

QUEENSLAND HEALTH PAYROLL SYSTEM  
COMMISSION OF INQUIRY

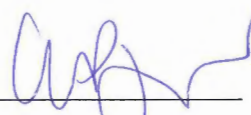
## Statement of Witness

|                                    |                         |
|------------------------------------|-------------------------|
| <i>Name of Witness</i>             | Damon Anthony Atzeni    |
| <i>Date of Birth</i>               | [REDACTED]              |
| <i>Address and contact details</i> | Known to the Commission |
| <i>Occupation</i>                  | Public Servant          |
| <i>Officer taking statement</i>    | Caitlin Morgan          |
| <i>Date taken</i>                  | 14 / 5 /2013            |

I, Damon Anthony Atzeni state;

**Employment**

1. I was employed by Queensland Health as the Human Resources ('HR') Business Integration Manager as part of the QHEST project from January 2007 to July 2010. QHEST stands for the Queensland Health Enterprise Systems Transition Project.
2. As the HR Business Integration Manager at QHEST, my role was to manage a team to:
  - a. Identify Queensland Health's business requirements for the HR, payroll and rostering solution.
  - b. Liaise with the stakeholders about business and system requirements and implementation of the solution.
  - c. Prepare for the implementation of the products to be supplied. This included business process mapping, training tools, stakeholder engagement and communication as well as payroll support.

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3. I reported on these matters to the Queensland Health Implementation of Continuity (QHIC) Project Director, which was Amanda Doughty (June 2008 – June 2009) and then to Naomi Du Plessis (2009 – 2010).
4. As HR Business Integration Manager, I managed a small team of functional and business experts who worked with stakeholders to identify system requirements and ensure the HR system and business process suited Queensland Health's needs.

### Scoping - Queensland Health

5. Upon being appointed Prime Contractor, IBM conducted a scoping exercise over a period of approximately two weeks between 3 December 2007 and 18 December 2007 to determine the specific business requirements of Queensland Health with respect to the payroll and rostering solution ('Queensland Health Scoping').
6. Aside from rostering requirements, Queensland Health had specific business needs in relation to payroll and organisational management which were different to other government agencies.
7. The Queensland Health Scoping was conducted by:
  - a. a series of meetings and workshops between Queensland Health, CorpTech and IBM representatives; and
  - b. reference to a series of documents which articulated the specific business needs of Queensland Health.

### Scoping Meetings and Workshops with IBM

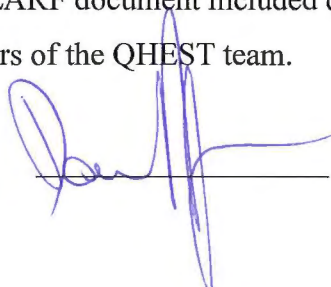
8. The Queensland Health Scoping was conducted over a number of weeks and involved a series of full day discussions and workshops with IBM. The workshops were conducted between 6 December 2007 and 14 December 2007. I did not participate in all of the workshops. I attended the introduction of some of the workshop sessions but I did not stay for the duration of those sessions.

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9. I nominated team leads or subject matter specialists from my team to attend the workshops. **Annexure A** to this statement is a copy of an email I sent to Janette Jones on 4 December 2007 which outlines the scheduled interim scoping workshops and the proposed attendees for those workshops.
10. I recall members of my team expressing concern to me about the IBM facilitators at the workshops, specifically Jacqueline Mazibrada and Mariza Richards. I recall that my team found the IBM interim scope facilitators to be very aggressive and very reluctant to deviate in any way from the draft 'scope' which IBM had in mind. My team reported to me that the IBM facilitators were protecting the scope by any means possible and were aggressive in the way they approached the workshops.
11. I raised these concerns with Chris Prebble at the time the workshops were being conducted. **Annexure B** to this statement is a copy of an email I sent to Mr Prebble dated 12 December 2007 in which I express concern about the attitude of the IBM facilitators and state that 'I do not have much confidence that they understand the needs and risks of QH'.
12. Interim solution scoping workshops were being conducted in tandem with Whole of Government ('WoG') workshops. The interim and WoG workshops addressed the same issues but the WoG workshops were carried out in more detail and involved a greater number of IBM facilitators.
13. As part of the scoping exercise, my team leads identified their key concerns and created an issues list. The issues list was known as 'CLARF', which was an acronym of the first names of the people involved in producing the document (Cathy Sparks, Lynette Land, Amanda O'Grady, Roslyn Ricoine and Francine Hamilton).
14. The CLARF document included questions and issues identified by several members of the QHEST team.

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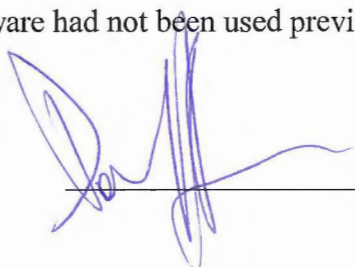


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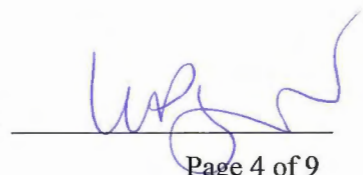


15. The CLARF was initially created from the issues my team became aware of from the Department of Housing roll-out, ascertained through discussions with our Housing payroll colleagues and the Impact Assessment workshops conducted by CorpTech in early 2007.
16. The CLARF document was emailed to Jason Cameron of IBM on 12 November 2007 and was used by the team leads to raise questions in the scoping workshops and meetings with IBM. **Annexure C** to this statement is a copy of an email from me to Jason Cameron dated 12 November 2007 which attached the CLARF document.
17. The CLARF document was subsequently divided into two sections in January 2008. The first section contained Queensland Health's issues list for the interim solution. The second section contained Queensland Health's issues list for the Whole of Government solution. **Annexure D** to this statement is a copy of sections one and two of the CLARF document as at 11 January 2008.
18. The Queensland Health Scoping was to be based on the Department of Housing ('Housing') roll-out. Housing and Queensland Health, however, are very different agencies in terms of number of employees, rostering requirements and complexity of awards. Further, the Housing implementation involved the use of SAP software. Queensland Health's implementation involved a combined use of SAP and WorkBrain software for payroll and rostering functions.
19. In that respect, Queensland Health Scoping was '*greenfield*' (meaning that it involved the use of software solution which was new and previously untested in a government agency) rather than '*brownfield*' (meaning scoping done by reference to a software solution which was already in use by an agency). The scoping exercise was '*greenfield*' as it involved the use of rostering functionality in WorkBrain, integrated with SAP for payroll. The proposed interface of this software had not been used previously in government and had its own challenges.

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20. At the time the Queensland Health Scoping was conducted by IBM, I was aware of significant improvements that were required on the Housing roll-out experience. Items like increments, higher duties and terminations were problematic in the Housing roll-out. They needed to be fixed to go forward with the Queensland Health roll-out because they were critical to our pay outcomes.
21. There was a general feeling in my team that the interim scoping was being conducted too quickly. My team had never used WorkBrain before, we were unfamiliar with the software and we were not technical experts.

### QHIC Scope

22. I have been shown by the Commission a copy of the QHIC Scope Definition Version 1.0 dated 21 February 2008 ('QHIC Scope'). The author of this document is Mr Prebble of IBM. This document sets out some of the scope requirements for the interim solution. However, I do not consider the document to be comprehensive and it did not address all of the business requirements of Queensland Health.
23. At Pages 2 and 3 of the QHIC Scope is a Schedule of 'Related Documents' (the 'Schedule'). The documents in the Schedule were referenced in developing the QHIC Scope and form a part of the QHIC Scope. Some of these documents were originally created by Accenture as part of the Department of Housing roll-out and the documents were prepared from a Whole-of-Government perspective. I do not believe that IBM created any of the documents referenced in the Schedule.
24. The second document listed in the Schedule is the Queensland Health IAW Worksheets. I believe the information provided in the CLARF to IBM on 12 November 2007 is reflected in these Worksheets.
25. The QHIC Scope does not, however, contain comprehensive agency specific requirements for Queensland Health. For example, the 'HRBS – Roster Management Solution Design Document Version 1.0' (dated 19 October 2006) is not listed in the Schedule. This was a comprehensive Whole of Government

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rostering system design document created in consultation with, and reviewed by, Queensland Health and other rostering agencies.

26. Inclusive of the documents listed in the Schedule, the QHIC Scope provides a starting point from a scoping perspective for the interim solution. However, it does not adequately address the functionality of the new system or respond to Queensland Health's detailed business requirements, as outlined in the documents contained in the Schedule.

### **Business Attributes Document**

27. I have been asked by the Commission about the Business Attributes Document ('BAD').
28. The BAD was a document which Queensland Health was required to provide to IBM which set out Queensland Health's business requirements and provided some of the data necessary to code those requirements into the payroll solution.
29. I am aware that IBM first requested this document from Queensland Health in early November 2007. Queensland Health was the author of the BAD and was the version controller of it, meaning that only Queensland Health could make amendments to the document. The BAD was initially maintained by Ross Wood at Queensland Health, and then by Roslyn Ricoine.
30. I recall that IBM requested that many changes be made to the BAD. I estimate that IBM was responsible for 50 - 75% of the changes ultimately made to that document. Parts of the BAD were initially incomplete and contained some inaccuracies but both IBM and Queensland Health understood that would always be the case. The document reflected the evolution of both parties' knowledge as they progressed through the scoping and development of payroll system.
31. The BAD was ultimately renamed and evolved into what was known as the 'Configuration Tracking Document'. Queensland Health quickly tired of paying IBM for every new version of the BAD. There were 7 versions of the BAD in

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total, created between January 2008 and August 2008. I believe IBM was paid for each new version of the document.

**Additional Correspondence regarding Scope**

32. I have been shown by the Commission:

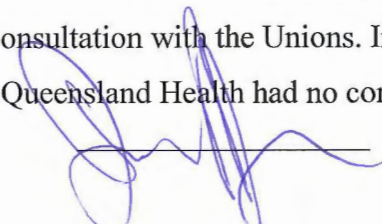
- a. An email sent by me to Mr Prebble on 10 December 2007 enclosing 'Service Model for the Interim Payroll and Rostering Solution' which is **Annexure E** to this statement.
- b. An email from me to Mr Prebble dated 17 December 2007 enclosing a draft 'Agency Specific Requirements Report' which is **Annexure F** to this statement. I have reviewed my own email records which show that I sent this email on 18 December 2007 at 6:58 am. The substance of the emails of 17 December 2007 and 18 December 2007 are, however, the same.

33. The creation of the documents listed in paragraph 32 of this statement coincided with the scoping workshops conducted by IBM. Queensland Health's business requirements could not be finalised until the scoping workshops had been conducted.

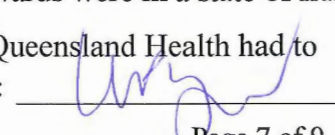
34. The 'Service Model for the Interim and Payroll Rostering Solution' contains a recommendation for a centralised SAP HR payroll and 'hub and spoke model' for WorkBrain. This recommendation was subsequently approved by the Business Reference Group. I believe that this document records the initial articulation of Queensland Health's requirement with respect to a centralised processing model. This requirement for a centralised model remained unchanged and the model is in existence today.

35. The 'Service Model for the Interim and Payroll Rostering Solution' was dependent on consultation with the Unions. In December 2007, awards were in a state of flux and Queensland Health had no control over the issue. Queensland Health had to

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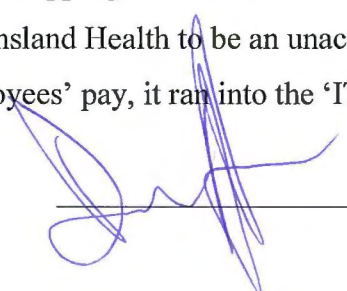
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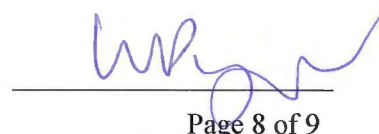
walk gently with the Unions to obtain their agreement with the proposed draft model.

36. On 18 December 2007 Ron Fawcett sent an email to Mr Prebble attaching a list of issues which had not been resolved in the workshops. I was copied into Mr Fawcett's email. **Annexure G** is a copy of Mr Fawcett's email of 18 December 2007. The list of issues outlined in the email was by no means exhaustive. There were many other residual issues but this list identifies the key outstanding issues at the time.
37. I have been shown by the Commission an email of 19 December 2007 from Mr Prebble which encloses a preliminary draft of the QHIC Scoping and Planning Deliverable. I do not believe I received this email. I have reviewed my emails, and have no record of receiving it. I believe I may not have received the email because of the size of the file attached to it, which has a number of Excel spreadsheet documents embedded within it.
38. I have been asked by the Commission about a 'Requirements Traceability Matrix' ('RTM'). I am aware that this document was created by IBM to record in-scope items and any amendments to that scope for the interim solution. The RTM document did not, however, form any part of the agreed scope. I believe it was an internal IBM document used for their reference only.
39. I have been asked by the Commission about my knowledge of a postponement in scheduled go-live from November 2009 to March 2010. I believe Queensland Health, through its Project Board, requested the go-live date be deferred until March 2010.
40. The basis for this request was that any proposed November go-live date ran the risk of slipping into the Christmas break period. This was considered by Queensland Health to be an unacceptable risk because of the capacity to affect employees' pay, it ran into the 'IT Moratorium' period (as imposed by the Chief

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Information Officer) and the majority of Queensland Health employees were on leave over this period.

### Business Requirements – Queensland Health

41. I have been asked by the Commission about Infor's engagement by IBM in relation to post go-live performance issues with the rostering system. I believe Infor's engagement post-live was focussed on a review of the rostering system's infrastructure settings. Infor analysed and rectified system parameter settings and added code updates to the core WorkBrain system code.
42. I observed performance improvements in the rostering system as a result of these fixes carried out by Infor. For example, there was a marked reduction in processing time in the system. Also, navigation of the rostering system was improved and streamlined for the user.

This written statement by me dated 14 May 2013 and contained in the pages numbered 1 to 9 is true and correct to the best of my knowledge and belief.

Signed at STA BRISBANE Signature this 14 day of MAY 20 13.

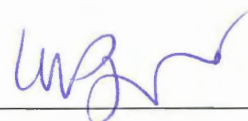
Witnessed:

Name MERINDA PUGH Signature [Signature] 14/5/13

Signature:



Witness signature:



**Damon Atzeni - Workshop schedule with IBM**

'ANNEXURE A'

**From:** Damon Atzeni  
**To:** Janette Jones  
**Date:** 4/12/2007 11:57 AM  
**Subject:** Workshop schedule with IBM  
**CC:** Cathy Sparks; Lynette Land; Nigel Hey; Roslyn Ricoine

---

Hi Janette

as discussed please find the list of workshop dates , times and suggested attendees below look forward to your feedback. Lunch and morning and afternoon refreshments will be provided if all meeting proceed to the times allocated.

Scheduled workshops, including logistics:

Workshop 1 – Thursday 6/12/2007 0900 – 1200 Archive room, lvl 24 307Queen st -Manage Job Details (1/2 day)

Suggested attendees: Roslyn Ricoine, Brad Mammino, Amanda O'Grady, Lyndel Jones, Emma Bailey, SSP Data management

Workshop 2 - Monday 10/12/2007 1230 – 1630 Archive room, lvl 24 307Queen st -Manage Employee Information (1/2 day)

Suggested attendees: Roslyn Ricoine, Cathy Sparks, Brad Mammino, Joanne Boland, Anthony Middlebrough, Emma Bailey, SSP Report management

Workshop 3 - Tuesday 11/12/2007 0900 – 1600 Archive room, lvl 24 307Queen st -Manage Roster (1 day)

Suggested attendees: Lynette Land, Brad Mammino, Ross Wood, Joanne Boland, Emma Bailey, SSP Roster management

Workshop 4 - Wednesday 12/12/2007 0900 – 1600 Archive room, lvl 24 307Queen st -Manage Attendance & Leave (1 day)

Suggested attendees: Roslyn Ricoine, Cathy Sparks, Lynette Land, Brad Mammino, Ross Wood, Joanne Boland, Emma Bailey, Anthony Middlebrough , SSP Roster and payroll management

Workshop 5 - Thursday 13/12/2007 0900 – 1200 Archive room, lvl 24 307Queen st -Manage Separations (1/2 day)

Suggested attendees: Roslyn Ricoine, Cathy Sparks, Lynette Land, Brad Mammino, Ross Wood, Joanne Boland, Emma Bailey, SSP Roster and payroll management

Workshop 6 - Thursday 13/12/2007 1230 – 1630 Archive room, lvl 24 307Queen st -Manage Claims & Maintain L&D Records (1/2 day)

Suggested attendees: Roslyn Ricoine, Cathy Sparks, Lynette Land, Brad Mammino, Ross Wood, Joanne Boland, Emma Bailey, SSP Roster and payroll management

Workshop 7 - Friday 14/12/2007 0900 – 1600 Archive room, lvl 24 307Queen st -Manage Payroll Cycle (1 day)

Suggested attendees: Roslyn Ricoine, Cathy Sparks, Lynette Land, Brad Mammino, Ross Wood, Joanne Boland, Emma Bailey, Anthony Middlebrough, SSP Roster and payroll management

regards

Damon Atzeni

Business Integration Manager

QHEST (Enterprise Solutions Transition) Program

<http://qheps.health.qld.gov.au/qhest/home.htm>

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307 Queen St. Brisbane, Q 4000  
Phone: 07 3234 0387  
Mobile: [REDACTED]  
Fax: 07 3234 1420  
Email: [Damon\\_Atzeni@health.qld.gov.au](mailto:Damon_Atzeni@health.qld.gov.au)

**Damon Atzeni - Re: Workbrain access**

'ANNEXURE B'

**From:** Damon Atzeni  
**To:** chris.prebble@corptech.qld.gov.au  
**Date:** 12/12/2007 10:18 AM  
**Subject:** Re: Workbrain access

Yes I did mean today's testing meeting sorry. Half wrote the email yesterday and forgot to send.

Comments from yesterday:

"My comments are that some functionality we currently have, ie baseline data to determine over/unders is critical to the NUM's being able to adequately and responsively make staffing decisions. I was as surprised as everyone else when they started suggesting dropping functionality that I believe is necessary for business continuity. There could be a large industrial impact that will have to be managed by the HR Branch.

The HR Branch escalated a number of concerns yesterday not least of which was the attitude of the IBM consultants, but more importantly I do not have much confidence that they understand the needs and risks of QH. I believe we definitely need to push for a review of the total scope before the design phase is initiated."

Presentation today at 230pm is level 24, 307 Queen St. see you then.

regards

Damon Atzeni  
 Business Integration Manager  
 QHEST (Enterprise Solutions Transition) Program  
<http://qheps.health.qld.gov.au/qhest/home.htm>  
 Level 24, CPA Building  
 307 Queen St. Brisbane, Q 4000  
 Phone: 07 3234 0387  
 Mobile: [REDACTED]  
 Fax: 07 3234 1420  
 Email: [Damon\\_Atzeni@health.qld.gov.au](mailto:Damon_Atzeni@health.qld.gov.au)

>>> <chris.prebble@corptech.qld.gov.au> 12/12/2007 10:10:11 am >>>  
 Hi Damon,

Did you mean today's test meeting? I will also go for the first part and make sure all is on track. Apologies again for the workshop issue and I will address this immediately. If appropriate would you mind sending the email you got regarding this issue?

Thanks,  
 Chris

"Damon Atzeni"  
 <Damon\_Atzeni@health.qld.gov.au>  
 To  
 <chris.prebble@corptech.qld.gov.au>  
 12/12/2007 09:51 AM  
 cc  
 "Nigel Hey"  
 <Nigel\_Hey@health.qld.gov.au>  
 Subject  
 Re: Workbrain access

Hi Chris  
Look forward to the options around workbrain access.

Tomorrow's testing meeting clashes with the IBM SDA meeting at the moment but I think the others can make it. Janette Jones (SSP), Ashraf Melaka (ICT), Meghan Croft (QHEST), Mark Porter (IM) and myself for the first part.

regards

Damon Atzeni  
Business Integration Manager  
QHEST (Enterprise Solutions Transition) Program  
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Fax: 07 3234 1420  
Email: Damon\_Atzeni@health.qld.gov.au

>>> <chris.prebble@corpotech.qld.gov.au> 10/12/2007 6:47:32 pm >>>

Damon,

Been discussing the options re getting you access to a workbrain environment and there may be several options. Could we discuss tomorrow and we can organise and was wondering if you are still available at 11:30 for planning?

Cheers,  
Chris

\*\*\*\*\*

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Unless stated otherwise, this email represents only the views  
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\*\*\*\*\*

**Damon Atzeni - Fwd: documents**

'ANNEXURE C'

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**From:** Damon Atzeni  
**To:** Jason.Z.Cameron@treasury.qld.gov.au  
**Date:** 12/11/2007 12:25 PM  
**Subject:** Fwd: documents  
**CC:** Ron Fawcett  
**Attachments:** documents

---

Jason

please find attached the documents requested. Apologies for the state of the Docs but they are work in progress and have been provided on the basis that they are to get your staff up to speed.

"As Is" Business Requirements to follow.

regards

Damon Atzeni  
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**Damon Atzeni - documents**

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**From:** Lynette Land  
**To:** Atzeni, Damon  
**Date:** 12/11/2007 12:15 PM  
**Subject:** documents  
**Attachments:** 20070704-QHEST HR IR2.8 Progress Tracking Sheet-RW-V0-2.xls; 20070831-HRPayrollRosterImpactAssessmentSummary-CS-V0-5.doc; 20070820-CLARF Issues-RR-V0-4.xls; cs-20071109-Agency Specific Requirements (2.5 doc)-LL-V0-01\_1.xls

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Hi Damon  
Please find attached documentation as requested.

The 2.8 doc attachment is currently presented as a high level tracking document but there are many files and worksheets that are related.

The 2.3 is currently being finalised by Brad, who is not in today so I am unsure as to whether the doc attached is inclusive of every area as he was incorporating individual feedback into the one document.

The 2.5 doc requirements - worksheet 3 is our current thoughts on what the business critical items are that are required for next August. There is currently no priority attached to them. The 1st worksheet is everything from the DPDR's and CLARF in no particular order and needs significant work to get it into an appropriate format for the 2.5. Worksheet 2 is just a step in the process of getting the business critical info into sheet 3.

