

# Employee Initiated Move (EIM)

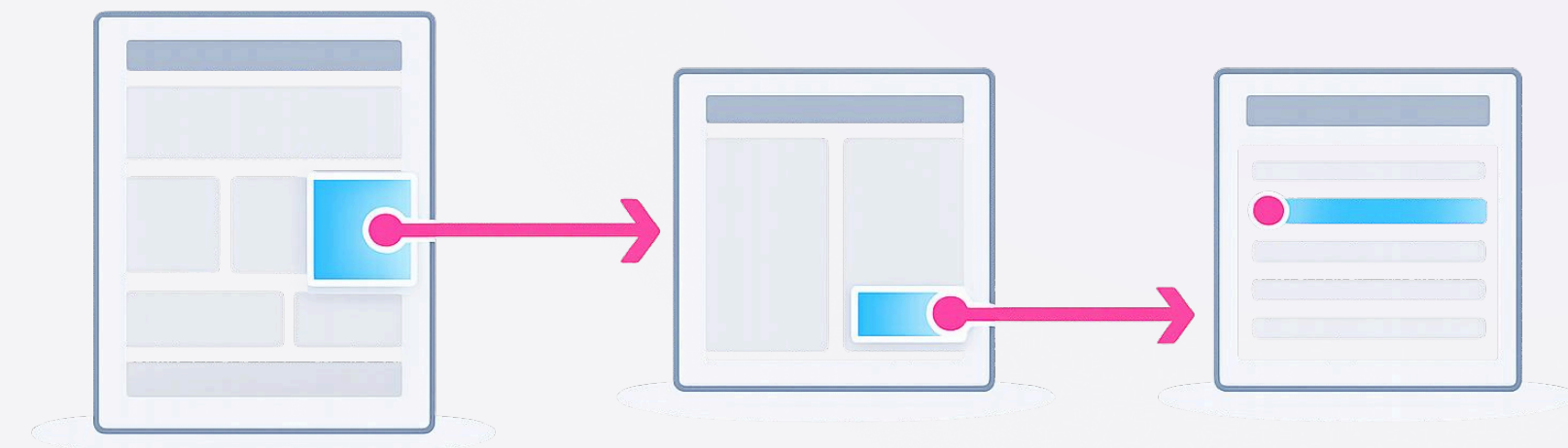
Operational workflow transformation for enterprise employee mobility

Enterprise HR Systems, Workflow Design, Service Design

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# Impact & Results

Measurable improvements across operational efficiency, employee experience, and cost management



**45%**

Faster Processing Time



**83%**

Employee Satisfaction



**27%**

Cost Reduction



**100%**

Process Visibility

# Overview

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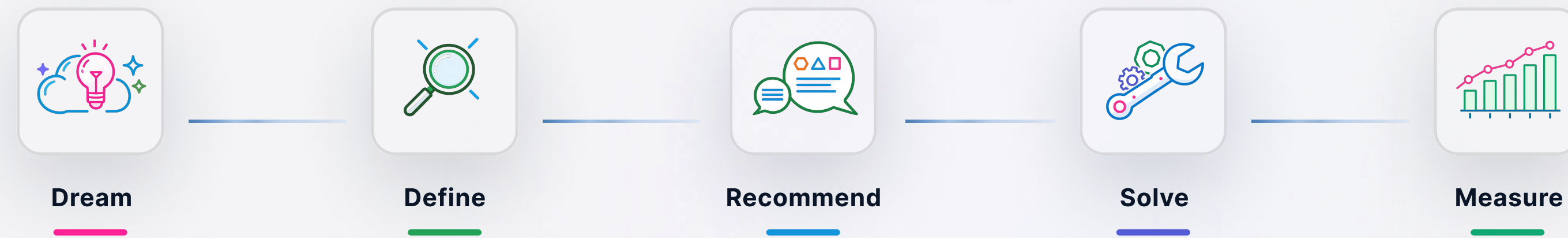
## The Opportunity

A fragmented employee mobility process involving HR, payroll, finance, legal, facilities, managers, and employees was creating delays, administrative overhead, and poor visibility across the organization.

