


EMSONline and RosterCoster

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EMSPProjects: Project proposals, quotations and plans: >> Demonstration project: Demonstration organisation / Auto-generation of timesheets for a third party payroll system

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Org: our ref	A JPAC
Project	>> Demonstration project: Demonstration organisation / Auto-generation of timesheets for a third party payroll system
Project status	100 Project proposal (draft for feedback)
Addressed to	Tony Ryan Director Jandapac T/A RosterCoster Mobile: 0407 139 796 Email: Tony.Ryan@RosterCoster.com Web: www.RosterCoster.com
Addressed from	Damien Ryan-Green Director Jandapac T/A RosterCoster Mobile: 0438 388 922 Email: Damien.Ryan@RosterCoster.com Web: www.RosterCoster.com
Your project manager	> Ryan, Tony
Our project contacts	> Hughes, Kylie; > Ryan, Damien; > Ryan, Tony; > Staub, Claude; > Thomas, Guy; > Tiernan, Christine; > Tran, Minh

010 About us

Overview

EMSONline and its apps, which include our flagship app RosterCoster.com, are supplied by Jandapac Pty Ltd (Australia) ACN 121 761 699, ABN 57 121 761 699. We have been doing significant business, particularly in the human services sector, for more than a decade.

EMSONline is as much about our business partners as it is about our customers. They are an integral part of our service delivery, and they include Loop Software, Net Dynamics, Tiernan Quality Consulting and our design partners at Canopy.

Our organisational structure is a network of suppliers, and some of our people have different roles in different contexts. A guide to our roles follows.

Management team

Via EMSPProjects, our online product and project management software:

- Tony Ryan, Manager Technology and Applications Development, phone 0407 139 796.
- Damien Ryan-Green, Manager Products and Projects, phone 0438 388 922.

- Claude Staub, Service Development Manager, phone 0433 888 889.
- Kylie Hughes, Project Setup and Monitoring at EMSProjects, phone 0409 806 084.

Human services professionals

Each of our human services professionals has qualifications and experience exceeding a decade in multiple roles within the disability services sector in direct care, line management, planning, projects and other roles in head offices and regional teams.

- Christine Tiernan, formerly with the Department of Human Services (DHS) Victoria. Primary focus: residential rights, client funds management, policy advisor to our team. Phone 0419 521 698.
- Damien Ryan-Green, formerly with DHS, and since 1999, consultant to DHS and the CSO sector. Creator of RosterCoster.xls for DHS and beyond, and of EMSProjects. Primary focus: best practice rostering for measurable quality client outcomes within the context of limited resources. Phone 0438 388 922.
- Claude Staub, formerly with St. John of God Accord. Primary focus: individual support in the context of rostering & budget performance. Phone 0433 888 889.

Technology professionals

- Tony Ryan, Manager Technology and Applications Development, applications development, creator of EMSOnline, phone 0407 139 796.
- Damien Ryan-Green, Manager Products and Projects, applications development, phone 0438 388 922.
- Guy Thomas of Loop Software, creator of online rostering as seen at RosterCoster.com, phone 0417 335 337.
- Minh Tran of Net Dynamics, our supplier of all things tech, and our supplier of Sharepoint, phone 0425 322 489.
- Christine Tiernan of Tiernan Quality Consulting, Quality Audit of App Designs, creator of REMS client funds management systems, phone 0419 521 698.
- Claude Staub, interpretation of technologies for external and internal marketing, creator of the ISP individual support system. Phone 0433 888 889.

Directors

- Tony Ryan
- Damien Ryan-Green
- Sylvia Unferdorben

050 Introduction

On 1 January 1901, Damien and [Vacant Position] met to discuss options relating to auto-generation of timesheets for [Demonstration Organisation], the stated purpose of the meeting.

By way of context, Damien provided [Vacant Position] with a map of the full rostering cycle:

1. Review of rostering need
2. Greenfield (once-off) rosters and costings
3. Core (start-of-year) rosters and costings
4. **Posted (start-of-fortnight) rosters**
5. **Live (daily online) rosters**

6. Timesheets
7. Payroll system
8. Finance system
9. Review of rostering need

Damien then noted that the two major options [Demonstration Organisation] has are:

- Auto-generate **posted roster timesheets** out of RosterCoster.xls, leave posted shifts "read-only" and ask staff to log any variations
- Auto-generate **live roster timesheets** out of RosterCoster.com, entire timesheet is "read only"

100 Project team	To be confirmed.
105 Key project roles	In the event that the project proceeded, this would be decided at quotation.
110 Stakeholders	<p>For you, stakeholders would include:</p> <ul style="list-style-type: none"> ● To be confirmed <p>For us, stakeholders would include:</p> <ul style="list-style-type: none"> ● Our rostering and software team, including Claude Staub, Kylie Hughes, Guy Thomas, Tony Ryan and Damien Ryan-Green.
120 Terms of reference	<p>Our best current appraisal of your most likely immediate requirements are to have us "auto-generate posted roster timesheets out of RosterCoster.xls", noting that we have the capacity to auto-generate live roster timesheets out of RoterCoster.com:</p> <ul style="list-style-type: none"> ● Planning, process and risk management day (est. 1 day consulting, incl. half day with you @ \$1k per day) ● Coding and testing (est. 2 days coding @ \$1k per day) ● Support to rollout and refine in live testing environment, including (est. 2 days consulting and coding @ \$1k per day) <p>We would anticipate that the planning, process and risk management day (see above) would identify potential follow-up options, see "scope" below, which may or may not be pursued as [Demonstration Organisation] requires.</p>
130 Background	<p>Key past activities include</p> <ul style="list-style-type: none"> ● Rollout of RosterCoster.xls in [Demonstration Organisation] (2002) ● Adaptation of RoterCoster annual costing tool, as originally developed for Disability, to [Demonstration Organisation] (2002) ● Rollout of RosterCoster.com in [Demonstration Organisation] (2006) ● Fortnightly upload of RosterCoster.xls to RosterCoster.com (2006 to PRESENT) ● Development of formal roster planning processes with [Demonstration Organisation] Finance team (2004 to PRESENT)
140 Issues and special considerations	<p>The proposed planning, process and risk management day would need to create a risk management / change management plan to ensure, for example:</p> <ul style="list-style-type: none"> ● Only one timesheet can possibly be produced for each staff from an approved roster (one shot only) ● This timesheet must be produced from the very version of the approved roster that is being uploaded to RosterCoster.com ● A saftey net for staff who may not receive a timesheet in the event of

