QUEENSLAND HEALTH PAYROLL SYSTEM
COMMISSION OF INQUIRY

Statement of Witness

Name of Witness	Michael Walsh
Date of Birth	Known to the Commission
Address and contact details	Known to the Commission
Occupation	Management Consultant

I, Michael John Walsh of c/o Crown Law, State Law Building, 50 Ann St, Brisbane Qld 4000, state as follows:

1. I participated in an interview on 1 May 2013 conducted by Mr Peter Flanagan SC and Mr Jonathon Horton of Counsel. Also present were Mr Nick Ferrett and Ms Melinda Pugh.

2. At the interview, I was asked to provide details of my involvement with the Queensland Health Payroll System post go-live.

Background

3. I acted as the Director-General of Queensland Health from 19 to 28 March 2010, while Mr Reid was absent. This was the time of the first pay run after Go Live. I recall that I received some complaints from two Districts (including the Gold Coast and one other which I cannot now recall) about errors in the pay run. Those complaints were to the effect that a large number of people had errors in their pay and that those errors included not just wrong amounts, but no pay at all. I passed the complaints on to Mr Kalimnios for investigation and requested that he follow up those issues. I recall Mr Kalimnios telling me that the problems were being managed. I briefed Mr Reid about the issues on his return to work.

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4. On 16 April 2013, I met with the Director-General Queensland Health who asked me to lead the work to stabilise the payroll system. I responded positively to this request and commenced in the role of Executive Program Director, Payroll Stabilisation Project (PSP) on 19 April 2013.

5. At this time, the new payroll system was completing its third pay run with the payment file being sent to the bank on 20 April 2010. Serious problems with the payroll system had already emerged by this time. They included the problems identified above as well as slowness of the system and errors in the calculation of leave entitlements and allowances. Those problems were identified both by complaints from QH staff and from identification by payroll staff in the course of their duties.

6. I have been asked whether attention from the media affected the problems with the pays. I think the media attention meant that a solution was required quickly and Queensland Health had to articulate its plans more clearly than it otherwise would have, but I think that staff already knew about the problems with the pays and the employer/employee relationship had already been damaged. I felt that the Deputy Premier, Director-General and other Corporate Office and District Senior Executives were already concerned to try to mend that relationship and to take care of Queensland Health staff through this difficult period.

7. I believe I was asked to undertake the role because of my program and project management experience. Prior to taking-on this position, I was the Deputy Director-General Health Planning and Infrastructure, Queensland Health. In this role, my responsibilities included large hospital building projects including three tertiary hospitals with a total of more than 1,500 beds.

8. In confirming my agreement to undertake the role, I recall agreeing that I was required to and would focus on the actions required to stabilise and improve the system. I was not required to, nor did I focus on, any events leading up to go-live.

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9. I continued being responsible for the payroll stabilisation and improvement project and program until I left Queensland Health in December 2010.

Payroll Stabilisation Project

10. When I commenced as Executive Program Director, PSP work had already been undertaken during the first three pay runs to address the problems staff were experiencing with their pay. That work had been supervised by Mr Terry Meehan who, until I commenced, had reported directly to the Director-General. After I commenced, Mr Meehan reported to me and had the title of Executive Project Manager. KPMG had also been engaged to review the work to date and identify the best way to manage the work into the future. I worked closely with KPMG to develop the structure and processes of the PSP. The structure and processes I established were consistent with those recommended by KPMG as described in their report dated 8 May 2010 titled *Queensland Health Payroll Implementation Review Stage 1 Status Report* (see Attachment A). I chose the members of the PSP according to the skills that were required for the Project.

11. The PSP established structures and processes to address the payroll processes operating within Health Districts, payroll processes within the Payroll and Establishment Services Branch, payroll system issues, and support and communication with staff. The work focused on the issues that people were identifying with the system and processes. In summary, the work was (as set out in Appendix B to the KPMG report):
    - Business Processes: develop work flow and business requirements for current and future pay strategies; and, oversee support arrangements for district staff and processes.
    - Payroll Processing: process current pay cycle; finalise adjustments for previous pays; and, finalise adjustments for Lattice.
    - Payroll system: resolve data issues; resolve system defects and operational issues; and manage system issues log including categorisation and prioritisation.

- Support and communications: coordinate resolution of people issues; main communication channel with unions; and, manage external communications from project.

12. The PSP Steering Committee initially `met weekly and Mr Reid chaired those meetings. The PSP Project Management Office prepared dashboard reports that were summary reports of the work of the PSP. These were a reporting tool for the Steering Committee as distinct from a tool used by the PSP in the course of its work. Attachment B is an example of such a report.

13. In July 2010, the PSP was closed and transitioned to the Payroll Improvement Program (PIP). The main work streams continued with a focus on payroll process improvement, payroll system improvement, support for staff and communication with staff.

14. Issues and problems with the payroll system and processes were coming from many sources including staff, line managers, managers and executives, payroll staff and managers, unions, and CorpTech. A single issues register was established to capture all issues and problems centrally and for these to be analysed, prioritised and scheduled to be addressed, as recommended in the KPMG Report.

15. The issues register captured all items including:
    - payroll forms process issues
    - data entry issues
    - system speed and problems
    - pay calculation problems
    - configuration problems
    - network problems.

16. The focus during the early stages of the establishment of the single issues register was to capture all the issues. A process was communicated to staff for the reporting of issues and a database was established. Attachment C is a communication to staff explaining

the process to lodge issues and Attachment D is a copy of the issues register as at 25 May 2010. At this time, there were approximately 2,800 issues with approximately 1,800 completed and approximately 1,000 active. The issues register was dynamic and the number of issues fluctuated as more were notified, duplicates were identified and combined and issues were resolved.

17. Once an issue was included in the issues register, it was allocated a priority to be fixed. A number of factors were taken into account when allocating a priority to an issue. There were so many issues that they could not all be carried out at once or even within a period of many months. The PSP/PIP was constantly re-visiting the priority allocation as things changed over time.

18. Issues were classified as process issues or system issues. I was advised that there were many process issues and many system issues. I needed to know whether issues were process or system issues because that determined how they were to be fixed. It was not part of my role to determine whether IBM was responsible for fixing an issue.

19. Process issues were handled by the Business Processes team or Payroll Processing Team. For example, one of the issues identified was that payroll staff had to log in and out of SAP and WorkBrain to carry out different tasks and that this increased processing time. If payroll staff could have dual screens at their computer workstations, then they could have SAP and WorkBrain open at the same time, thereby reducing the need for logging in and out and the consequent delay. The Payroll Processing team made arrangements for dual screens for payroll staff.

20. I have been asked whether I agree with Mr Doak's evidence that Queensland Health's 'no roster – no pay' rule was the main cause of the problems with the payroll system. This rule was certainly one of the reasons for the problems. However, given the large number of people affected by either receiving no pay or an inaccurate pay, and the large number of process and system issues contributing to the pay problems, I am not able to say which problem was the main one. There were problems with getting rosters into the

system, including delays and unexpected errors. In addition, there were data migration problems that arose with the shorter cut-over time and the centralisation of payroll staff meant that they did not have any 'local' knowledge about the pays of the employees that they were processing. All of these factors contributed to casuals not getting paid, as well as the 'no roster – no pay'.

21. The PSP was able to reduce the number of employees not getting paid significantly by a combination of:
    - Returning to a de-centralised model for payroll staff;
    - Taking measures to improve the processing speed of the system;
    - Undertaking changes in the payroll and rostering systems;
    - Increasing the number of payroll staff so that more forms could be processed; and
    - Dedicating a team to processing the outstanding LATTICE adjustments.

22. System issues were handled by the Payroll Systems team. Under the PSP and PIP, a Systems Business Advisory Group chaired by Queensland Health met at least weekly to discuss the systems issues that had been notified through the issues register. This group assessed, confirmed, prioritised and scheduled all systems issues. CorpTech was a member of this group and for each issue, CorpTech was required to provide advice on the complexity, timeframe for resolution, cost of resolution and when it could be scheduled for development, testing and release into production. For example, the minutes of the Systems Business Advisory Group meeting of 24 September 2010 (see Attachment E) show the status of the fixes that were being planned for the December release.

23. The Executive Director, People and Culture chaired the Systems Business Advisory Group and would report to me about the status of particular fixes on an exception basis where the fix was designated by Queensland Health as critical, but where technical difficulties might prevent it from being implemented.

