



December Update from Programme Director Simon Willcock



2007 has been a year of considerable achievement for everyone involved in the ESR programme.

The Implementation Project continues to meet its rigorous timetable and Benefits Realisation in live sites is gaining momentum. This has only been achieved through hard work and commitment across all the teams. We fully appreciate the contribution of everyone involved, and look forward to working with you in 2008.

As this is the last issue of ESR News for 2007, on behalf of everyone in the ESR NHS team I would like to wish you all a very Merry Christmas and a Happy New Year! The next issue will be distributed late Jan/early Feb 2008 when we look forward to sharing more ESR news, views and stories with you.

Implementation latest

The Implementation Project continues to make steady progress although through November we have experienced some operational problems, which we are currently doing our utmost to rectify.

Wave 10 comprising 45 organisations and c102k employees have now completed their go live successfully, and paid their second monthly payroll on ESR at the end of November.

Wave 11 comprising 34 organisations and c71k employees all successfully progressed through Readiness Assessment 3 on green in November 2007. They commence their User Trial this month and will go live in January 2008.

Wave 12 comprising 32 organisations and c78k employees successfully progressed through Readiness Assessment 2 in October 2007, and are working towards Readiness Assessment 3 at the beginning of next month. They commenced Local Solution Testing this month.

ESR Receives Oracle® Innovation Award

On Monday November 14 at the Oracle® OpenWorld Conference in San Francisco the NHS ESR programme was presented with an Innovation Award by Safra Catz, President and Chief Financial Officer of Oracle®.

The Award recognises the fact that over 1 million NHS employees are now on Oracle® Human Resources Management System (HRMS) and Oracle® Payroll System. It was presented to Simon Fletcher, NHS ESR Head of National Initiatives and a Senior member of the ESR team. Receiving the award, Simon said:

'It is a pleasure to receive this Oracle® Innovation Award on behalf of the ESR team, who have worked tirelessly to bring this project in on-time and on-budget. The collaboration with Oracle® and McKesson UK has helped us create



Safra Catz presents Simon Fletcher with the Oracle Innovation Award

a solution that meets the needs of NHS organisations and employees and shows the value of strategic IT partnerships'.

The event, the largest of its kind in the world, took place from 11 – 15 November, saw over 40,000 attendees and featured more than 1,600 sessions and 350 live demos across the full breadth of Oracle® software offerings.

Operational Issues:

Retro pay

November ESR News described the work undertaken to improve retro pay functionality in readiness for the payment of the 2007/8 Pay Award. Retro pay is designed to calculate and pay arrears, delivering a total, up to date pay package for NHS employees as soon as pay rates change. It is a significant benefit particularly in dealing with day to day pay arrears. For ESR Users, this initial, national application of retro pay did not go as predicted and was a difficult experience which we very much regret. The planned work to clear down retro payments went well. All organisations were ready to begin using the new process by the end

of October. However, managing payroll processes, including retro pay in November proved to be challenging. Running weekly payroll retro payments took longer than anticipated, so the planned schedules had to be reviewed and amended, causing anxiety close to payroll deadlines. There were also problems with weekly pay rates and with some categories of staff, which required emergency fixes. A programme of work to address the software problems is in progress.

We very much appreciate the hard work and dedication of payroll teams to ensure that the pay awards and arrears have been provided successfully to employees. A thorough review of the process is underway and lessons learned will be published and implemented.

Sickness Absence Reporting

There has recently been a thorough review of sickness absence reporting functionality

which has identified two problems. The absence timeline report monthly and quarterly figures are correct, but the cumulative total for average salary and % absence were calculating incorrectly when run for more than one period. Using the absence management report, the Bradford Factor, maternity and long and short term absence worksheets were showing an additional line for people who have an assignment terminated but not ended and who also have a period of absence. Absence management is now reporting correctly and the absence timeline is expected to be rectified shortly.

Both retro pay and sickness absence reporting are hugely important components of ESR. The central team is committed to ensuring that remedial work is completed as speedily as possible, and we will keep you fully informed about developments as the work is completed.

ESR and Data Security



Security considerations have always been high on the ESR project agenda. They were thoroughly investigated at the outset of the project and have been kept under periodic

review ever since. ESR data is encrypted and the system is fully compliant with Data Protection legislation. Each NHS Trust can view only its own information. Security profiles within ESR also ensure that users can only see information about staff in their Trust that is relevant to their role. However, it is important to reiterate the need for each organisation to work within their own data security framework, to ensure the careful monitoring of User Responsibility Profile (URP) allocation and the rigorous management of ESR data protection at all times.

