

SLOUGH BOROUGH COUNCIL

REPORT TO: Employment & Appeals Committee

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WARD(S): All

PART 1

FOR INFORMATION

PROGRESS ON IMPLEMENTATION OF SELF SERVICE ELEMENTS OF THE FINANCIAL AND HUMAN RESOURCES SYSTEM - AGRESSO

1 Purpose of Report

The purpose of the report is to provide members of this Committee on progress following the introduction of the self service function on the Financial and Human Resources System (Agresso) and to present an example of a report on the workforce profile from the system.

2 Recommendation(s)/Proposed Action

The Committee is requested to note the contents of this report.

3. Supporting Information

Background

This committee was advised in April that the self service functionality of the Agresso system went live across the organisation on 3rd April. This followed the previous implementation of the finance, procurement and payroll functions within the system.

Staff are now entering their timesheets, expenses and absences directly onto the system for line management approval. Once approved the information is processed automatically by the system (e.g. the calculation of maternity and sick pay). Arvato staff are no more required to manually re-key the timesheets, expenses and absences into the system. Arvato do spot checks and complete the month end payroll process. The need for manual paper processes are being phased out.

Staff are also accessing their personal information on the system. They are being encouraged to ensure it is correct and up to date and where there are blanks in their records, for example diversity and emergency contact information, and they are requested to insert the relevant details.

The electronic payslips functionality is fully operational and we will be shortly commencing the phasing out of paper payslips. There are some service areas which will continue to receive paper payslips, for example - the Environmental Staff who do not have access to computers.

The Go-Live process was a big 'culture' change for staff. Despite the numerous types of training staff received, many still had questions and required assistance after the Go-Live. A professional helpdesk software package called **Freshdesk** was implemented by the project team to assist with logging, managing, and responding to these calls/tickets.

Freshdesk has enabled the Agresso Project Team to assist every member of staff who had logged a ticket for assistance, in a timely and professional manner.

Aside managing tickets, Freshdesk is a knowledge base for **Quick cards** and **How to Guides** for Agresso. These are short guides to assist staff with completing specific tasks within Agresso.

Current Activities

The Agresso Project team have been working on supporting the Children's Trust with their implementation of self service for their staff. The go live date for the CTS is 18th June, 2018.

People Services have arranged for '**Train the Trainer**' training for all HR staff and user champions. This will ensure we have resilience for any future training needs and support required internally for staff.

An e-learning module has been developed and is operational for all new starters, which forms part of the mandatory suite of courses they must complete as part of their induction. This module will need to be completed before access to the Agresso system is provided.

Preparation of Phase 2 activities are being planned to further increase efficiencies i.e.

- a) Re-aligning the service specification of transactional HR of the arvato contract – as many processes have been automated.
- b) Further work is continuing to see where we can carve out further efficiencies to processes.

The Agresso Project team are building standard reports which will be used to address issues related to the service and/or teams, and reports for CMT and DMT i.e. on compliance of completion of mandatory training programmes.

Committee is presented with a sample of **Workforce Diversity reports** produced automatically from the Agresso. Reports like this will be available to managers and Service Leads and the HR department to generate.

Wider Council Impact of the system

It was reported in April that the implementation of the self service system will support the Council's transformation change programme including cultural change. To date, we can confirm that we have seen evidence of this as staff are now processing their data through the system. The approvals are automated for all the above processes mentioned which mean that the requests are processed in a timely fashion. There is a reduction of time and paper. There is a greater number of staff that are now enlisted onto the SBC network who did not have access to the system. This will increase the IT proficiency for a greater number of staff who are being supported through the new ways of processing using electronic means.

Satellite sites have also been linked up to the central systems and therefore expanding the reach.

Next steps for Implementation

The next important step in Phase 2 of Agresso is the upgrade of the software to Version 7. It was necessary to Go Live with the same Agresso version as the already live Finance & Payroll system, which is Version 5.

This Version 7 upgrade will:

- enable the system to be supported by Unit4 till 2020.
- Introduce front-end entry screens which are much more user friendly.
- Combined with infrastructure changes, will enable managers to approve workflow tasks on their mobile phones and tablets and from home.
- The Mobile workforce will be able to enter mileage and expenses directly into the system, immediately after visiting a client, via their mobile phones or tablets.

Phase 2 also has a long list of new modules and HR processes which are currently being discussed as to the priority order of implementation. For example these include:

Direct Debits (Finance)
Fixed Assets (Finance)
Possibility to register Volunteers in Agresso
Probation Module
Appraisals and one to one supervision recording
Disciplinary, Grievance and capability processes
New starter Process
Training Module
Single Sign-on
Payroll re-design and re-alignment
Matrix interface with Agresso