Using research, workflow analysis, and operational design, I helped shape a centralized employee mobility platform that **improved transparency, streamlined approvals, and simplified coordination** across departments.

# DDRSM Framework

A structured approach to design thinking that guided the initiative from vision through execution to measurable outcomes



Each stage built upon the last to ensure alignment, clarity, and measurable progress

Learn more about DDRSM at [luisbarriga.com/ddrsm](https://luisbarriga.com/ddrsm)



## Goal

As employee mobility requests increased across the organization, existing processes struggled to scale effectively across departments and operational teams.

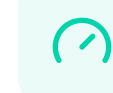


The organization needed a more connected and operationally efficient way to support employee relocation and mobility requests across multiple departments and systems.

### Key Focus Areas



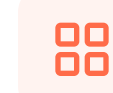
Reducing approval friction



Improving operational visibility



Simplifying employee coordination



Standardizing workflows across teams



Reducing administrative overhead



## The Challenge

The relocation process relied on disconnected systems, manual coordination, email-heavy communication, and inconsistent approval workflows.

Employees often lacked visibility into request status, while HR and operational teams struggled to coordinate activities across departments.

Challenges included:

- **Fragmented workflows**

- **Manual handoffs and approvals**

- **Lack of centralized visibility**

- **Inconsistent employee experiences**

- **Delays across operational teams**

- **Limited reporting and status tracking**







**The challenge was not simply digitizing a workflow.**

The challenge was creating operational clarity across a complex multi-stakeholder process.