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Numbers of payroll staff

24. At around April 2010, I recall that the number of QH payroll staff was approximately 650 FTE with an additional approximately 50 central payroll staff responsible for quality improvement, reporting and management. I understood that the usual number of payroll staff would be expected to be approximately 550 FTE and that the increase in the number of staff to 650 was due to the backfilling associated with payroll staff involved in the testing of the new system and other activities associated with the implementation of the new system.

25. I recall that problems associated with the new system resulted in it taking longer to enter data and complete payroll processing transactions than in the previous system. I recall these problems being related to a number of factors, most of which are captured in more detail by the issues register. In summary, my recollection of the main themes of the issues were:
    - Problems with data entry and error messages when entering rosters in the multi-view scheduler
    - Slowness of the applications after entering data and waiting for the screen to refresh
    - Slowness of the system when searching or creating reports
    - Dealing with staff inquiries regarding their pay
    - Dealing with possible errors in the system
    - Requirement to log-in and out of SAP and Workbrain to undertake tasks
    - Processing the outstanding adjustments from LATTICE and the new system.

26. I increased the number of payroll staff during the PSP and PIP and when I left I believe the number would have been approximately 900 FTE. Additional payroll staff were employed to be able to complete more transactions within each fortnightly pay cycle. However, it was not a quick fix as they all required training and the systems and processes were complex. Also, the more people who were accessing the payroll and rostering systems concurrently meant that the systems potentially ran more slowly. A

specific strategy was implemented to increase the speed of the payroll and rostering systems including hosting them on faster servers and allowing more concurrent users.

27. The KPMG report titled Review of the Queensland Health Payroll System, dated 31 May 2012 (see Attachment F) identified that there were 1,010 FTE payroll staff.

Relationship with CorpTech

28. As CorpTech was the owner of the payroll system and provided Queensland Health with a service to operate and maintain the system, I had regular contact with officers from CorpTech. My main contact was with Mr Philip Hood on a day to day basis and Ms Margaret Berenyi on a less frequent basis.

29. I do not recall having any direct contact with IBM on any matters relating to the payroll system. I dealt with many contractors during the period April to December 2010 and I do not recall dealing directly with any contractors who were identified to me as IBM contractors. The strategy I had adopted was to rely on CorpTech to deal with IBM as CorpTech had an established relationship. This allowed the PSP to focus on solving the process and system issues without having to negotiate directly with IBM. By this stage, the QHIC project had been completed and therefore IBM no longer had any leadership roles. I was of the view that CorpTech, as owner of the system, had the responsibility to manage whatever sub-contracting issues arose except to the extent that I perceived any risk to the project from that management.

30. I recall my work with CorpTech being constructive and open. We were able to resolve issues to do with prioritisation and scheduling, particularly as they related to the regular maintenance releases or SAP Stacks releases. The major issue as I recall, was that the process for a release to be planned, developed, tested and deployed was complex and time consuming. Rushing this process meant increasing the risk that it would not work when it was deployed into production. However, for each fortnight that it was not fixed, it meant a fortnight when pays would continue to be affected by the issue.

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31. I recall in my discussions with CorpTech that the number of contractors required to undertake the work arising from the issues identified with the system was more than 30. The number had increased over the first 3 to 6 months of my involvement in recognition of the need to get the payroll system working.

Outcomes from each pay run

32. Measures for the effectiveness of the pay processes and systems were also established. There were no known comparable measures available and no measures previously collected for the operation of the QH pay runs. The measures collected included: gross value of pay, number of employees paid, number of outstanding adjustments at the end of the pay cycle, number of pay inquiries on pay day, number of no-pays confirmed against pay run file.

33. The measures for each pay cycle were collected and documented at 1pm on pay day. Attachment G is the payroll status report of 14 July 2010 showing the data for pay one of the new system to pay nine. Attachment H shows the data for pay seven to pay 16 on 20 October 2010. As shown by these attachments, the trend over time was that the number of outstanding adjustments was reducing, Lattice adjustments had been completed, the number of no-pay inquiries was reducing and the number of confirmed no-pays was reducing.

Improvement of the system and processes between March 2010 and December 2010

34. I led key actions to improve the quality of the pay outcomes during my time leading the payroll stabilisation and improvement work. In summary, these actions included:
    - Establishing a single issues register to capture, prioritise and schedule the resolution of issues
    - Completing the entry of all outstanding Lattice transactions

- Reducing the number of adjustments carried forward from one pay period to the next to a number consistent with the number of forms received in two to three days
- Re-organising the flow of forms away from a central fax server
- Re-linking payroll offices with districts so that an understanding of each roster and the staff on them could be developed and maintained
- Production of a time and wages report that allowed staff to reconcile their roster records with the pay they have received
- Reducing the Lattice backlog, the number of adjustments carried forward and the linking of pay offices to districts reduced the number of people who did not receive a pay when they should have
- Established a systems issues prioritisation process that scheduled releases as closely as possible with as many fixes and improvements in each release while managing the risk associated with each release

35. A number of these activities were described in the communication to payroll staff dated August 2010 (see Attachment I). These activities resulted in the outcomes of the pay becoming more stable and predictable and significantly improved from the early pay outcomes of the new system. The payroll systems update for the November 2010 PIP Steering Committee (Attachment J) shows that from the early stages of the operation of the new payroll system:
    - The number of interim cash payments reduced from around 300 on a pay day to around 50
    - The number of carried forward adjustment forms reduced from around 80,000 to around 8,000 per pay cycle (approximately 40,000 adjustments forms were received each pay cycle)
    - The number of calls to the payroll call centre reduced from around 2,500 per pay cycle to around 700 per pay cycle
    - The value of ad-hoc adjustments immediately following the pay reduced from a value of approximately $1.2million to approximately $200,000.

36. The Systems Progress Update dated November 2010 (see Attachment J) contains graphs that show the reductions in interim cash payments required to be paid to staff, in the outstanding adjustments at the end of each pay period, in calls to the hotline and in the need for ad hoc payments to staff.

Declaration

This written statement by me dated 9 MAY 2013 and contained in the pages numbered 1 to 11 *is true and correct* to the best of my knowledge and belief.

Signature

Signed at BRISBANE this 9TH day of MAY 20 13

Witnessed:

Signature

Name MELINDA DUHIG SOLICITOR .

A

Department of the Premier & Cabinet

Queensland Health Payroll Implementation Review

Stage 1 Status Report
8 May 2010

8 May 2010
This report contains 20 pages
QLDGDPC-10FinalReport0810-BYD_8468853_1

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1 Scope and Background

The purpose of this Report is to summarise the work undertaken to date on the review of the Queensland Health Payroll Implementation Project as per our Engagement Letter dated 12 April 2010, and subsequent amendment dated April 29 2010.

The scope of the Review includes 3 Stages of activity, as outlined in the Project Terms of Reference:

1. *Readiness for Payroll 3 and 4* – consider and challenge the processes, procedures and metrics being adopted by Queensland Health to ensure that Pay Cycle 3 and Pay Cycle 4 (under the new system) proceeds within an acceptable range of accuracy and timeliness for a payroll of this scale and complexity (from both a process and technology perspective). Provide advice on the most appropriate project governance and management arrangements in the short to medium term.
2. *Post Implementation Review of Qld Health Payroll Implementation* – undertake an independent profile of the project, covering:
    a. *Project governance and management* – including project team management; project communication; vendor management; roles, responsibilities and accountabilities, including the appropriateness of certification by all parties to rollout made in March 2010; planning; monitoring; risk management and project documentation.
    b. *Systems design and technology support* – including system design; testing; data management; and implementation go-live readiness.
    c. *Change management and business readiness* – including change management and business process/IT system alignment; business communication; training; end user expectation and involvement in IT systems design.
3. *Advice on Implications for broader whole of Government implementation of the proposed solution* – informed by the results of the previous stages and the lessons learned, provide advice on improvements that can be made to the planning and management of payroll system implementations in other Queensland Government Departments.

A copy of the Project Terms of Reference are enclosed as **Appendix A**.

This Report summarises the work undertaken as part of Stage 1 of the engagement in support of Queensland Health's readiness for Pay Cycle 3 and Pay Cycle 4:

- *Pay Cycle 3* is defined as the third pay run using the new HR Payroll System, ending in the transmission of the payment file to the Commonwealth Bank on 21 April 2010.
- *Pay Cycle 4* is defined as the fourth pay run using the new HR Payroll System, ending in the transmission of the payment file to the Commonwealth Bank on 5 May 2010.