no email address / incorrect email address or similar.

150 Scope of project	<p>Our best current appraisal of your most likely immediate requirements are to have us "Auto-generate posted roster timesheets out of RosterCoster.xls" as described in "Terms of reference" (see above).</p> <p>We would anticipate that the planning, process and risk management day (see above) would identify potential follow-up options.</p> <p>While these options would not necessarily be pursued, we note that all these items have been explored with [Demonstration Organisation], and there would be significant benefit in having to hand for future reference a map of this 'best practice rostering', even if some or all of the options are not pursued.</p> <p>In short, the map would be of value in and of itself, as an ideal.</p> <p>The options would include:</p> <ul style="list-style-type: none"> ● Take advantage of past works with [Demonstration Organisation] relating to greenfield rostering, to confirm ideal benchmark rosters and costs. ● Confirm core roster (start of year roster and cost predictions) process. ● Confirm posted roster process, which currently informally includes upload of posted rosters to RosterCoster.com, and which is now anticipated to also create auto-generated timesheets. ● Create live rosters out of RosterCoster.com (this would remove the need to create posted timesheets out of RosterCoster.xls)
160 Project outputs	<p>The project outputs can only be confirmed after the estimated terms of reference (see above) are reviewed by you.</p>
170 Methodology	<p>The methodology can only be confirmed after the estimated terms of reference (see above) are reviewed by you.</p>
175 Change management	<p>A change management plan would be a product of the planning, process and risk management day (see above).</p>
180 Milestones and timelines	<p>The project milestones can only be confirmed after the estimated terms of reference (see above) are reviewed by you.</p>
190 Quotation / budget (see also: 'cost drivers')	<p>On our current estimates of your terms of reference (yet to be confirmed / adapted by you), our estimated quotation would be \$5k incl. GST (2 days coding + 3 days consulting @ \$1k per day), delivering as a primary output your auto-generated timesheets, but also delivering as secondary outputs certain minimum rollout, risk management and support "product", as a safety net against rollout of new software with no actual or perceived planning and support:</p> <ul style="list-style-type: none"> ● Planning, process and risk management day (est. 1 day consulting, incl. half day with you @ \$1k per day) ● Coding and testing (est. 2 days coding @ \$1k per day) ● Support to rollout and refine in live testing environment, including (est. 2 days consulting and coding @ \$1k per day)
200 Cost driver: start-up costs (platform functionality to create new apps / modules)	<p>Absorbed in "190 Quotation..."</p>
300 Cost driver: weekly hosting costs (platform functionality &	<p>Absorbed in "190 Quotation..."</p>

maintenance)

400 Cost driver: project management	Absorbed in "190 Quotation..."
440 Cost driver: marketing and communications for stakeholders and users	Absorbed in "190 Quotation..."
510 Cost driver: help desk	Absorbed in "190 Quotation..."
520 Cost driver: implementation, orientation, training	Absorbed in "190 Quotation..."
700 Cost driver: App testing	Absorbed in "190 Quotation..."
710 Cost driver: App design version	Absorbed in "190 Quotation..."
720 Cost driver: App test, pilot and release versions	Absorbed in "190 Quotation..."
800 Cost driver: project-specific consulting & admin support	Absorbed in "190 Quotation..."
900 Risk mgt: terms & conditions	All amounts quoted include GST, and are indexed each July 1 against the rate applied by DHS in its pricing of CSOs. Other terms and conditions would be negotiated at time of quotation, and would include the terms in your short form contract.
905 Risk mgt: procurement and project mgt processes	<p>We have been delivering a large number of projects per annum for the Department pf Human Services and its funded sector since 2001, and would anticipate following same procurement and project mgt processes as with previous projects. This includes:</p> <ul style="list-style-type: none"> • The layout of the current document, which is designed to comply with your short form contract, and • Our EMSProjects project management site, which covers all known DHS compliance and process requirements.
910 Risk mgt: project control	See "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.
915 Risk mgt: limitations to project scope	See "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.
920 Risk mgt: recovery covered by parent program	<p>We note that all our developments are created under a "parent" program, our "EMSONline continuous improvement program". this program has been developed over a number of years to comply with DHS requirements as projects are delivered, and compliance requirements evolve.</p> <p>See also: "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.</p>
930 Risk mgt: recovery specific to current project	See "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.
940 Risk mgt: insurances	See "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.

950 Risk mgt: confidentiality See "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.

960 Risk mgt: minimum standards of user support See "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.

970 Risk mgt: testing & debugging process See "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.

980 Risk mgt: data protection See "905 Risk mgt: procurement and project mgt processes", subject to review at quotation, project planning and ongoing project team meetings.

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