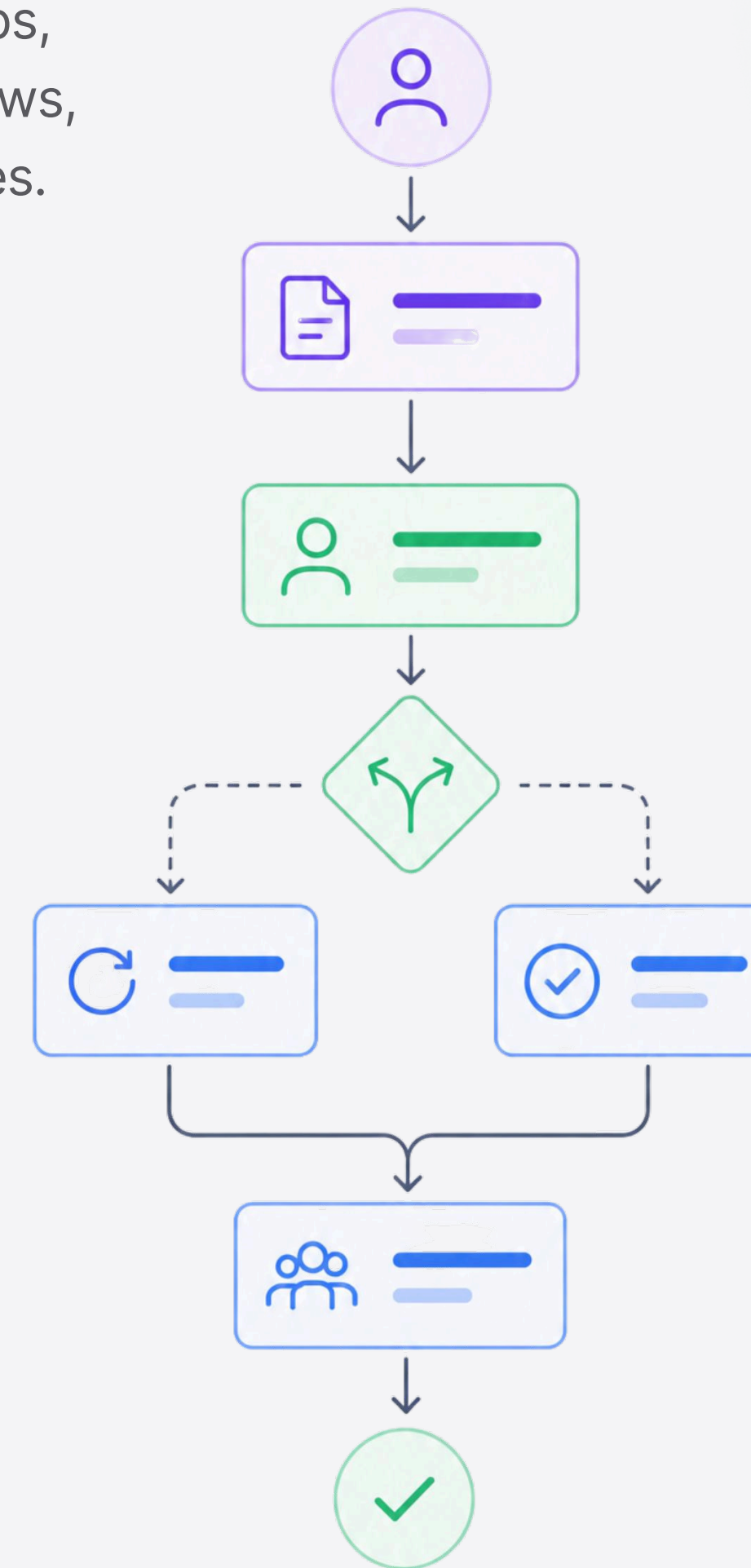


## Understanding the Problem

To better understand operational friction and coordination gaps, I partnered with cross-functional stakeholders to map workflows, identify breakdowns, and uncover organizational dependencies.

-  Workflow and service blueprint mapping
-  Stakeholder interviews
-  Journey mapping
-  Operational process analysis
-  Pain point and dependency analysis
-  Cross-functional alignment sessions

The research revealed that employees, managers, and operational teams were often working from **different information sources** with limited visibility into overall process status





## The Solution

The solution centered around a unified employee mobility platform designed to simplify operational coordination, improve visibility, and support employees throughout the relocation lifecycle.

### The platform introduced:

#### Centralized request management

Single source of truth for all mobility requests

#### Role-based workflows

Automated routing based on request type and stakeholder

#### Progress visibility

Real-time status tracking for all parties

#### Workflow automation

Reduced manual handoffs and approvals

#### Document coordination

Centralized storage and access management

#### Communication flows

Structured notifications and updates

The experience was designed to support both **operational efficiency** and **employee confidence** throughout the process.

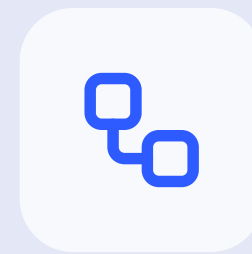


# The Approach

## Bringing Structure to the Experience

The redesign focused on simplifying operational workflows while supporting the needs of multiple stakeholder groups

Key areas of focus included:



### Workflow Coordination

- Simplified approval pathways
- Reduced manual handoffs
- Improved operational consistency



### Employee Visibility

- Clearer process status and milestones
- Improved transparency and expectations
- Simplified task tracking



### Organizational Alignment






- Cross-functional workflow alignment
- Shared operational visibility
- Standardized coordination patterns

The work focused on creating a more connected operational experience that reduced friction, improved visibility, and helped teams coordinate more effectively across the employee mobility lifecycle.



# Dashboard Views

The platform experience prioritized operational clarity, role-based workflows, and visibility across the employee relocation lifecycle.

-  **Centralized dashboards**
-  **Request and approval tracking**
-  **Role-specific workflow states**
-  **Employee task coordination**
-  **Timeline and progress visibility**

Administrator: Dashboard View

**EIM** Employee Initiated Move

Welcome back, Luis 🙌  
Here's what's happening across intake management.