This Report does not include commentary on Stage 2 or Stage 3 of the Terms of Reference. We have commenced the data collection and stakeholder consultation for Stage 2 of the engagement this week.

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This Report outlines our observations regarding:

- The readiness of Queensland Health to process Pay Cycle 3 (Section 3), including recommendations in respect of project governance, metrics and the focus of key workstreams.

- The readiness of Queensland Health for Pay Cycle 4 (Section 4) including the status of recommendations made in the lead up to Pay Cycle 3.

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2 Approach

We have worked collaboratively with the Queensland Health Payroll Stabilisation Project (PSP) Team that was established to manage the issues that arose from the implementation of the HR Payroll System in March 2010.

Our approach has been to develop an understanding of:

- the issues that have arisen from the implementation of the new HR Payroll System,
- the status and nature of Queensland Health's response to those issues, and
- to challenge the approach being adopted by Queensland Health and provide advice on modifications required to improve the readiness for Pay Cycle 3 and Pay Cycle 4.

Our work has included discussions with a number of key Queensland Health staff involved in the payroll process including:

- members of the project team established to oversee the stabilisation of the payroll system;
- staff within the Shared Services Provider (SSP);
- participation in conference calls with District CEOs , Divisional Heads and Hubs; and
- other meetings with senior management within Queensland Health.

The purpose of these meetings and discussions was to develop a high level understanding of the:

- end to end payroll process as implemented;
- systems that support the payroll process;
- identification and management of the backlog of processing to be completed;
- communication mechanisms implemented with the identified stakeholders including staff, management and unions; and
- project management approaches being adopted by Queensland Health to address the issues arising from implementation of the solution.

We also met with other stakeholder groups including Unions, the Department of Public Works (including CorpTech), and the Department of the Premier & Cabinet.

We found Queensland Health to be very co-operative, and our involvement, feedback and recommendations was welcomed by the Queensland Health team.

We discussed the approach being taken by the Queensland Health team, and provided a series of recommendations in the lead up to processing of Pay Cycle 3 and Pay Cycle 4. These were taken on board by the Queensland Health team managing the project.

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3 High Level Observations - Pay Cycle 3

On the basis of our involvement in the lead up to the processing and distribution of Pay Cycle 3 to Queensland Health Staff, we have outlined a series of high level observations, categorised as:

- project management;
- payroll systems;
- payroll business processes; and
- communications and stakeholder management.

Prior to our involvement, Queensland Health had established a project team consisting of senior representatives drawn from the Corporate Services team and from other parts of Queensland Health. This project team (which was subsequently named the Payroll Stabilisation Project (PSP) Team), was charged with overseeing the investigation and resolution of issues identified after the implementation of the new HR Payroll system.

Significant activity was being undertaken by the PSP team to respond to the issues arising from the implementation of the new HR Payroll system. This team was meeting daily to manage activities and report on progress. However, there was a need for an improved structure, and for greater integration of the various streams of work to ensure:

- that accountabilities were clearer;
- more effective management of dependencies between the workstreams;
- that issues were being captured, addressed and closed out; and
- improved communication with all stakeholders regarding the status of the project.

The observations in Section 3 of this Report were current as at **20 April 2010**.

3.1 Project Management

Queensland Health has dedicated senior and experienced resources to the PSP Team to assist in the resolution of the issues that had been identified since the new HR Payroll System had gone live. It became apparent during the lead up to Pay Cycle 3 that there was a need for an improved project structure and governance of this team.

The following changes were recommended:

- The project needed to be organised around key workstreams, including:
  - District Business Requirements;
  - Payroll Business Process;
  - Payroll Systems,
  - Communications and People; and
  - Audit.

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- This team needed to be supported by a dedicated Project Management Office focused on collecting and disseminating information, managing agendas, action items and minutes, and monitoring the performance of the team.
- There was a need for clearer accountability for all team members, and more specific guidance on roles, responsibilities, outcomes, and the prioritisation of the identified issues.
- Key metrics needed to be refined, gathered and reported to stakeholders. There was also a need to categorise the backlog to facilitate prioritisation of activity – focused on addressing the backlog which impacted on financial outcomes.
- Additional capability was needed to lead some of the workstreams, and the teams within the workstreams.
- Daily meetings were being held, but they required management based on standing agendas and action oriented minutes to direct the issue rectification activity.

A project team structure (as outlined in **Appendix B)** was recommended to Queensland Health.

This team structure incorporated the recommendations made above, and Queensland Health was in the process of implementing this revised structure in the lead up to Pay Cycle 3.

3.2 Payroll Systems

A number of issues related to the payroll systems were identified by the core project team, Districts, the SSP, Payroll Hubs, and Unions (representing feedback from their members).

These issues related to the system performance (speed and capacity), functionality, useability and a number of other system related issues. These issues had been logged in at least five different issues registers managed by:

- the SSP;
- the QHIC Project (the Queensland Health HR Payroll Project team);
- QHEST (Queensland Health Corporate Enterprise Solutions team);
- Queensland Health Information Division; and
- CorpTech.

Information on defects and systems issues was being captured separately in each of these aforementioned issues logs. It was therefore difficult to form a compete view of the systems issues and this was a major weakness. Whilst work was being undertaken to address issues this was not being undertaken in an integrated and co-ordinated way. This therefore impacted on the ability of the team to prioritise activities in these areas and also impacted on communication with stakeholders.

We recommended the establishment of a Payroll Systems workstream to co-ordinate the approach in managing issues from a systems perspective.

There was a need for issues to be captured, categorised, prioritised, and assigned based on one issues log. A process also needed to be developed to ensure that assigned actions and status of the issues were fed back to end users and other stakeholders as to the status of their resolution.

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Following such a process would then allow Queensland Health to better prioritise and direct its activities, and work more effectively with CorpTech to assist in the investigation, prioritisation and resolution of these issues.

One of the key issues noted in relation to the payroll system related to the speed of the system which impacted on processing times and productivity. A range of activities and resolution of these issues were being pursued by Queensland Health in conjunction with CorpTech to improve the speed and therefore the performance of the system..

3.3 Payroll Business Processes

The implementation of the new HR Payroll System changed the process used to roster and pay Queensland Health staff.

A number of key issues were identified in the revised payroll process, including:

- The difficulty being experienced by staff in the plotting, publishing and adjustment of staff rosters. This was contributing to the backlog, and impacted on the fortnightly payroll processing flows.
- The adjustments arising from the legacy Lattice Payroll System and Pay Cycles 1 and 2, and the approach being taken to manage these adjustments, including categorisation, prioritisation and processes for reducing this backlog.
- Backlog from Pay Cycle 1 and Pay Cycle 2. Whilst total backlog was being monitored there was a need for more detailed categorisation of the backlog to better direct effort on payroll adjustments.
- The need for greater clarity of the end to end payroll process to reduce the need for rework, improve speed, and define roles and responsibilities of the areas involved in the payroll process.
- A focus on employees who would receive no or minimal pays in Pay Cycle 3, including identification, case management and reporting that would improve the outcome and experience of affected staff.
- The development of Exception Reports that permit improved visibility of staff that would be impacted by Payroll 3.

We recommended that a Workstream within the project team be established to focus on the identification, assessment and improvement of the payroll business process. This workstream should draw heavily on the payroll staff located within the SSP and the Hubs.

Similarly, we recommended that a workstream should be established to ensure that District input was sought in relation to any analysis and proposed changes to the payroll business process – ensuring that any proposed changes took into account the end user of the system.

We noted that any proposed process changes needed to be evaluated to understand any impact on the performance of the payroll system.

Metrics were being captured in relation to performance of the payroll and we recommended these be extended to include additional performance measures. Suggestions in respect of the

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metrics are included at **Appendix C**. These metrics were being adopted by Queensland Health in the lead up to Pay Cycle 3.

3.4 Communications and Stakeholder Engagement

Whilst we observed that communication processes were being undertaken by Queensland Health in relation to the HR Payroll issues, there was a need for this to be more integrated into the PSP Team, and informed by the progress in managing systems and business process issues. There was also a need to improve the consistency of the approach being adopted across the Districts and Divisions of Queensland Health.