I have also attached the CLARF directly for you.

regards  
Lyn

Lynette Land  
Functional Lead - Rostering  
Queensland Health Enterprise Solutions Transition  
(QHEST) Project Team  
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[lynette\\_land@health.qld.gov.au](mailto:lynette_land@health.qld.gov.au)

# ANNEXURE D

| Number | Date Raised | Category | Issue          | Description  | Actions  | Follow up  | Response   | Response from Brett | IR 2.5/2.8       | Status           | Risk |
|--------|-------------|----------|----------------|--|--|--|--|---------------------|------------------|------------------|------|
| 1      | 22/05/2007  | Org Mgmt | All Products   | Integrated session on Org Mgmt across Saba, Workbrain and SAP. All products to be represented. Requirement to have all products represented to understand the full requirements across the products and impacts of various choices.  | 11/01/08 Session with IBM to gain greater understanding to be progressed. 6/7/7 IR PM to follow up - Re total development - is not indicative of actual timeframes. What are the expected timeframes of when this information will be available? | Register. All products rely on Org Man to operate efficiently. Inability of Corptech to provide requirements across the product will limit Health's ability to Assess the impact of the Standard Offering and affects of decisions around how to develop and implement effective org man for the agency. 10/7/7 Integrated session will not be achievable until development for all products is completed. Critical path development days Workbrain unknown. Total Workbrain development days = HRBS Estimate 3755 (MF) Interface Functional Specifications which may assist in the interim:<br>I-329 - Organisational Structure Interface - SABA; I-1056 Organisational Structure Interface - Import<br>I- 1055 - Job Data Interface - Import<br>I-1054 - Formal Education Data Interface<br>I- 312 - Employee data Extract Interface<br>I-1053 - Employee Data Interface - Import<br>I- 1228 - Leave Balance | 06.06.07 - IR PM Response - Not achievable until development for all products is completed. Critical path development days Workbrain unknown. Total Workbrain development days = 3755.                 |                     | Interim Solution | Risk             |      |
| 10     | 22/05/2007  | Org Mgmt | General        | Naming conventions for positions and org units. Gain understanding of impact on Health. Not covered in IAW   | Roslyn to follow up  | Copy of wog conventions agreed at SSP HR Directors requested from Paul Turner (6.6.07).  | 06.06.07 Copy received and updated for Health (some examples still to be fixed). Conventions used for Jobs/Job Groups, Position Title and Org Unit Title. Will need to see if fits any other category. |                     |                  | Interim Solution |      |
| 15     | 22/05/2007  | Org Mgmt | Roles/Security | Role mapping will take considerable effort and resources and will be a double up of the security model. High risk of not getting right for go live, and of not understanding completely how a live system will operate. This will tie in then with Corptech's ability to meet turnaround timeframes for correcting/changing security | CLARF to organise  | Inclusion in IR 2.5. This ties into the position based security issue. Housing/CSQ discovered that they underestimated the amount of work to be done and the impact and understanding of the roles mapping. Will cause considerably more problems for a much larger agency.  | See Standard Offering Bulletin 9 for list of Standard Offering Deductions.   |                     | 2.5              | Interim Solution | Risk |

|    |            |          |                |   |   |                     |  |   |  |                  |      |
|----|------------|----------|----------------|---|---|---------------------|--|---|--|------------------|------|
| 17 | 21/06/2007 | Org Mgmt | Roster         | Roster Teams defined in Workbrain could be high maintenance so consider if lower level org structures should be used instead  | Roslyn to follow up   |                     |  |   |  | Interim Solution |      |
| 18 | 22/05/2007 | Org Mgmt | Roles/Security | DPDR states that some roles must be kept separate. System should not dictate this. Will be Health decision to assign roles. Eg. Job Eval Coord and and Job Evaluator.   | Roslyn to follow up. Some concern that IAW and DPDR indicate there will be some system generated conflicts. Response from SSS does not indicate this. Look more closely at roles etc. | Inclusion in IR 2.5 | 02.07.07 IR PM response - See QH IAW - Security & Roles Mapping - slide re 'Role Conflicts - Segregation of Duties' states "it is up to the agency to determine how role conflicts will be managed - resolved or mitigated" (JH) | 2.5   |  | Interim Solution |      |
| 19 | 21/06/2007 | Overall  | Roles/Security | Require Super User access in each district/other to enable Global work to be done, eg payslip message, movement employees etc   | Brett to advise on possibility  |                     | Team to discuss  | Need to understand Bureau responsibilities? Considering it is data, I understand the need.. |  | Interim Solution |      |
| 25 | 21/06/2007 | Overall  | Audit          | What decisions have been made by Health/SSP Audit in regards to separation of roles (ie processor and validator). Involvement of Audit through these workshops for all products where does involvement begin?   | CLARF to organise   |                     |  |   |  | Interim Solution |      |
| 33 | 21/06/2007 | Overall  | Data           | Cut-over activities. Need plan in place to deal with applications (ie leave, higher duties pay in advance etc) that span go live.   | CLARF to organise   |                     |  |   |  | Interim Solution | Risk |
| 49 | 21/06/2007 | Overall  | Payrun         | What messages will users see and how will they be received when a pay run lock out is to occur and when it has finished? This will be for each of the products, as related to the other payrun questions. For users in the system and not accessing the system at the time.   | Brett to advise details   |                     |  |   |  | Interim Solution |      |
| 50 | 22/05/2007 | Overall  | Payrun         | What are the lockout conditions for each of the products when overnight pay runs are performed in SAP, and the end of fortnight pay run is performed? Including access to enquiry information only, roster details etc. What will lock out times be? How will this affect agency operations. Issue 229 same question. Issue 229 now closed. | Brett to advise details   |                     | 06.06.07 Response from IR PM - Referred to SME Team  |   |  | Interim Solution |      |

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| 51 | 21/06/2007 | Overall  | Payslip              | Different approach to payslips for concurrent employees. Will receive one page per personnel id.  | Change Management   |  |  |  |  | Interim Solution |      |
| 52 | 21/06/2007 | Overall  | LUID                 | Education required for new employee number, use as a LUID, and difference between Person ID and Personnel Assignment ID, particularly in relation to Concurrent Employment  | Change Management   |  |  |  |  | Interim Solution |      |
| 55 | 21/06/2007 | Overall  | Public Service Award | Need to identify differences in Standard Offering to health interpretations.  | Cathy to follow up  | Dougal Ferguson working in Business Solution Build - HR Sub-Program (CT 74155) is coming back to work at Health again in next few weeks. It was his role to populated awards template for Health. Will organise meeting once back at QH end June.  | Meeting held with Dougal 10/07/07. Award Templates include all differences and it can be assumed that the intent is to build WB & SAP to cater for those specific QH Awards. Awards template needs to be maintained and this could be an issue as awards team in CorpTech seems to have no staff??? Damon to seek assurance that awards template will continue to be maintained and that all items in awards template will be included in build as part of Standard Offer ie not Agency 2.5 request. Also see closed item 123. |  |  | Interim Solution | Risk |
| 67 | 22/05/2007 | Overall  | Roles/Security       | CLR require more information from Corptech to fully understand what maintenance issues will be required and implementation issues   | IR PM to follow up  | 12/07/07 After go live can we ask CT for security roles to be applied as per profiles used in initial role mapping exercise rather than referring to individual roles? 03.07.07 - Please clarify response. Not sure what workflow paper has to do with the ongoing maintenance and implementation of Roles and Security. | 09.07.07 - CLARF - request possibility of receiving a copy of Housing SLA - request sent to Adam George 10.07.07 (JH) 02.07.07 IR PM Response -Review subsequent to 8 above;   |  |  | Interim Solution |      |
| 69 | 22/05/2007 | Overall  | Roles/Security       | Aspects of maintenance for security, work schedules etc will be done by Corptech on request from the Agency. What measures have been/will be put in place to manage the workload of Health (as a part of the wider sector). No indication from Corptech that they appreciate the amount of work, user based security will create. | CLR to review. QHEST to include in Risk Register. See also item 385 | 06.06.07 While Health will need to develop a rollout strategy, Corptech will need to address full Health and sector requirements for service delivery. What impacts/strategy have been assessed for staged roll outs and final full wog service delivery?  | 06.06.07 Response from IR PM - No indication from Health at this stage as to the rollout strategy; 09.07.07 - CLARF request further information eg CSC Support Plan - request sent 10.07.07. See Extranet - SSS Document Library - SSS General Documents - SSS SAP Production Access Request Form for form to be completed post Go Live regarding security access fro employees.(JH)   |  |  | Interim Solution | Risk |
| 78 | 21/06/2007 | Training | Actions              | Use Actions for employee movements to ensure all screens are completed rather than direct transaction entry in GUI.   | Training  |  |  |  |  | Interim Solution |      |

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| 80 | 21/06/2007 | Payroll | Actions               | Consider what needs to be done for actions for hiring etc. Does Health require additional infotypes to appear or re-appear in the process Also see item 81. | Cathy to follow up  | Demo to be arranged with Tara along with PCR workflow demo (see item to identify possibilities.  |   |   | Interim Solution |                  |  |
| 81 | 22/05/2007 | Payroll | Actions               | List of standard offering actions and see if meets health needs. Also see item 80.  | Brett to advise details.  | 03.07.07Actions are Hiring, Movement, Additional Personnel Assignment, Separation, ReHire, Conversion Hire, Process Purchased Leave, Update Purchased Leave  | 02.07.07 IR PM Response - See H2R 2.1.2 CONF Actions doc (2.8) (JH)   |   | 2.5              | Interim Solution |  |
| 84 | 22/05/2007 | Payroll | Concurrent Employment | Where are processes for identifying concurrency, arranging transfers and activating etc.?   | Team to discuss   | Based on advice from Brett this week, we should be able to see if the LUID and or Assignment is active or in-active, which agency etc (as described in Responses). Will need to keep this as a testing point to make sure we have enough information | 02.07.07 Response from IR PM Re Concurrency: See DPDR 2.1.1.1-01 Generate Employee Records (Determine Appointment Reason) - The processor will conduct a name search in SAP (see Func spec E-1121 Employee Search)...The name search will determine whether:<br>(a) The appointee is a current whole-of-Government employee<br>(b)The appointee is a current whole-of-Government employee, with the new appointment being a concurrent employment condition<br>(c) The appointee is a former whole-of-Government employee<br>(d) The appointee has never been an whole-of-Government employee<br>Conditions<br>If the appointee has an existing SAP Person ID or the appointment is a concurrent employment situation within the current payroll area, the appointment will be treated as an employee movement.<br>If the appointee does not have an existing SAP Person ID or the appointment is a concurrent employment situation external to the current payroll area, the appointment will be treated as a new hire.<br>Re Transfers - See Directive 17-05 report | From an SAP and SO, any new employee that will be created, SAP will check Sumame, first name and DOB to see if there is a match in the database and return the employee list allowing the user to select an existing employee record for an additional assignment or create a new record entirely. QH need to identify existing CE records and migrate these accordingly. |                  | Interim Solution |  |
| 87 | 22/05/2007 | Payroll | Date Monitoring       | Need to identify additional tasks required for Health BAD document.   | Cathy to follow up with SSP and Agency to identify additional requirements. | See Config Document H2R 2.1.2 Date Monitoring and Date Specifications  | 11/01/2008 Ross Wood currently working on BAD.<br><br>John B supplied SO Infotype 0019, additional identified in workshop, now up to agency to decide on more. Some follow ups to be done.  |   | 2.8              | Interim Solution |  |

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| 90  | 21/06/2007 | Payroll | Deductions    | Deductions are at the employees Personnel Assignment level (not LUID). Need to manage if employee ceases in one position. Need to consider amt of deduction can be covered by single PA.  | Change Management/Training   |   |   |   |     | Interim Solution |      |
| 91  | 22/05/2007 | Payroll | Deductions    | What are the deduction priorities in SAP?   | Roslyn working on  | What are the SO deduction Priorities  | 11/01/2008 Roslyn currently working on.<br>02.07.07 IR PM Response -Referred to SME Q&A JH  | In SAP you can apply a priority from A-Z (A being the highest) to any deduction. ie A would be allocated to Child Support and Z maybe allocated to Social Club. |     | Interim Solution |      |
| 94  | 21/06/2007 | Payroll | Higher Duties | Higher Duties in own position PO3/4 need to understand what conversation was about? Is this linked to progression. Employees acting in higher duties in same position but above level. See item 117   | CLR to follow up   |   |   |   |     | Interim Solution |      |
| 102 | 22/05/2007 | Payroll | Exceptions    | Follow up on Exceptions Func Spec. What are the exceptions? Mention that only some would be fixed by Corptech. Exceptions Are : Employee terminated this period;Employee hired this period;Employee tax file number is incomplete;No valid tax file number (1 month prior to EOY only),Employees with negative net pay; Superannuation (ie. no record / inactive record); Duplicate Employees; Negative Accumulations; Gross and Net Validation (Pay in Advance employee to be flagged); Individual Arrears for retrospective payments. | Team to review Exceptions. Can we identify any others we need?   | 03.07.07 - Consider through review of reports. Exceptions listed to left What do Corptech think they will be fixing. Will this be one report or a series of reports? Need to be able to define more than, Company Code, Payroll Area, Personnel Number, Message ID. Should be able to have reports produced per SSP requirement along with the ability to specify different requirements per employee group. (eg Different Gross and Net Validations for Doctors as compared to Operational staff). One size will not fit all. Possibility to look at % change in payments as an indicator. | 02.07.07 IR PM Response - Record IR 2.5 JH - QH to supply specific requirement after reviewing standard offering reports specs for which have already been supplied | See "Payroll Issues and their Responses from Brett Tetlow" in the CLARF folder G:\4 MP\1 ERP\2 HR\3 Quality\3 Issue Log (CLARF)                                 | 2.5 | Interim Solution | Risk |
| 106 | 21/06/2007 | Payroll | Forms         | Indicator on Higher Duties Form for pay to remain at substantive level. Perhaps % box will solve.   | CLARF to organise  |   |   |   |     | Interim Solution |      |
| 108 | 21/06/2007 | Payroll | Deductions    | Some garnishees have capital balances. Potential configuration or agency specific (IR 2.3 or IR 2.5) to enable  | Brett to advise on possibility. see also item 331 for possible similar solution - adapt company loan functionality?? | Inclusion in IR 2.5   |   |   | 2.5 | Interim Solution |      |

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| 109 | 22/05/2007 | Payroll | General    | Remember to search on maiden name, in order to identify if a LUID already exists, Alternatively, can a search on DOB be done? (Providing a list of all names with that date of birth? Able to define further then by gender)  | Team to discuss. Potential for problems if maiden name not a part of the search. | 03.07.2007 - The response provided only outlines the Background in the Func Spec. However, on reading the Func Spec, the purpose of the development is to enable searches that can be done "...without restricting to a name that is only effective as at system date." Please refer question onto an FE for a response. If the development of this func spec has not been included in the Standard Offering please advise.   | 02.07.07 IR PM Response -See Func Spec: E-1121 Employee Search - "the Person ID search is the single function available to search the database and is restricted to names that are effective as of the system date (ie, today's current date). There is no scope to search and retrieve by a prior surname". QH to specify requirements for inclusion in IR2.5 (JH)  | Surname, First Name and DOB are standard. The "Transfer Workbench" that is being developed may be able to include on the output maiden name if applicable. | 2.5 | Interim Solution |                  |  |
| 110 | 22/05/2007 | Payroll | Reports    | Gross and Net Pay Report - Is it possible to define limits per employee group? ie higher income groups would have higher limits applied. This would help reduce the amount of checking needed. Possible inclusion in IR2.5 if not configurable. See issue 359 (and 100) on Exceptions.  | Agency Decision required. Cathy to follow up on full specific requirement.       | Func Spec R 499 2.3.1 Screen Layout indicates that selections may be able to be defined by employee group. 23/7/7 Tara: Variances can be set but users cannot schedule a batch. As a part of the Standard Offer, Agencies can select one version/variant of the report that will run each day. Users can then set multiple variances but these would have to be run manually.   | 06.06.07 Response from IR PM - Record IR 2.5. Health to supply specific requirement.   |  | 2.5 | Interim Solution |                  |  |
| 119 | 22/05/2007 | Payroll | Increments | Combining of hours towards increments across concurrent employment. Not in line with DIR advice or system config. Does Health have award coverage or other to support? Will require report for SSP to identify concurrent employees with same Class& Award to cover requirement to base increment on both. Report will need to show combined hours for the LUID. What are the effects of Grandparenting on incremental/leave accruals when acting out of the award? | On going meetings are being held with SSS and DEIR                               | Inclusion in IR 2.5<br>Possible solution:<br>- Additional Date Monitoring type for Concurrent Employment<br>Increment date that will not be overridden by system<br>Cathy:<br>- find each personal assignment (PA) number attached to a single LUID<br>- and look at each in turn<br>- look at all other PAs attached to that LUID<br>- if the award is same as that PA<br>- if class is equal or higher than that PA<br>- then include the hours in that PAs increment count<br>- repeat for each PA | 24/7/7 Brendon Neal: The increments due report will look at the hours worked by the employee transferred from workbrain if this is a increment condition for the employee. It doesn't "accrue" the hours as such but looks at the raw data to predict an increment date for the employee. See SO screen dumps at QHES\HRBS Project\IAW's\Reports_SO\Increment report.DOC<br>Cathy: IRM 1.6 states that for concurrent employees on same class & award both will count toward increment, on same award the higher will count toward the lower class only, different awards accumulates separately. Increments (concurrent) will need to be handled manually so need report to assist. |  | 2.5 | Interim Solution | Issue            |  |
| 120 | 21/06/2007 | Payroll | Increments | To better understand the impacts of the DIR decision in relation to Increments.   | see item 119 above   |   |  |  |     |                  | Interim Solution |  |

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| 126 | 21/06/2007 | Training  | Payroll      | When updating in SAP always list first, then copy/create as required. Only change or delete inaccurate records.   | Training                                      |                     |  |  |  |     | Interim Solution |      |
| 127 | 21/06/2007 | Training  | Payroll      | Significance of Error vs Warning messages in SAP processing   | Training                                      |                     |  |  |  |     | Interim Solution | Risk |
| 129 | 21/06/2007 | Rostering | Reports      | Reports on Concurrent Employment - risk of >1 FTE, no cross validation of rosters etc   | Nil   | Inclusion in IR 2.5 |  |  |  | 2.5 | Interim Solution |      |
| 130 | 21/06/2007 | Payroll   | Reports      | Report on Temporary End Dates, does this include employees that have gone beyond a temp end date.   | Brett to follow up                            |                     |  |  |  | 2.5 | Interim Solution | Risk |
| 139 | 21/06/2007 | Payroll   | Overpayments | Business decision on how to limit the creation of overpayments ie when to use employee debts functionality – impact on SLA. Retro processing will impact on current process. Is there any need to maintain QH Register if overpayments are now maintained in SAP? | Agency Decision Required – Cathy to follow up |                     |  |  |  |     | Interim Solution |      |
| 141 | 21/06/2007 | Payroll   | Pay day      | Pay Day will be enforced for Wednesday (HSBC and Citibank will be Thursday - 485 staff). Currently some Health employees receive monies on Tuesday. Will need to ensure staff are advised early to change any mortgage, bank account ded's etc.                   | Change Management                             |                     |  |  |  |     | Interim Solution |      |

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| 142 | 22/05/2007 | Payroll | Pay In Advance | Brendon to get back to CLR on how Pay in Advance for a pay in arrears company works on Sap  | Jay to work out scenarios and HRIT to chase with SSS so we are actually involved in discussions. | <p>been confirmed via Functional Experts that it is held at the LUID level. This poses many problems across agency (concurrent employment). This was not demonstrated at the IAW and Health will require an information session/demonstration to observe and assess impact. While the Pay in Advance is a "manual" process, this simply means that it is not workflowed. It is not a manual process in the true sense, because SAP provides the functionality for a processor to process a Pay in Advance without having to manually calculate monies due. This issue is of great concern to Health and the sector. There is also still a need for exactly how the pay in advance will work in an arrears company. 06.06.07 Further follow up by IR PM required. The IAW only covered SAP pay in advance for pay in advance agencies. The presentation does not assist Health in assessing the impacts for pay in advance for pay in arrears. Brendon (Gus) made a</p> <p>10/7/7 All leave is handled at the Personnel Assignment Level. Pay in advance is a manual data entry process handled by SSP (BN) 06.06.07 Response from IR PM - See Func Spec E1214 Leave Implementation - Workbrain. Also information - including a demonstration in SAP - was provided during the Absences section of the HR/Payroll IAW. A copy of the presentation is available on the Extranet. Please advise what additional information QH require.</p> | <p>DIR had this of outstanding issues to be resolved. There was confusion around the "Pay Date" and where it falls in the period. It seems the directive for POI was more tuned to the Pay in Advance payrolls where the pay date was within the from/end period dates</p>  | Interim Solution     | Issue |
| 144 | 22/05/2007 | Payroll | Pay In Advance | Pay in advance is set at the LUID level and not Personnel Assignment ID. This could have major impacts. How does this work across agencies? | Team to discuss how Health want this treated.  | <p>02.07.07 Response from IR PM -Pay in advance is a manual data entry process handled by SSP and as such there would be no impact regarding this being held at LUID level. (JH)</p> <p>03.07.07 Advice from FE's at a meeting held to discuss pay in advance was that a pay in advance is at the LUID level and will therefore affect concurrent employees.</p>   | <p>SAP functionality requires all CE assignments to receive PIA. If the employee is across agencies? It is a complex scenario but what is the volume? Low? (Considering most agencies are on an advance payroll and QH are on an arrears, therefore a second LUID would be required if employee spanned across different PY areas... SO need to define process if PIA spanned across agencies within same payroll area!</p> | 2.5 Interim Solution | Issue |

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| 145 | 22/05/2007 | Payroll | Payrun          | DPDR session there was mention of documents written by SSS for RTP and Stop Pay. Brendon to follow up and provide. Demonstration of Stop Pay function required.   | IR PM to follow up                               |  | 3/7/7 Cathy emailed JH to advise this is the incorrect link - waiting for correct docs. 02.07.07 sent to SME 18.6.7 (JH) Previously provided this link to Cathy. <a href="https://extranet.corptech.qld.gov.au/sites/SSS/HR%20%20ERG/Functional%20Specifications/Functional%20Specifications/Release%203.7/H2R%202.3.1%20I-368%20PAYG%20ETP%20Payment%20Summaries%20interface%20(inhouse)_V1.0.doc">https://extranet.corptech.qld.gov.au/sites/SSS/HR%20%20ERG/Functional%20Specifications/Functional%20Specifications/Release%203.7/H2R%202.3.1%20I-368%20PAYG%20ETP%20Payment%20Summaries%20interface%20(inhouse)_V1.0.doc</a> |  |     | Interim Solution | Issue |
| 146 | 21/06/2007 | Payroll | Payrun          | Corptech no longer to provide Tax Declaration Upload to the Taxation Office. Seems now to be a Finance responsibility. Will need to follow up with Finance business lead to ensure process is in place. What involvement does payroll have? | Cathy to follow up                               | Spoke to Will Forbes who will get back with answer   |  |  |     | Interim Solution |       |
| 152 | 22/05/2007 | Payroll | Prior Service   | Must identify Long Service Start Date (does not change), Long Service 7 year Avail date and Long Service 10 year Avail date. This must include a notice on the payslip and/or avail in ESS for employee to see.                             | Brett to follow up further                       | LSL dates are very important to employees. Dates will change and that is fine. It's an excellent validation of what's happening. Employees should have easy access to their LSL dates. | 02.07.07 IR PM Response - See Func Specs E-807 Infotype 0041 Date Specifications, E-824 Infotype 2013 Quota Corrections, E-825 Pay Advice Daily Breakdown. QH to supply any further specific requirement for entry in IR 2.5 (JH)  | LSL date is maintained from Prior service program run each night. Does QH need to display 7 year and 10 year date on Payslip? If an employee in January has a 1/12 ten year date printed on payslip then takes 3 months LWOP, this date will change. | 2.5 | Interim Solution |       |
| 156 | 21/06/2007 | Payroll | Prior Service   | Investigate options in relation to conversion data for prior service and what is required for audit consideration   | CLR to follow up                                 |  |  |  |     | Interim Solution |       |
| 157 | 21/06/2007 | Payroll | Prior Service   | Need to investigate transfer of hours in data migration from lattice to SAP. Possibility of audit agreement to take current balances as accurate and move forward.  | CLR to follow up                                 |  |  |  |     | Interim Solution | Risk  |
| 163 | 21/06/2007 | Payroll | Purchased Leave | What is current policy and practice. CLR to understand better to assess impact against new wog process on SAP.  | 11/01/2008 waiting for feedback on options paper | 11/01/2008 - Options paper written regarding migration and ongoing policy and process  |  |  |     | Interim Solution |       |
| 164 | 21/06/2007 | Payroll | Reconciliation  | Change of responsibilities between SSP and Corptech Payroll Bureau  | Change Management                                |  |  |  |     | Interim Solution |       |

