

Ajman Resources

User Guide

For Automated Human Resources Procedures in the Government of Ajman

- For Human Resources Units -

www.ajmanhrd.gov.ae

This guide contains the steps for using the automated Human Resources procedures in the Ajman Government's (Mawarid – ERP) system.

If you have any comments or inquiries, please contact technical support at:

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Introduction

The launch of the (Ajman Resources) project for automated Human Resources procedures in the Government of Ajman comes in implementation of the directives of His Highness Sheikh Humaid bin Rashid Al Nuaimi - Member of the Supreme Council and Ruler of Ajman, and the follow-up of His Highness Sheikh Ammar bin Humaid Al Nuaimi - Crown Prince of Ajman and Chairman of the Executive Council. It aligns with the government's directions to enhance services and operations, develop Human Resources departments in government entities and departments, and improve their performance according to the best practices and standards through digital and smart systems and applications.

The Human Resources Department seeks to enhance investment in human capital in the Government of Ajman with sustainable work policies and systems and innovative services within a framework of participation, creativity, and job empowerment to achieve a distinguished government. It aims to achieve its strategic goals and objectives by developing information technology capabilities through digital transformation in all its human resources-related procedures and providing distinguished and innovative services.

The project to automate Human Resources procedures and operations in the Ajman Government's "Mawarid" system is aligned with the Human Resources Law and the approved systems and policies for human resources management in the government. It aims to develop and simplify electronic and smart services for employees to complete their various procedures.

In this context, the Human Resources Department has prepared this user guide for automated Human Resources procedures, which includes illustrative steps to help obtain human resources-related services quickly, simply, and directly electronically.

System User

This guide is intended for Human Resources units registered in the (Mawarid-ERP) system.

Help

Human Resources unit employees should inform the technical support in the Human Resources Department in case of a technical malfunction or difficulty accessing the system, to address the problem, verify the used data such as username and password, and provide the required support.

Main Steps

Logging into the (Mawarid - ERP) System

Via the website: <https://erp.ajman.ae>

And log in by entering the username and password

Ajman Resources Procedures Officer

After entering the username and password, the system takes you to the permissions page. Permissions may vary from one employee to another, but the – Ajman Resources Procedures Officer – permission is available to HR unit officers.

Automated Procedures

After selecting – Ajman Resources Procedures Officer – the list of procedures will appear on the left. You can choose the required procedure.

Automated Procedures

1. Legal Procedures - Case Study
2. Promotion Request
3. Secondment Request
4. Assignment Procedure
5. Job Descriptions
6. Employee Transfer
7. Health Insurance
8. Appointment
9. Employee Evaluation
10. Request for Extension Over 60 Years

Legal Procedures

This procedure is for submitting a legal consultation request, in addition to case studies and searching for case studies and legal consultations.

> Click on "Request Legal Consultation".

> The system opens the form submission page.

Fill in the basic fields: Request Type / Request Subject / Request Details.

- In the Request Type field, click on the icon.
- And select the "Request Type" from the list.
- Then write the subject.
- Then enter the request details.
- Click "Execute".

The system assigns a number and date to the request and adds the request status. The request status will be "In Transit," which means your request has moved to the next stage and you will receive a response later.

You can check the completion of your request through notifications in the (Mawarid - ERP) system or by email.

You can search for previously submitted requests by returning to the – Ajman Resources Officer – page and clicking on "Search for Legal Consultation".

You can search for the legal consultation by request number or request date and click "Search".

The search results will show the details of the legal request and the approved response, and the "Request Status" will be visible at the bottom of the screen.

Case Study

This procedure is for submitting a case study request for an employee.

Through the Ajman Resources Procedures Officer permission, we select "Request Case Study".

Select the employee whose case is to be studied.

The system will retrieve the employee's data, and we will enter the subject and details of the case study.

Click "Execute".

The system will assign a date and number to the request, and the "Request Status" will be visible at the bottom of the screen.