Registration Partnership Project Update

Since the last update on the Registration Partnership Project (May 2007, issue 44), November 6th saw the start of the second phase of NHS Employers Large Scale Workforce Change Programme (LSWC), 'Improving Productivity and Information Governance'.

Phase 2 comprises a further c50 organisations that will implement new processes to deliver efficiencies between their HR and Registration Authority functions. This work will build on the lessons learned during the first phase of the programme, which concluded in September. A third and final phase of the programme will commence in March 2008.

The activities completed by the LSWC Programme, aside from delivering immediate efficiencies and improved information governance, are a pre-

requisite to being able to go live with the forthcoming interface between ESR and the Care Records Service (CRS).

Funding has recently been secured to enable the interface development between these two systems to commence. The work is due for completion in late 2008, at which time it will be piloted with a small number of organisations prior to being rolled out to the remainder of the NHS in Spring 2009.

The project team is currently working on interface specifications and defining the rollout approach. Further information on the project will be shared when available.

Please visit www.nhsemployers.org/workforce for further details.

Linking e-KSF and ESR

As part of the national revitalisation of KSF, since its initial introduction in 2004, all of the SHAs throughout England have hosted re-launch events. These were organised by each SHA with the support of NHS Employers, the Department of Health, and the KSF group of the NHS Staff Council Executive. Each event featured a high level key note speaker including Ministers. The aim of these events was to re-energise the application of the Knowledge and Skills Framework in all NHS organisations, outlining what the KSF is and can do for Trusts and for staff, to dispel the myths about it, and to encourage Senior Board members, including directors and non-executive directors, to re-energise the use of KSF in their own organisations.

The West Midlands SHA event took place on the 8 November with approximately 150 delegates attending. Benefits Realisation

Manager, Shirley Young, attended from an ESR Perspective to be on hand to raise awareness of the bi-directional interface which has been developed between the web-based toolkit, e-KSF, and ESR.

The bi-directional interface between ESR and e-KSF is being rolled out throughout England and Wales. Both ESR and e-KSF are national systems, which hold information about employees and their personal/professional development. The interface has been built to realise additional benefits from both systems by sharing data both ways, which will ultimately support better management of staff careers and provide a systematic method of identifying organisational training needs. It will enable data from KSF reviews, development plans, gateway progressions and competency profiles to be transmitted to ESR, thus reducing additional manual input into employee files.

It will also allow data from ESR to be transmitted to e-KSF about new employees, leavers and changes in employee information.



The benefits are many:

- Reduced administration on e-KSF
- Reduced administration on ESR
- Easier reporting (e-KSF data about reviews can be combined with ESR data about demographics, ethnicity/gender, pay band etc. for equal opportunities monitoring)

Every organisation has been allocated into a batch for rollout purposes and will be engaged by the central e-KSF team when due for rollout. Rollout will be dependent on an organisation's readiness and a period of data cleansing will be required by some organisations who are using e-KSF prior to ESR roll out, in order to fully realise the benefits of the link.

For further information about the e-KSF and ESR link visit the 'ESR Links to Other National Initiatives' section of Kbase or contact e-KSF at ESRlink@e-KSF.org

National Learning Management System for eLearning



As part of a joint initiative between the Department of Health, NHS Connecting for Health and the Electronic Staff Record (ESR) project, the learning management functionality currently available through ESR will be extended to provide elearning capability. This will be achieved through the National Learning Management System

(NLMS) project, and will make elearning available to all NHS employees in England with a staff record on ESR.

The NLMS will be provided to the NHS at no cost to local organisations. Practically this means that individual organisations do not need to procure individual learning management systems, thus saving time, effort and resources as well as providing a consistent and integrated approach.

