eTimesheet for Youth Justice Centres

Rollout plan and user guide

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Preamble: risk management

For the first three months after rollout, we recommend a dual system: maintain your paper-based system as a backup, and market this fact to your staff[1].

This affords you risk management of the process, and also allows you to rollout immediately (the process allows an 'eTimesheet distributor' **during this three month period to physically sight *eTimesheets*** before they are emailed on to staff. If he or she has any reservations about them, he of she can simply 'hold back' for that fortnight, and advise staff to use paper timesheet for one more fortnight.)

Overview of the process

The 'eTimesheets' initiative was commissioned by Tracey George (project sponsor Doug Galbraith), Human Resources, Youth Justice Centres (YJCs) in 2010/11 as an enhancement to the RosterCoster suite of tools as used by YJCs, to automate one specific step in overall **end to end rostering**, namely:

1. Two weeks prior to the start of a pay period (PP), for each YJC unit, the local rostering manager[2] will browse to the posted roster for that PP (instructions are at Step 1 below) via ***EMSOnline***.

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[1] Tracey: internal marketing is the key here, above all else. If the staff are on board with us, it simply works better. When we first rolled out www.RosterCoster.com at Melbourne, Anna Blazina created a very nice flyer that made it clear that 'the change' was minimal, and a benefit to both staff and management. I recommend something similar again.

2. **EMSOnline** will then create an **eTimesheet** (behind the scenes: invisible) for each staff member on that roster, and place these as separate emails into the Lotus Notes inbox for the local eTimesheet distributor[3], who will move them into a Lotus Notes folder called **eTimesheet holding bay**.

3. The local rostering manager now has a window of 7 days ONLY to override steps 1 and 2 above via a repeat of steps 1 and 2 above. Because as soon as Step 4 below occurs, all bets are off: the shifts are by then uploaded into www.RosterCoster.com, and any changes after that must be recorded as 'variations' in an **eTimesheet**.

4. One week prior to the start of a pay period (on the Sunday), the roster that produced the **eTimesheets** automatically uploads into www.RosterCoster.com.

5. On any day in the coming week after that, the local **eTimesheet distributor** can forward the individual staff emails (they are all sitting in the eTimesheet holding bay) onto each staff member[4].

Step 1: create a set of posted rosters

Instructions on the use of the tool 'RosterCoster.xls' (into which posted rosters are typed) are outside the scope of the current document. For more information on this, contact:

- *Steve Kannegiesser, project manager for www.RosterCoster.com, Parkville Precinct*
- *Ray Birkin, project manager for www.RosterCoster.com, Malmsbury*

One fortnight before the start of a given pay period, save a full set of posted rosters, with each roster line containing the email address of the staff member against that roster line, into a folder location of your choice

Don't worry if your roster set is not perfect, or even if you have the right number of files in that folder. The **eTimesheet** link in **EMSOnline** (discussed below) will run a series of checks on your roster set before using them to create **eTimesheets**.

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[2] Typically, Steve Kannegiesser at Parkville, Ray Birkin / Rick Madigan at Malmsbury.

[3] Typically, Steve Kannegiesser at Parkville, Wendy Wootton at Malmsbury. A courtesy copy also goes to both the local rostering manager and, for as long as she wants this to occur, to Tracey George. Please note: if the rostering manager has typed an email address (not recommended for first three months after rollout) for a staff member below that person's name in the roster, the **eTimesheet** will go directly to that staff member, and a courtesy copy ONLY will go to all relevant managers as listed.
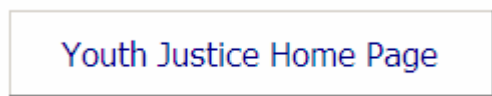
[4] If a staff member does not have an email address, the backup system is that the **eTimesheet** must be printed and

Step 2: create a set of eTimesheets

To obtain a link to **EMSOnline**, the platform that creates **eTimesheets**, email EMSOnline.Access@dhs.vic.gov.au. Then, open **EMSOnline** on your desktop.

The default home page is 'Disability Services'. Hit the following button:

Click the following link:

eTimesheet (posted)   Steve Kannegiesser, Ray Birkin

Follow the instructions that appear (these are outlined in the next section in the current document: 'Business Rules coded into the eTimesheet: a reference')

Appendix 1: Business Rules coded into the eTimesheet link

The *eTimesheet* link in *EMSOnline* (see above) contains a set of coded checks and balances designed to eliminate the most typical errors that may be found in posted rosters.

You do not need to know what these checks and balances are to use the system, however, for your reference, a sample of these checks and balances are listed as follows (a negative response to any one of these will force a 'terminate and prompt to fix' message):

1. Roster dates are not a match for the coming pay period.

2. Unknown or missing cost centre / unit name details.

3. Glitched cell(s) in and Excel-based roster file.

4. Illegal hours on roster lines (warning only).

Appendix 2: Continuous improvement program

eTimesheets

In general, development on apps like *eTimesheets* continues indefinitely. New ideas from users, in particular, incrementally make the system better over time.

N.b. incidental improvements (a good example is that from time to time, as part of continuous improvement with all apps at EMSOnline, whenever opportunities arise we reduce the size of files and databases, and increase speed), will from time to time be carried out by ourselves, usually without notification.

RosterCoster.xls (the source data for eTimesheets)

Currently, the feedback (from Steve Kannegiesser on 17 Jun 11) relates not to *eTimesheets* itself, but to look into what can be done to get better accuracy of data entry into *RosterCoster.xls*, the source from which *eTimesheets* collects its shifts.

Some initial ideas follow, all of which have been picked up by Disability over the past 5 years (during this time, there have essentially been no upgrades of **RosterCoster.xls** in YJCs).

N.b. None of these prevent an immediate rollout of **eTimesheets**, noting the risk management safety nets built into that project.

1. The standard version in disability (CSOs) now has 50 roster lines.

2. 'Shift validations' that prevent illegal shifts, and warn against 'ugly' or bad shifts.

3. 'Cost centre validations' that do not allow free text of cost centres.

4. 'Staff name validations' that do not allow free text of staff names (the DHS Disability version has links to SAP, such that managers select staff names – exact spelling, PIN and correct classification - from a drop down box).

5. Better rostering 'habits' (this would be covered by a roster review process currently being initiated by YJCs).