

Employee Updates

In this example, an employee is updating their home address. This information will be amended in ESR straight away.

Employees are responsible for their own information and must ensure that any relevant changes are made in a timely fashion.

Entering New Address Details

Viewing an Online Payslip

Section	Value
Employee Name	Jean Smith
Employee Number	2886312
Effective Date	30-Dec-2005
Country	United Kingdom
Address Line 1	27 Country Road
Town	Stranish
County	Stranishire
Post Code	EY6 9JNE

Section	Value
Pay Processing Information	Pay Period: 27-Nov-2005 to 03-Dec-2005
Tax Details	Tax Code: 1257L, National Insurance: 2
Summary of Payment	Gross Pay: 185.76, Net Pay: 135.24

Section	Value
Payments	Basic Pay: 185.76
Deductions	Income Tax: 50.52, National Insurance: 49.28, Pension: 20.28

Section	Value
Net Pay Distribution	Bank Sort Code: 200000, Bank Account Number: 200000, Payment Amount: 135.24

It is possible to view a payslip online – this is in addition to the traditional paper copy.

A full payslip history is available, so employees have an efficient and easy to use method of checking their payments to date.

“We recently started a pilot of Employee Self-Service which has the benefit of taking the input burden away from the manager.

Early reports from the pilot seem to be quite good, employees particularly like being able to view their online payslips. Some of the biggest benefits of self service would come with the introduction of the full range of Manager Self-Service, namely assignment changes and terminations.”

Deborah Lowe, HR Project Advisor,
ESR Project, Royal Bolton Hospital

Top tips for a successful implementation

You need to consider the following now, in anticipation of the implementation of ESR in your organisation.

■ **Processes and Workflows** - Self-Service will bring significant cultural and procedural change to NHS organisations. Employees are responsible for their own personal information, while some actions and changes require a supervisor to use the system in order for approval to be given. All the relevant workflows need to be defined and understood by everyone, in particular so that staff are aware of their roles and responsibilities, and that they understand the effects that entering any information will have.

■ **Supervisor Hierarchy** - A manager or “Supervisor” must be identified for each employee. The purpose is to secure access to employee records and to control the approval process for actions instigated through Self-Service. A well thought-out Supervisor structure is the key to a successful Self-Service implementation.

■ **Approvals** - The people responsible for approving data changes, in particular to payroll-related information, and for approving actions such as requests for training and development reviews need to be identified and trained.

For further information relating to ESR, please contact your local Account Manager or visit the ESR website on www.esrsolution.co.uk



SELF-SERVICE



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World-class People Management for a 21st Century NHS

ESR allows **every** member of staff to **view** and **maintain** their own records, and to **instigate actions** that will improve their personal development

OVERVIEW

ESR's Self-Service capabilities allow any staff member to access the system through a simple browser-based interface. Little or no training or support is needed to use these intuitive facilities. All employees have the ability to view and update their personal information, such as emergency contacts and bank details. They can also view past payslips, instigate Development Reviews, assess training possibilities and request to be enrolled on courses. Managers have some additional facilities, such as approving employee requests, maintaining employee status, and locating staff who are suitable for new job opportunities. A **Workflow** system is used to route actions from one staff member to another.

Benefits

- Employees can access information and instigate actions including:
 - View and update personal information, such as emergency contacts, address and bank details.
 - View past payslips.
 - Maintain competencies and qualifications.
 - Review opportunities for development, and enrol on training courses.
 - Partake in online Development Reviews.
- Managers can access information and instigate actions, including:
 - Approving requests and changes made by employees.
 - Recording contractual changes – hours, position grade etc.
 - Recording transfer, promotion or termination of employees.
 - Conducting online Development Reviews.
 - Locating suitably skilled people for new job opportunities.
- Workflow is used to route

information between users (employees and managers) according to defined business rules. Each staff member has a Notification "Inbox" that holds any pending actions, such as a request to enrol on a course, and it also shows the current state of a process in which that user is involved.

