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# Digital HR Transformation and HR Technology Training Course

17 – 21 May 2027  
Milan





## Digital HR Transformation and HR Technology Training Course

Ref: 375\_23233 Date: 17 – 21 May 2027 Location: Milan Fees: 5500 GBP

### Programme Summary

Digital HR transformation and HR technology are the subject of this one-week training course for HR directors, heads of HR operations and HR technology leads, ending in a digital HR roadmap for one function. Many HR teams run on disconnected systems, manual requests and reports that arrive too late to guide decisions. The programme moves from design principles, through diagnosis of processes and data, to a governed technology plan applied to one function. Mars Training Centre UK delivers this programme on digital HR transformation and HR technology.

### The Business Case

When HR systems are bought on demonstration quality, organisations pay for features nobody adopts, employees keep raising requests by email, and leaders receive people data they cannot trust. Leaders who can map services, test automation candidates and question vendor claims can modernise HR delivery in stages, protect employee data and show boards what each investment changes.

- Service Efficiency: Improves as routine requests move to employee self-service and automation.
- Data Reliability: Rises as ownership, definitions and quality checks are set for employee records.
- Employee Experience: Strengthens as journeys such as joining, moving and leaving become simpler.

### Principles and Evidence Base

- Three-pillar HR delivery model: It frames the split between shared services, business partnering and expertise designed in Session 3.
- ISO 30414 on human capital reporting: It guides the people metrics reviewed in Session 2 and specified in Session 3.
- Change management principles: They shape the adoption plan prepared in Session 4.
- Employee journey mapping: It structures the experience diagnosis begun in Session 1.

### Intended Participants

- HR directors who own the operating model and budget for HR systems.
- Heads of HR operations who run requests, records and service teams.
- HR technology leads who configure, integrate or support people systems.
- Business and finance leaders who sponsor or approve HR technology investment.

The programme serves banks, hospitals, public bodies, manufacturers and professional services firms that are replacing or extending their HR systems.



## Learning Outcomes

1. Participants will be able to map the HR technology landscape and place each system in the HR delivery model.
2. Participants will be able to diagnose process delays and employee data quality gaps in core HR services.
3. Participants will be able to prioritise HR services for self-service and automation using scored criteria.
4. Participants will be able to construct a specification for an HR analytics dashboard based on defined people metrics.
5. Participants will be able to evaluate HR system vendors against a weighted requirements matrix.
6. Participants will be able to justify a phased digital HR roadmap, including governance and adoption measures.

## Programme Structure

### Day 1: Digital HR Transformation Principles

What does digital HR change, and which decisions fall to the leader?

- Three-Pillar HR Delivery Model Review
- HR Technology Landscape Map
- Employee Journey Mapping
- Self-Service and Shared Service Concepts
- Digital Maturity Self-Assessment

### Day 2: Diagnosing Processes, Data and Experience Gaps

Where do current HR processes lose time, accuracy and trust?

- Core HR Request Process Mapping
- Case Volume and Cycle Time Baseline
- Employee Record Quality Audit
- Pain Point Heat Map
- ISO 30414 Metric Gap Review

### Day 3: Designing Services, Automation and Analytics

Which services suit automation, and how is people data put to use?

- Self-Service Portal Design Brief
- Automation Candidate Scoring Sheet
- HR Analytics Dashboard Specification
- AI Use Case Risk Screen
- Digital Service Catalogue



## Day 4: Selecting, Governing and Introducing HR Systems

How is an HR system chosen, controlled and adopted by its users?

- Requirements Matrix with Weightings
- Vendor Evaluation Scorecard
- Data Protection and Access Control Checklist
- Adoption and Change Plan
- Benefit Tracking Plan

## Day 5: Applying Digital HR Transformation to One Function

Is the roadmap ready for approval by executives and a steering group?

- Applying the Session 2 Baseline to the Chosen Function
- Testing the Session 3 Priorities Against Capacity
- Checking the Session 4 Scorecard Against Funding Limits
- Assigning Governance Roles and Review Points
- Completing the Digital HR Roadmap

## Methodology

The programme uses a design studio built on anonymised process maps, request logs, system demonstrations and vendor response summaries. Participants work in small teams as HR director, operations head and technology lead, carry one function from diagnosis to recommendation, and record the evidence that would change each choice.

- Suggested activity: Scoring ten HR requests for automation and defending the ranking.
- Suggested activity: Challenging a vendor demonstration with a prepared question list.
- Suggested activity: Presenting an adoption plan to a panel acting as a steering group.

## Capstone Output

Each participant completes a digital HR roadmap for one function. It holds a process and data baseline, a prioritised service and automation list, a dashboard specification, a vendor scoring approach and an adoption plan. The roadmap is used to brief a steering group, brief suppliers and track benefits after approval, so that each phase can be reviewed as results become known.

## Frequently Asked Questions

### Is digital HR transformation suitable for leaders without a technology background?

Yes. Digital HR transformation is taught in plain language for HR and business leaders who decide on systems, and it assumes familiarity with core HR processes but no programming skills.



## **Which standards and models does digital HR transformation rest on in this training?**

Digital HR transformation here rests on the three-pillar HR delivery model, ISO 30414 for human capital reporting, employee journey mapping and change management principles.

## **How is the roadmap from digital HR transformation used at work?**

You use the roadmap to brief a steering group, set requirements for suppliers and track whether promised service and data benefits are delivered.

## **How does digital HR transformation differ from a general HR management programme?**

Digital HR transformation centres on redesigning services, data and systems, while a general HR management programme centres on policies, people practices and employment relationships.