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| 166 | 21/06/2007 | Training | Reports             | Spoiled reports remain avail for 1 week and will then need to be run ad hoc  | Training   |   |  |  |  | Interim Solution |      |
| 167 | 21/06/2007 | Training | General             | Use of Asterisks * for wild card search  | Training   |   |  |  |  | Interim Solution |      |
| 168 | 21/06/2007 | Training | Reports             | Use Variants to make running SAP reports easier.   | Training   |   |  |  |  | Interim Solution |      |
| 172 | 22/05/2007 | Payroll  | Superannuation      | OTE, is there a wog approach. See item 136   | Brett to follow up   | What is the SO OTE calculation? Team to then compare to current Health and determine action from there.   | 06.06.07 IR PM response - referred to SME Q & A  | The cale of OTE has been customised in the SAP to comply to Qsuper requirements and is included in the SO.   |  | Interim Solution | Risk |
| 176 | 22/05/2007 | Payroll  | Temporary Extension | Concern over functionality if extension not complete prior to end date. What limitations are then placed by SAP? How does this flow through to Workbrain etc. Does employee Master Data remain current until an extension or seperation has been done, or does the information have to be re-entered (ie re-hire?) | 17.10.07 Team to discuss as per Bretts suggestion.<br><br>Cathy to follow up with Agency. Roslyn to follow up with Damon. Does this require escalation to SSP HR Directors? I understand this is causing problems with Housing already. There may be work arounds that Health can introduce to avoid having to term and reappoint. This may involve the creation of a specific leave type, and restricting temp extensions from ESS. Will need much more info on this issue. | 27/7/7 Janine: Payments will stop when end date is reached but staff details will remain in system until separation process is undertaken. No need to term/reappoint if goes past end date without confirmation of extension unless separated.<br>24/7/7 Agency: YES should end payments automatically. Should set up additional reminder notification 1 week prior to end date. BWA (agency) should manage if not actioned in timely manner. Will be addressed further through BPM project.<br>03.07.2007 Separation and rehire of a temp employee because of a missed temp end date is unacceptable business process. This places Health and other govt agencies at great risk. | 02.07.2007 IR PM Response - See Func Spec W-738 Temporary Contract Extension. Update would flow through to Workbrain via the overnight feed. Employee must be extended prior to end date being reached or a separation & rehire will be necessary (JH) | There may be two separate ways to treat temporary contracts. a) creating an END date on the employee record and the employee is basically terminated at that point and a rehire action would have to be completed to extend the employee or b) A temporary contract could have an end date of 31.12.9999 and if the agency chooses to, use the date reminders to review or absences? Need to workshop. |  | Interim Solution |      |
| 181 | 21/06/2007 | Payroll  | Work Schedules      | Need to identify generic work schedules  | John to include in BAD   |   |  |  |  | Interim Solution |      |
| 182 | 22/05/2007 | Testing  | Higher Duties       | Higher Duties less than 12 months, Health currently pays leave at higher rate. Need to investigate IRM   | Cathy to find IRM; include in test scenarios   |   | Yes it is covered in various IRMs - see Dougal's awards template \ICO-SSP-FS1\DATA1\QHSSP\QHEST\HRBS Project\AW's\IR 2.3 2.5 2.8\IR 2.8\WIP\SSS Materials\QLD Health Awards-Payment Rules V4.1\QLD Health Awards-Higher Duties V4.1.xls                |  |  | Interim Solution |      |

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| 188 | 22/05/2007 | Rostering | Casuals       | Investigate options for casual pools   | CLR and IR PM to follow up                     | 14.06.07 - Further follow up with IR PM required. May be best to organise Rostering FE to talk with QH about what Workbrain is capable of, what options for using casual pools there will be. QH need to understand what the system is capable of before determining what action/changes are required. | 11.07.07 - request sent to WB team (JH)<br>06.06.07 - IR PM response - QH to determine information required.               |         | Interim Solution |      |
| 193 | 22/05/2007 | Rostering | Configuration | Search results in Workbrain are configurable in terms of data that reports back. We are seeking clarification regarding the data format presentation of search results in Workbrain. Does the woG inform this decision or can individual agencies stipulate the format that they would like to have their data presented in? | Lyn to assess and determine appropriate action | Issue to remain open   | 03.07.07 IR PM Response - This will be determined at a woG level (BP)<br>02.02.07 IR PM Response - sent to SME 18.6.7 (JH) | 2.8     | Interim Solution |      |
| 200 | 21/06/2007 | Rostering | Secondments   | Need to see Secondments in and out on roster. May come down to an Org Mgmt decision  | Nil  | Inclusion in IR 2.5  |  | 2.5     | Interim Solution | Risk |
| 201 | 21/06/2007 | Rostering | Cost Centre   | Impacts of how Cost Centres are used, viewed and accessed in WorkBrain. What will identify the cost centre, can the view list be limited, advice is that all cost centres will appear for the entire agency. May be some IR 2.5's come out of this. Link to Issues No's 198 & 199  | Lyn to follow up                               | Inclusion in IR 2.5  |  | 2.5     | Interim Solution |      |
| 203 | 21/06/2007 | Rostering | Cost Centre   | Config decision, Changing cost centre for a shift should unauthorise the shift   | Lyn to follow up                               | Inclusion in IR 2.5 or 2.8?. The difficulty with this is that the shift is still being worked. In addition the manager of the 'receiving' CCC does not have access to the person so they will be unable to authorise.  |  | 2.5/2.8 | Interim Solution |      |
| 204 | 21/06/2007 | Rostering | Data          | Automated upload of an excel spreadsheet to Workbrain if ESS/MSS not rolled out initially  | Nil  | 11/01/2008 - This has been included in scope with IBM. Will require monitoring for best approach. Ross currently working with some options.  |  | 2.5     | Interim Solution | Risk |
| 210 | 21/06/2007 | Rostering | Integration   | Will require ability to force data across to SAP (from Workbrain) outside planned standard interfaces to enable ssp to work with as necessary  | Nil  | Inclusion in IR 2.5  |  | 2.5     | Interim Solution |      |

|     |            |           |       |  |  |  |   |  |     |                  |  |
|-----|------------|-----------|-------|--|--|--|---|--|-----|------------------|--|
| 212 | 22/05/2007 | Rostering | Leave | Concessional Day (Xmas) to be separate leave type and appear on payslip  |  | 14.06.07 - IR PM to follow up further. This is not an agency specific requirement. It is wog core, but could not be confirmed at IAW. If not currently in core Standard Offering will need information on why. | 06.06.07 - IR PM response - IR 2.5 10/7/77 See Roster Management Solution Design Blueprint - Appendix D - Leave Requests. Confirmed that Concessional Day is a specified Leave type in Workbrain. See Func Spec E-1323 - Holiday Assignment (JH) Confirmed that each Leave type appears on employee payslip on separate line (BN)                       |  |     | Interim Solution |  |
| 213 | 22/05/2007 | Rostering | Leave | Expression of Interest for leave. Are we able to sort EO's for leave to aid in decision making? i.e. Can we sort by employee &/or date?  | Lyn to confirm and close or other as necessary | Issue to remain open. Inclusion in IR 2.5  | 03.07.07 IR PM Response - The Leave Takings Report (R-832 - not posted on Extranet yet) reports on all leave, including pending leave, and can be sorted by Employee Team, Employee Name, Employee Number, Date from & Leave Type. Report can also be exported to Excel for manipulation as required. 02.07.07 IR PM response - sent to SME 18.6.7 (JH) |  | 2.5 | Interim Solution |  |
| 214 | 21/06/2007 | Rostering | Leave | Expiry of leave balances (ie toil). Notification to be sent to employee. Slated for later release. Will be required for Health go live   | Nil  | 11/01/2008 Options paper written. To progress to BRG.  |   |  | 2.5 | Interim Solution |  |
| 215 | 21/06/2007 | Rostering | Leave | Workbrain should provide the ability for some leave quotas to manage balances and leave takings. Eg. Pre Natal leave - quota could be added on advice from manager that employee is pregnant. Employee can then monitor the amount of leave avail when need for doctor appoint's. Quota could then be adjusted to zero at start of maternity leave. Paternity leave can also be included here. | Nil  | Inclusion in IR 2.5  |   |  | 2.5 | Interim Solution |  |
| 217 | 21/06/2007 | Rostering | Leave | Reserve Forces Claim Report to allow agency to easily identify the monetary claims to be made to the Defence Dept.   | Nil  | Inclusion in IR 2.5  |   |  | 2.5 | Interim Solution |  |

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| 219 | 22/05/2007 | Rostering | Leave           | Leave loading not to be paid on rec leave charged to workcover.   | Cathy to follow up  | Inclusion in IR 2.5; No IRM on it but it is standard practice to not pay the loading upfront for the pending WorkCover claim. The Workplace Health and Safety Circular 17/06 details the processing of WorkCover under these circumstances ( <a href="http://qheps.health.qld.gov.au/whsru/Documents/Whs_06.17.pdf">http://qheps.health.qld.gov.au/whsru/Documents/Whs_06.17.pdf</a> ). The reason for this is once the claim is accepted by WorkCover the employee would need to repay the loading they have been paid (they would have been overpaid). The purpose of the leave being taken is not rec leave, it is to enable the employee to continue to receive payments while waiting for WorkCover to assess the claim. If WorkCover reject the claim, the RL Pending WorkCover would be reversed and paid as normal RL with loading. In LATTICE we currently intervene to stop the loading being paid. | 02.07.2007 - Record IR 2.5 JH - QH to supply specific requirement: Luke chapman to follow up on the Leave Loading and get back to HRIT   | 2.5 | Interim Solution |      |
| 226 | 22/05/2007 | Rostering | Payment Summary | Will payment summary lock out in SAP affect access to workbrain?  | IR PM to follow up  | Issue to remain open. Issue 229 referred to SME.  | 02.07.07 IR PM Response - see item 229 (JH)  |     | Interim Solution |      |
| 227 | 22/05/2007 | Rostering | Reports         | What reports are available for concurrent employment. What do these reports cover? Once known, what further requirements, if any, does Health have.   | 11/01/2008 - IBM currently working with QHEST to determine requirements | 25.06.07 - are there any reports available at all that would let us know who is concurrently employed? Are there any reports that would give any sort of data about their concurrent employment ie total number of hours worked, total leave balances, total anything???  | 02.07.2007 IR PM Response - sent to SME 18.6.7 (JH) 05.07.07 - no existing standard reports (BN). Would need to be a IR 2.5 item - QH to specify requirements (sent 05.07.07) 06.07.07 - (CS) has any other agency already specified in their IR 2.5? 09.07.07 - feedback from IAs is No; awaiting response from HR PMs (JH) |     | Interim Solution | Risk |
| 230 | 22/05/2007 | Rostering | Payslip         | What is the process for managing payslip messages in Workbrain. Are they only system generated and others needed created in Infotype 0128? What are the payslip messages that will be generated from Workbrain? | Lyn to assess and determine appropriate action                          |   | 02.07.07 IR PM Response - See Func Specs I-1309 Payslip Messaging Interface & E-825 Pay Advice - Daily Breakdown   |     | Interim Solution |      |

|     |            |           |                 |   |   |   |  |     |                  |       |
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| 231 | 22/05/2007 | Rostering | Payslip         | Display a Public Holiday as a Public Holiday payment type   | CLR to assess and determine appropriate action                                    | Possible Inclusion in IR 2.5  | 02.07.07 IR PM Response - Record IR 2.5 JH - QH to supply specific requirement 10/7/7 If the employee works a public holiday this will display on their payslip as a line item for each rate eg Pub Hol 1.5 (BN) | 2.5 | Interim Solution |       |
| 232 | 22/05/2007 | Rostering | Payslip         | Display overtime and casual hours by daily payments. This will alleviate confusion for employees  | Lyn to assess and determine appropriate action                                    | Inclusion in IR 2.5   | 02.07.07 IR PM Response - Record IR 2.5 JH - QH to supply specific requirement 10/7/7 See Func Spec E-825 - Pay Advice - Daily Breakdown (JH)  | 2.5 | Interim Solution |       |
| 234 | 21/06/2007 | Rostering | Public Holidays | Assignment of Public Holiday should be related directly to the location specified in SAP (ie from position). IR 2.5   | Nil   | Inclusion in IR 2.5   |  | 2.5 | Interim Solution |       |
| 235 | 22/05/2007 | Rostering | Purchased Leave | Process yet to be covered by Rostering.   | IR PM to follow up  | 03.07.07 - As Health will not be using SAP Leave we will require further follow up for Workbrain as soon as possible. Impact cannot be assessed for this process until WB process known.  | 02.07.07 IR PM Response -Process covered in SAP HR/Payroll 'Absences' IAW - Outstanding Workbrain specifics to be follow-ed up by the WB team after build completed (JH)   |     | Interim Solution | Issue |
| 236 | 21/06/2007 | Rostering | Reports         | Need ability to run point in time "Published Roster" report.  | Nil   | Inclusion in IR 2.5   |  | 2.5 | Interim Solution |       |
| 237 | 21/06/2007 | Rostering | Reports         | Report to match concurrent employees for roster conflicts.  | Nil   | Inclusion in IR 2.5   |  | 2.5 | Interim Solution | Risk  |
| 239 | 21/06/2007 | Rostering | Schedule Comp   | Schedule Compliance can be set up at the employee level. There will be maintenance issues if used.  | Risk  |   |  |     | Interim Solution | Risk  |
| 241 | 21/06/2007 | Rostering | Schedule Comp   | Does the Roster Officer have the delegation to approved Schedule Compliance Overrides?  | Lyn to follow up  |   |  |     | Interim Solution |       |
| 242 | 22/05/2007 | Rostering | Search Function | IR 2.5 Need to provide enough information when doing a name search to choose correct employee and role. ie concurrent employment and/or employment across agencies. | IR PM to follow up with what search criteria and functionality will be available. | 14.06.07 Further follow up for IR PM. Please note that the request in Actions is for the current standard offering information on what criteria is available in the name search in Rostering, SAP and SABA. Inclusion in IR 2.5 | 06.06.07 - IR PM response - QH to supply specific requirement  | 2.5 | Interim Solution |       |
| 246 | 21/06/2007 | Rostering | Skills          | Creation of skills done at Corptech. Need to understand implications, and if this should be done in the agency.   | Lyn to follow up  |   |  |     | Interim Solution | Risk  |
| 247 | 22/05/2007 | Rostering | Suspension      | Process yet to be covered by Rostering. (See Issue 248 for Health impact)   | IR PM to follow up  | 14.06.07 Further follow up for IR PM. Suspension is core standard offering and until the process is known, Health cannot assess the impact or determine any agency specific requirements.                                       | 06.06.07 IR PM response - QH to supply specific requirement. IR 2.5  |     | Interim Solution |       |

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| 248 | 21/06/2007 | Rostering | Suspension | Process for Health to be defined so that impact can be measured. May need sensitive code for suspension leave.  | Lyn/Cathy to follow up with Emma                    |   | Agency 24/7/7: Lattice indicates as LWOP. Want code that identifies as suspension so can be reported on but privacy issue if it is published to a roster as code will be recognised even if sensitive code used. Either want person NOT displayed on roster at all OR display as LWOP but still have special code in system but not on published roster. |  |     | Interim Solution |  |
| 249 | 21/06/2007 | Rostering | Teams      | Multiple Teams should be able to be selected when looking for availability  | Nil   | Inclusion in IR 2.5   |  |  | 2.5 | Interim Solution |  |
| 250 | 21/06/2007 | Rostering | Teams      | What is the process to create a rostering team. How to assess impact if not covered in workshop?  | As per issue on skills. Lyn and Roslyn to follow up |   |  |  |     | Interim Solution |  |
| 251 | 21/06/2007 | Rostering | Teams      | Creation of Teams done at Corpotech. Need to understand implications, and if this should be done in the agency.   | Lyn and Roslyn to follow up                         |   |  |  |     | Interim Solution |  |
| 253 | 21/06/2007 | Rostering | Time Sheet | Roster employees do not use On/Off to record breaks as they are covered by awards/TOE/rules setup. Flex employees do enter break time or it defaults to 30 mins.                    | Training  |   |  |  |     | Interim Solution |  |
| 255 | 21/06/2007 | Rostering | TOIL       | Decision on conversion of TOIL. Will expiry be set 12 months from go live? Does Health want to have expiry? Some expiry set for 2 years. Need to understand what Workbrain can do.  | CLR to follow up                                    | 11/01/2008 - Options paper written regarding migration and ongoing policy and process |  |  |     | Interim Solution |  |
| 256 | 21/06/2007 | Training  | Roster     | Assign Shift Pattern in Workbrain to each new employee.   | Training  |   |  |  |     | Interim Solution |  |
| 257 | 21/06/2007 | Training  | Roster     | When recording exceptions to timesheet, must record the whole day, not just the overtime/exception part.  | Training  |   |  |  |     | Interim Solution |  |
| 258 | 21/06/2007 | Rostering | Roster     | Addition/changes to Roster team name, Roster skills etc require CSC. Match with other issues regarding CSC's ability to meet turnaround timeframes that do not impact the business. | Risk  |   |  |  |     | Interim Solution |  |

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| 259 | 21/06/2007 | Rostering | Interface  | QH has own Rehab/Incident System. Can this interface with SAP/Workbrain? Does it need to? Need to investigate issues with 3 systems recording workcover information.   | John to assess for 4.4 doc   | Inclusion in IR 2.5   | Agency 24/7/7: Workcover Incident Management System (WIMS) will still be used and an interface to SAP would be required. Interface required is a data file to the IMS officer. The systems do not need to interface. | 2.5 | Interim Solution |  |
| 260 | 21/06/2007 | Rostering | Workcover  | Business Process decisions re use of Date Monitoring for Workcover   | Cathy and Lyn to follow up   |   |  |     | Interim Solution |  |
| 261 | 21/06/2007 | Rostering | Workcover  | Workcover reconciliation report needs to be able to be run per district not just per person  | Lyn to follow up   | Inclusion in IR 2.5   |  |     | Interim Solution |  |
| 262 | 21/06/2007 | Rostering | Workcover  | QH has team in agency that now deals with Workcover. Clarification of roles between SSP and Agency required. Separate roles with access to processing workcover in Workbrain and SAP for Agency staff may be required. Will current system still be used in addition to SAP? Will they be rostering return to work program or will the current line manager do it? | Agency Decision required. Cathy to follow up.  | Possible Inclusion in IR 2.5  | Agency 24/7/7: Will be addressed in Roles Mapping Exercise. Workcover Incident Management System (WIMS) will still be used and an interface to SAP would be required.  | 2.5 | Interim Solution |  |
| 263 | 21/06/2007 | Rostering | Workcover  | What are the impacts of Concurrent employment and the recording of workcover on both personnel assignments.  | Cathy and Lyn to follow up   |   |  |     | Interim Solution |  |
| 265 | 22/05/2007 | Rostering | Workcover  | Process yet to be covered by Rostering. How to be handled etc  | IR PM to follow up   | Issue to remain open  | 06.06.07 Response from IR PM - Unlikely to be available until all SAP/WB development completed.  |     | Interim Solution |  |
| 271 | 22/05/2007 | Saba      | SARAS      | Working Group requires information on exactly what is recorded in SAP for SARAS. Demonstration/Impact Assessment required for this group.  | IR PM to follow up. Francine to let IR PM know when working group meets to arrange this session. | 17.10.07 Workshops were never held.<br>19.06.07 E-mail from IR PM to advise that workshop within SSS will be held on 29 June 07 to determine what Standard Offering SARAS functionality in SAP is. 18.06.07 IR PM clarified requirements with Francine and Roslyn.<br>14.06.07 Jason C requested (via e-mail) demonstration of SARAS. | 06.06.07 Detailed response on conditions of SARAS.   |     | Interim Solution |  |
| 284 | 21/06/2007 | Testing   | Increments | Employee is substantively in AO8, they return after a break in service and are appointed to AO7. Previous service must count towards AO7 increment.  | Testing  |   |  |     | Interim Solution |  |

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| 285 | 21/06/2007 | Testing   | Superannuation | If an employee changes from Defined Benefit to Accumulation plan from 1st pay in August then EB back pay to 1 June occurs (after 1st pay in August). Check adjustments that occur for both employer and employee.           | Testing   |   |  |  |  | Interim Solution |      |
| 286 | 21/06/2007 | Training  | Budget         | Don't use journals in Finance to fix pay. SAP fully retro, fix all pay errors in Workbrain or SAP as necessary. Costs will be reallocated.  | Training  |   |  |  |  | Interim Solution |      |
| 287 | 21/06/2007 | Training  | Training       | Training - remember basic SAP concepts to be provided prior to system training ie Infotypes, when to use change, create, copy/create and delete. Always list first then make decisions on what needs to be done.            | Training  |   |  |  |  | Interim Solution |      |
| 288 | 21/06/2007 | Training  | Training       | Business Process training to occur, prior to system training.   | Training  |   |  |  |  | Interim Solution |      |
| 289 | 21/06/2007 | Training  | Roster         | Unspecified absence can be recorded by supervisor but employee must submit leave application upon return. Unspecified leave is paid at the standard rate until leave form received.   | Training  |   |  |  |  | Interim Solution |      |
| 290 | 21/06/2007 | Training  | Roster         | Cost Centre override for less than a day in Workbrain, more than 1 day in SAP. Look at timing impact etc  | Lyn and Cathy to follow up  |   |  |  |  | Interim Solution |      |
| 292 | 22/05/2007 | Payroll   | Reports        | Standard Offering Report Summary - in General some Reports do not contain examples of the "Report Selection Screen" or the "Report Output". Please provide updated version, or advise when updated version can be expected. | IR PM to follow up  | Issue to remain open until document provided. | 03.07.07 IR PM Response - 03.07.07 - Unable to provide examples of selection or Output screens for some reports. Tara has updated the Reports File with SS Help text examples. Updated file to be delivered to QH by 10.07.07. QH to specify any further specific information required. (TE) 02.07.07 IR PM Response - email Tara 20.06.08 |  |  | Interim Solution | Risk |
| 294 | 21/06/2007 | Payroll   | Separations    | Investigate current practice of cash equiv for rec leave over 8 weeks.  | Cathy to follow up.   |   |  |  |  | Interim Solution |      |
| 296 | 21/06/2007 | Rostering | Roster         | Workbrain does not check for overlapping shifts for an employee.  | Lyn to follow up with Rostering Group for inclusion in design. Otherwise IR 2.5 |   |  |  |  | Interim Solution |      |

| Number | Date Raised | Category | Issue     | Description   | Actions  | Follow up                                | Response   | Response from Brett | IR 2.5/2.8 | Status   | Risk |
|--------|-------------|----------|-----------|---|--|--|--|---------------------|------------|----------|------|
| 3      | 21/06/2007  | Org Mgmt | Forms     | Position Number details to populate forms to avoid mistakes.  | Nil  | 11/01/2008 - Need for full ERP Solution. |  |                     | 2.5        | Full ERP |      |
| 4      | 22/05/2007  | Org Mgmt | Interface | There are no interfaces between SAP and RecruitASP. Any Org Changes made in SAP will need to be advised to CSC. What are the proposed turnaround times for update in RASP? What plans are in place for CSC to manage the workload related to this. Why can't a RASP user in the SSP manage this. It will be much less risk to the agency. | 02.07.07 Roslyn to refer to Damon. What measures can we see now about CSC performance and also monitoring into the future. It would make more sense for the Org Man person in the Agency/SSP to maintain RASP at the same time as SAP. | Inclusion in IR 2.5 Risk Register        | 02.07.20 IR PM Response - There will be an OLA established between Agency/SSP and CSC specific to performance metrics & measures. Individual responsibilities and turnaround times will be defined in this agreement once negotiation and sign-off is complete. (R5 Bulletin Board 007/2007 20 April) (JH) |                     | 2.5        | Full ERP | Risk |
| 7      | 22/05/2007  | Org Mgmt | ESS/MSS   | Org Man view in MSS should show position number for more user friendly management of org. Currently make manager look at 2 different views. Position Number and Position Name to show in MSS org structure view.  | 05/11/07 Brett Checking if Configurable.   | Inclusion in IR 2.5                      | Health Bulletin 001/2007 (9.03.07) confirms position number not shown. Will need to be included in IR 2.5. Will affect usability for MSS.  |                     | 2.5        | Full ERP |      |