Promotion Request

This procedure is for submitting an employee promotion request.

The Ajman Resources Procedures Officer can initiate the promotion procedures by clicking on "Promotion Request".

Select the employee to be promoted by searching through the four available options.

We will search by assignment number:

1. Select "starts with".
2. Enter the employee number.
3. Click "Go".
4. Select the employee from the list of names displayed on the screen.
5. Click "Action".

We are now on the employee's screen and can start adding a promotion request for them by clicking "Add".

Go to the promotion information screen and select:

1. Promotion Type (Financial, Exceptional Financial, Grade, or Exceptional Grade).
2. Enter the promotion date (Note: The promotion date must be greater than or equal to today's date; you cannot promote with a past date).
3. Select the new grade as well as the employee's current or new organizational unit and the new position.
4. Select Yes/No in the "Qualifications Match the Job" field.
5. The system calculates the promotion value and divides it between the basic and supplementary salary.
6. Click "Apply" to review the data.

If there are no financial allocations in the budget, the system will show a notification explaining why the request cannot be completed.

If there are financial allocations, the system will take you to the review screen. Click "Next" and then "Submit" on the following page.

Secondment Request

This procedure is for submitting an employee secondment request.

HR Procedures Guide

01

The Ajman Resources Procedures Officer can initiate the secondment procedures by clicking on "Secondment Request".

02

Select the employee by searching through the four available options.

1. Select "starts with".
2. Enter the employee number.
3. Click "Go".
4. Select the employee from the list of names displayed on the screen.
5. Click "Action".

03

Click "Add".

04

Then complete the secondment data:

1. Secondment start date.
2. Type of entity seconded to.
3. Enter the name of the entity seconded to.
4. Select whether the local government will bear the salary or not.
5. Click "Apply".

05

Click "Next" and review the request.

06

> Click "Add" if you wish to attach any document.

> Click "Submit".

Assignment Procedure

This procedure is for submitting an assignment request within or outside the government entity.

01

The Ajman Resources Procedures Officer can initiate the assignment procedures by clicking on "Assignment Procedure – Internal / External".

02

Select the employee to be assigned from the list displayed on the screen by clicking "Action".

03

Click "Add" and start entering the assignment data on the next page.

04

- Select the expected date.
- Select the assignment type: internal/external.
- Select the budget classification.
- Select the vacancy type.
- Select the assigned department.
- Select the vacancy.
- Select the assigned directorate.

- Select the assigned organizational unit.
- Select the assigned grade.
- Select the assigned job title.
- Select the assigned program number.
- Select the assigned task.
- Click the Apply button.

05

After completing the request, click "Next" for review.

06

> Click "Add" if you wish to attach any document.

> Click "Submit" to complete the approval chain.

Job Descriptions

This procedure is for creating a job description for employees.

01

The Ajman Resources Procedures Officer can follow these steps when starting job description procedures, which include creating, viewing, or searching for a job description. Example: Select "Create Job Description".

02

Click "Add".

03

You can select the organizational unit, job title, or position for which you want to add a job description. Click "New/Edit".

04

Insert the job data according to the fields shown on the screen. Fill in the overall purpose of the job, job responsibilities, administrative and financial authorities, and job tasks and responsibilities.

05

Enter the required qualifications and experience for the job.

Add behavioral competencies and technical competencies.

Add internal and external working relationships and the nature of the job's work.

08

Click "Apply".

09

After completing the request, click "Next".

10

Here you can review the job description by clicking on "View Job Description Card".

11

"Job Description Card".

10 (repeated)

Then click "Submit" to complete the approval chain.

Employee Transfer

This procedure is for submitting an employee transfer request (internal / external / or outside the local Ajman government).

01

The Ajman Resources Procedures Officer can follow these steps when initiating an employee transfer within, outside, or external to the government entity. Example: Select "Request External Transfer (Outside Government)".

