture for **Certified** candidates is too varied and complex to have been presented on a website so this has previously been completed by callback. HMS would like to allow candidates to enter as much information as possible.
4. For **Certified** candidates, more documentation is required. This varies from industry to industry and role to role. HMS would like a systematic way to ensure that all required information is captured, along with supporting references (such as HGV license number, for example).
5. All documentation is required to be verified against external sources. This doesn’t need to be completed at point of application, but candidates cannot be placed into roles until this has happened. HMS would like a clear visual indicator for each record to see the status.

When a candidate needs to update their information, this has previously been by phone but HMS would like to provide the ability for candidates to self-serve these updates. HMS would like to make as much of the process as possible available via a mobile phone.

HMS has had issues with candidates being unavailable, but not notifying HMS of this. They would like to improve this process, giving candidates an easy way to update their availability as well as their personal details.

Job Postings

1. A customer contacts HMS, currently by phone, to outline the roles that they need to hire for. This will includes all details, such as start date, duration, salary or rate, number of slots, working location (starting with country), required certifications, etc.
2. As part of this process, the customer will outline the process - detailing what the interview process (if any) will be.
3. The pricing model for each role varies based on industry, country and immediacy of the role. There are approximately 5,000 variations of skills and industries.
4. HMS would like to include a surcharge if the role needs to be placed within 4 weeks.
5. A contract will be raised at this time. This has been done in the post or over email before. HMS would like to include this as part of the systematic process.
6. Once all the details are confirmed, an invoice will be raised in Netsuite. HMS want to automate this.
7. Once the invoice is raised, and confirmed as dispatched, HMS are happy to start the matching process. They do not wait for payment.

Candidate Matching

1. The HMS Talent team then examines the requirements and searches for suitable candidates. The number of candidates required for each role is determined by the job listing.
2. Once the list is ready, the Talent Team and then emails a list to the HR teams at the customer.
3. Customers need CVs/Resumes presented in a consistent manner. HMS have struggled in this space before and would like a way to easily complete this activity.
4. There is usually then a back-and-forth discussion while the candidate pool is reduced to those suitable.
5. When there is an interview process, the Talent Team facilitates this. It is necessary to track the stage of each candidate for each role.
6. Candidates can be presented for multiple roles, and also find work themselves.
7. Once a candidate has been successfully matched and accepted by a customer, they are required to sign a letter of offer. HMS generates these and needs to store it within the new system.
8. Once all roles have been successfully filled, the job is marked as complete.

Visibility and Security

- Ukrainian records can only be viewed by users based in that region.
- Russian records can only be viewed by users in that region. HMS would like to record the IP address of any users accessing records related to Russia.
- AEs should only be able to see customers in their country
- Country teams should be able to see all Tier 2 customers within their country
- For reporting and queries the Country team also need to be able to see any Tier 1 customers who had been classed as Tier 2 within the last 12 months. Once a customer has been Tier 1 for a year, they do not need to be visible to the country team.
- The central team should be able to see all Tier 3 customers
- Agency users in Netherlands and Switzerland should be able to see all records relevant for their countries only.
- The Billing Team users should be able to access NetSuite directly from the Account page in Salesforce; access to NetSuite is available only to this team and only via Salesforce
- Candidate matches must be available for 2 years on the Salesforce platform, but 5 years in total. HMS would like advice on how to meet this requirement.

Reporting

- HMS would like to be able to track how many times candidates are placed into roles, and how often (and at what stage) they are not successful.
- Country Managers need to be able to report on their AEs effectiveness.
- The regional VPs need to be able to see all customers who are likely to change Tier in the next 12 months
- The regional VPs need to be able to see all customers who have changed tier in the last 12 months
- HMS would like to start measuring customer satisfaction for Tier 1 customers. They would like advice on how to capture and track this information
- The Billing Team would like to be able to report on all outstanding invoices