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| 8  | 22/05/2007 | Org Mgmt | ESS/MSS  | Need more information on how reporting relationships will work for the Manager in terms of workflow in SAP  | Issues paper written and sent 17.10.2007. | 09.07.07 SSS advised in CLARF meeting that a manager not defined by Chief but by reporting relationships will not have MSS access. Health will require the ability to provide MSS access to those managers not defined as chiefs. This places a high risk on the agency not being able to utilise workflow to any great degree, nor will managers in multi disciplinary teams be able to see their employees.<br>03.07.2007 - The Implementation Fact Sheet for Workflow does not address what happens if reporting relationships are used instead of Chiefs. Health requires information on how reporting relationships will work in conjunction with workflow MSS etc. | 11/01/2008 BRG Endorsed Options paper. Will be required for full solution.<br>02.07.07 IR PM Response - See Implementation Fact Sheet 002/2007 - Workflow (JH) |  | Full ERP |      |
| 9  | 22/05/2007 | Org Mgmt | MSS      | Position Number and Position Name to show in MSS org structure view.  | Issue Closed                              | Inclusion IR 2.5   | Health Bulletin 001/2007 (9.03.07) confirms position number not shown. Will need to be included in IR 2.5. Will affect usability for MSS.                      | 2.5  | Full ERP |      |
| 12 | 21/06/2007 | Org Mgmt | Position | Health have a requirement to report on staff working in Mental Health, or Allied Health etc. This may not be as simple as organisation reporting. May need to look at a position identifier, or org unit identifier | Roslyn to follow up                       |  | 05.11.07 RR - Mental Health may be recognised through Org Units, will have to check further, Allied Health positions are scattered throughout the structure.   | Could RR advise on Org structure for mental health? At what level in QH do these areas reside in (if not org structure).. Will have to utilise naming convention or enterprise structure, etc to utilise | Full ERP | Risk |

|    |            |          |                |   |                                |  |   |  |     |          |      |
|----|------------|----------|----------------|---|--------------------------------|--|---|--|-----|----------|------|
| 14 | 21/06/2007 | Org Mgmt | Reports        | Reports for Org Mgmt/Establishment do not provide True vacancies. Inclusion in IR 2.5, necessary for a report on true vacancies, ie no perm substantive holder/s of position, compared to FTE of occupant and position. ?partial vacancy eg substantive holder returned from Maternity leave part-time                  | Brett to advise on possibility | Inclusion in IR 2.5  | RR True vacancy is when a perm position does not have a perm substantive holder. It may be occupied by a temp or higher duties. Discussion at IAW discovered there was no report the agency could run to identify positions that do not have perm substantive holders, or where a position is 1 FTE perm, but only occupied 0.5 substantive perm. |  | 2.5 | Full ERP | Risk |
| 16 | 22/05/2007 | Org Mgmt | Roles/Security | Job Share arrangements and Impacts for SABA? Which employee is noted as the manager in SABA? Francine to follow up in workshop  | Francine to follow up          | Inclusion in IR 2.5. All managers must be able to access their employees including job share managers. Saba to be configured to recognise. | The first recorded/created manager in SAP will be the SABA manager. Even through conversion it will come down to the time stamp.  |  | 2.5 | Full ERP |      |
| 20 | 21/06/2007 | Overall  | Advance Hire   | Advance hire to go across to SABA same time as to rostering, to enable rostering in workbrain accordingly and to enable enrolment in courses/inductions that are prerequisites to commencement. Current Advance Hire will not go across to SABA until the day of hire (ie appears the day after the employee commences) | Francine to follow up          | Inclusion in IR 2.5  |   |  | 2.5 | Full ERP |      |
| 21 | 21/06/2007 | Overall  | All Products   | One single sign on for all products within the Standard Offering.   | Brett to advise on possibility | Inclusion in IR 2.5  | Team to discuss   | It is supposed to be IF 3rd party systems support CUA (Central User Administration)                              | 2.5 | Full ERP |      |
| 22 | 21/06/2007 | Overall  | All Products   | User id will not easily identify who made changes. As names will be recorded against the user id, the name should appear instead or as well as. This will allow for ease of identification and auditing.  | Brett to advise on possibility | Inclusion in IR 2.5  | RR Thinking more about payroll validating. As a processor, if I look to see who changed a record, how will I know who did it?   | NO. GAP. User ID determines exact employee detail.. There maybe 50 Roslyn Ricoines (oh oh) but only one 10023212 | 2.5 | Full ERP |      |

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| 24 | 21/06/2007 | Overall | Appointment | Systems to allow transfer of employee across agencies in the Public Sector. Not having this functionality will significantly reduce the ability for the SSP to provide efficient and cost effective services to the agency. This will include the transfer of all prior service and other details. | Brad to get copy of Func Spec                  | Appears to be a part of the Transfer Workbench. Will require more details. |   |   | 2.5 | Full ERP | Risk  |
| 27 | 21/06/2007 | Overall | BWA         | How will the BWA role be utilised in Health? Investigate multiple BWA's for each break down in order to cover absences etc.  | Roslyn to follow up. How is Housing using now? |  |   |   |     | Full ERP |       |
| 28 | 21/06/2007 | Overall | BWA         | No escalation if BWA does not action. Potential for IR 2.5 in relation to this for escalation or additional role of BWA Manager.   | Brett to advise on possibility                 | Inclusion in IR 2.5  | 06.11.07 RR Business Workflow Administrator. Agency Response 24/7/7: Will be addressed in Roles Mapping Exercise. Overall BWA role plus BWA type role for processing cells is a good idea. Additional resourcing implications to be considered. | What is a BWA   | 2.5 | Full ERP | Risk  |
| 29 | 21/06/2007 | Overall | Call Centre | Greater understanding of the call centre model for Cathy, Lyn and Roslyn. Help assess impacts for ASS/Initiator concept.   | Brad visiting Nambour 18.10.07                 |  |   |   |     | Full ERP |       |
| 30 | 21/06/2007 | Overall | Groupwise   | Will PCR, Task list duties, deep links etc be avail and usable in Groupwise?   | Brett to advise on possibility                 |  | Team to discuss   | It will email to your groupwise a link back to the portal to action |     | Full ERP | Risk  |
| 31 | 21/06/2007 | Payroll | Cost Centre | Managers can change a cost centre for their employee to any cost centre in the agency without approval. Need to investigate impacts of allowing this, as opposed to having a manual cost centre change process, or having a way to limit the cost centres available to manager to use.             | Issue paper to be written                      | IR 2.5 (Require validation on cost centre manager approval)                | Agency Response 24/7/7: Don't want this. Could it be workflowed? Receiving Manager needs to be the one approving the change. The list of cost centres to choose from should be a subset of only those that are appropriate.                     |   | 2.5 | Full ERP | Issue |

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| 36 | 22/05/2007 | Overall | ESS/MSS | Can workflow have attachments (ie word doc) to support the business process?   | Closed  | Agency Response 24/7/7: NO. A reference in the comments field to the documentation and where it is stored or when/who consulted/approved etc is sufficient.   | 12/07/07 Cathy - this could create an issue with network traffic and decision would be needed on where attachments would be stored (or destroyed) at end of workflow - suggest this is not a good idea and would be better for doc to be referred to as comment or link provided rather than attaching ie handle outside of the system.<br>02.07.07 IR PM response - Standard workflow cannot have attachments (BN),   |  |     | Full ERP |  |
| 37 | 22/05/2007 | Overall | ESS/MSS | If employees do have access to a Kiosk service intermittently, can they still be a non tech user, but have access to ESS also? If not, IR 2.5 request. | Brett to advise on possibility                  | Inclusion in IR 2.5   | 20/07/07 Cathy: Infotype0655 stores payslip distribution method, infotype 0105 (0010) stores email address, infotype 0105 (9001) stores access to portal indicator. This indicates that yes you could have access to portal (ESS) but still receive payslips by post as long as you have an email address/novell login<br>06.06.07 Response from IR PM - Refer to SME Team   | define intermitterly? If a nurse sends a workflow request via ESS for manager approval, how would they receive the approval etc? Payslips? Sent and retrieved? What are the volumes? | 2.5 | Full ERP |  |
| 38 | 22/05/2007 | Overall | ESS/MSS | Options regarding limited roll out of ESS/MSS  | Has this question been answered? CLR to assess. | Health requires information on the impacts of limiting the roll out of ESS/MSS to a staged roll-out. SSS will have to provide information, options/understandings in order to enable Health to make an informed decision. | 06.06.07 Response from IR PM - No indication from Health at this stage as to the rollout strategy.<br>12/07/07 Cathy - if we go WOG SO then we cannot limit ESS/MSS to part functionality, we could rollout to part agency as long as all of that org branch's managers/approvers that lie 'above' those with ESS, have MSS & 'Chief' or 'Reports to' roles and there are BWAs assigned to those areas ie no break in the reporting line to effect workflow. |  |     | Full ERP |  |

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| 39 | 21/06/2007 | Overall | ESS/MSS        | On commencement of a new employee they are automatically assigned ESS access.  | Brett to advise on possibility              | 24/07/2007 Indications from Housing are that this does not happen. Need to find out from Functional Experts what actually happens, and is required to make this happen, and what role CSC has to play. | CLARF meeting 09/07/07 IA response was that ESS would be assigned to all new staff unless QH request otherwise                           |  | 2.5 | Full ERP |       |
| 45 | 21/06/2007 | Overall | LUID           | Current Standard Offering to only allow for ESS access at the Personnel Assignment level. Will be much easier if done at the LUID level.   | SSS to address                              | Inclusion in IR 2.5  |  |  | 2.5 | Full ERP |       |
| 46 | 21/06/2007 | Overall | ESS/MSS        | Managers will have to remember to access different places for the different products. Possibility for all notifications etc to go to SAP task list with deep links as required.  | Brett to advise on possibility              | Inclusion in IR 2.5  |  |  | 2.5 | Full ERP |       |
| 47 | 21/06/2007 | SABA    | Notifications  | Can Health change the timing of notifications ie expiry etc in SABA to ensure enough lead time   | Francine to follow up                       | Francine to look through Config docs   |  |  |     | Full ERP |       |
| 53 | 21/06/2007 | Overall | Portal         | Times out after 15 mins? Does it time out if processor is in GUI after certain period?   | Brett to advise details                     |  |  |  |     | Full ERP |       |
| 54 | 21/06/2007 | Overall | Roles/Security | Agency requires position based security. This will avoid doubling up on maintaining position and security roles. Understand that a paper is being written (advised by Joanne Taylor 30.7.07 that Bill Willmott writing paper). QH (along with Sector) will need to see paper and have input prior to any decisions being made. | Issues paper written and sent on 17.10.2007 |  | 11/01/2008 Scoping with IBM indicates interim solution timeframes will not allow sufficient development time. Now an issue for full ERP. |  | 2.5 | Full ERP | Issue |
| 56 | 21/06/2007 | Overall | Appointment    | IR 2.5 Bars to re-employment.  | Brett to advise on possibility              | Inclusion in IR 2.5  | 11/01/2008 Indications are that this is still an issue for Health. Will need to be addressed in full solution.                           |  | 2.5 | Full ERP |       |

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| 58 | 22/05/2007 | Overall | Reports        | Clearly define what BW cubes will contain.   | CLARF to assess document and then chase further as necessary.  | This will also input to item 57   | 02.07.07 IR PM response - See QH IAW - Reporting - slides re SAP-BW - Ad Hoc & Analytical Reporting - "Requirements Collection Process" slide & "Functional & Non-Functional Requirements" slide (JH)   |  |     | Full ERP |  |
| 60 | 22/05/2007 | Overall | Reports        | Clearly define what reports are available to a Manager in MSS  | Brett to advise details.<br><br>IR PM to follow up - further info required > please state what key information is displayed in Dashboard, please list names of Employee Reports available - leave balances? Pay details? | Inclusion in IR 2.5 if needs not met. I.e leave balance, temp end dates, higher duties end dates, pay details (not exhaustive list) | 03.07.2007 IR PM Response - Reports available to a manager via MSS are as follows:<br>Dashboard - key information about your organisational unit at a quick glance<br>Employee Report Selection - run reports on employees within your area of responsibility<br>- date monitoring<br>Establishment report selection - run reports on the organisational structure, positions, and position holders within your area of responsibility<br>- PositionHolder<br>- Headcount<br>- Organisatioanl Structure<br>- FTE<br>- Org Structure - Locations<br>- Unoccupied Positions<br>- Staff Assignments<br>- Establishment (BN 21.06.07)<br><br>What SABA reports display will depend on what roles have been mapped to that user/CT |  | 2.5 | Full ERP |  |
| 61 | 21/06/2007 | Overall | Reports        | Secondment costing report. Enable the reporting of breakdown of the cost of secondments and on costs for invoicing purposes    | Brett to advise on possibility   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |  |
| 68 | 21/06/2007 | Overall | Roles/Security | Workflow to Agency IT for separations for ceasing system access. Also to gain system access as a new starter or upon movement? | Brett to advise on possibility   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |  |

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| 71 | 21/06/2007 | Training | ESS/MSS  | Critical for adequate training of all MSS users across all products in terms of responsibilities, timely actioning of workflow, delegations and standard business processes.   | Training                                     |  |  |  |  |     | Full ERP |  |
| 73 | 21/06/2007 | Overall  | Workflow | Ability to send Higher Duties approval of Higher Duties (maybe other workflow) across org units to meet agency approval requirements   | Brett to advise on possibility               | Inclusion in IR 2.5                              |  |  |  | 2.5 | Full ERP |  |
| 74 | 22/05/2007 | Overall  | Workflow | Checking with Tania Bennett and Brad Mammino. Differing advice on endorser and approver and functionality to be introduced.  | Brett has provided some information on this. | To remain on IR PM list until response received. | 09.07.07 - CLARF request further details regarding what workflow design was agreed to in the Workflow group and what is being built.<br>05/07/07 Further advice will be communicated to the Sector once the "Endorser" design has been finalised.<br>06.06.07 IR PM response - Referred to Brad M and Tania for follow up. |  |  |     | Full ERP |  |
| 75 | 21/06/2007 | Overall  | Workflow | Need for Initiator for workflow IR 2.5 inclusion. Ability for an initiator with access to information to enable creation of workflow. This may include the ability to complete only some information on the form without validation, but when the manager is to approve, validation occurs. Some information not known by the initiator could also be left blank, such as a position number. Initiator must be able to access information across org units (ie call centre or other) | Brett has provided some information on this. | Inclusion in IR 2.5                              |  |  |  | 2.5 | Full ERP |  |

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| 76 | 21/06/2007 | Overall | Workflow        | Ability to add comments to each stage of workflow. For inclusion in IR 2.5, is for future development, but required for Health go live.  | Brett has provided some information on this.   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |      |
| 77 | 21/06/2007 | Overall | Workflow        | Must contain the ability to select an alternate approver. In all products  | Brett has provided some information on this.   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP | risk |
| 79 | 22/05/2007 | Payroll | Higher Duties   | What position number populates the on line higher duties form? Fact Sheet 002/2007 states that the employees current position populates. This may not be the position number of the higher duties. Requires clarification.                           | Brett Is it possible to select/indicate another position number. As discussed. Advice so far indicates that the employees current (substantive) position populates the form. This is fairly useless. The employee/manager needs to be able to complete the correct position number. Otherwise all initial higher duties or late higher duties plus across org unit higher duties will need to be manual forms which defeats the purpose of workflow. | 09.07.07 CLARF meeting indicated to SSS that information provided does not clarify what information populates forms. Session requested from Functional Experts. 03.07.2007 Fact Sheet 002/2007 Workflow contains an example at the bottom of the first page, that details what happens when an employee completes an online form for workflow. This examples states that the employees position will default. The reference to the Bulletin is about the processor in the processing cell. The initial question still requires clarification. | 02.07.2007 IR PM response -Fact sheet 002/2007 relates to workflow, not higher duties. Release 3.6/4 002-2007 Bulletin Board states (A7) "the position the higher duties is to be undertaken in will need to be selected or populated by the processor. The position information required by infotype 059 will then default through" (JH) | Will it be different? If it will be, include in IR 2.5 |     | Full ERP |      |
| 82 | 21/06/2007 | Payroll | Payment Summary | Payment Summary to be available in ESS   | Brett to advise possibility  | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |      |
| 85 | 21/06/2007 | Payroll | Configuration   | Is it possible to shorten or default some picklists in SAP. Possible IR 2.5, for example, Australia does not default as the country in the pay scale creation for positions. This should be a default and possibly an actual that cannot be altered. | Brett to advise possibility  | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |      |

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| 92 | 22/05/2007 | Payroll | Deductions  | Need to ensure training covers timeframes for changes to bank disbursements and deductions. ie changes cannot be back dated, and will be avail from start of next pay period (dependent on cut-off dates). What message appears in ESS when employees make additions/changes? | Follow up further with Brett   | Can an employee, accidentally or otherwise, delete their main bank without creating another? If so, is there a warning message? Can an employee add a future dated deduction? Can it be time limited ie want a deduction for 3 fortnights only? Does this require action in the actual fortnights or can it be done once in advance? | 02.07.07 IR PM Response - sent to SME 18.6.7 (JH) - answer: when an employee changes their bank details it does not give them an option to "pick" a date effective from. It automatically selects from date as the start of the current pay period and an end date of 31.12.9999 (BN)  | There are a number of validations that happen in the ESS scenario for banking. The system won't allow changes in retro, the additional bank details are created on the first day of the next period (The payroll control record is effectively open for the current pay period and pay is run each night thus not allowing a change in the current pay period) |     | Full ERP |  |
| 95 | 22/05/2007 | Payroll | Appointment | Task 2.1.1.1.6 Determine Appointment Reason. What are the appropriate notifications.  | This is a bizarre answer. Will need to check the DPDR again to decipher. Cathy to advise what further follow up is required. | 06.06.07 Response does not answer question. Require list of what notifications are triggered from this task. Page 26 Refers to Roles and Responsibilities and Authorisations. It does not provide a list of what the notifications are.  | 10.07.07 - There currently is no interface of data from RASP, therefore there are no automatic notifications associated with a PCR. Agency will need to identify via business process what notifications are appropriate to be sent by processing cell and to whom (JH) (validated TB) 06.06.07 - Response from IR PM - Explained in 2.1.1 Create Employee Records DPDR page 26; |  |     | Full ERP |  |
| 96 | 21/06/2007 | Payroll | ESS/MSS     | Employee should be able to view only details on any Corporate Loans. ie outstanding balance, loan repayment amounts, Purchased Leave etc  | Brett to follow up on possibility  | Inclusion in IR 2.5  |  |  | 2.5 | Full ERP |  |
| 97 | 22/05/2007 | Payroll | ESS/MSS     | List of deductions available to employees in ESS, comparison with current Health deductions, can identify closed to new membership etc.   | Agency decision required on which additional deductions required for QH. Cathy to follow up                                  | Compare list in Bulletin to what Healths requirements will be for ESS deductions. Keep in mind any that might need to be closed to new membership and define in BAD  | 06.06.07 IR PM Response - See Release 5.0 Bulletin Board 009/2007  |  | 2.8 | Full ERP |  |
| 98 | 21/06/2007 | Payroll | ESS/MSS     | Employees to be able to see their 7 year and 10 year long service leave dates.  | Brett to advise on possibility   | Inclusion in IR 2.5  |  |  | 2.5 | Full ERP |  |

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| 99  | 21/06/2007 | Payroll | ESS/MSS           | Bank details for employees, 1) should enable employee to choose to add new main bank, with delimit auto applied to current main bank, rather than requiring the employee to delete and add new. 2) Employee to be able to choose create new main bank or create other bank, to enable more user friendly changes/additions  | Brett to advise on SO details to determine if we need enhancements. | Inclusion IR 2.5  |   |      | 2.5      | Full ERP |      |
| 104 | 21/06/2007 | Payroll | Finance Interface | Require error in Finance when Cost Centre is to be delimited that has employees attached.   | Brett to advise on possibility                                      | Inclusion in IR 2.5   |   |      | 2.5      | Full ERP | Risk |
| 111 | 22/05/2007 | Payroll | Higher Duties     | PCR does not allow the initiator or manager to alter the increment level of the higher duties position. ie if employee should be AO5-2, only AO5-1 will appear on the form. Need to understand full impact. Need more information on the PCR and SAP in terms of what populates onto the PCR. Does position appear on the form? May be better to not have the increment level on the form, and have the processing cell process check this before saving. | Brett to follow up  | 03.07.07 This question is about higher duties and not the position. An employee and manager need to be able to indicate that an employee is at higher than the 1st increment level for the purposes of higher duties payment. As positions are created with a classification range (ie AO5-1 to AO5-4) there is no issue with needing to alter the increment level on the form, because the example provides and increment level within the accepted range. The higher duties form must accomodate the need for changing the increment level. Please refer original question to an FE for response. | 02.07.07 IR PM Response - See item 79 re position and form. With regard to the scenario given - you are wanting to change the increment level of the PERSON, not the position and so the increment level should be changed at the employee level, not the position level (JH) | 2.5? | Full ERP |          |      |
| 112 | 21/06/2007 | Payroll | Higher Duties     | Higher Duties must be approved by manager of the unit the position is in. Current Standard Offering does not allow this. (Stats to show)  | Nil   | Inclusion in IR 2.5   |   |      | 2.5      | Full ERP |      |

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| 113 | 21/06/2007 | Payroll | Higher Duties | User Exit to ensure that the processor must save record with less than system high date of 31.12.9999. Default end date through from previous screen in action. This will also prevent the loss of future dated records that should remain.                                  | Brett to advise on details                   | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 114 | 21/06/2007 | Payroll | Higher Duties | IR 2.5 when processing higher duties, the dates must default throughout the actions.   | Brett to advise on details                   | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 115 | 21/06/2007 | Payroll | Higher Duties | Ability for employee to complete some sections of form but not all. ie not fill in position number if not known, or dates for example. Manager to complete before approval. Smarts built into form to allow different validation/errors for easier use. May result in IR 2.5 | Brett has provided some information on this. | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 121 | 21/06/2007 | Payroll | Increments    | IR 2.5. Calendar days calculation to auto default in increment calc. Otherwise required manual intervention by processor and manual calculation outside of system  | Brett to advise possibility                  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 122 | 21/06/2007 | Payroll | Increments    | IR 2.5. Ensure that Increment calc can cope with Working Hours field containing nothing. Currently have to complete field even if not required with incorrect information.   | Brett to advise possibility                  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 124 | 21/06/2007 | Payroll | Integration   | Agency will require ability to "push" new appointee details to workbrain on same day to enable rostering to occur immediately  | Nil  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |

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| 131 | 21/06/2007 | Payroll | Reports        | Report on Casual Employees. Should be able to report on all current, and those who have not worked for a period of time (may be 2 separate reports, or 1 report with an indicator) Linked to Issue 319. | Brett to follow up   |   |  |  |     | Full ERP |  |
| 133 | 22/05/2007 | Payroll | Manual Pay     | A reason field is required for all manual (off cycle) payments made. This is required to meet OLA reporting and SSA reporting. List of reasons to be defined by Health and SSP                          | Team to discuss. Will need to come up with requirements. Roslyn can get examples from Cluster 3.   | 04.07.2007 Issue to Damon for progression. Possible Inclusion in IR 2.5   | 02.07.07 IR PM Response - Record IR 2.5 JH - QH to supply specific requirement   | Will need to include in IR2.5 and request for additional field on Infotype to be created.  | 2.5 | Full ERP |  |
| 135 | 22/05/2007 | Payroll | Notifications  | To get list of what notifications happen and under what circumstances   | Brett to follow up.  | Notification is any message that results as a part of a workflow, or reminder date etc. So yes to your question. Every notification a manager or employee will receive. | 02.07.07 IR PM Response - See Extranet - Standard Offering definition document - Schedule 16 - Forms & Correspondance (JH) | Define Notification? Workflow, payslips, reminder dates, exception messages, error messages?                                     |     | Full ERP |  |
| 138 | 21/06/2007 | Payroll | Overpayments   | Automatic generation of payslip messages during the life of an Employee Debt advising of the balance owing at the end of each pay cycle. Does balance show or just amount repaid that period?           | Brett to advise possibility  | Possible inclusion in IR 2.5  |  |  | 2.5 | Full ERP |  |
| 140 | 22/05/2007 | Payroll | Overpayments   | A reason field is required for all overpayments recorded in the Employee Debt Infotype. This is required to meet OLA reporting and SSA reporting. List of reasons to be defined by Health and SSP       | To Brett - Yes we will have further requirements in order to meet SSP reporting requirements under the SLA. Team to discuss. Will need to come up with requirements. Roslyn can get examples from Cluster 3. | 04.07.2007 Issue to Damon for progression. Possible Inclusion in IR 2.5   | 02.07.07 IR PM Response - Record IR 2.5 JH - QH to supply specific requirement   | The "Loan type" has been defined as a reason. ie. Train, Uniform, overpayment net/gross, etc Does QH have a further requirement? | 2.5 | Full ERP |  |
| 143 | 21/06/2007 | Payroll | Pay In Advance | Automated Pay in Advance  | Nil  | Include in IR 2.5   |  |  | 2.5 | Full ERP |  |