Given the significant number of no pays in Pay Cycle 1 and Pay Cycle 2 we observed significant effort being put into the development and communication of District contingency plans to facilitate local readiness to manage any issues associated with staff reporting no or minimal pay. This included daily teleconferences with District CEOs and Divisional Managers across Queensland Health. It also included regular review at an individual employee level at the District and Divisional level of interim pay reports identifying potential no pays.

We did note opportunities to improve the engagement with the SSP and Payroll Hubs in communicating progress, and seeking their feedback on improvements.

It became apparent that a more integrated approach was required to communicate with the diverse stakeholder groups about the status of activities being undertaken by the PSP Team, and steps being taken to resolve the high priority issues identified.

We recommended the establishment of a People and Support team to integrate the communication, case management and stakeholder management activities.

3.5 Moving Forward – Pay Cycle 3

As at Pay Cycle 3 we believe that Queensland Health needed to:

- Take a strong project management focus with dedicated resourcing to oversee all project activity.
- Take action to better understand the payroll adjustments backlog, and develop and implement strategies to reduce the backlog, based on priorities.
- Develop an improved understanding of the end to end payroll process (to be jointly developed by the SSP and Districts), and look to implement some quick wins to remove key bottlenecks and areas of rework.
- Develop an integrated communications plan to keep all stakeholders notified of status, to more effectively case manage individual employees, and to ensure that there is a focus on feedback processes.
- Continue to engage the Districts to understand their issues, share ideas and ensure processes were put in place to manage issues and provide support to affected employees.

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- Continue to work to identify, log and evaluate the systems issues, and work closely with CorpTech and IBM to ascertain how optimising the performance of the systems may assist in the improvement process.

These recommendations were captured within the recommended project team structure we recommended to Queensland Health (refer to **Appendix B**).

This proposed project structure was designed around workstreams which include the key priority activities. It also included support from a dedicated project management office to support consistency in approach across the workstreams.

Implementation of this structure will facilitate a more integrated and structured approach to managing the payroll system issues.

We provided Queensland Health with recommendations on the metrics which should be used to manage and report on the status of the project. These suggested metrics are included in **Appendix C**.

At the end of Pay Cycle 3 significant work still remained to address the issues which had been identified. Critical to the effective management of these issues was:

- the implementation of a revised project team structure aimed at ensuring greater focus in the activities of the project team, and improved visibility of the efforts being undertaken to address the issues.

- reporting performance against the agreed key metrics to focus and prioritise the team's activities, and provide a valuable tool to assist in communication of progress to stakehodlers.

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4 High Level Observations - Pay Cycle 4

Over the course of Pay Cycle 4 the recommendations we developed, or their intent, were adopted and implemented by Queensland Health.

This Section of the Report provides commentary on the progress made under each workstream of the project, the activity completed and recommendations adopted.

As a general theme we have seen greater focus in activity as a result of implementing the project team structure identified in **Appendix B**.

The current PSP Team structure as at the date of this Report is included as **Appendix D**. The PSP Team structure has continued to evolve as further work is undertaken.

Dependencies are now being more effectively managed, and there are clearer accountabilities in the workstreams. Performance is now also being reported against the key metrics which were identified in **Appendix C**.

Project activity continues to be refined and additional resources are being added to the core PSP Team as required. We continue to see involvement from senior and experienced personnel across Queensland Health, and a willingness to commit the necessary time and resources to address the issues.

Specific feedback under each of the workstreams is provided in the following Sections below.

4.1 Project Management

Actions implemented during Pay Cycle 4 include the following:

- *PSP Team Structure* – a revised project team structure (modelled on the recommendations contained in **Appendix B**) was implemented. This team structure is included at **Appendix D**. This team includes 18 people across the respective workstreams. The PSP Team also includes members of the Queensland Health Executive Team who are involved full time on the project.
- *Steering Committee* – the Project Team reports to a Project Steering Committee chaired by the Director-General of Queensland Health. The Steering Committee also includes senior representation from across Queensland Heath and the Department of Public Works. KPMG and a representative from the Department of the Premier & Cabinet have been invited as observers to this Steering Committee. This Committee meets weekly and is now the overall approval body for all work undertaken on the Payroll Stabilisation Project.
- *Project Management Office* – a PMO function has been established as part of the project team with responsibility for co-ordination of project activity, monitoring and reporting on project activities and progress.
- *Reporting Performance* – performance is reported against the key metrics as identified in **Appendix C**.

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4.2 Payroll Business Process

A range of activities have been undertaken since Pay Cycle 3. These are noted below:

- *Business Process Workstream* – A workstream has been established focusing on the payroll business process. This workstream is also working closely with the District Business process team to ensure that any changes which are made take into account the business requirements of the Districts.

- *Lattice Adjustments Team* – A team has been established to provide dedicated focus on processing Lattice adjustments. This team is utilising resources from across the Queensland Government to provide additional support to the Queensland Health payroll team. Additional options were also being considered to speed up the processing of Lattice adjustments.

- *Additional Staffing* – Additional employees have been recruited to augment the existing payroll team. This team will be trained in the rostering application with satellite operations being established at RBWH to work closely with the District Management to more efficiently and accurately process the rosters. A total of 30 staff have been recruited thus far with more to be recruited over coming weeks. Having this team focused on rostering will allow some of the existing payroll team to focus on processing the Lattice adjustments. It should also be noted that there have been significant increases in the staffing of the payroll function to help implement the new system. (Note: In terms of total staffing in payroll within Queensland Health – in addition to the base payroll staffing numbers of 600, 150 staff who were involved in the project have been retained; a further 68 people have been recruited to assist with stabilisation activities; and the 30 staff noted above have also been recruited to assist in rostering).

- *Ad Hoc Payment Process* – This process has been standardised to facilitate more efficient processing of pays.

- *Rostering* – As noted above, additional staff have been employed to allow more focus on rostering. The ability to efficiently and accurately plot and publish rosters has a fundamental impact on the workflow over the fortnight of the Pay Cycle. A number of process changes are being developed, including a roster template, that will improve roster plotting accuracy and the speed of roster publishing.

- *Metrics* – Standard metrics for monitoring system performance (eg outstanding adjustments and District payroll inquiries) have been developed and implemented.

- *Additional Payroll Expertise* – Queensland Health have drawn upon payroll expertise from other Government Agencies to assist the team undertaking a review of the payroll business process, and to focus on payroll process performance. These people are now embedded within the PSP Team.

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4.3 Payroll Systems

A range of activities have been undertaken since Pay Cycle 3. These are noted below:

- *Issues Register* – The five issues registers have now been combined into one issues register, helping to ensure more efficient management and prioritisation of identified issues.
- *Speed of the System* – CorpTech (and its partners IBM and Infor) have undertaken a range of activities in relation to tuning the performance of the system since go live in an attempt to address the performance and capacity issues being experienced by users. Anecdotal evidence from users indicates that the speed of the system has improved since Pay Cycle 3. Infor have recently provided a report to IBM and CorpTech outlining the key areas of greatest potential opportunity for improvement.
- *Systems Defects* – There are a number of reported defects that need to be analysed and resolved. Changes being implemented to the Release Management governance process within Queensland Health will ensure that prioritisation and status will be better understood and improve communications with CorpTech.
- *Access to Dual Screens* – One of the improvement opportunities identified by Queensland Health was the rollout of dual screens to Payroll staff to reduce the need to switch between applications. To date 171 dual screens have been deployed to payroll staff to allow more efficient access to the systems. Remaining staff will be offered either dual screens or a larger single screen after a full analysis of the system impacts has been undertaken.
- *Functionality* – Changes have been made to the functionality of the system by the vendors to improve issues related to the rostering screens in WorkBrain. These include enhancements to the screen layout that permit users to plot and adjust rosters more accurately by ensuring that the row and column header title information are retained as the screen is scrolled.

4.4 Communications and Stakeholder Engagement

A range of activities has been undertaken since Pay Cycle 3. These are noted below:

- *Integrated communications strategy* – an integrated communications strategy which includes a Payroll Stabilisation Project website; FAQ's; weekly newsletter and targeted approach to managing stakeholders has been developed.
- *Contingency Plans* – Queensland Health has developed contingency plans for each District to ensure that staff who have been impacted by each Pay Cycle have rapid access to funds. An Ad Hoc Payment Process Model for high priority enquiries has been developed to clearly outline a consistent process to support staff requiring immediate payments. This model has also been included in local contingency plans.
- *People and Culture* Support – Representatives from the People and Culture team have been deployed to the Districts to help with the management of issues arising from each Pay Cycle.
- *Web Site* - A dedicated payroll assistance intranet site has been developed provides access to the updated information about the payroll situation and contact details for assistance in Districts and Divisions. A resource kit is also being developed that can be printed in hard copy for staff without access to a computer.

