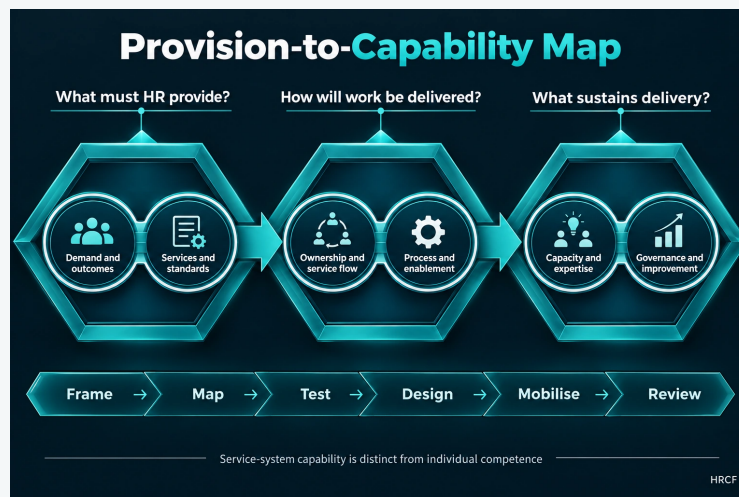




HR Department Provision and Capability Framework

STRATEGY AND PLANNING

Reliable HR support depends on more than committed professionals. This framework examines the whole service system: what users need, what HR promises, how work moves and the capacity and expertise delivery requires. It helps leaders find constraints and make practical service, process, technology and resource choices.



THE MODEL AT A GLANCE

The approach

The Provision-to-Capability Map reviews HR as a service system, connecting demand and commitments with delivery arrangements, capacity and expertise. Six dimensions locate constraints; a six-step process turns journey and workload evidence into practical options, ownership and service improvement.

When to use it

- Managers wait for HR support despite a heavily stretched team.
- Shared services or technology changes need an evidence-led operating review.
- HR responsibilities, service commitments or handovers remain unclear across teams.

What the model covers

Demand and outcomes · Services and standards · Ownership and service flow · Process and enablement · Capacity and expertise · Governance and improvement

Value for your organisation

- Clarifies service responsibilities, commitments and ownership across the HR function.
- Makes delivery constraints visible before selecting staffing or technology solutions.
- Connects capacity and expertise investment with evidenced HR service needs.

Put it into practice

Trace a recent HR request from contact to effective resolution. Record delays, repeated information and handovers against the service commitment. Establish whether the constraint concerns demand, design, capacity or expertise, then agree and review a targeted improvement.

Outputs you can use

- HR service map defining users, demand, standards and intended outcomes.
- Delivery constraint review identifying delays, repeated work and ownership gaps.
- Service improvement plan covering responsibilities, processes, systems and expertise.