02

Then select an employee from the list displayed on the screen by clicking "Action".

03

Click "Add".

04

Enter the transfer data. Click "Apply".

05

After completing the request, click "Next".

06

Here you can review the transfer request. Click "Submit" to complete the approval chain.

Health Insurance

This procedure is for adding a new insured person, replacing children in the health insurance, or canceling health insurance for an employee or one of their family beneficiaries.

01

Click "Request to Add Health Insurance".

02

Select the employee by searching through the four available options.

1. Select "starts with".
2. Enter the employee number.
3. Click "Go".
4. Select the employee from the list of names displayed on the screen.
5. Click "Action".

03

Click "Add".

04

Select the dependent, enter the name in English, and the dependent's nationality.
Click "Apply".

Appointment

This procedure is for submitting a new candidate appointment request.

HR iSupport HR

Ajman Resources Self-Service

Ajman Resources Procedures Officer - HR

Appointment Officer - Ajman Resources - HR

Time and Attendance Officer - Human Resources

Payroll Officer - Human Resources Department

Human Resources Officer - Human Resources Department

Appointment Officer - Ajman Resources - HR

- Enter and Modify Candidates

- Enter University and College

From the Appointment Officer – Ajman Resources – permission, click on "Enter and Modify Candidates".

Appointment Officer - Ajman Resources - HR

01

- **Enter and Modify Candidates**
- Enter University and College

To enter an appointment request with a past date, you must modify the effective date by selecting (Change Effective Date).

02 Effective Dates

From: 04/09/2021

[Change Effective Date button]

Enter the (Effective Date) to be a date prior to the candidate's appointment date as shown in the picture, then select OK.

Change Effective Date:

03

Effective Date: 31/12/2020

Today's Date: 04/09/2021

[OK button] [Reset button] [Cancel button]

Click (New) if the request is to enter a candidate. (Note: If the request is to modify an existing candidate, enter the candidate's name or number and then click (Search)).

04

[Search button] [New+ button] [Clear button]

Click on the additional data field, then enter the appointment reference number in the designated field and select OK.

05

Additional Data: [Select Appointment Reference Number field]

[OK button] [Cancel button]

Select (Create Candidate).

06 Action: [Dropdown menu]

Create Candidate

Enter the candidate's data in the fields specified in the picture.

Title: [Text input]

First Name: [Text input]

Father's Name: [Text input]

Grandfather's Name: [Text input]

07

Family Name: [Text input]

Gender: [Dropdown menu]

National ID Number: [Text input]

Date of Birth: [Date field]

Status: [Dropdown menu]

Select the work schedule.

08

Work Schedule: [Dropdown menu]

Complete the candidate's data.

Nationality: [Text input]

09

Education Level: [Text input]

Religion: [Text input]

Click (Other) and select Phones to enter the phone number, save it, and close the phones screen.

[Other... button]

10

Phone Numbers Screen

Type: Mobile

Phone Number: [Number input]

To enter the academic qualification data and the certificate attestation data, save it, and close the qualifications screen.

11

12 Enter the address data.

After saving the entered data, the application is given a reference number.

13

[Request Number 102]

Click on the application to enter the start date of work and ensure that the position is entered in its designated field on the screen.

14 [Application button]

Position: HR. Senior Executive Systems Follow-up 030206

On the additional application details screen, enter the employee type, whether they are entitled to a nature of work allowance or not, and the percentage increase on the salary if it is higher than the minimum for the grade. Ensure the data shown on the screen is correct, then click OK and choose Save (*The application will be closed to return to the main screen).

15

Select the attachments tab and click on the attachment category (Job Evaluation).

16

Category: Job Evaluation

Click on the source to add attachments and attach the job evaluation approved by the Human Resources Policies Department at the Human Resources Department from the desktop, then click Execute.

17

Export File Data: [Browse...] [Execute] [Cancel] [Clear]

Select the attachment (Hire Decree).