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- *Occupational Health and Safety Assessment* – an assessment of the working environment for payroll staff has been commissioned and is being currently undertaken.
- *Meetings* – key meetings are being held regularly with key stakeholders:
  - *Daily Meetings* – the PSP team meets daily, and this is supported by regular meetings with the District CEOs and Divisional Leaders within Queensland Health. Up to the end of Pay Cycle 4 these meetings were being held daily – they are now being held on alternate days. The purpose of these meetings is to effectively share information on progress, to prioritise activities, to action specific initiatives and to ensure there is an effective integrated response. These meetings are chaired by the Director-General of Queensland Health.
  - *Meetings with SSP and Hubs* – the PSP Team is also now meeting on a regular basis with representatives from the Hubs and SSP to provide an opportunity for input and feedback, and to update the payroll staff on progress. These meetings have proven to be a very useful communication mechanism.
  - *Union Meetings* – regular meetings are held with the Unions representing staff in Queensland Health. These meetings are focused on providing the Unions with updates on progress and the actions being taken on identified issues. They also provide a valuable forum for the Project Team to receive feedback on status.
  - *Steering Committee Meetings* – Meetings of the Payroll Stabilisation Project Steering Committee are held weekly to ensure that the progress, status, metrics and priorities are understood, and that the necessary actions are in place to deal with priorities.

4.5 Moving Forward

Progress has been made by Queensland Health in how the Payroll Stabilisation Project Team is structured and resourced. The project structure which has now been adopted provides a more integrated and consistent approach to the identification, assessment and resolution of these issues. The project structure and its resourcing will need to continue to evolve as further activity is undertaken across the various workstreams of the project.

A balance needs to be struck between evaluating proposed changes to the system and business processes, and taking immediate action. Any proposed changes need to be considered and evaluated by the Project Team to understand dependencies and likely impacts.

As the systems and business process changes being identified by the PSP Team are implemented, we would expect to see this have an impact on the metrics which are being captured and reported by the PSP Team.

Queensland Health employees need to be continually engaged as proposed changes are made to ensure that the impact of these changes are effectively managed. This change management activity will become critical in bedding down any future change, and we have recommended that Queensland Health add this capability to the PSP Team.

The HR and Payroll implementation within Queensland Health is complex. The Payroll Stabilisation Project will continue to require concerted effort from an integrated team to address

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the issues and stabilise the payroll system and payroll business process. Each of the workstreams will need to continue to progress the plans they have developed.

In respect of the PSP Team structure:

- additional capability needs to be included to manage the change management issues (as noted above);
- work will need to continue in respect of working more closely with the Information Division within Queensland Health to ensure consistency in approach in relation to the overall governance of information technology within Queensland Health; and
- the Payroll Stabilisation Steering Committee should have the authority for ultimate approval of any systems and technology changes for the project.

The Payroll Stabilisation Project Team has briefed the Queensland Health Audit Committee (which includes representation from the Queensland Audit Office), and we recommend that the Audit Committee continue to be appraised of progress.

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This report has been prepared as outlined in the Scope Section. The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed.

The findings in this report are based on a qualitative study and the reported results reflect a perception of Queensland Health but only to the extent of the sample surveyed, being the Department of Premier and Cabinet's approved representative sample of management and personnel / stakeholders. Any projection to the wider management and personnel / stakeholders is subject to the level of bias in the method of sample selection.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, the Department of Premier and Cabinet and Queensland Health management and personnel / stakeholders consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this report have been formed on the above basis.

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Third Parties acknowledge that they are not a party to the engagement letter dated 12 April 2010 whereby KPMG has been engaged by the Department of the Premier and Cabinet to undertake a review of the Queensland Health HR Payroll Implementation, and to report its findings to the

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A Appendix A – Project Terms of Reference

Department of the Premier and Cabinet
Review of Queensland Health Payroll Implementation

Project Terms of Reference

1. Context & Background

The Project

Queensland Health has historically used the Lattice system to meet its rostering and payroll requirements. Queensland Health was notified that the Lattice system would no longer be supported, and in conjunction with the planned whole-of-Government move to SAP payroll, a decision was taken to implement a new payroll solution – SAP for payroll integrated with *WorkBrain* rostering solution.

A project team was established and has been working on the design, development and implementation of the new solution – with a team including Queensland Health, CorpTech, IBM and SAP.

Implementation

The new system went live on 23 March 2010.

Queensland Health pays approximately 74,000 staff in an average fortnightly pay cycle. Each pay cycle is made up of approximately 200,000 transactions. Leading up to each pay cycle, 3,000 – 4,000 adjustments are typically made on a daily basis to previously inputted pay data, covering changes relating to shift work, allowances, and on-call work etc.

Due to the cut over from the old payroll system to the new pay system, there was a significant decrease in the time available to input pay adjustments, leading to a backlog of approximately 26,000 adjustments prior to pay cycle 1 commencing. As a result approximately 7% of the pay run's value was affected, including 1,800 staff that received little or no pay.

The Department of Premier and Cabinet is now seeking external advice regarding the status of Queensland Health's capacity to meet expectations for the delivery of significantly improved outcomes in pay cycle 3 and the conduct of a broader post implementation review of the project.

2. Proposed Scope & Objectives

The purpose of the Project is to provide an independent review of the implementation of the new Queensland Health Payroll System.

The scope for this project will include the following stages:

3. *Readiness for Pay Cycles 3 and 4* – consider and challenge the processes, procedures and metrics being adopted by Queensland Health to ensure that Pay Cycles 3 and 4 (under the new system) proceed within a acceptable range of accuracy and timeliness for

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a payroll of this scale and complexity – (from both a process and technology perspective). Provide advice on the most appropriate project governance and management arrangements in the short to medium term.

4. *Post Implementation Review of Qld Health Payroll Implementation* – undertake an independent profile of the project, covering:
    a. Project governance and management – including project team management; project communication; vendor management; roles, responsibilities and accountabilities, including the appropriateness of certification by all parties to rollout made in March 2010; planning; monitoring; risk management and project documentation
    b. Systems design and technology support– including system design; retesting; data management; implementation go-live readiness
    c. Change management and business readiness – including change management and business process/IT system alignment; business communication; training; end user expectation and involvement in IT systems design
5. *Advice on Implications for broader whole of Government implementation of the proposed solution* – informed by the results of the previous stages and the lessons learned; provide advice on improvements that can be made to the planning and management of payroll system implementations in other Queensland Government Departments.

3. Project Governance

Overall responsibility for the project will reside with the Department of the Premier and Cabinet, with the Director-General Chairing the Project Steering Committee. The Directors-General of Queensland Health and the Department of Public Works will also be members of the Project Steering Committee as will the Deputy Director-General (Governance) Department of the Premier and Cabinet and the nominated Project Director.

A Reference Group comprising senior management of the Department of the Premier and Cabinet, Queensland Health, the Department of Public Works Committee and CorpTech will be established to provide support to the project.

External Consultants will be appointed to source and analyse data, processes and procedures, and to provide an independent, accurate and robust view of past and present Queensland Health actions to the Steering Committee.

Consultation to occur with all relevant stakeholders as required.

4. Timeframe & Key Milestones:

An update on the status of Stage 1 is to be provided by close of business on Thursday 15 April.

The timeframes for completion of Stages 2 and 3 of the project are to be negotiated between the Director-General DPC and the External Consultants.