Once delivered, the NLMS will enable:

1. National elearning content (from providers such as eLearning for Healthcare or NHS Connecting for Health) to be delivered to NHS Employees through ESR
2. Locally produced elearning content to be delivered to NHS employees within a local organisation through ESR
3. All elearning courses completed to be recorded automatically in the employee's portable learning & competence record

4. Employees to access elearning content away from work – employees will be able to complete elearning courses remotely (on a suitable computer with an internet connection, subject to course hosting arrangements)

5. The provision of management information on learner progress and course completion at local/SHA/national levels. This will provide managers with an overview of learning undertaken and enable effective staff development

Whilst national elearning content will ultimately only be available through the NLMS, NHS organisations which currently have a stand alone local/regional elearning application will not have to move immediately to ESR to deliver local course content to staff. However, as the NLMS is integrated with ESR and provided at no cost locally, it is anticipated that organisations will wish to migrate to ESR for delivery of elearning content when current legacy contracts expire.

Continued on page 4

National Learning Management System for elearning

Continued from page 3

The ESR elearning facility will be achieved through extending the current ESR Oracle Learning Management (OLM) module. This will be piloted in a small number of organisations from June 2008 and should be available to the rest of the NHS from September 2008.

Simon Willcock, ESR Programme Director said 'I am delighted that we are now able to meet the NHS organisations' and employees' demand for elearning capability. For some time there has been

a need for a joined up approach for an integrated elearning facility within the NHS – both from national and local perspectives. The ESR project team will be working closely with providers of national and local content to ensure elearning course content is delivered reliably to users.'

Dr Philip Candy, National Director of Education & Development for NHS Connecting for Health said 'This initiative represents a great example of cross-organisational collaboration and provides a key component in the delivery of the Connecting for Health training strategy.

It will not only save the NHS considerable amounts by reducing duplication, but will make it much easier for staff members to access a wider range of online learning opportunities and to maintain a record of their learning. We look forward to working closely with colleagues in the ESR project team to deploy this enhanced functionality across the NHS.'

Further information can be obtained through your ESR Benefits Realisation Manager, and a Frequently Asked Questions sheet is also available at www.esrsolution.co.uk.

Top Tips

1. Managing the Property Register with ESR

The Property Register allows you to record Employing Authority assets (and their associated identification) allocated to employees, including the date allocated and the date the allocation ends. The Property Register can be administered through Core HR as well as Self Service.

Through the Discoverer Tool you can report on the Property assigned to your employees for ensuring that all assets are returned when staff leave, reviewing allocation of resources and much more.

The steps below will help in the consideration of the use of this functionality:

1. Decide what assets you want to record within the Property Register

A list of standard items is already associated with the Register. These are: Badge, Bleeper, Computer for Home Use, Keys, Light Pen, Mobile Phone, Personal Digital Assistant, Portable Computer, Printer, Protective Clothing, Security Alarm, Staff Uniform and Toolkit.

You may already be storing this information within other systems. ESR could replace these systems!

This could be an ideal opportunity to review the allocation of resources across the Employing Authority. If you have never collated this information then an audit exercise to gather the data may be required. As part of any review of allocation a data cleansing exercise would be especially useful to ensure the cleanest information is input into ESR.

2. Be consistent in recording and reporting

Once the decision has been made to use the Property Register, ensure that procedures are updated to include efficient capture and reporting of asset information and to ensure that asset allocation and return is captured.

Further uses

Q.What if the asset we want to record isn't there?

A. Easy! Just add it to the list!

Your local systems administrator can add items to the list of values that appear on the Property Register screen. This can be done through Local HRMS Systems Administration URP > Key Flex Field Values. Select "Value Set" and search for NHS_Property_List. Add a new row, add your item and set the effective date to the date you want the item to be used within the system – typically this will be 01-Jan-1951. Save the record and the item will now appear as an option on the List of Values (LOV) within the Property Register Form.

An example of additional use could be the recording of car parking permits.

National Process Maps for New Starters and Leavers can be found on Kbase as well as example forms for capturing ESR data. Please consult the Guide to Reporting on Kbase for further information on reporting on the Property Register.

2. Disco Reporting

A Top Tip that users may not be aware of is related to the recent Patch Release Notice for Release 4.6.1.

With previous functionality, Disco Ad Hoc Users had access to all reports that had been shared as 'Public' across the NHS. In order to manage this area more efficiently and effectively release 4.6.1 altered this functionality so that a role (similar to notification roles) must be assigned to Disco Ad Hoc Users who wish to see Public reports.

This role will need to be set up by the organisation's System Administrator in the Local HRMS Systems & User Administration URP under Maintain Roles. The Disco Ad-Hoc User must be an employee of the organisation in order to be set up in the role (as they would if they were to receive notifications). Once the user has been set up in the role, they will then be able to access the 'Shared to Public' reports.