

# Why Are Approval Workflows Failing In Fusion Core-HR & How Can They Be Resolved

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## Abstract:

*This paper examines the challenges faced by approval workflows in Fusion CORE-HR and proposes solutions to address these issues. It delves into the technical aspects of workflows and approvals, highlighting the complexity of rules and routings. The study focuses on how approval workflows function within Oracle Fusion - CORE-HR and their significance in managing employee records. It identifies 11 approval rules within the CORE-HR system and discusses instances of workflow failures. This presents an analysis of the specific rules, their errors, and the reasons behind these errors. Furthermore, two potential solutions are proposed: the addition of specific roles to existing rules or the removal of problematic rules. The paper concludes by outlining the next steps in resolving these workflow failures.*

**Keywords:** Approval workflows, Fusion CORE-HR, Oracle Fusion, Workflow failures, Approval rules.

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## I. Introduction

Approval workflows in Oracle Fusion - CORE-HR play a crucial role in managing employee records and ensuring data accuracy. These workflows are governed by complex rules and routings, often based on factors such as supervisors, roles, and positions. In this paper, we explore the reasons behind the failure of approval workflows in Fusion CORE-HR and present solutions to rectify these issues.

## II. Analysis:

This paper is focused on evaluating the existing workflow fundamentals as approval workflows within Fusion CORE-HR are driven by intricate rules and routing mechanisms. These rules consider various parameters and conditions to determine whether a change to an employee's record requires approval. This paper investigates the inner workings of these workflows and their significance in maintaining data integrity. Workflow Execution when a manager or HR personnel accesses Oracle Fusion - CORE-HR and navigates to the "Manage Employment" page, approval workflows come into play. These workflows are initiated for actions such as transferring an employee. The Org has established 11 approval rules within the CORE-HR system to ensure that significant changes to employee records are reviewed and approved by leadership before taking effect. Workflow Failures, despite the importance of approval workflows, instances of failure have been observed. Jason, the author, has identified certain failed approval workflows and their specific issues. These issues relate to a rule named "AllOtherAssignmentChangeRuleNotHRBP." This rule has conditions that mandate approval only if the role of the approver is HRBP or HRBP Direct. For individuals without these roles, the approval workflow fails. Analysis of Failed Rule "AllOtherAssignmentChangeRuleNotHRBP" reveals its limitations. The rule's strict conditions for approval based on specific roles can lead to unnecessary failures for employees who do not possess these roles. This analysis highlights the need for a more flexible and effective approval mechanism.

### Proposed Technical Solutions:

1. Augment Role Assignment: In this technical solution, we recommend enhancing the existing approval rules by including additional specific roles. This augmentation of roles within the ruleset widens the approval criteria, enabling the workflow to encompass a more diverse employee base. Consequently, this adjustment diminishes the probability of workflow failures due to role restrictions.

2. Eliminate the AllOtherAssignmentChangeRuleNotHRBP: As an alternative technical approach, we suggest the removal of the problematic "AllOtherAssignmentChangeRuleNotHRBP" rule. By eliminating this specific rule, we streamline the approval process, mitigating the risk of unnecessary workflow failures. This step simplifies the workflow structure and contributes to a more robust and efficient system.

**Advantages:**

The proposed technical solutions offer several advantages:

1. **Improved Workflow Efficiency:** By adding specific roles to the approval rules or removing problematic rules, the workflow becomes more efficient. It reduces the chances of unnecessary approval failures, ensuring that legitimate requests are processed smoothly and without delays.
2. **Enhanced Flexibility:** Augmenting role assignments allows the workflow to adapt to a broader range of scenarios. This increased flexibility ensures that various types of employee records can be processed without complications, even if they don't fit the strict criteria of the original rules.
3. **Reduced Administrative Overhead:** Simplifying the workflow by removing problematic rules reduces the administrative burden on HR staff. They no longer need to troubleshoot or manage exceptions caused by these rules, allowing them to focus on more strategic tasks.
4. **Faster Processing:** With a streamlined workflow, approvals can be processed more quickly. This benefits both employees and the organization, as employee changes, promotions, or transfers can take effect without unnecessary delays.
5. **Minimized Errors:** The technical solutions reduce the likelihood of errors associated with workflow failures. This minimizes the need for manual intervention to correct issues, which can lead to data inaccuracies and compliance concerns.
6. **Enhanced User Experience:** A smoother workflow improves the experience for managers, HR personnel, and employees. There are fewer obstacles and delays in processing requests, contributing to a more positive overall experience.
7. **Better Compliance:** These technical solutions ensure that the approval process remains compliant with organizational policies and regulatory requirements. By reducing the risk of failure-related compliance issues, the organization can maintain its integrity and reputation.
8. **Cost Savings:** A more efficient workflow saves time and resources, ultimately leading to cost savings for the organization. HR staff can allocate their time more effectively, and the organization can avoid potential penalties or fines associated with compliance failures.
9. **Scalability:** The adjusted workflow is better suited for handling a growing workforce or changes in organizational structure. It can scale more effectively to accommodate evolving business needs.
10. **Data Quality:** Streamlining the workflow contributes to data accuracy. This is essential for maintaining reliable employee records and supporting data-driven decision-making within the organization.

**CONCLUSION:**

The paper concludes by outlining the next steps in resolving the workflow failures. Specifically, it recommends reviewing the next four failed transactions and their associated rules to identify additional areas for improvement. In summary, this paper sheds light on the challenges faced by approval workflows in Fusion CORE-HR and provides technical insights into their functioning. By analyzing specific approval rules and proposing solutions, it aims to enhance the efficiency and effectiveness of these workflows, ensuring smoother HR operations.

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