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| 149 | 21/06/2007 | Payroll | Payslip         | ESS allows employees to run pay simulations of their next pays. Is this an issue? May create additional work for SSP in answering questions. Uploads from Wbrain do not occur daily and may create confusion for employees. Possible IR 2.5 to remove. Employees would still be able to view their payslips applicable to their actual pays. | Lyn to follow up   |                     |   |  |  | Full ERP | Risk     |  |
| 153 | 21/06/2007 | Payroll | Prior Service   | Prior Service solution to also enable total casual or part time hours to be input rather than requiring a manual calculation outside of system to determine average hours over the period.   | Brett to advise possibility  | Inclusion in IR 2.5 |   |  |  | 2.5      | Full ERP |  |
| 158 | 21/06/2007 | Payroll | Probation       | Workflow for probation confirmation  | Brett to advise possibility  | Inclusion in IR 2.5 |   |  |  | 2.5      | Full ERP |  |
| 161 | 21/06/2007 | Payroll | Processing Cell | No escalation within the task list for a processing cell. Business process to ensure tasks are processed in a timely manner. As per BWA, potential for inclusion in IR 2.5 for either escalation within the Processing Cell or for a Manager Processing Cell role. See also item 28  | Brett to advise possibility. Potential impact depending on model introduced in agency. | Inclusion in IR 2.5 | 05.07.07 E-mail from Janine Hanna Refers to R 1318 Functional Specification that "Allows reporting upon an individual processing cell and the workflows assigned to individuals in this cell and display how many workflows of each type any individual processing cell member currently has in their queue". |  |  | 2.5      | Full ERP |  |

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| 162 | 22/05/2007 | Payroll | Processing Cell | Processing Cell what ability to they have to alter form after received in inbox. Is this driven by business process or by system defined parameters. Is there the ability to define for agency. | Brett to advise details. Roslyn to send applicable section to JH if/when CLARF meetings reinstated. Cathy to follow up on Business Process requirements see issue 355 | *18.06.07 - H2R 8.3 Configuration Document refers to a processor having the ability to Display Form, Change, E-mail, Display Org, Perform Function. This doc is not consistent with the advice provided in the SOS Bulletin. Refer decisions 4, 7, 10, 13 (1.4.3.9)<br>Bulletin 001/2007 - Processors cannot change information on the PCR, but can change info directly in SAP. Will require Business Process to cover adult requirements. | 09.07.07 CLARF - challenge this - see 8.3 Config doc (unable to find relevant reference in the doc JH) 06.06.07 Response from IR PM - Refer to Health Bulletin 001/2007 |  | 2.5 | Full ERP |  |
| 173 | 21/06/2007 | Payroll | Leave           | Automated Notification/Payslip Message for Balances and details entered into Prior Service solution.  | Brett to advise possibility   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |  |
| 174 | 21/06/2007 | Payroll | Taxation        | Automated payslip message for expiry of 28 day notification period for TFN if not supplied by employee (ie to appear on the payslip in the fortnight preceeding the expiry).                    | Brett to advise possibility   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |  |
| 175 | 21/06/2007 | Payroll | Taxation        | Automated payslip message on commencement for employees that have not provided a TFN.   | Brett to advise possibility   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |  |
| 178 | 21/06/2007 | Payroll | Separations     | Ability to request auto generation from SAP for Centrelink Separation Certificate as required.  | Brett to advise possibility   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |  |
| 179 | 21/06/2007 | Payroll | User Exit       | Validation to ensure correct payroll area selected for agency.  | Brett to advise possibility   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |  |
| 180 | 22/05/2007 | Payroll | User Exit       | User Exit for an information message of "Calculated Salary" when changes in basic pay occur for part time employees.  | Team to discuss. What info is required for Infotype 220 when moving through a part-time action?   | Inclusion in IR 2.5   | 02.07.2007 IR PM Response - Record IR 2.5 JH - QH to supply specific requirement  | More detail required? los this to calc approx parttime salary (Payroll Simulation will produce payslip if required in another session) | 2.5 | Full ERP |  |
| 183 | 21/06/2007 | RASP    | Notifications   | Notification from RASP to Workbrain Roster Officer identifying new starters   | To be completed by Lyn  |   |   |  |     | Full ERP |  |

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| 184 | 21/06/2007 | Rostering | Advance Hire   | No report/validations to identify if roster matches commencement date.  | Nil   |   |   |  | 2.5 | Full ERP | Risk |
| 185 | 21/06/2007 | Rostering | Allowances     | Is there the ability to have fast entry of some allowances for multi employees? IR 2.5?   | Nil   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |      |
| 187 | 21/06/2007 | Rostering | Appointment    | Action (extension to SAP action) that takes a processor through a series of steps to complete the new employees details in workbrain (ie holiday calendar, default roster pattern etc)  | Nil   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |      |
| 189 | 22/05/2007 | Rostering | Roles/Security | Implementation Fact Sheet 002/2007 states that the Workbrain workflow Approver can be any manager flagged as chief. This does not match the information given in the IAW workshops. Please provide clarification on how roles are defined in SAP for Workbrain. | CLR to review response 13/7/7 Also see item 388 | 03.07.07 This is still confusing. Does this mean that 1) if you are identified as a Chief in SAP that you have all/some approver functions in Workbrain. And if so 2) are the Workbrain Approver roles that are assigned are in addition to this? | 13.07.07 - vwb team corrected the section of the SME Fact Sheet as follows: Workflow reporting relationships - The reporting relationships within Workbrain are also based on simple rules within an organisational structure. In Workbrain, users are linked to organisational units (Teams) by "roles". Any user can be assigned a particular role (for example, there may be a role called "Leave Approver") for a given team. Workflow technology looks for the role that is required to approve the type of form being submitted. Extending the previous example, if an employee submits a leave request, the workflow will look for any user that currently has the role of "Leave Approver" for that employee's current team. 02.07.07 IR PM Response The line referred to in this |  |     | Full ERP |      |
| 190 | 21/06/2007 | Rostering | Cost Centre    | Health will require a way to maintain bulk cost centre updates. See other Cost Centre issues  | Nil   | Inclusion in IR 2.5   |   |  | 2.5 | Full ERP |      |

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|-----|------------|-----------|---------------|--|--|---|---|------|----------|--|
| 191 | 22/05/2007 | Rostering | Workflow      | Implementation Fact Sheet 002/2007 states that the Workbrain workflow option to forward in not applicable to all workflows. What workflows is this option not available for?   | IR PM to follow up                           | Issue to remain open  | 02.07.07 IR PM Response - sent to SME 18.6.7 (JH)                               | 2.5? | Full ERP |  |
| 192 | 21/06/2007 | Rostering | Configuration | Workbrain can be configured to accrue non-leave balances. Eg no of weekends worked. Will need to explore if Health have any requirements.  | Agency Decision required. Cathy to follow up | 24/7/7 Agency: Could be useful functionality. Can be configured later if a need is identified. Might be helpful with tracking UBS |   |      | Full ERP |  |
| 197 | 21/06/2007 | Rostering | Leave         | Notification for any leave balances not notified from the Prior Service Solution in SAP that are recorded directly into workbrain  | Nil  | Inclusion in IR 2.5   |   | 2.5  | Full ERP |  |
| 205 | 21/06/2007 | Rostering | Exceptions    | Exceptions (timesheet) require individual approval unless viewed another way. The alternate does not provide enough information to allow mult approval. Functionality for time sheet exceptions approval needs to enable a manager to select multiple exceptions for approval with enough details to do this in a user friendly manner. IR 2.5 | Nil  | Inclusion in IR 2.5   |   | 2.5  | Full ERP |  |
| 206 | 21/06/2007 | Rostering | Forms         | DPDR's, Func Specs limit access to forms. Along with profiles and security this will create usability issues. Why limit access to forms. Make avail to all.  | Lyn to follow up                             | Inclusion in IR 2.5   |   | 2.5  | Full ERP |  |
| 208 | 22/05/2007 | Rostering | Forms         | What information populates workbrain online forms?   | Jay to follow up with forms review           |   | 02.07.07 IR PM Response - See functional specifications for relevant forms (JH) |      | Full ERP |  |
| 209 | 21/06/2007 | Rostering | Higher Duties | Is not indicated on roster when passed over from SAP. Is this an issue   | Lyn/Cathy to follow up                       | Inclusion in IR 2.5   | Agency 24/7/7: YES flag required. Large teams in particular could be an issue.  | 2.5  | Full ERP |  |

|     |            |           |              |  |  |                     |  |  |     |          |  |
|-----|------------|-----------|--------------|--|--|---------------------|--|--|-----|----------|--|
| 216 | 22/05/2007 | Rostering | Leave        | Requirement for supporting evidence for some leave types, how to be managed for ESS/MSS. Is the assumption that if the manager has approved, then evid has been sighted? Or is there an indicator field on the form/s? | Lyn to assess and determine appropriate action |                     | 02.07.2007 IR PM Response - See relevant func specs eg F-1218 Leave Request Form - Workbrain does include a tick box to indicate that supporting documentation has been forwarded when applying for SARAS leave. Business process review required regarding how each agency/SSP will manage this aspect (JH) |  |     | Full ERP |  |
| 222 | 21/06/2007 | Rostering | Leave        | Combine part day and full day absences in one application. This is intrinsically linked to Leave Streamlining.   | Nil  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 225 | 21/06/2007 | Rostering | Leave        | Leave Streamlining as detailed in the business case with SSP HR Directors to be implemented  | Nil  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 238 | 21/06/2007 | Rostering | Roster       | Staffing requirements template is optional. Cannot do indicative costing, trends analysis if not used. Need to know if Agency requires.  | Lyn/Cathy to follow up                         |                     | Agency 24/7/7: Want this functionality available but may not utilise in first instance. Don't do it now - Business Process Framework used instead. Leave it as a local decision if they wish to use it.  |  |     | Full ERP |  |
| 252 | 21/06/2007 | Rostering | Time Sheet   | No notice to employees if supervisor alters timesheet. Should be notification if this occurs. IR 2.5?  | Nil  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 254 | 21/06/2007 | Rostering | Time Sheet   | No workflow associated with timesheets, manager must go in and view then authorise   | Nil  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 266 | 21/06/2007 | Rostering | Workflow     | Deep link from e-mail notifications to forms for approval  | Nil  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 267 | 22/05/2007 | Saba      | Advance Hire | Saba does not recognise advance hire. Health requires to enable enrolment in courses that are pre-requisites for rostering purposes. Closed. See issue 20  | Nil  | Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |

|     |            |      |            |  |   |   |  |  |     |          |  |
|-----|------------|------|------------|--|---|---|--|--|-----|----------|--|
| 268 | 22/05/2007 | Saba | Capability | Some professional staff can receive a Professional Development allowances used for training. Need to understand Agency requirements for recording expenditure etc and which of the products (SAP HR, Saba, SAP Finance) can best meet these needs. | Francine and Roslyn to follow up. Potential IR PM to follow up. 24/7/7 Agency comment (Cathy): will investigate possibility of changing this to be provided as an allowance similar to medical staff. Currently handled outside of system - QHEST need to investigate and advise of possible solutions within new system. | Some Possible inclusions in IR2.5   | 06.06.07 Response from IR PM - Referred to SME team.   |  | 2.5 | Full ERP |  |
| 269 | 22/05/2007 | Saba | Capability | Working Group requires information on exactly what is recorded in SAP for AQF learning. Demonstration/Impact Assessment required for this group.   | IR PM to follow up. Francine to let IR PM know when working group meets to arrange this session.  | 04.07.07 This issue is not the same as issue 271, and while there may be similarities, these are two separate issues. | 02.07.2007 Response from IR PM Refer 271   |  |     | Full ERP |  |
| 270 | 22/05/2007 | Saba | Capability | Is there any validation on an employee selecting 2 overlapping courses on the one day/consecutive days?  | Francine to assess and progress as appropriate.   | Inclusion in IR 2.5   | 02.07.2007 The Processor has the capacity to change the recurring registration setting at course or session level which would provide an error stating "the learner cannot be registered because they are already registered for some other offering for the same Course". There is no standard system validation across catalogue items. This would be a IR2.5 if required (JH) |  | 2.5 | Full ERP |  |
| 272 | 21/06/2007 | Saba | Invoices   | Cost Centres and Internal Orders to be captured in Saba for a) Finance interface and b) a report enabling the agency to meet all requirements for invoices, statistics etc.  | Nil   | Inclusion in IR 2.5   |  |  | 2.5 | Full ERP |  |
| 273 | 21/06/2007 | Saba | Data       | Will require an upload/migration tool for AQF Qualifications from current system to SAP.   | Francine to advise  | Inclusion in IR 2.5   |  |  | 2.5 | Full ERP |  |
| 275 | 21/06/2007 | Saba | Externals  | *Impact* How do we want to deal with people outside the system ie outside of the Public Sector.  | Follow up by Francine through Working Party   | Some Possible inclusions in IR 2.5  |  |  | 2.5 | Full ERP |  |

|     |            |           |                |   |   |                              |  |  |     |          |  |
|-----|------------|-----------|----------------|---|---|------------------------------|--|--|-----|----------|--|
| 276 | 21/06/2007 | Saba      | Goals          | Prescriptive rules to push out goals should include a notification to employee. IR 2.5  | Nil   | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 277 | 21/06/2007 | Saba      | Goals          | Goals cannot limit to just between employee and manager.  | Nil   | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 278 | 21/06/2007 | Saba      | ESS/MSS        | Saba should allow for more than one manager per org unit.   | Nil   | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 279 | 21/06/2007 | Saba      | Performance    | Need business process for non-agreement between manager and employee for performance review. While remainder of process will happen outside SABA, a different reason code is needed to close the agreement. It can't just be left open forever as reporting will be skewed. | Nil   | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 280 | 21/06/2007 | Saba      | General        | ALL to be removed from pick lists. This has a global audience of Whole of Gov. IR 2.5   | Nil   | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 281 | 21/06/2007 | Saba      | Qualifications | Record all Quals in SABA and transport what is required to SAP for MOHRI reporting  | Nil   | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 282 | 21/06/2007 | Saba      | Roles/Security | Goals can be assigned by anyone to anyone else in the agency. Need for this ability to be removed and only be applicable employer/employee relationships.   | Nil   | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 283 | 21/06/2007 | Saba      | Visibility     | Default for visibility to be set to private. Alleviating any errors with saving etc   | Nil   | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 293 | 22/05/2007 | Overall   | All Products   | Auto password reset for all products.   | CLARF to follow up and decide course of action.                                 | Possible inclusion in IR 2.5 | 02.07.07 IR PM Response - Record IR 2.5 JH - QH to supply specific requirement |  | 2.5 | Full ERP |  |
| 297 | 21/06/2007 | Rostering | Roster         | Roster template only allows a copy of the previous period template. Should allow for the choice of template further back. eg chose a xmas template from previous year for current year xmas rostering.  | Lyn to follow up with Rostering Group for inclusion in design. Otherwise IR 2.5 | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |

|     |            |           |          |   |                     |                              |  |  |     |          |  |
|-----|------------|-----------|----------|---|---------------------|------------------------------|--|--|-----|----------|--|
| 301 | 21/06/2007 | Org Mgmt  | Position | Use of Obsolete Infotype 1014 for the ability to set auto delimit on position. Common Config doc indicates no business requirement. However, Sector has indicated a business requirement.   | Brett to advise     | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 304 | 21/06/2007 | Org Mgmt  | Position | Infotype 1005 Country Code to always default with no ability to change.   | Brett to advise     | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 307 | 21/06/2007 | Org Mgmt  | Position | H2R 8.3 Config Design 1.4.3.1, Decision 13: Re reports to relationships - Reports to managers can receive work items but not access to MSS. Health will require these Reports to Managers to have access to MSS. Is this part of the Security profile?                                | Roslyn following up |                              |  |  |     | Full ERP |  |
| 308 | 21/06/2007 | Org Mgmt  | Position | Common Config doc (p31 4.4.6.1 Advantages of using chief position functionality) states "Allows for exception scenarios such as team coordinator to be handled by clearly defined configuration." What does this mean? Can a full explanation behind this comment please be provided? | Brett to advise     |                              |  |  |     | Full ERP |  |
| 313 | 21/06/2007 | Rostering | Workflow | Escalation of Workflow is based on a Brisbane Public Holiday calendar. Workflow will not escalate appropriately for most of the agency for local public holidays.   | Nil                 | Possible Inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 316 | 21/06/2007 | Payroll   | Forms    | DPDR 4.2.1/4.2.2 Task description 4.2.2.1.7 describes a notification with either an attachment or hyperlink. What is the final design? Attachment or Hyperlink?   | Brett to advise     |                              |  |  |     | Full ERP |  |

|     |            |           |                     |  |   |   |  |     |          |  |
|-----|------------|-----------|---------------------|--|---|---|--|-----|----------|--|
| 319 | 21/06/2007 | Payroll   | Reports             | DPDR 4.1.4, task 4.1.4.2.6, is Run Casuals Activity Report (to identify casuals who have not worked for greater than 3 months). This report does not appear in any of the func specs or Standard Offering reports list. Please investigate why, and arrange for this report to be developed/included in the list/s. See item 131 | Brett to advise   | 11/01/2008 - Scoping meetings with IBM, SSP and Agency indicated this can be included for full ERP solution.<br><br>DPDR's refer to a casual report, but SSS can't advise if there is a report to determine casual employees that have not worked for 3 months. | This is a standard requirement for agencies with and has been discussed. Need to determine what solution is.   | 2.5 | Full ERP |  |
| 326 | 21/06/2007 | Saba      | Separations         | On receiving separation advice from SAP/Workbrain, SABA should provide a report/notification to manager that employee is booked on a course/conference etc.  | Nil   | Inclusion in IR 2.5   |  | 2.5 | Full ERP |  |
| 329 | 21/06/2007 | Payroll   | Workflow            | Separations Workflow CLR to look at escalations. Current 2/4/8. May need to be reduced.  | CLR to follow up  | Possible inclusion in IR 2.5  | Agency 24/7/7: Escalation should be tightened to 1/2/4   | 2.5 | Full ERP |  |
| 336 | 22/06/2007 | Rostering | Leave               | Can there be some automated Alerts when meritorious service entitlement has been reached   |   |   |  |     | Full ERP |  |
| 338 | 25/06/2007 | Org Mgmt  | ESS/MSS             | New Starters should have auto access to ESS if so indicated in SAP during the hiring process. Duplication of effort if form required.  | Nil   | Inclusion in IR 2.5   |  | 2.5 | Full ERP |  |
| 343 | 25/06/2007 | Payroll   | Temporary Extension | Does Health have a requirement to track the reason for temp extension? Eg, backfill higher duties, backfill leave etc?   | Brett to advise possibility. Roslyn/Cathy to follow up with Cluster 3 to find out what they are pursuing in relation to this. | Ability to record reason is avail in Lattice. May not be currently used to best potential. May need agency input to refine reasons. Still to follow up with Cluster 3. Possible inclusion in IR 2.5   | 25.07.07 Reasons in Lattice are, Back Filling, Fixed Term Program Fund, Planned Leave, Long Term Illness, Organisational Change, Fixed Term Project, Accredited Study, Unexplained/Unplanned Leave, Seasonal (Sessional?) Workload Increase. | 2.5 | Full ERP |  |

|     |            |           |             |  |   |                              |   |  |  |     |          |  |
|-----|------------|-----------|-------------|--|---|------------------------------|---|--|--|-----|----------|--|
| 344 | 25/06/2007 | Org Mgmt  | Position    | Bulletin 003/2007 Release 3.6 & 4, Q1. Answer indicates that there can be attachments to a PCR, but they are not stored in SAP. Where are they stored?   | IR PM to follow up  |                              |   |  |  |     | Full ERP |  |
| 350 | 26/06/2007 | Payroll   | SARAS       | Drop down list of institutions rather than free text field in Infotype 0022.   | Brett to advise possibility                                       | Inclusion in IR 2.5          |   |  |  |     | Full ERP |  |
| 351 | 26/06/2007 | Rostering | SARAS       | Quota balance required for SARAS leave full pay. Can this be a date driven quota?  | Lyn to follow up  | Possible inclusion in IR 2.5 |   |  |  | 2.5 | Full ERP |  |
| 355 | 28/06/2007 | Payroll   | Workflow    | Processors cannot change information on workflowed forms they receive, but can change info directly in SAP. Which changes are appropriate for processor to make and which require the form to be rejected for initiator to make the change (audit requirements?) | Agency Decision required - Cathy to follow up                     |                              | Agency 24/7/77: Non-payment related changes and non-position related changes are OK for processors to change in SAP ie very minor changes. Any other changes require form to be rejected and returned to manager for correction. Will be addressed through BPM project. |  |  |     | Full ERP |  |
| 356 | 28/06/2007 | Payroll   | Separations | Will Health want a 2.5 item regarding use of InfoType40 to help manage assets return upon separation? It can be used to record an asset against a person.  | Agency Decision required - Cathy to follow up - see also item 321 | Possible inclusion in IR 2.5 | Agency 24/7/77: Will be addressed through Business Process Mapping (BPM) project. Once business process determined, system can be built/configured to assist the process. Additional resourcing implications to be considered.  |  |  | 2.5 | Full ERP |  |

|     |            |           |                |  |   |  |  |  |  |              |      |
|-----|------------|-----------|----------------|--|---|--|--|--|--|--------------|------|
| 361 | 23/06/2007 | Payroll   | Advance Hire   | Advance hire processes that allow staff to be productive on day 1 ie ID System access forms processed prior to start date (workflowed notification to ID?), security roles set up prior to start date (workflowed notification to CT?), auto enrolment in first induction course following start date? etc. Can these areas (IT, Security, etc) have access to starters and leavers report for action? | Agency Decision required - Cathy to follow up | Agency Response 24/7/7: Important for staff to be productive from Day 1. Will be addressed through BPM project.  |  |  |  | Full ERP     |      |
| 371 | 5/07/2007  | Rostering | Time Sheet     | Will the system be providing the capability for employees to print out a timesheet for signature.  | IR PM to follow up                            |  |  |  |  | Full ERP     |      |
| 372 | 5/07/2007  | Rostering | Adjustments    | Indications are that Retro Adjustments can't be made by employees prior to 2 fortnights. This is not a long enough period and will create unnecessary intervention. Require confirmation on period   | IR PM to follow up                            | Potential to follow up with Sector Roster group/SSP HR Directors as limits are not Business Requirements and we are unclear why they are being developed. 26.7.07. Submission currently being prepared by the SRFG in this regard. Request is that the period for ESS retro adjustment availability be 4 rather than 2 fortnights. |  |  |  | Full ERP     | Risk |
| 376 | 6/07/2007  | Overall   | Roles/Security | Workflow for security changes (if position based security not available). The requirement to complete forms (eg Higher Duties form then 2 security forms) will place enormous pressure on CSC to respond in a timely manner to the changes Health requires (let alone wog).  | Brett to advise possibility                   | Housing currently experiencing major delays. Problem will be exacerbated as each agency goes live.   |  |  |  | 2.5 Full ERP | Risk |

|     |            |           |                           |   |  |   |  |  |     |          |  |
|-----|------------|-----------|---------------------------|---|--|---|--|--|-----|----------|--|
| 380 | 6/07/2007  | Payroll   | Movements                 | Is it possible to have bulk employee transfers/new hires for things such as Medical Term Changes, Organisational Restructures, MoG Changes? Fast entry scenes? Uploads?   | Brett to advise  | Possible inclusion in IR 2.5  |  |  | 2.5 | Full ERP |  |
| 381 | 9/07/2007  | Overall   | ESS/MSS                   | On indicating an employee is a chief are they automatically assigned all MSS access and conversely if they leave chief role the MSS access is automatically removed? [If not possible, consider a report that indicates discrepancy between MSS access and Chief role] See position based security items. | Brett to advise  | Possible inclusion in IR 2.5  |  |  | 2.5 | Full ERP |  |
| 382 | 12/07/2007 | Overall   | Single Sign On/ESS access | Sign on to Novell and Groupwise to match LUID; Advance hire requires email/novell/groupwise login setup in advance in ID system and match on LUID in both SAP & ID systems.   | Check with Damon on progress of this issue being addressed by ID |   |  |  |     | Full ERP |  |
| 389 | 18/07/2007 | Rostering | Reports                   | Do we need an 'Emergent Leave' report that lists employees that have taken > 3 days in a 12 month period?   | Jay to follow up in reports review                               | Possible Inclusion in IR 2.5  |  |  | 2.5 | Full ERP |  |
| 397 | 19/07/2007 | Testing   | Org Mgmt                  | Check that Chief looks up to the next level if no chief or occupied chief in an org unit.   | Testing  |   |  |  |     | Full ERP |  |
| 401 | 19/07/2007 | Saba      | Contract/Agency temps     | Do Contract/Agency Temps in ZZ payroll, come across to SABA? If yes, do they have access to all aspects of SABA.? Or what do they have access to?   | IR PM to follow up   |   |  |  |     | Full ERP |  |
| 420 | 31/07/2007 | Org Mgmt  | ESS/MSS                   | Chief & Org Units should be taken down to lowest level possible to make MSS more manageable. This may require change to delegations?  | Cathy to bring up in meeting with Agency                         | Agency Response 24/7/77: Agreed, 'chiefs' need to be set up as per professional reporting relationships |  |  |     | Full ERP |  |

|     |            |           |                 |  |                             |                              |  |  |     |          |  |
|-----|------------|-----------|-----------------|--|-----------------------------|------------------------------|--|--|-----|----------|--|
| 421 | 31/07/2007 | Overall   | BWA             | BWA need easy method of viewing reserved items (report?) and releasing reserved items (checkbox?)  | Brett to advise possibility | Possible inclusion in IR 2.5 |  |  | 2.5 | Full ERP |  |
| 424 | 10/08/2007 | Rostering | Leave           | All leave types should be available in ESS/MSS eg Maternity Leave. If they require documentation sighted it is handled outside of system and comments field used in ESS/MSS to note this   |                             | Inclusion in IR 2.5          |  |  | 2.5 | Full ERP |  |
| 428 | 16/08/2007 | Payroll   | Separations     | Bulk Separations not covered in IAW. Will require demonstration. (See also issue no 244.   | Brett to advise             |                              |  |  |     | Full ERP |  |
| 444 | 11/09/2007 | Payroll   | General         | Foreign Address button in maintain address type will need to be removed through IR 2.5   | Brett to advise possibility |                              |  |  | 2.5 | Full ERP |  |
| 452 | 12/09/2007 | Training  | Workflow        | When manager approves, this does not send/action the workflow. Must then save item to "kick off".  | Training                    |                              |  |  |     | Full ERP |  |
| 457 | 12/09/2007 | Payroll   | Processing Cell | Need demonstration on how the task list is utilised and cleared as work is being done. What appears, how is it processed, who can see what at various stages and how does the item disappear? How is information retrieved if necessary. | Brett to advise             |                              |  |  |     | Full ERP |  |
| 458 | 17/09/2007 | Training  | Workflow        | training required for when a Manager goes on leave and is not backfilled, the BWA will need to move the workflow either upwards or sideways in a timely manner   | Training                    |                              |  |  |     | Full ERP |  |
| 464 | 21/11/2007 | Payroll   | ESS/MSS         | Manager to be able to see what roles (security) each employee has in their team  | Roslyn to follow up         |                              |  |  |     | Full ERP |  |

**Damon Atzeni - service model to be endorsed**

'ANNEXURE E'

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**From:** Damon Atzeni  
**To:** Chris Prebble; Jason.Z.Cameron@treasury.qld.gov.au  
**Date:** 10/12/2007 12:03 PM  
**Subject:** service model to be endorsed  
**CC:** Cathy Sparks  
**Attachments:** 20071205-BRGCoverSheet-Service Model-MC-V1-0.DOC; 20071205-BRGCoverSheet-Service Model-MC-V1-0.DOC

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Hi Chris and Jason

this is the service model but we can not be seen to state it is the Model untill **union consultation has full occurred**.