May 12 - May 18, 2025 | Export

Metric	Value	Trend
Total Requests	128	↑ 12% vs last 7 days
In Assessment	42	↑ 8% vs last 7 days
Approved	24	↑ 20% vs last 7 days
In Progress	18	↓ 10% vs last 7 days
Declined	12	↓ 5% vs last 7 days

**Intake Pipeline Overview**

Stage	Count	Trend
Intake	128	12% ↑
Assess	42	8% ↓
Review	30	15% ↑
Implement	18	10% ↓
Monitor	24	20% ↑

**Requests by Business Area**

Business Area	Count	Percentage
Operations	32	25%
Technology	28	22%
Finance	20	16%
Customer Experience	18	14%
People & Culture	12	9%
Other	18	14%

**Request Trends (Last 7 days)**

**Recent Requests**

Name	Business Area	Date	Status
Ethan Walker	Operations	May 18, 2025	In Assessment
Sophie Taylor	Finance	May 17, 2025	Review
Liam Anderson	Customer Experience	May 16, 2025	Approved
Maya Patel	People & Culture	May 15, 2025	In Progress
Noah Chen	Technology	May 14, 2025	Declined

**Alerts & Updates**

- 3 requests are overdue for assessment. Please review and take action. May 18
- 2 implementations are at risk. Need attention to stay on track. May 18
- New process update. Check out the latest guidelines. May 17
- Monthly value report is ready. See the impact of approved initiatives. May 16

Need help? Contact the Intake Management team

Luis BARRIGA Product Manager



# Dashboard Views

Employee/Requestor: Dashboard View

**EIM** Employee Initiated Move

- My Request
- Request Details
- Documents
- Updates
- Help & Resources

Welcome, Ethan 🧡

Here's the status of your intake request.

[? Need help?](#)

**Your Current Request** [>](#)

### Corporate Finance Analyst

Finance • New York, NY

Request ID	Submitted On	Current Step	Requested Start Date
REQ-2025-00521	May 14, 2025	In Assessment	July 15, 2025

**Need to make a change?**

You can cancel your current request and submit a new one.

[Cancel Request](#)

**Request Progress**

**Submitted** May 14, 2025 ✓

**In Assessment** Current Step

**Under Review**

**Approved**

**Completed**

[?](#) Your request is being reviewed by the intake team. This typically takes 3–5 business days.

**Next Steps**

- Assessment in Progress**  
The intake team is evaluating your request and business need.
- You May Be Contacted**  
A team member may reach out if more information is needed.
- Stay Updated**  
Check this dashboard for updates on your request status.

**Request Details**

- Request Type**  
Move Request
- From**  
Chicago, IL
- To**  
New York, NY
- Requested Start Date**  
July 15, 2025

[View full details](#) →

**Recent Updates** [View all updates](#) →

- May 14, 2025 • 9:42 AM  
**Request Submitted**  
Your move request has been submitted successfully.
- May 14, 2025 • 10:15 AM  
**Acknowledged**  
Your request has been received and is in the intake queue.
- May 15, 2025 • 2:30 PM  
**In Assessment**  
Your request is being assessed by the intake team.

**Questions about your request?**  
Contact the Intake Management team.  
[Contact Intake Team](#) →

**Common Questions**

- [How long does the process take?](#) >
- [What happens after approval?](#) >
- [Can I change or cancel my request?](#) >

[View all FAQs](#) →

**Ethan Walker** Requestor

[?](#) You can have only one active request at a time. Once this request is completed, you may submit a new one.



# Dashboard Views

Employee/Requestor: New Move Request

**EIM** Employee Initiated Move

- My Request
- Request Details
- New Request**
- Documents
- Updates
- Help & Resources

[← Back to My Request](#) Save Draft Next

## New Move Request

Tell us about the move you're requesting.

- Request Details**
- Current Role
- Preferred Role
- Supporting Info
- Review & Submit

### Request Details

Provide the basic information about your move request.

**Request Type** ⓘ

Move Request

I want to move to a different role or team.

**Preferred Start Date** ⓘ

07/15/2025

When would you like to start in your new role?

**Business Justification (Optional)** ⓘ

Tell us why you're requesting this move and how it aligns with your career goals.