18 **Category:** Hire Decree

Attach the hiring decree approved by the competent authority, then click Execute.

19

Select the attachment category (Signed Offer Letter).

20 **Category:** Signed Offer Letter

Attach the approved offer letter and click Execute. 21

22 From the Actions menu, select (Request for Acceptance).

Action: [Dropdown menu]

Request for Acceptance

Confirm the request has been accepted by selecting the application, which will show the status. **23**

Status: Initially Approved

24 To change the candidate's status from Initially Approved to Offer Letter Attached, click on Actions and select (Attach offer).

Confirm the offer letter has been accepted by selecting the application, which will show the status. **25**

Status: Offer Letter Attached

26 To return to the candidate's page, click on Actions and select Request for Hire to change the candidate's status to Accepted.

Confirm the hiring request has been accepted by selecting the application, which will show the status. **27**

Status: Accepted

Click on Actions and select Hire to appoint the applicant.

28 Action: [Dropdown menu]

Hire

Employee Evaluation

This procedure is for approving an employee's probation period evaluation or requesting an extension for a new employee.

Line Manager Actions

- Request for Extension Over 60 Years
- **Employee Evaluation**
- Request External Transfer (Outside Government)
- View Job Description

From the – Ajman Resources Self-Service Manager – permission, click on "Employee Evaluation". **01**

Click "Add".

02 [Add button]

No results found.

Enter the data (Evaluation Date / Employee Number to be evaluated for the employee's data to appear).

Evaluate the employee according to the fields "Job Knowledge / Adaptability / Quality and Volume of Work / Interpersonal Skills and General Appearance / Final Result". **03**

Click "Apply".

The probation period can be extended, the employee's services can be terminated, or they can be confirmed in the position based on the selected final result. **04**

You can review the evaluation here. Click "Next".

The procedure ends on the part of the line manager, and notifications appear for the Human Resources officer to complete the approval chain. **03**

Request for Extension Over 60 Years

This procedure is for submitting a request to extend for an additional year for an employee over 60 years of age.

Line Manager Actions

- **Request for Extension Over 60 Years**
- Employee Evaluation
- Request External Transfer (Outside Government)
- View Job Description

Request for Extension Over 60 Years

From the Ajman Resources Self-Service Manager permission, click on "Request for Extension Over 60 Years".

- FD iProcurement

- HR Sourcing Buyer
- HRD Policy Department Report
- HRD Strategy Department Report
- General Ledger Inquiry - Human Resources
- Payments Inquiry - Human Resources
- Ajman Resources Self-Service
- Ajman Government Human Resources Reports
- Ajman Resources Self-Service Manager
- New Ajman Self-Service Manager
- Ajman Resources Procedures Officer- HR
- Time and Attendance Officer - Human Resources
- Payroll Officer - Human Resources Department
- Human Resources Officer - Human Resources Department
- **Ajman Resources Self-Service Manager**
 - Leave and Permission Management
 - Talent Reference
 - Movement Monitoring
 - Leaves
 - Leave and Permission Management
 - Daily Attendance Reports
 - Daily Attendance Report
 - Daily Attendance Summary Report
 - **Line Manager Actions**
 - Request for Extension Over 60 Years
 - Employee Evaluation
 - Request External Transfer (Outside Government)
 - View Job Description

Select the employee for whom the extension is requested.

Action Details Department	Job
HR for Director General's Office	Consultant 06
HR Support Services Office	Employee 07
HR Support Services Office	Employee 07
HR Support Services Office	Employee 07
HR Programs Department	Employee 07
HR Support Services Office	Employee 07
HR Information Department	Employee 07
HR Programs Department	Employee 07

Click "Add".

Enter whether an extension decision has been issued for him and the reason for the extension.

Click "Apply".

Click "Next".

Review the request and add the medical examination in the attachments.

Click "Submit" to complete the approval chain.