This is what we will be moving with for our scoping exercises but this is not to be communicated as the model untill I give you the official go ahead.

Please use this for scoping and planning purposes.

regards

Damon Atzeni  
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## Decision/Endorsement/Recommendation Cover Sheet

**Decision Tracking No:** HR008

**Title:** Service Model for the Interim Payroll and Rostering Solution

**Attachments:** included

**Decision Required By:** 10/12/2007

**Description:**

The Service Model required to deliver the Interim Payroll and Rostering Solution for Qld Health is contingent on being able to meet the critical time imperatives as well as the resourcing, training, change and infrastructure impacts to enable payment of all Qld Health employees. Functionality and scope of the Interim Payroll and Rostering solution will also determine the parameters on where and how the Service Model is initially rolled out. In determining the Service Model options the following overarching principles were used:

**Agility:** The ability to train more staff in a central location

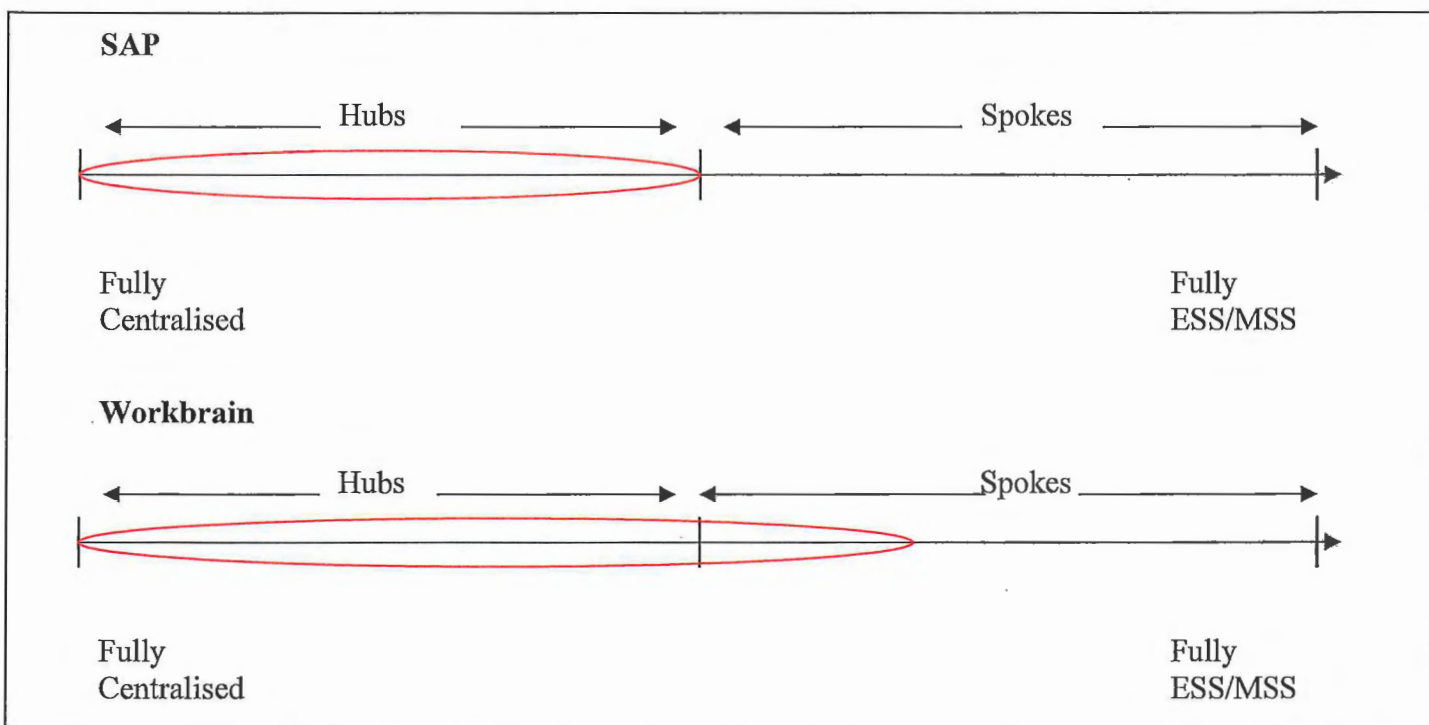
**Standardisation:** The Benefits of standardisation enables Business Processes, Data, Industrial Relations and Wage Issues all **controlled centrally**.

**Quality Business Intelligence:** Will reduce human interaction which will improve quality of data, real time interaction to update Workbrain through the assisted channels such as Client Support Officer and the Single point of truth. This will allow more effective analyses and control of data through the one centralised area. Quality Business Intelligence will highlight Performance Indicators.

**Optimising the Workforce:** The reduction of paper based systems will speed up the payroll processes which will assist in the meeting of strict deadlines whilst optimising staff contribution.

The two products in the Interim Solution (SAP and Workbrain) need to be viewed separately to identify the service options. Each product can be aligned to functionality and business processes that in most circumstances can be managed separately and provides opportunity for an appropriate service model to be applied.

Both SAP and Workbrain can be managed in full Employee and Manager Self Service mode or be a complete service to the consumer in a Centralised Model. They can also be managed at the varying stage in between.



## **Recommendation:**

The BRG in principle endorse the model below:

### **Option 1: Centralised SAP HR Payroll and Hub and Spoke for Workbrain**

The Centralised SAP HR and Hub and Spoke Model for Workbrain currently fits within the Prime Scope.

By centralising the SAP HR functions in a Service support environment it allows for a single point of contact whilst maintaining standardised business processes and functionality.

Workbrain will be controlled at a Hub and Spoke level allowing the units to primarily focus on the rostering and HR issues.

The Roster Improvement Project managed by SSP (Shared Service Provider) is currently implementing a Hub and Spoke model for rostering using ESP, standardising the delivery of rostering services across the state.

This option allows clearly defined system and business processes within Queensland Health to be able to provide optimised workforce capacity. This model also allows for a clear path to move to full ESS/MSS in the future or a more centralised model if required.

## **Decision Impact:**

### **TIME:**

The objective is to ensure the standard offering applications are implemented in the required timeframes and that they meet the specific business, finance and personnel needs of Queensland Health.

A centralised system consolidates configuration and data entry which reduces the processing timeframes. The Service model also minimises the IT Infrastructure impacts and load by minimising the use of SAP across the WAN.

### **COST:**

Time and training costs for this option are significantly less than the travel, time and maintenance training for the other options. It provides the least impact on training whilst simplifying, improving and standardising processes and systems used everyday by Queensland Health end users.

This option will allow for future cost savings by eliminating user retraining costs whilst improving customer service.

This proposal is more cost effective as it provides a more efficient and targeted use of resources.

There will be IT infrastructure costs associated with all of the options but the infrastructure will be the foundation used for the full ERP solution in 2009.

### **QUALITY:**

A centralised system consolidates configuration and data entry which reduces the processing timeframes and at the same time control the standardisation and quality of data, reducing the risk of errors and data corruption.

The Interim process allows this model to be used as a measure for Key Performance Indicators, such Indicators relate to time processing, accuracy of payroll and the integrity of the data whilst providing opportunities to optimise the workforce capacity.

This will enable Queensland Health to determine goals and performance requirements for business processes and reporting capabilities.

This option aligns with the Rostering Improvement Project processes.

## **RISKS:**

### **Industrial :**

Related to this change in process, i.e. the adoption of the centralised model within the QHSSP, this is especially relevant in Districts/Services where Line Managers plot rosters directly into EXPERT. Whilst the Centralised model is focused on the QHSSP there is significant change in business and system processes in the Agency as well. The need to consult on the change prior to its adoption is mandatory. While time frames are short, industrially the lack of consultation can result in delays. This may be an issue for the Agency (in relation to a change for the Line Managers) but may be a bigger issue for the QHSSP if there is a perception (or reality) of increased workload for the Administrative staff.

### **Training:**

The training strategy associated with the Interim Solution will ensure all relevant SSP employees will be trained in Workbrain whereas a considerably smaller number will be trained in SAP. This may create an exposure from a professional development perspective for those trained initially in Workbrain only. This risk will need to be managed and this may be achieved by way of a commitment that all relevant employees will be trained in both products as part of the full ERP.

## **Management of Employee Files:**

The current process is that individual districts retain and manage Employee files. By introducing a centralised system this could possibly create the need for duplicate employee files due to employee enquiries and data processing at two separate locations.

A possible solution is to maintain the employee file at a central location and all issues from the employee or Pay Office would be directed to a centralised call centre, this could create issues with District staff as the ownership of employee details would be removed and create frustration.

Electronic Files could be considered and kept on a central database accessible by all users however due to the number of Queensland Health Employees this may not be a viable option.

### **Reporting:**

Currently Districts have access and the capability to request and print their own Payroll and Human Resource Reports. In the centralised model reports would be issued on an automated basis or at the request of Districts. The reports would then be sent via email as a PDF file or faxed.

Ensure a mitigation strategy is in place in case for SSP (Shared Service Providers) capability to deliver reporting requirements.

### **IT Infrastructure:**

CITRIX Server: Ensure that the Infrastructure is able to support the Interim Payroll and Rostering Model at Go-Live.

### **TRAINING:**

This option would allow the agility for standardised training to specific users in centralised locations which in turn would improve the quality of data and reduce risks for potential errors/mistakes.

The training for the centralised SAP HR users will be covered in one centre whilst, the training for Workbrain users will initially be restricted to Hub and Spoke locations. Train the Trainer modules will be provided to 20 trainers who in turn would only have to train 25 users (500 users).

Once users are trained in SAP HR or Workbrain they then have the capability to become "Super Users" in that system or further develop capability in the other system. This will allow the user to gain specialised knowledge in a specific field or branch into other areas such as Industrial Relations and Employee Awards.

A centralised option would allow the Interim solution training requirements for SSP staff to be met within the current restricted timeframes as well as provide the basis for future training needs and optimising user knowledge and expertise.

The training strategy associated with the Interim Solution will ensure all relevant SSP employees will be trained in Workbrain whereas a considerably smaller number will be trained in SAP. This may create an exposure from a professional development perspective for those trained initially in Workbrain only. This risk will need to be managed and this may be achieved by way of a commitment that all relevant employees will be trained in both products as part of the full ERP.

### **CHANGE:**

#### **Centralised Call Centre:**

Existing Agency staff who are trained in ESP/EXPERT will not be trained due to the changed approach - that is the adoption of the centralised roster entry by QHSSP only. Communication to End Users the need for change and its benefits of one Central Telephone/Fax number and one point of contact.

#### **Rostering Template Workbrain:**

Existing Agency staff will use a common Excel template to supply their roster to the QHSSP. Communication of the new standardised Excel Rostering Template will be developed and implemented with the End Users to reduce the processing changes and enable users to Export directly from Excel to Workbrain.

#### **New Employee Number:**

Due to SAP HR Payroll functionality all Queensland Health staff will be issued with a new employee number as the system does not allow for a transfer of current employee numbers. However the previous LATTICE payroll number will be kept as a reference in a special field in SAP. This issue will apply for all options as stated above.

### **AREAS FOR FURTHER INVESTIGATION:**

#### **Payroll Interim:**

Investigation will need to be considered regarding the location of the Payroll Bureau within the centralised Service Model. Currently the Payroll Bureau is located at Spring Hill and all processes are actioned from this location, with the centralisation of the main Payroll Bureau it will enable more control and ownership of information.

**Application Delivery Infrastructure:** Ensure that the infrastructure preparation and availability is in place for testing and go live support for the recommended Service Model for the Interim Payroll and Rostering Solution.

|   |  |  |  |
|---|--|--|--|
| <b>Change of Scope to Current Standard Offering</b>       | Yes<br>SAP HR and Workbrain currently fits with Prime Scope and functionality (ie No ESS/MSS)  | <b>Change to current business practice</b> | Yes  |
| <b>Advantages</b>   | <ul style="list-style-type: none"> <li>Minimise Impact on Go LIVE and users</li> <li>Fax Server already in use</li> <li>Trained Users can be part of Implementation</li> <li>Minimal Costs</li> <li>Ability to control Users</li> <li>Training needs will be minimised</li> <li>Controlled Data</li> <li>Controlled Workarounds</li> <li>Redirect to 1300 Number</li> <li>Staff Support Centralised</li> </ul> | <b>Disadvantages</b>                       | <ul style="list-style-type: none"> <li>Changes to staff work practice</li> <li>Changes to Business Processes</li> <li>Perceived loss of Ownership</li> <li>HR files kept at district</li> <li>Non Direct Communication to Users</li> <li>Perceived loss or increase of work</li> </ul> |
| <b>Specific Business Impacts (if endorsed)</b>            | <ul style="list-style-type: none"> <li>Data Integrity and Quality managed from a central point</li> <li>Change to standardised business processes</li> <li>Training needs of new QLD Health Payroll/ District Employees</li> <li>Future Benefit: Contingency Past Go Live</li> </ul>   | <b>IR Impacts</b>                          | <ul style="list-style-type: none"> <li>In control of Award Interpretation</li> <li>Centralised decision making</li> <li>Perceived loss of work</li> <li>Change of model comms with Unions</li> </ul>   |
| <b>Development Complexity (informing Time &amp; Cost)</b> | Complex/Medium/Simple Communication <ul style="list-style-type: none"> <li>cost – redirecting '1300' phone number to central centre</li> <li>Possibility of new software such as PDF Writers</li> <li>Training/ Change Management</li> </ul>   | <b>Intended Implementation</b>             | Interim: <ul style="list-style-type: none"> <li>Service Model for the Interim Payroll and Rostering Solution</li> <li>Meet ultimate goals – GO LIVE</li> </ul>   |
| <b>Cross Functional Consultation</b>                      | <ul style="list-style-type: none"> <li>Communication</li> </ul>  | <b>HR/FI Integration Impacts</b>           | Yes <ul style="list-style-type: none"> <li>Reducing Payroll Risks</li> <li>Controlled centrally</li> <li>Standardised Business Processes</li> <li>CITRIX Infrastructure is able to support the Interim Payroll and Rostering Model at Go-Live.</li> </ul>                              |

#### Benefits Realisation

|   |   |                                |  |
|---|---|--------------------------------|--|
| <b>Paying Employees to Acceptable Levels of Quality</b> | <b>Reducing Payroll Risk</b>                          | <b>Implementing EB Changes</b> | <b>Having a Supported Payroll System</b> |
| ✓   | ✓<br>All done and maintained centrally Knowledge Base | ✓                              | ✓  |

#### Corporate Services Principles

|                                      |                |                                 |                        |
|--------------------------------------|----------------|---------------------------------|------------------------|
| <b>Quality Business intelligence</b> | <b>Agility</b> | <b>Optimising the Workforce</b> | <b>Standardisation</b> |
| ✓                                    | ✓              | ✓                               | ✓                      |

### **Option 1:**

#### **Centralised SAP HR (Payroll) and Hub and Spoke for Workbrain (Rostering)**

The Centralised SAP HR and Hub and Spoke Model for Workbrain currently fits within the Prime Scope.

By centralising the SAP HR functions in a Service support environment it allows for a single point of contact whilst maintaining standardised business processes and functionality.

Workbrain will be controlled at a Hub and Spoke level allowing the units to primarily focus on the rostering and HR issues.

The Roster Improvement Project managed by SSP (Shared Service Provider) is currently implementing a Hub and Spoke model for rostering using ESP, standardising the delivery of rostering services across the state.

### **Option 2:**

#### **Hub only for SAP and Workbrain**

The SAP HR and Workbrain Hub Model currently fits within the Prime Scope however due to mandated timeframe constraints this option is not viable.

A Hub only Model for SAP HR and Workbrain requires extensive training for end users. By implementing this model, end users require training in both SAP HR and Workbrain functionality to be able to deliver payroll and HR Functions.

A Hub only model for SAP HR and Workbrain is not able to control standardised work and business practices due to district input and functionality.

### **Option 3:**

#### **Current Hub and Spoke model across the state for Sap HR (Payroll) and Workbrain (Rostering)**

The SAP HR and Workbrain Hub and Spoke Model will not fit within the Prime scope as it does not align with the standardised Service Model for the Interim Payroll and Rostering Solution.

The Hub and spoke approach to SAP HR and Workbrain relies on the requirement for users to be trained in both systems across Queensland. This model impacts on resources and may not comply with the high staff turn over in Payroll and HR.

This option does allow localised knowledge of the district by the payroll staff whilst retaining ownership of employee records and enquiries.

### **Option 4:**

#### **Employee Self Service and Manager Self Service**

The Employee Self Service and Manager Self Service does not currently fit the Prime Scope as it not a centralised model and relies heavily on the individual and manager input.

This is the concept of fully automating certain high volume adjustments such as roster adjustments and payroll information by the individual through Self Service.

This option would reduce the level of Service support however would create a high impact on training needs as all Queensland Health Staff would need to received individual training.

This was not included in the current scope of the Prime and no infrastructure is available for this option at the Interim Go live to support users.

### **Attachment: Cairns Model Business Processes – Visio**

**Timetable:**

|                            |            |
|----------------------------|------------|
| Decision Raised:           | 05/09/2007 |
| Review completed internal: | 07/12/2007 |
| Review completed PDM:      | 07/12/2007 |
| Review completed Director: | 07/12/2007 |
| Review Endorser:           | 07/12/2007 |
| BRG Submission:            | 10/12/2007 |

**Endorsement:**☐

Decision endorsed

☐

Decision not endorsed

|                         |                                |
|-------------------------|--------------------------------|
| Comments if applicable: |                                |
| Signature:              |                                |
| Title:                  | Russ Wilde, Senior Director HR |
| Date:                   | 07/12/2007                     |

**Approval:**☐

Approved

☐

Not Approved

☐

Resubmit with amendments

|                         |   |
|-------------------------|---|
| Comments if applicable: |   |
| Signature (Chair BRG):  |   |
| Title:                  | Terry Mehan, General Manager Central Area |
| Date:                   | 10/12/2007                                |

*Office Use Only*

|                       |  |
|-----------------------|--|
| Decision Log Updated: |  |
| Document Filed:       |  |
| Signature:            |  |

# Cairns Central Model

## Process Framework - Touch Points



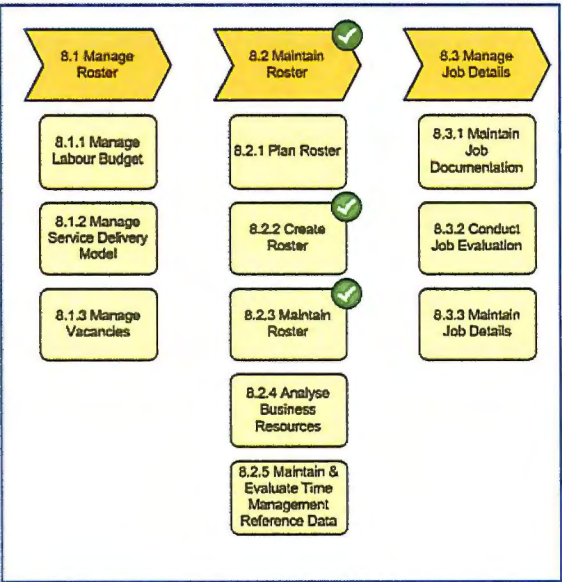
Level 2

Human Resources (Level 2)