0/500 characters

**Additional Comments (Optional)** ⓘ

Add any other information you'd like the intake team to know.

0/500 characters

### Your Request Summary

Request Type

**Move Request**

#### What's Next?

- Complete Your Request**  
Fill out the remaining sections to provide details about your current role and preferred role.
- Review & Submit**  
Review your information and submit your request for consideration.
- Intake Team Review**  
The intake team will review your request and may reach out for more information.
- You'll Hear Back**  
We'll notify you about next steps and any updates.

**EW** Ethan Walker  
Requestor

*i* You can save your progress and come back later. Your information will be saved as a draft.



# Dashboard Views

Employee/Requestor: Request Details View

**EIM** Employee Initiated Move

[Download Summary](#)
⋮

[← Back to My Request](#)

## Request Details

Here's the latest update on your move request.

- [My Request](#)
- [Request Details](#)
- [Documents](#)
- [Updates](#)
- [Help & Resources](#)

**Corporate Finance Analyst**  
Finance • New York, NY

Request ID  
**REQ-2025-00521**

Submitted On  
**May 14, 2025**

In Assessment

Requested Start Date  
**July 15, 2025**

### Request Progress

Submitted  
May 14, 2025

In Assessment  
Current Step

Under Review

Approved

Completed

**Your request is in assessment.**  
The intake team is evaluating your request and the business need. This typically takes 3-5 business days.

### Request Information

Request Type	Move Request
From	Chicago, IL
To	New York, NY
Requested Start Date	July 15, 2025
Submitted On	May 14, 2025
Business Justification	Career growth and alignment with finance strategy.

[View full details →](#)

### Latest Updates

[View all updates →](#)

- May 14, 2025 • 10:15 AM

**In Assessment**

Your request is being assessed by the intake team.
- May 14, 2025 • 9:25 AM

**Request Submitted**

Your move request has been submitted successfully.
- May 14, 2025 • 9:20 AM

**Acknowledged**

Your request has been received and is in the intake queue.

**We'll notify you as soon as there's an update or if we need more information.**

### Need to make a change?

You can cancel your current request and submit a new one.

Cancel Request

### Current Step Details

In Assessment

**Intake Team Assessment**

The intake team is reviewing your request to understand the business need and alignment.

**What happens in this step?**

- Review of role and business need
- Alignment with organizational priorities
- Evaluation of impact and feasibility

**Typical Timeframe**

3-5 business days

### Need Help?

- Contact the Intake Team**

Get help with your request

>
- View Process Overview**

Learn about the move process

>
- Frequently Asked Questions**

Find answers to common questions

>

EW

**Ethan Walker**

Requestor

**You can have only one active request at a time. Once this request is completed, you may submit a new one.**



## Operational Transformation

Shifting from a fragmented, manually coordinated process into a more **connected operational system**

### Improvements


- 1 Better coordination across departments
- 2 Reduced workflow friction
- 3 Clearer operational ownership
- 4 Improved employee confidence and visibility
- 5 More scalable workflow structures

The effort also established foundational workflow patterns that supported future operational modernization efforts.




## Outcomes and Impact

The redesigned experience improved both operational efficiency and employee experience across the relocation process.

 **45%**  
Faster Processing

Average request completion time reduced significantly

 **83%**  
Employee Satisfaction

Improved experience ratings across all touchpoints

 **27%**  
Cost Reduction

Operational cost savings through automation

 **100%**  
Workflow Visibility

Complete transparency and coordination

Created a stronger operational foundation for **future employee mobility and workflow modernization efforts**



## Reflection



# Enterprise workflow problems are rarely caused by a single system alone.

The relocation process depended on coordination across departments, approvals, communication, visibility, and operational ownership. Improving the experience required balancing employee needs, organizational processes, and operational realities across the entire workflow ecosystem.



Communication



Visibility



Ownership

More than a platform redesign, this became an effort to simplify organizational coordination and improve operational clarity at scale.