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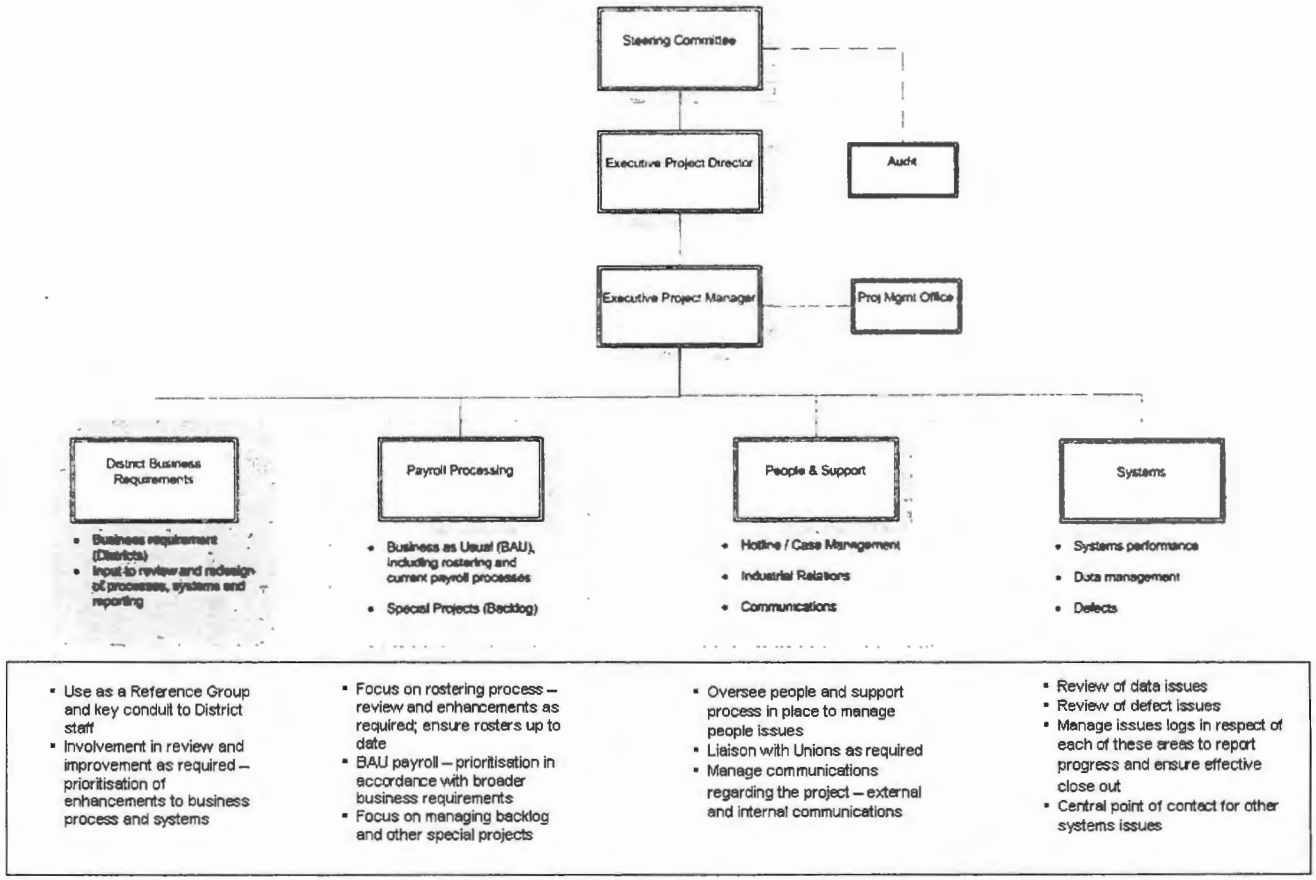
B Appendix B – Proposed Project Team Structure

Queensland Health – Payroll Stabilisation Project Team **DRAFT**



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C Appendix C – Proposed Metrics

Backlog

- Current pay period
- Prior Pay periods
- Lattice

Hotline performance

- Number of calls by category
- Average wait times

Payroll queries

- Category of queries and resolution status

Rosters

- Roster status – received, plotted and sent
- AVACS to be processed

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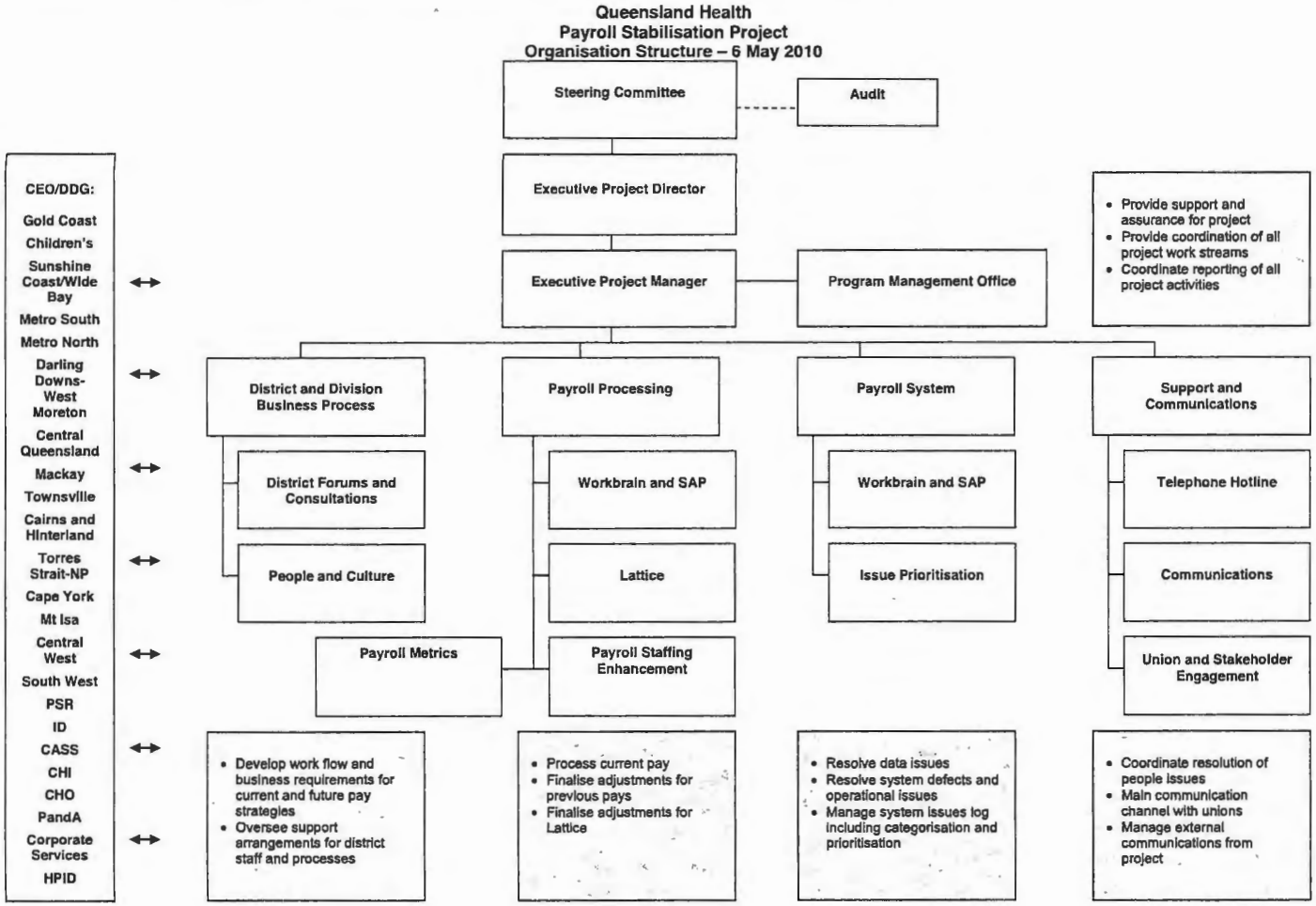
D Appendix D – Payroll Stabilisation Project Team Structure



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B

DASHBOARD REPORT

For the Period 22 June to 28 June *2010*

Project	Manager	Executive	Planned Start	Planned Finish
Payroll Stabilisation Project (PSP)	Terry Mehan	Michael Walsh	19/4/2010	14/7/2010

GOAL
To stabilise the payroll system and transfer back to the business owner as soon as possible.