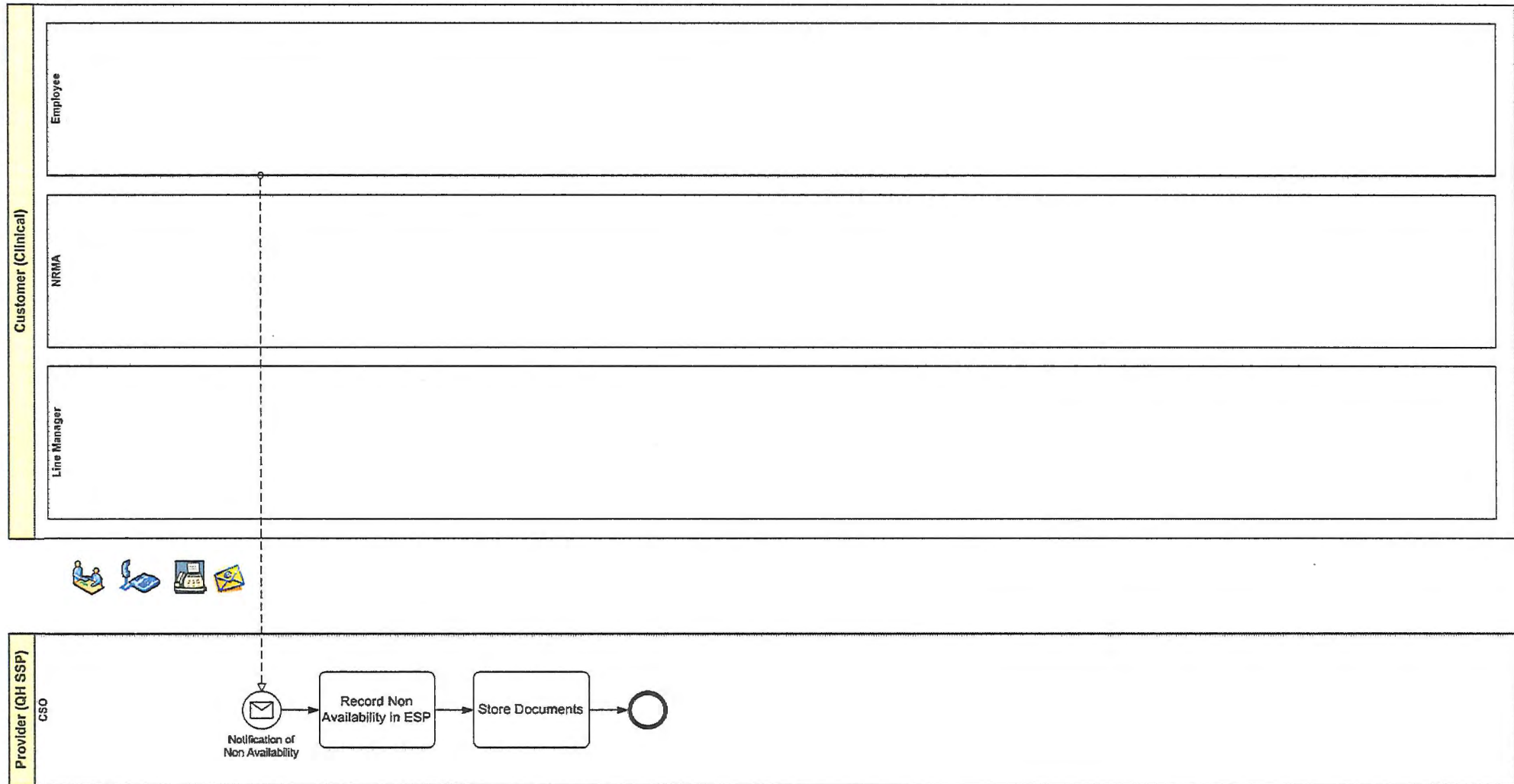
Level 3 and 4

8. Maintain Business Unit Resources (Level 3 & 4)



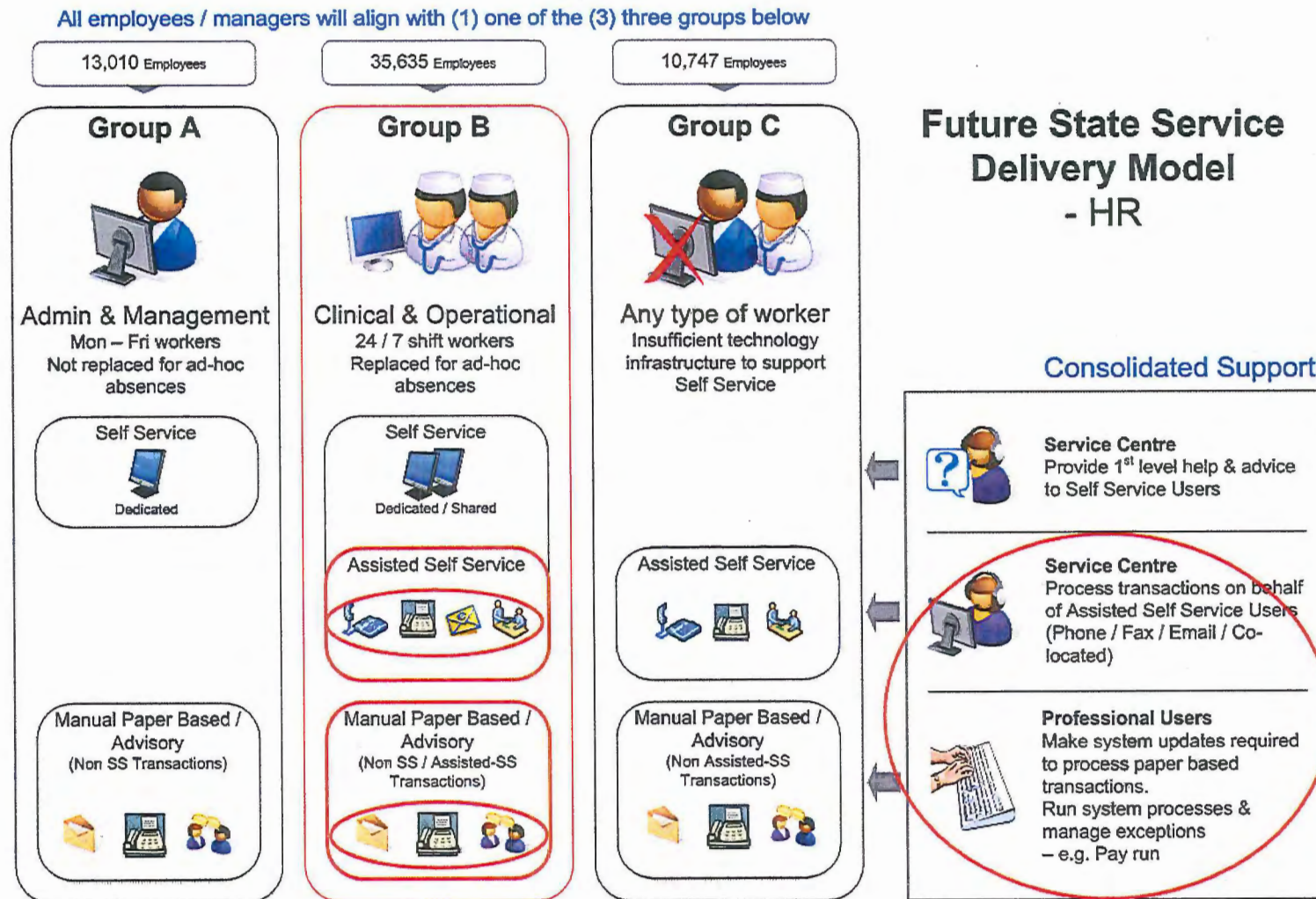
# Cairns Central Model

## 8.2.3 Maintain Roster (Record Non Availability)



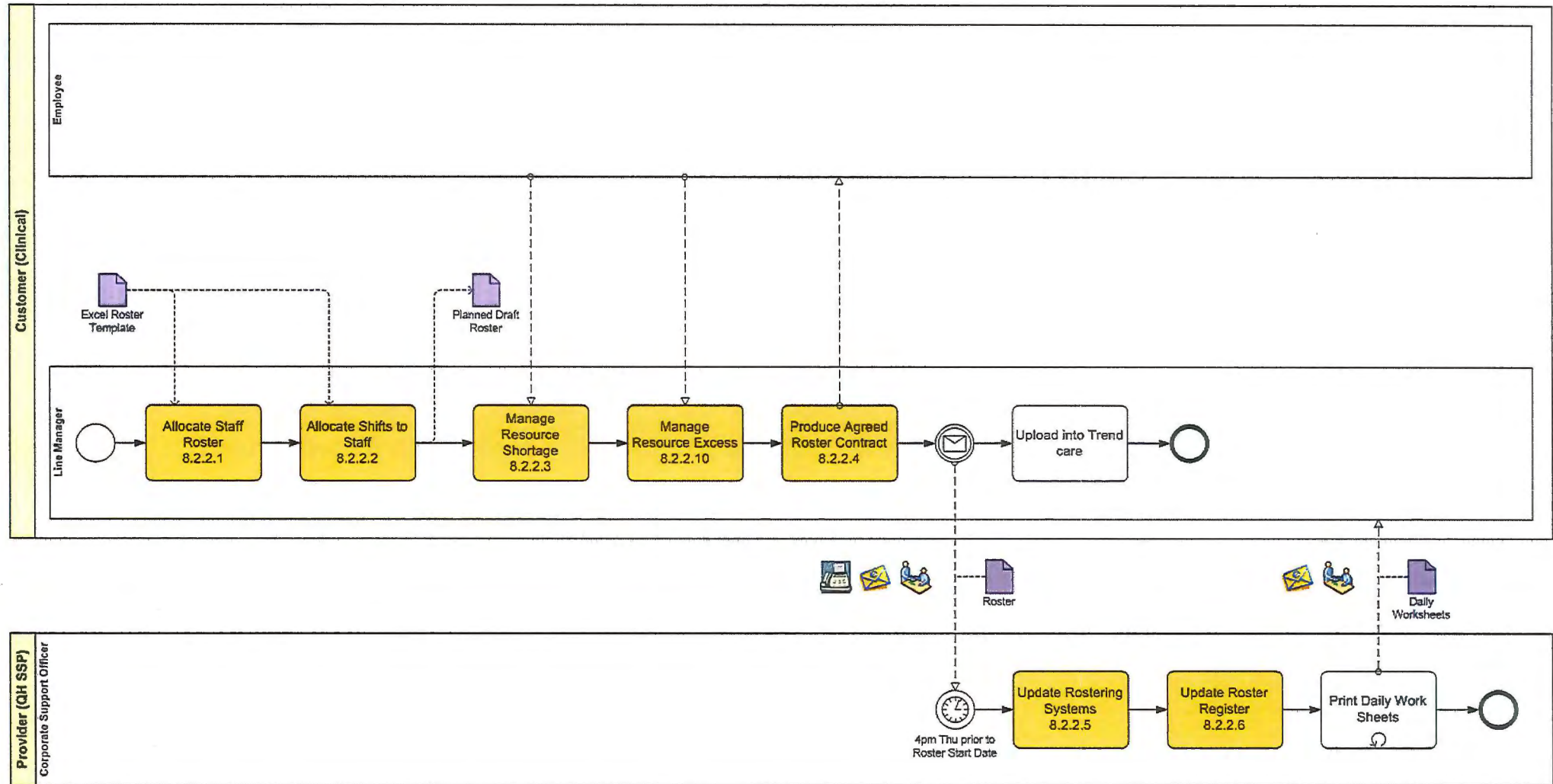
# Cairns Central Model

## Service Delivery Model



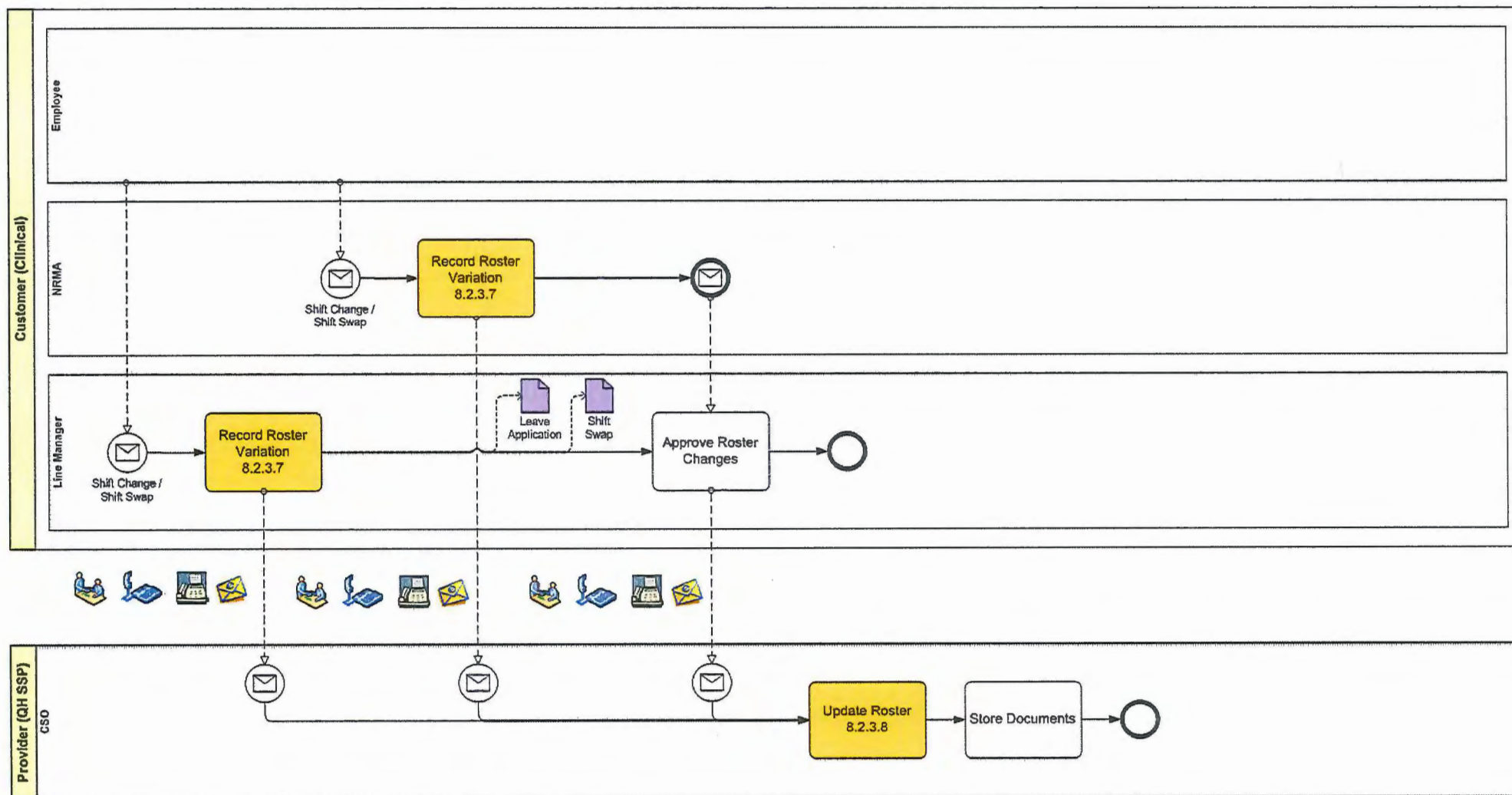
# Cairns Central Model

## 8.2.2 Create Roster (Manual Subprocess Variant)



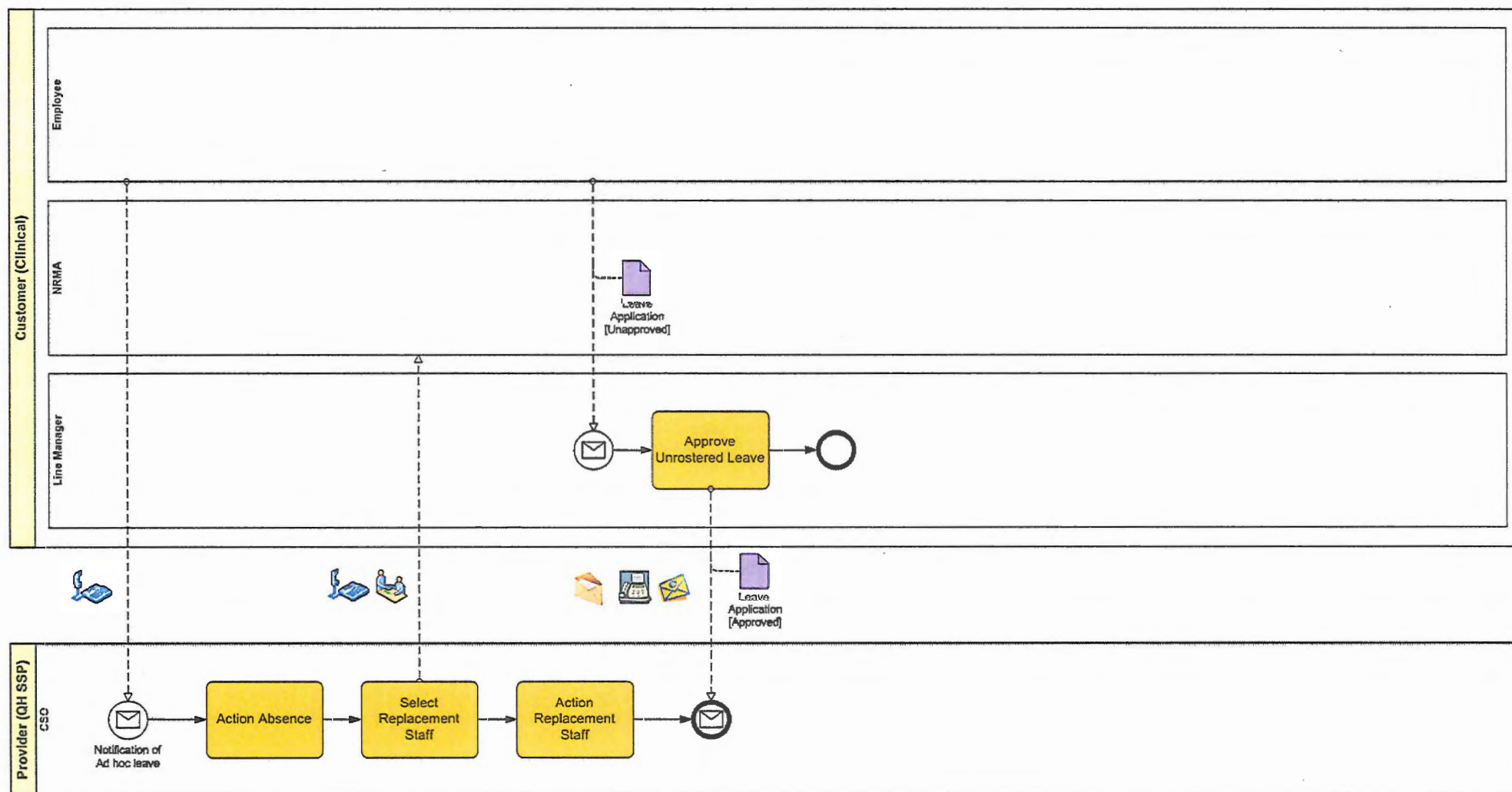
# Cairns Central Model

## 8.2.3 Maintain Roster (Exception Management)



# Cairns Central Model

## 8.2.3 Maintain Roster (Unplanned Leave)



( ANNEXURE F )

---

**From:** Damon Atzeni  
**To:** chris.prebble@corpotech.qld.gov.au  
**CC:**  
**BCC:**  
**Sent Date:** 2007-12-17 20:58:53:000  
**Received Date:** 2007-12-17 21:00:01:000  
**Subject:** Fw: Draft 2.5 Doc  
**Attachments:** 20071210-2.5 Agency Specific Requirements Report-LL-V01.doc

Soft copy of yesterdays doc.

Regards  
Damon Atzeni  
Business Integration Manager  
e-EST Project  
[REDACTED]

\*\*\*\*\*

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Date: Mon, 17 Dec 2007 15:49:59 +1000

From: "Lynette Land" <Lynette\_Land@health.qld.gov.au>

To: "Emma Bailey" <Emma\_Bailey@health.qld.gov.au>, "Janette Jones"

<Janette\_Jones@health.qld.gov.au>, "Theresa Hodges" <Theresa\_Hodges@health.qld.gov.au>

Cc: "Cathy Sparks" <Cathy\_Sparks@health.qld.gov.au>, "Damon Atzeni"

<Damon\_Atzeni@health.qld.gov.au>

Subject: Draft 2.5 Doc

Content-Type: multipart/mixed; boundary="=\_\_Part50767C17.1\_\_="

Mime-Version: 1.0

Good Afternoon

Please find attached the 2.5 document as per Damon's request. Please note that the document is  
in draft format and is intended to be used for scoping purposes. It addresses interim (QHIC)  
requirements only.

regards

Lynette Land

Functional Lead - Rostering

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(QHEST) Project Team

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- 20071210-2.5 Agency Specific Requirements Report-LL-V01.doc

# **Shared Service Solutions Program**

## **Human Resources Business Solution**

**Agency : Queensland Health**

**Agency Specific Requirements for  
Interim Solution Only (QHIC)**

# 1 SSP / Agency-Specific RICEFW Changes

## 1.1 SSP/Agency-specific RICEFW Changes

**NOTE:** This document is a work in progress and uses the CorpTech Template: 2.5 Agency Specific Requirements. It is to be used by IBM for scoping and planning purposes only.

Identify any new RICEFW Items, or changes and enhancements to RICEFW Items (reports, interfaces, conversions, extensions, forms, workflows and security (RICEFWS)) that have been identified in the Agency Impact Assessment and that are not in the Standard Offering. Items identified as business critical require detail to be provided in the Appendices if at all possible.

| Item Identification Number   | Item Name and Description (and Business Process e.g. 2.1.2, if relevant)   | woG, Shared or Agency-Specific  | Business Rationale - Reason for Change / Need e.g. Policy, Business Rule, Guideline or Legislation  | Source System   | Category e.g. Business critical(C), Highly Desirable (HD),                    | Alternatives to Change / New   | Comments   | Impacts   |
|--|--|---|---|---|---|--|--|---|
| -Identify the RICEFW item ID number (for changes or enhancements to existing RICEFW items).<br>-For new items complete with 'New - x' e.g. New - 1, New - 2. | -Identify the item to be changed or enhanced<br>-Describe the new item to be created, and if there is a similar item that already exists in the RICEFW Inventory | Identify if the item is woG, Shared or Agency-specific.<br><br>Note: changes to woG require SSA approval. | Identify the reason for the item change, or the purpose of the new item. E.g. Policy (P), Business Rule (BR), Guideline (G) or Legislation (L)  | Identify the source system that generates the item: E.g. SAP, Sabia, RecruitAS P, Workbrain | Identify if the change / new object is business critical, or highly desirable | Provide information on alternative approaches considered and evaluated e.g. Is there a manual work around etc? | Any further comments or descriptions   | Impacts if agency specific requirement not supplied |
| <b>Reports</b>   |  |   |   |   |   |  |  |   |
| QH-R-1   | Adhoc query ability in both Workbrain and SAP  |   | This ability is required for a limited number of staff within the SSP & Agency to be able to perform ad hoc enquiries to satisfy Ministerial requests, executive management requests and management requests where not met by standard menu reports   | SAP/WB  | C   |  |  |   |
| QH-R-2   | Concurrent Employment Reports  |   | QH requires reports using both SAP and WB data to allow manual intervention for the following: to identify roster conflicts, to identify information about employees in concurrent employment within Health not limited to same award as grandparenting arrangements could be in place (eg report to show award, hours worked in position, leave accrued in position), to detail full time equivalency for employees with aggregated entitlement rights as per DEIR definition (eg leave can be considered as one bucket when leave is taken, hours worked in each position counts towards increments in other position). | SAP/WB  | C   |  | Roster Conflicts (Workbrain)=[Person ID, Name, Personal Assignment Number, Team Name, Shift Date(based on the details reported in the Daily Staffing Report), Shift Times, type] note type must include both rostered hours and leave. This report must be able to be run for either a date range or a pay period.<br><br>Increments (SAP)= [Person ID, Name, Personal Assignment Number, Hours since last increment, wage |   |

| Item Identification Number | Item Name and Description (and Business Process e.g. 2.1.2, if relevant) | WoG, Shared or Agency-Specific | Business Rationale - Reason for Change / Need e.g. Policy, Business Rule, Guideline or Legislation   | Source System | Category e.g. Business critical(C), Highly Desirable (HD), | Alternatives to Change / New  | Comments  | Impacts |
|----------------------------|--|--------------------------------|--|---------------|--|---|---|---------|
|                            |  |                                |  |               |  |   | <p>rates, employee group, sub group, flag] note wage rate is used to determine LWOP etc. Flag should indicate when total hours exceed 1200 or date since last increment is greater than 12 months. This report must be able to be run for either a date range or a pay period.</p> <p><b>Pay Results Report</b> – This existing report should include data for every personnel assignment for concurrent employees i.e. link by Person ID</p> |         |
| QH-R-3                     | Customisation to Payroll Exception Report                                |                                | The report must take into consideration the wide range of pay scales and variations that occur from pay to pay within each employee pay group. For this reason \$ difference in gross/net pay is not a satisfactory indicator as an exception. % change of net/gross from one pay period to another is a better indicator.   | SAP           | C  | Set \$ difference by employee stream rather than whole of agency.   |   |         |
| QH-R-4                     | Additional column in establishment report                                |                                | Crew ID needs to be viewed as a part of the establishment report – see related request QH-E-1  | SAP           | C  |   | Current practice within QH is to sort and distribute both establishment and position occupancy reports by Crew ID   |         |
| QH-R-5                     | A report to detail position end dates.                                   |                                | To enable managers without MSS to access information that will inform their decision making processes for establishment management   | SAP           | C  |   |   |         |
| QH-R-6                     | A report on Workbrain (only) Agency Staff                                |                                | The solution is required to enable the retrospective identification of date worked, hours worked, area worked and associated cost objects for agency staff to assist with invoice validation. QH must be able to continue the recording, costing and reporting of Agency staff as per current FAMMIS, PAYMAN, XMAN processes | SAP/WB        | C  | Modification of the RICEF 860 Publish Roster Report to accommodate a Report based on Employee Agency Team search to enable display of all shifts for employees in all other teams | <p><b>Agency Staff</b> =[Workbrain ID, Name, Agency Name, Team Name, Shift Date, Shift Times, Cost Centre]</p> <p>This report must be able to be run for either a date range or a pay period.</p>   |         |
| QH-R-7                     | Report on Registration Details for Staff                                 |                                | There is a requirement to have the ability to report on Qualification details, Licences, Registrations, Visa Details & Professional Memberships.   | SAP/WB        | C  | If Saba is implemented it will be the source of truth for this information.   | This links with QH-E-3  |         |
| QH-R-8                     | Leave Balance Expiry   |                                | To support the management of leave balances that expire (TOIL) managers / supervisors and  | WB            | HD   |   |   |         |