- Four levels of access control the security of the Self-Service facilities:
 - Employee. Allows read and write access to a particular subset of the employee's personal information, and the instigation of employee Self-Service actions.
 - Manager (without payroll approvals). Provides full access to all the manager Self-Service functionality and employee data.
 - Manager (with payroll approvals). Identical to the above but any changes that have a payroll impact (hours,

grades etc.) must be approved by another nominated person.

- Supervisor. Provides limited access by removing the ability to amend payroll-related information and to end employment.



An employee requests enrolment on a training course

The request is received in the inbox of the employee's manager. If the request is granted, the booking is automatically made through ESR's Learning Management facilities



An employee is informed of the manager's response in his or her Notification Inbox



WHAT IT LOOKS LIKE

The examples below show some of the major uses of Self-Service, i.e.:

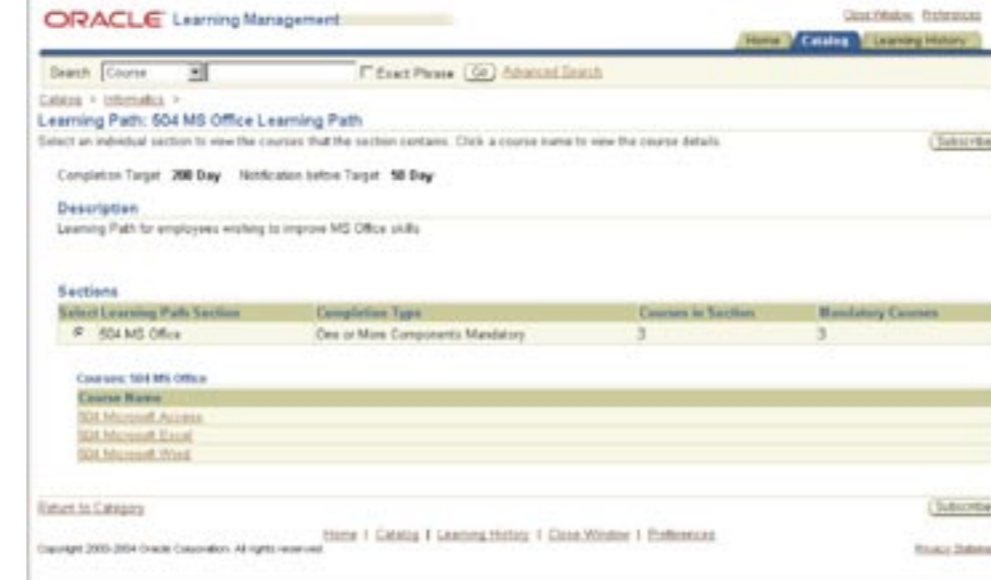
- Learning Management
- Talent Management
- Manager updates
- Employee updates

Learning Management

Employees Subscribing to a Predefined Learning Path

In this example, an employee is subscribing to a predefined learning path, or training plan. This groups together courses which, when combined, can offer a particular development opportunity.

Employees and managers can subscribe to a learning path defined by the Trust, or create their own. This allows a fully flexible approach to training. Employees, once subscribed to a learning path can then search for classes at suitable dates and times, requesting enrolment with managerial approval.



Talent Management

Manager Adding Additional Competencies to an Employee's Record

In this example, a manager is updating an employee's competency profile with newly achieved competencies.

The Trust will need to think about which local competencies they will require, and set these up before they can be allocated to employees.

With the input of Talent Management information at source, both via the manager and employee, a more comprehensive picture of an organisation's skills set can be achieved, while relieving central functions from the task of data input.



Manager Updates

Information on change of hours is entered by the manager and submitted. If the manager has permission to make such changes without approval, then this is updated in ESR with immediate effect.

The ownership and responsibility for maintaining employee contractual variations is transferred to the line manager and data is input at the source. Because ESR is a real-time system this data is effective straight away.

This is a continuation of the example above where the manager needs approval before the changes are updated within ESR. A notification is sent to the person nominated to grant such approval. Once this is given, the change is actioned.

The approver can clearly see the changes that have been made and the dates from which these are effective. This enables organisations to use Self-Service but retain an element of central control over information being added to the database.

Change of Hours



Approval of a Change of Hours Request



Review of Changes for Approval

