Minutes Of Meeting

Thursday, 7 August from 11pm to 2pm

Agenda:

- Vacation request and approval process
- Issues with current system
- Proposed solutions and system requirements

- **Business Related Questions & Answers:**

1. **Who's responsible for accepting or rejecting the vacation requests?**
   - ➔ Flow: Employee → Direct Manager → HR → General Manager. All must approve.
2. **How many Organizations and departments are there in the company?**
   - ➔ One organization with many departments.
3. **Do all departments have the same vacation days and processes?**
   - ➔ Yes, all follow the same process.
4. **Is there a maximum number of employees who can take vacation on the same day?**
   - ➔ No, the system is not constrained in this aspect
5. **Are there non-Saudi or non-Muslim employees in the company?**
   - ➔ No, only Muslim Saudi employees are in scope
6. **What causes delays in vacation request processing?**
   - ➔ Many employees and a single responsible employee, also using a paper-based system
7. **What causes inaccurate vacation balances?**
   - ➔ Multiple paper copies and errors across departments.
8. **Why might a vacation request be rejected?**
   - ➔ Lack of documents consumed vacation days, or work needs.
9. **Can HR/admin override the system-calculated balance?**
   - ➔ No, only the system calculates the balance.
10. **Does the company have part-time employees?**
    - ➔ No, only full-time employees are included.
11. **Should approved vacation cancellations notify HR and manager?**
    - ➔ Yes.
12. **Should employees be notified upon request acceptance or rejection?**
    - ➔ Yes, notifications are required.
13. **Can an employee cancel vacation during the vacation?**
    - ➔ No, cancellation must be before vacation starts.
14. **What are the rules for carrying unused vacations to the next year?**
    - ➔ Unused days are forfeited and not compensated "they cannot carry it forward or get paid for it".
15. **What types of leaves are included?**
    - ➔ Annual and sick leaves only
16. **Should the system allow exceptions for emergencies when balance is zero?**
    - ➔ Yes, with variables and flags.
17. **Are there specific days vacations that cannot be taken?**
    - ➔ No, but managers can reject it based on work needs.
18. **When should vacation balance be updated?**
    - ➔ After general manager approval directly.
19. **Do you want deadlines for approvals?**
    - ➔ No deadlines; auto-escalation after 2 days.

Minutes Of Meeting

- **<u>Application Related Questions:</u>**

  1. **Should the system reject overlapping vacation requests?**
     - ➔ Yes, only if the same employee submits overlapping requests.
  2. **Should HR and managers see full request details when notified?**
     - ➔ Only the header with a link to the system to view the full request.
  3. **Should the last vacation data be included in a new request?**
     - ➔ No, this is not required.
  4. **What platform should be used?**
     - ➔ Requests via mobile app, actions on website.
  5. **How to handle new trainees?**
     - ➔ No vacations, And the system must include flag for trainees.
  6. **Should policy variables be configurable?**
     - ➔ Yes, for maintainability across companies.
  7. **Should system keep vacation history logs?**
     - ➔ Yes.
  8. **How to manage employee data?**
     - ➔ Employee data will be migrated from Excel to the system's database directly.
  9. **Does the system include appeal functionality?**
     - ➔ No, appeal is out of scope.
  10. **Does the system support planned vs unplanned vacations?**
      - ➔ Only planned vacations are supported.
  11. **Do sick leaves require documentation?**
      - ➔ Yes, verified documents must be attached
  12. **Is bridging policy (3 days = 1 week) included?**
      - ➔ No, out of scope.
  13. **Should employees see vacation access history?**
      - ➔ Yes, as a report. "Not editable"

- **<u>Most Important Notes Taken:</u>**

  - The system compliant with Saudi vacation regulations only.
  - Only 21 vacation days/year for all employees
  - Become 30 vacation days/year if the employee is working more than 10 years or above 50 years old.
  - We should ask if the 10 working years are within the same company or not.
  - System only handles annual and sick leave for Muslim Saudi employees that works full-time only.
  - Official holidays are out of scope.
  - No bridging policy.
  - No appeal process for rejected vacations.
  - Our system considers planned vacations only.
  - Vacation process will be automated with no manual overrides.
  - Reports will be generated per department on weekly, monthly, and yearly basis.
  - Escalation rules will be built in for delayed approvals.
  - Notifications will be sent to relevant stakeholders at each stage.
  - Our System Must consider how to handle if the General manager requests Vacation.