| Item Identification Number  | Item Name and Description (and Business Process e.g. 2.1.2, if relevant)                               | woG, Shared or Agency-Specific | Business Rationale - Reason for Change / Need e.g. Policy, Business Rule, Guideline, or Legislation  | Source System              | Category e.g. Business-critical(C), Highly Desirable (HD) | Alternatives to Change / New        | Comments  | Impacts |
|---|--|--------------------------------|--|----------------------------|---|-------------------------------------|---|---------|
|   |  |                                | employees need to be able to monitor leave balances. Currently SO will produce a report fortnightly that identifies expiring leave balances within a specified time frame. This report will be sent to managers / supervisors. Notification to employee regarding the expiry of leave balances was slated for later release.   |                            |   |                                     |   |         |
| QH-R-9  | Casual Activity Report   |                                | DPDR 4.1.4, task 4.1.4.2.6, is Run Casuals Activity Report which is required to enable the identification of casuals who have not worked for greater than 3 months.  | SAP/WB                     | HD  |                                     |   |         |
| QH-R-10   | Organisation Management (Funding) Report   |                                | Will allow reporting against positions to determine if there is permanent, temporary or no funding associated  | SAP                        | HD  |                                     |   |         |
| QH-R-11   | Reporting of Criminal History checks.  |                                | This is to cater for those staff that have a requirement for their National Police Certificates to be renewed. i.e. aged care area each 3 years, working with children each 2 years  | SAP/Saba                   | HD  |                                     | The information could be held as task types in infotype 0019 (Monitoring of Tasks) for Blue Card and National Police Certificate renewal. |         |
| <b>Interfaces (For Interface items also complete Section 2.2.1)</b> |  |                                |  |                            |   |                                     |   |         |
| QH-I-1  | File upload to create initial roster in WB   |                                | Health will always have a need for SSP to input rosters on behalf of line managers. The interim solution in 2008 may require all rosters to be input by SSP after line managers provide them with an Excel Spreadsheet version of their roster. To decrease effort required to do this Health require an automated upload facility to create the initial roster in WB. Any schedule compliance/pay rule warnings generated by such an upload are to be dealt with by the processor once the upload has occurred ie upload should not fail due to schedule compliance warnings etc. These warnings can be overridden by the processor and should be collated by the system in a format that can be sent by the processor to the line manager so they are aware of the warnings the processor has had to override and can contact the processor to make changes if required. | File upload into Workbrain | C   | Direct data entry of rosters by SSP |   |         |
| QH-I-2  | QH's ability to continue running current reports requires an interface between the SO products and DSS |                                | We have had no information on available BW reports so assume they will not be available for 2008 implementation. Health requires a data dump/interface between the Standard Offering product sets and DSS systems to enable Health to draw on data required to meet its current reporting requirements.  |                            | C   |                                     |   |         |

| Item Identification Number | Item Name and Description (and Business Process e.g. 2.1.2, if relevant) | woG, Shared or Agency-Specific | Business Rationale - Reason for Change / Need e.g. Policy, Business Rule, Guideline or Legislation  | Source System | Category e.g. Business critical(C), Highly Desirable (HD), | Alternatives to Change / New  | Comments | Impacts |
|----------------------------|--|--------------------------------|---|---------------|--|---|----------|---------|
| QH-I-3                     | Direct access to online woG manual forms                                 |                                | Users indicated as non technology users in SAP must be able to access online woG manual forms without having to access the portal. To avoid version control issues a direct link from QHEPS website to forms rather than a copy of the forms being kept on QHEPS is required.   |               | C  |   |          |         |
| QH-I-4                     | Change to data interface from SAP to Saba                                |                                | 1. The data interface to Saba will need to be adjusted from SO to take into account that Health has its own instance of Saba.<br>2. The employee with the 'Reports to' relationship should be taken across to Saba as the manager rather than the 'Chief of org' if such a reporting relationship exists. SO currently takes only 'Chief' across to Saba<br>3. Advance hire employee data needs to be exported from SAP into Saba to facilitate the enrolment of new staff into courses/inductions that are prerequisite to commencement of employment. Current SO functionality means that any advance hire details will not be exported to Saba until the day of hire. (The day after the employee commences).<br>4. If two employees job share a 'chief or reports to' position in SAP then both employees need to be taken across to Saba as manager. | SAP           | Point 1&2 are C, Point 3&4 are HD                          |   |          |         |
| <b>Conversions</b>         |  |                                |   |               |  |   |          |         |
|                            |  |                                |   |               |  |   |          |         |
|                            |  |                                |   |               |  |   |          |         |
|                            |  |                                |   |               |  |   |          |         |
| <b>Extensions</b>          |  |                                |   |               |  |   |          |         |
| QH-E-1                     | Formation of top level roster teams in Workbrain (WB)                    |                                | QH require functionality within SAP that indicates rostering relationships for both org units to position and position to position. The current SO mirrors the org structure in SAP to form the initial Organisation Teams in WB. Workbrain roster teams are then built under this. Within Health, as these roster teams can be made up of staff from a variety of org units, the SO will not always be correct. This can possibly be achieved by using a custom field, Roster ID, in SAP attached to a position that is based on the Crew ID field in Lattice.   | SAP           | C  | Set up a rostering relationship in SAP that will be used to inform the initial roster team data transfer into Workbrain |          |         |
| QH-E-2                     | Pay in Advance   |                                | SO is currently set up to automatically prepay a pay period that includes both time worked  | SAP           | C  |   |          |         |

| Item Identification Number | Item Name and Description (and Business Process e.g. 2.1.2, if relevant)                         | woG, Shared or Agency-Specific | Business Rationale - Reason for Change / Need e.g. Policy, Business Rule, Guideline or Legislation  | Source System | Category e.g. Business critical(C), Highly Desirable (HD), | Alternatives to Change / New | Comments  | Impacts |
|----------------------------|--|--------------------------------|---|---------------|--|------------------------------|---|---------|
|                            |  |                                | and absences if pay in advance is requested. Health requires that only leave be paid in advance as per current arrangements.-i.e. periods of leave only.  |               |  |                              |   |         |
| QH-E-3                     | Recording of Registration Details for Staff  |                                | There is a requirement to have the ability to record Qualifications, Licences, Registrations, Visa Details & Professional Memberships for staff   | SAP/WB        | C  |                              | If information is held within Workbrain it may require a data load between LATTICE and Workbrain as a part of the initial data migration strategy. These details are not required for rostering purposes. |         |
| QH-E-4                     | Organisation Management - additional information/indicators on positions on manual and PCR forms |                                | Health needs to be able to indicate those positions that hold PBI status. PCR workflows and forms related to employee movements must indicate if PBI status is applicable so that employees and line managers are aware (acknowledge?) that they may be losing or gaining PBI status during a movement. Health also needs to pass information to RemServ regarding employee's PBI status/FBT exemption. | SAP           | C  |                              |   |         |
| QH-E-5                     | The ability to record capital balances against employees   |                                | LATTICE currently allows QH the ability to record capital balances. Some garnishees have capital balances. Additional functionality may be able to be built into the Employee Debt facility to cater for this need. Must view balance owing as well as the % deduction per pay period.  | SAP           | C  |                              |   |         |
| QH-E-6                     | Field to record reason for manual (off cycle) payments   |                                | This is a reportable field for both OLA and SSA reporting. The list of reasons to be defined by Health and SSP  | SAP           | HD   |                              | The reason for the off cycle payment will originate within Workbrain. There is a possibility that this information may be used to populate a field within Infotype 0011 External Transfers                |         |
| QH-E-7                     | Field to record reason for all overpayments  |                                | This is a reportable field for both OLA and SSA reporting. The list of reasons to be defined by Health and SSP  | SAP           | HD   |                              | "Infotype 45 *employee debt/company loan" may be appropriate to use here  |         |
| QH-E-8                     | Public Holiday assignment within Workbrain   |                                | Currently the public holiday locality assignment must be manually reassigned into Workbrain to mimic that entered into SAP. This information should be included in the employee details that are interfaced   | SAP/WB        | HD   |                              |   |         |

| Item Identification Number | Item Name and Description (and Business Process e.g. 2.1.2, if relevant)                     | woG, Shared or Agency-Specific | Business Rationale - Reason for Change / Need e.g. Policy, Business Rule, Guideline or Legislation   | Source System | Category e.g. Business critical(C), Highly Desirable (HD), | Alternatives to Change / New  | Comments | Impacts |
|----------------------------|--|--------------------------------|--|---------------|--|---|----------|---------|
| QH-E-9                     | Reason fields regarding temporary extensions Eg, backfill higher duties, backfill leave etc? |                                | Health would like to continue to track reasons for temp extension Eg, backfill higher duties, backfill leave etc?  | SAP           | HD   |   |          |         |
| QH-E-10                    | Incomplete SARAS   |                                | Infotype 0022 (Education) needs an indicator (checkbox) to allow for cases where courses that have been approved for SARAS leave/funding remain incomplete (i.e. person has abandoned the course and never intends to return). | SAP           | HD   | This would also be achieved by allowing us to place an end date into the record without it being complete. (User exit could become a warning instead of an error) |          |         |
| QH-E-11                    | Public Holiday payment type on employee payslips.  |                                | Health currently displays public holidays as a Public Holiday payment type on employee payslips. There is a requirement to ensure that this continues to occur   |               | HD   |   |          |         |
| QH-E-12                    | Monitoring of Criminal History checks.   |                                | There is provision within SAP (Infotype 0019) to enter a review date. This is to cater for those staff holding a National Police Certificate as it must be renewed each 3 years.   | SAP           | HD   |   |          |         |
| <b>Forms</b>               |  |                                |  |               |  |   |          |         |
| QH-F-1                     | Organisation Management - additional information/indicators on positions                     |                                | Org Mgt PCR form must allow indication of position classification level as the manual form does  | SAP           | C  |   |          |         |
| QH-F-2                     | Addition to separation checklist of "conference" to be added with courses.                   |                                | Health requires that conference be added to the courses on the separation checklist. This will enable health to either reallocate attendance at the conference or cancel attendance as appropriate.                            |               | HD   |   |          |         |
| <b>Workflow</b>            |  |                                |  |               |  |   |          |         |
|                            |  |                                |  |               |  |   |          |         |
|                            |  |                                |  |               |  |   |          |         |
|                            |  |                                |  |               |  |   |          |         |
|                            |  |                                |  |               |  |   |          |         |
| <b>Security</b>            |  |                                |  |               |  |   |          |         |
| QH-S-1                     | QH requires position based security  | woG                            | Reduction of costs and maintenance related to positions, workflow and security roles - see options paper.  | SAP           | HD   | Maintain a user based security profile  |          |         |
|                            |  |                                |  |               |  |   |          |         |
|                            |  |                                |  |               |  |   |          |         |

'ANNEXURE G'

**From:** Ron Fawcett  
**To:** Chris Prebble  
**CC:** Damon Atzeni; Nigel Hey  
**Date:** 18/12/2007 8:36 am  
**Subject:** Issues List  
**Attachments:** 20071217-ScopeVaidationConcernsActions-CS-V0-1.xls; 20071217-ScopeVaidationConcernsActions-CS-V0-1.xls

Chris, the Issues list as discussed. See attached.

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## IBM Workshops - Scope validation

### Org Management 8.3 : All expected level 5 tasks are in scope

| Concerns  | Actions  | Effect on QHIC Scope               |
|---|--|------------------------------------|
| No standard JD template in QH at present  | AO'G to speak to Glenda Richards or Lyndel Jones about proposed central unit to manage JEMS/JD Templates. A briefing paper is being prepared re this at present by Lyndel Jones. | none                               |
| Top Level teams for rostering in WB do not match up with an org unit in SAP. This was proposed in SO as the way these teams will be formed. | QHEST explained problem with SO approach and suggested Crew ID used to form these teams. IBM to review problem and suggest solution.   | unknown                            |
| Current QH establishment report combines data that would be obtained from a number of SAP reports (establishment, joiners & leavers )       | Jay & Brad to compare current report with SAP reports to identify gaps   | extra column in report for Crew ID |

### Employee Information 2.1: All expected level 5 tasks are in scope

| Concerns  | Actions   | Effect on QHIC Scope   |
|---|---|--|
| Some external staff will be only put into WB eg Agency nursing staff, because data unknown until day of working but still need to roster them | IBM to re-evaluate minimum requirements to enter person in SAP so we can reconsider putting Agency Nursing Staff only in WB.  | none   |
| Report required on agency/external staff entered into WB to assist with reconciliation with Finance   | QHEST to provide more details about report. Include in 2.5 document and re-send to IBM. IBM to check reports provide sufficient information for Agency Nurse staff entered only into WB to be able to report on FTE and costing in particular | new report   |
| Reports required on concurrent employees  | QHEST to provide more details about report. Include in 2.5 document and re-send to IBM  | including but not limited to Roster conflicts & Increments and one modification to existing report (Pay Results) |

|   |   |   |
|---|---|---|
| Gaps in SO Forms  | QHEST to send Forms Review done by SSP plus identify changes to forms and new forms required in 2.5 document and re-send to IBM. Brad to send details to access Functional Specifications docs on CorpTech Extranet. QHEST to send current QH Qualifications form to IBM. Health also needs to pass information to RemServ regarding employee's PBI status/FBT exemption - QHEST to send more information to IBM. | New field in Movements form to indicate PBI status. New PBI status indicator on positions in SAP that can be reported on. New form to register AQF quals. |
| Registration, Licences, Visa Details Prof Memberships need to be stored in SAP if Saba not available at go-live | QHEST to provide more details about report. Include in 2.5 document and re-send to IBM. QHEST to send examples from Lattice Data to IBM   | new report + new infotype/s in SAP to store details   |
| Current QH report on Mandatory Training - can it be stored in SAP if Saba not available at go-live              | QHEST to send examples from Lattice Data to IBM   | new report + new infotype/s in SAP to store details   |
| Need to record Performance Review dates   | IBM suggest using Infotype 0019 and Date Monitoring Report as a workaround until Saba is live.  | none  |
| Adhoc Query functionality required  | IBM to investigate possibility of it being in scope   |   |
| Payroll Exceptions Report needs to include warning when pay exceeds acceptable % change in gross/net pay        | QHEST to provide more details about report. Include in 2.5 document and re-send to IBM  | change to existing report   |
| Direct Access to online woG Manual forms  | IBM will ensure this happens  | none  |
| Employee Debt functionality - can it be used to record capital balances against employees eg garnishees?        | will become clear in detailed design  |   |

**Rostering 8.2: NOT all expected level 5 tasks may be in scope**

| Concerns   | Actions                             | Effect on QHIC Scope |
|--|-------------------------------------|----------------------|
| We were on the understanding, until today, that we were getting the Standard Offering as per DPDRs for WorkBrain (WB). That may not be the case. | Follow up session from IBM required | unknown              |

|   |   |  |
|---|---|--|
| <p>IBM see Multi View Scheduler (MVS) as not required :</p> <ul style="list-style-type: none"> <li>- no option to record 'availability'</li> <li>- no option to record Skills</li> <li>- search function to assist in staffing unstaffed shifts would not be there</li> <li>- will not upload unstaffed shifts</li> <li>- not get the Staffing Requirements Template functionality ie no coverage.</li> <li>- no view access in WB for staff and no access to print reports/rosters. SSP will need to send out reports, daily flow sheets, published rosters constantly.</li> </ul> | <p>IBM noted concerns and will investigate possibilities to address these needs</p> | <p>unknown</p>   |
| <p>roster spreadsheets to be uploaded as a CSV file to WB but would populate the Timesheet directly. All changes made in timesheet and all warnings/errors/validations happen in timesheet. Roster Spreadsheets need to be standardised across QH - major body of work to identify spreadsheets currently in use and decide on standardised roster spreadsheet.</p>   | <p>IBM to give details of data fields required for file upload of roster.</p>       | <p>IBM suggest that additional functionality will be built into timesheet to cater for what will not be available due to MVS not being included.</p> |

**Leave & Attendance 2.2: NOT** all expected level 5 tasks may be in scope

| Concerns  | Actions  | Effect on QHIC Scope                                      |
|---|--|---|
| <p>Once manual leave form submitted, processor will use a cut down version of the ESS/ASS WB leave application screen where processor can 'submit as approved'. ALL leave types will be catered for in this screen.</p> | <p>This is different (better) to SO where leave such as maternity leave was not going to be included as an option on that screen. They intend to remove that functionality when we go live with SO for ESS in 2009 but we would probably argue to keep it - QHEST to put in 2.5 doc for 2009</p> | <p>IBM to create cut down version of SO functionality</p> |

|  |   |                    |
|--|---|--------------------|
| It was identified that there is inconsistency of process across QH related to applying for leave when it is a one day absence. SO would expect that it would be noted on AVAC form as an unspecified absence then upon return staff member would complete manual leave form and submit. In QH in nursing in particular this does not always happen. Instead it is noted on AVAC form as Rec/Sick etc absence and the processor is expected to process it as that type of leave without the need for a signed leave form. Upon return the staff member initials/signs the copy of the AVAC form which is kept at the worksite, not resent to processor. HR Branch will need to make a call on whether we take this opportunity to tighten up/ standardise the process across all of QH. | HR Branch to follow up. Possible options paper for HR Design Decisions?   | none               |
| SARAS leave applications will require a separate check in SAP by processor to see if sufficient leave/Saras approved before processing in WB.  | Need to look at how design can be improved - QHEST to put in 2.5 doc for 2009 implementation  | none               |
| Still not clear on how Pay in Advance works in QH which is a 'Pay in Arrears' agency. QH has concerns that a leave application that asks for pay in advance should only pay the leave in advance not the unworked time in advance.   | IBM to investigate further  | unknown            |
| Overrides report in WB will suffice as Audit report (as in SAP) with an added certification page.  | HR Branch to talk to Audit to check they are OK with that.  | certification page |
| Prior Service History data migration is an issue for QH due to way data stored now in Lattice.   | QHEST to send all docs related to this to IBM plus data from Lattice re numbers in each LSL category. IBM & QHEST to discuss further. Need IM involvement in this decision.   |                    |
| There are no caps on leave balances in WB apart from PDL. The SO may not enforce the award requirement on this. This is a Core Functionality requirement and should match SAP functionality in SO.   | HR Branch to decide how to handle excessive rec leave etc. The issue around TOIL with maximum accruals needs to be looked at further. See HR Design Decisions Paper on this topic. May need to be one of next set to BRG. | none               |

|   |  |         |
|---|--|---------|
| Discussion about yesterday's interface meeting (Jason Cameron, Anne Moreland, QHEST reps from HR IM and FI, DSS reps, QH Finance reps) around possibility to enter staff in WB initially for same day rostering purposes and for an upload to occur to SAP. | Mariza to talk to Jason at IBM doesn't think it is possible due to ID conflicts. | unknown |
|---|--|---------|

**Separations & Workcover 4.0 & 5.0:** All expected level 5 tasks are in scope

| Concerns  | Actions   | Effect on QHIC Scope |
|---|---|----------------------|
| Date Monitoring Report which would have been workflowed will now be generated and pushed out to Line managers by SSP                                    |   | none                 |
| Casual Activities Report which would have been accessed via the portal will now be generated and pushed out to Line managers by SSP                     |   | none                 |
| Can identify Casuals inactive for > 3 months to enable removal from system. This may effect SAP licencing fees calculated if it is per active employee. | Roslyn to investigate licencing arrangements. This may effect business processes for SSP.   | none                 |
| QH has need for additions to woG Separations checklist to include future dated courses/conferences, exit interview                                      |   | change to existing   |
| No reason why QH can't use Infotype 0040 for Objects on Loan for QHIC implementation.   | QHEST had identified it for 2009 implementation so HR Branch to rethink this for QHIC implementation. IBM to check if report exists that can be pushed to managers upon separation.   | none                 |
| Housing had problems re tax related to separations  | IBM think they were fixed but will check on this  |                      |
| Flag to re Employment   | This was identified as a requirement by HR Branch. IBM to see if suitable option for QHIC implementation otherwise will be included in agency specific requirements for 2009 implementation. Emma and Yvonne Li will follow up with HR Branch requirements. | unknown              |

|   |  |                      |
|---|--|----------------------|
| QH Incident Management System   | IBM request more information on any interface with Lattice currently. Do we require an extract pushed out from SAP to IMS? IM team will be asked to reply (Javier). E-mail Sent to Jason Cameron detailing that IMS will require an extract/interface. | extract or interface |
| Reimbursement Variation Request (workcover) does not exist at the moment for Housing but is part of Standard Offer.   | This is not used now in QH so may not be essential for QHIC implementation.  | none                 |
| For WorkCover Claims the WB < > SAP interface is still unknown ie don't know if auto update SAP infotype when leave applied for in WB. May mean double entry in both systems. It was never clear in DPDR but information supplied at IAWs was that it would be auto updated in SAP. | IBM need to provide more information but it may not be known until detailed design stage. IBM hope it will be auto updated in SAP from WB.   | unknown              |

**Payrun 2.3:** All expected level 5 tasks are in scope

| Concerns  | Actions   | Effect on QHIC Scope                      |
|---|---|---|
| Public Holidays can appear on the payslip as a separate wage type   | This was an item on 2.5   | none                                      |
| Health Quality and Complaints Commission have not yet moved to new pay area ie QH still pays them.  | QHEST to follow up whether they need to be included   | unknown                                   |
| Purchase Leave concerns were raised. Finance were interested to know how SAP will handle the reconciliation of the money (liability account?)   | Further work with FI to enable creation and mapping of GL accounts. Anthony Middleborough to let QHEST know what would be required to implement prior to go live (ie LATTICE).                              | New GL Accounts and mapping from HR to FI |
| FBT reporting capability and End of Financial Year Tasks will not be ready until closer to end of financial year (June 2009). There will be a manual process if an employee terminates before the end of financial year and requires an early Payment Summary | QHEST HR and Finance to consider implications and plan for interim process  | FBT reporting capability as per SO        |
| Daily interface WB - SAP to make payrun upload faster   | IBM are looking at different options that would reduce the impact on the WB to SAP upload, this could be an increase in the frequency of the upload but a decrease in the information that will be uploaded | unknown                                   |

|  |  |      |
|--|--|------|
| Deductions must meet minimum criteria as per CorpTech Standard Practice No 15.   | IM to look at current data in Lattice. QHEST to look at prioritising deductions and liaise with HR branch and Pay Bureau to resolve. | none |
| Payroll Master Data - configuration  | IBM to advise once 2.8 completed   | none |
| Printed Payslips for QH - For Housing CorpTech Pay Bureau prints in-house. This will not work for QH   | QHEST to follow up what arrangements will be in place for QH ie 3rd party printing   | none |
| Retrospective Deductions are not in SO. This is not a concern for QH except for retrospective negative deduction when superannuation has been overpaid due to payroll error. | IBM stated it was Standard SAP functionality so would investigate further.   | none |

**General Concern:** QH must be able to continue running current reports that come out of DSS either through DSS ie data interface to DSS to enable this or via similar reports being available through WB and SAP. QHEST IM are investigating options.