STATUS						A
Phase	Implementation					
Schedule	Budget	Scope	Quality	Issues	Risk	Team
G	G	G	A	A	A	G

HIGH PRIORITY ISSUES				
Priority	**Issue Name**	**Current Strategy**	**Enhancements**	
High	Adhoc payment timing	Processed centrally	Process moved back to pay hubs – Cairns, Townsville, Rockhampton and Corporates.	
High	People getting no pay	Established no pay trial run process to identify people not getting pay	Improve management of contract extensions. Numbers have stabilised at around 200 per pay.	
High	People getting low pay	Employed more people to get through more adjustments Established low pay reports attached to the trial pay run process	Townsville adjustments backlog transferred to Brisbane. Central movements centre established and now has 45 staff. New suite of management reports developed and being implemented to assist line managers identify issues.	
High	Roster Quality Rosters have many inaccuracies.	Established central roster centre Pilot Roster Kiosks: RBWH and RCH and TPCH	Move rosters from Cairns and Rockhampton to roster centre. Team established at PA Hospital.	
High	Rosters not published soon enough	Set and monitor targets for roster publishing time frames – 90% by day 5 and 100% by day 8. Roll-out dual and larger screens. Additional Staff	Additional staff Reallocate CSO staff to BOP work as more CSO's employed and trained. Screen roll – out undertaken.	
High	Payslips complexity	Payslip interpretation posters & DVD Develop code list with explanations Training of pay staff to provide some payslip interpretation	Mini Payslip project now established in Systems Team. Glossary of codes published. Phillips group engaged to provide more clarification around payslips including simplifying glossary. Consolidated time and earnings report being prepared.	
High	Lattice Backlog	Dedicated LATTICE Backlog Team to complete all outstanding adjustments by mid June	Lattice backlog completed by 9 June with the exception of 1562 negative adjustments.	
High	New system adjustment backlog	Additional payroll staff commenced – total payroll staff now 850. Commence development of through-put counting – approx 4000 . movements come in per week day.	Greater clarity on backlog and clearance rates. End of financial year impact (including system closure) will increase workload.	

Priority	Issue Name	Current Strategy	Enhancements / Progress	
High	New system needs to be more efficient	Established central issues register and implemented system enhancements.	Continue to identify and implement enhancements.	
High	Greater District connection to Payroll	Pilot Roster Kiosks: RBWH and RCH and TPCH	Draft business model noted at Steering committee meeting of 15 June and implementation commenced including appointment of transition manager.	
High	Work flow needs to be more localised	Pilot Roster Kiosks: RBWH and RCH and TPCH. Established local connections between hubs and districts – Ipswich, Meadowbrook.	Pilot Roster Kiosks: RBWH, RCH, TPCH and most recently PAH.	
High	Need for Communication on progress on fixing the system	Established project and established regular meetings and a website. Regular Updates	Statewide information and consultation forums held in all districts and corporate areas.	
High	Address QIRC requirements.	Address key concerns including no financial disadvantage, reconciled pay slip information and process for recovery of overpayments.	QH attended QIRC on 17 June. No disadvantage, consolidated printout of pay information, additional payroll support and overpayments issues all progressing.	
High	Need for Communication on Tax, super and end of financial year.	Developed FAQ's and put on website	Finance is addressing tax information, overpayment recovery process and reimbursement of costs incurred process.	

MILESTONES
(Last and next period)

Milestone Detail	Baseline Finish Date	Current Finish Date	% Complete
Prior Period Backlog: Reduce the backlog from prior pay periods and BOPs to nil by 13 June.	13/6/10	30/7/10	40%
Lattice Backlog: Eliminate lattice backlog excluding negative adjustments by 13 June.	13/6/10	13/6/10	100%
Business process / KPMG: Undertake forums to provide staff with the opportunity to expand on issues.	29/5/10	10/6/10	100%

KEY ACTIVITIES
(Next period)

ID	Activity Name	Baseline Start Date	Baseline Finish Date	Current Finish Date	% Complete
A1350	Redesign work flows to address processing flow problems	3/5/10	10/5/10	30/6/10	60%
A1720	Develop tools and strategies to improve understanding of payslips	19/4/10	30/6/10	30/6/10	70%
A1740	Identify impact on staff health	27/4/10	30/6/10	30/6/10	80%

VERY HIGH & EXTREME RISKS

Risk	Risk Event	Approx. Date	Treatments	Status
Very High	Experienced payroll staff resources	30/6/10	Additional recruitment and training to ease workload	A

Last Status Update: 7 June 2010 By: PMO

C

Queensland Health

Payroll Stabilisation Project

Queensland Government

UPDATE

12 May 2010 - Update on payroll system issues progress

New central issues management process

An Issues Manager has been appointed by the Payroll Stabilisation Project to coordinate and report all payroll implementation issues relating to payroll processing, the payroll system, and the way the department's processes are coordinated and communicated across the business.

The Issues Manager coordinates a central issues register and a team of case managers who are each responsible for managing every issue from registration through to resolution.

Centralising the management of issues enables the team to identify how widespread the issue may be, the level of priority it should be given in comparison to other issues identified, enables the status of the issue to be tracked, and allows feedback to be given to the appropriate people.

This new streamlined process is designed to expedite the registration, resolution and feedback to staff and stakeholders regarding all system and processing issues. The new central register will capture and manage all payroll system and processing issues. However, it does not replace the way individual staff payment issues and payroll staff issues are registered.

Staff experiencing pay issues should continue to contact the appropriate person in their District to escalate issues. Payroll hub staff should continue to register their issues through the SSP Service Desk or via their line manager.

The new central process is the avenue through which Queensland Health managers and external stakeholders including all Union representatives are asked to register all payroll system and processing issues.

The project team has developed these three separate avenues for registering issues to ensure they are captured effectively:

1. Individual staff receiving incorrect pay should continue to escalate their issues with their line manager, key District contacts for assistance, via the payroll assistance hotline or the online Self Service Centre
2. Payroll staff should continue to register systems and processing issues via the SSP Help Desk or with their direct line manager
3. Queensland Health managers, external stakeholders and Union representatives should use the following email address to register all issues.

A flow chart detailing this process is attached for your records.

It is requested that all union officials email issues to the central team's new issues email address:

PSP_Issues@health.qld.gov.au

Email I: PSP_Communications@health.qld.gov.au if clarification of this update is required.

Queensland Health

Payroll Stabilisation Project

Queensland Government

UPDATE

The central issues process is as follows:

Step 1: The Issues Manager will monitor all emails and acknowledge receipt within two working days.

Step 2: The Issues Manager will then allocate the issue to a case manager for resolution.

Step 3: Initial feedback on progress and action will be provided by the case manager or the Issues Manager to the person who registered the within five working days of the acknowledgement of the issue.

If you have any queries about this process please email: **PSP_Issues@health.qld.gov.au**

Systems performance
A series of system changes have been made to improve the speed, capability and usability of the system. Payroll staff are starting to see a change in the speed of the system. In order to verify that the system's speed is improving, a series of stopwatch tests have commenced to check the speed around key functions.

Dual or larger computer screens
Queensland Health is rolling out dual or larger screen options to staff in all payroll hubs across the state.

Payroll staff indicated that dual screens or larger screens would make it easier to work. The two screens mean payroll staff can see and access support data such as spreadsheets and email systems at the same time as Workbrain or SAP. Larger screens are making it easier and quicker to plot rosters.

To date 171 extra screens have been rolled out across the state. Feedback from this first phase has been very positive. All payroll staff are being provided with the choice of either dual or larger monitors.

The roll out of screens will occur in two stages. To expedite the rollout, stage one will be a bulk order process in collaboration with payroll managers. The second stage will enable individual payroll staff to order their own screens if required. A special process will be set up so that these requests are monitored and actioned on a priority basis by Information Division. Staff will be informed when this stage is available.

The attached directions for ordering screens was sent to all payroll managers on 7 May. Also attached is complete update on the system and process issues raised by Unions on behalf of payroll staff since the system went live.

The following table represents the distribution of the initial 171 screens.

Numbers	Payroll hub	Numbers	Payroll hub
37	Herston	16	Nambour
47	Chermside	13	Rockhampton
2	Mt. Gravatt	9	Cairns
1	Gold Coast	11	Townsville
15	Meadowbrook	9	Ipswich
2	Caboolture	9	Toowoomba

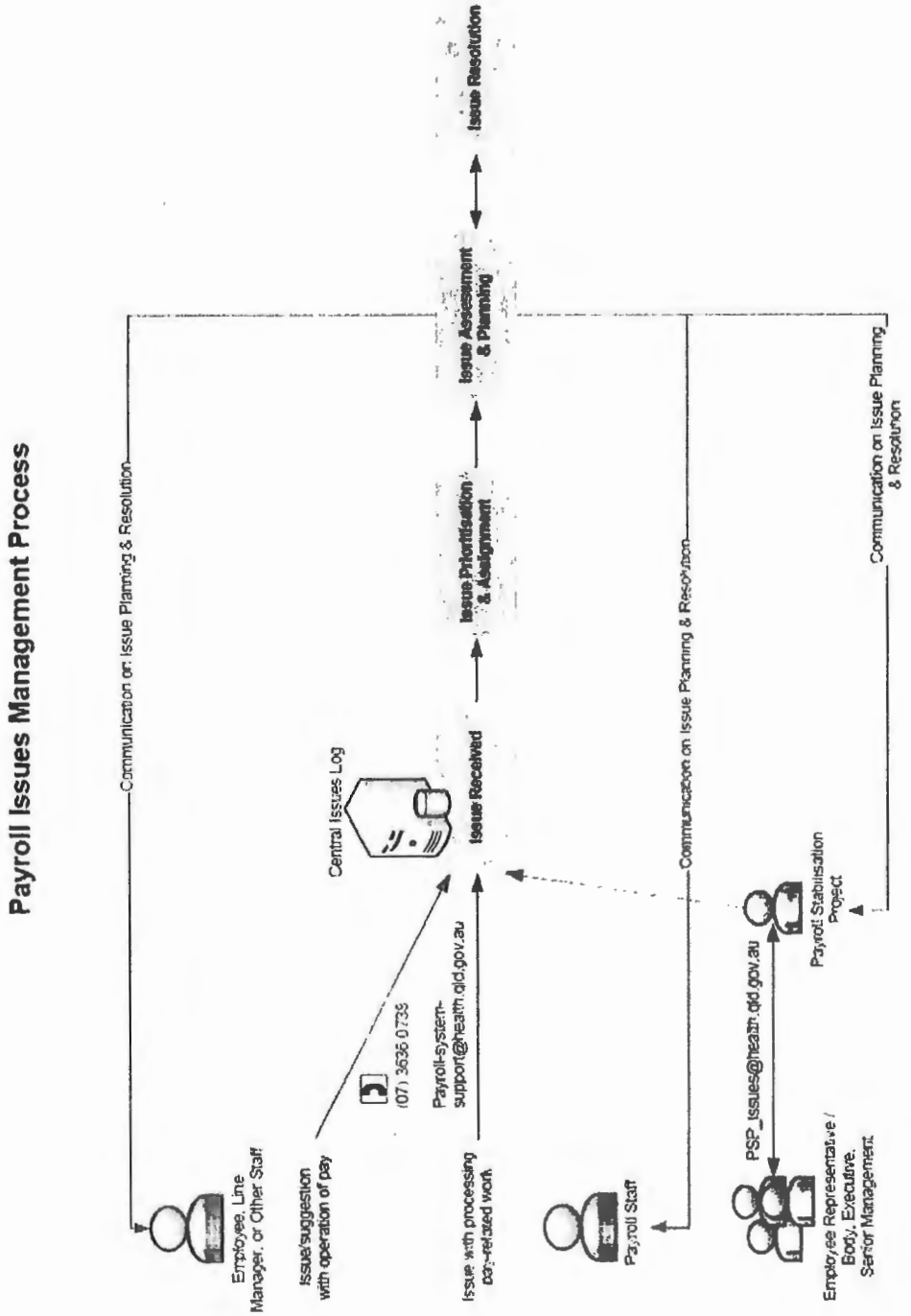
Email I: PSP_Communications@health.qld.gov.au if clarification of this update is required.

Queensland Health

Payroll Stabilisation Project

Queensland Government

UPDATE



ID	Status	Assigned To	Issue Description	Notes	Process, System of Fixed	Product	Escalated to	Issue Severity	Application	Assigned To (Technical)	CorpTech Ref Number	Responses
0002	Assigned	CorpTech	On one AVAC there could be different changes listed eg On Call, Leave, change of shift hours, recall. These cannot be done in the one screen. On Call and shift changes are done in MVS, leave is done in the Leave Request Screen and recalls are done in the timesheet. Very time consuming. It would be quicker if they could all be done on the one screen.	MVS	System			4.Low	Workbrain	Cathy Sparks		27/04/2010 Cathy Sparks: Different functionality is provided on different screens in Workbrain. There are two ways to address this issue: 1. Suggest business processes be reviewed with the intent to streamline actions required by processors. 2. A processor can open a second session of Workbrain and have, for example, Leave Application in one window and Timesheet in another window. They can then process different types of changes without having to continually move from one area to another.
0009	Assigned	CorpTech	Changes made to team 70069627 during pay period 70069627 in the MVS. Publish Roster returns the message publish failed and the information does not flow into the timesheet. Please raise a query and escalate to Corptech and SWOT for investigation and followup as required. Changes were made for employee 00201541, 00177921 & 00170533	MVS	System			2.High	Workbrain			
0011	Open	CorpTech	Issues: IBM WebSphere (DataStage) Application internal corruption	Interface	System			1.Critical	Workbrain			
0012	Open	CorpTech	INT: Interface Results Listing Report enhancements	Interface	System			1.Critical	Interface			
0014	Open	CorpTech	The other scenario is when Doctor's / HP's are stood down on a public holiday or on PHNR, and placed on 24 hrs call. They expect to receive payment as; - 24 hrs at on call rate + 8 hrs stand down or public holiday not required to work. The system will not allow payment for the on call over the shift (stand down or PHNR)	Payrules	System			2.High	Workbrain			
0017	Open	CorpTech	>>> Damon Atzeni 22/04/2010 4:58 pm >>> There appear to be some significant issues with the testing environments that we are meant to be using for Stacks testing. No one seems to be addressing this and we are having to take issues into our own hands. Synching of data and pay cycles again. Unfortunately the data has so many errors in it that the testing results many be incorrect with no knowledge if it is system or data causing the fault. This needs to be escalated as we have 7 days and little time to waste. See concerns from Meghan and Stephen below. Regards Damon Atzeni	Testing	System			1.Critical	Workbrain			
0020	Open	CorpTech	Need the ability to search and locate names from the leave request module	Leave	System			3.Medium	Workbrain			
0022	Open	CorpTech	'Time Evaluation Errors do not appear on the Payroll Distribution report (ZQH_A_PAYROLL_DISTRIBUTION_REPORT)	Report	System			3.Medium	SAP			
0023	Open	CorpTech	'Problem: The ALCS function within the paycalc program was not rejecting the erroneous data as it should be doing and produce an error but created a short Dump and did not process all the employees in the payrun batch. Solution: Enhance the ALCS function to handle the exception caused when the erroneous data is encountered. WB should also be looked at to see if the erroneous data can be stopped at its source.	ALCS	System			2.High	SAP			
0024	Open	CorpTech	'Due to faulted module "GSkit", the IHS servers are crashing and self recovering within 2 minutes from time to time. Depending on the system work load, the servers can crash up to several times a day. IBM have supplied a support fix but both HIS servers need to be taken down for 1.5 hours (7 days apart) to allow the fix to be applied. BUSINESS REASON for CHANGE: To enable QHSSP to continue processing without interruption.	Performance	System			2.High	Workbrain			
0028	Open	CorpTech	'Problem: The attached two payslips show a discrepancy, the first one - a simulation run yesterday shows correct details in relation to 18/3 - 8 hours. The second one - sent to the Employee shows nil against 18/3 - however the payment and total hours are correct!! Just thought would flag this - as could be a drama for other employees, causing unnecessary queries. Solution: Rectify the payslip interface to display the correct amounts.	Payslip	System			2.High	SAP			
0029	Open	CorpTech	'Problem: Queensland Health Payroll Deduction files for Wage Types 4A09 and 4A10 seem to have been rolled together. Solution: Change the Standard Offer Payroll Deductions Disbursement program so that each entry in the disbursements table is used as a control break. The report currently collects deductions based on the first 25 characters of the symbolic account description, which is not unique enough in some circumstances.	Deductions	System			2.High	SAP			
0031	28	CorpTech	Off cycle interface files not transferring from WB to SAP An issue has been identified this morning with off-cycle interface files which requires urgent rectification. An existing issue was raised yesterday regarding the off-cycle interface process (which transfers the WB files to SAP between interim payruns) not running this fortnight, however it was expected that these files would transfer to SAP during the interim payrun which ran last night. These files have NOT been transferred and are not visible using transaction ZHR_QH_IFACE_FILES. These files need to be located, transferred to SAP and processed through the adhoc interface as a matter of urgency. Since this is not occurring SSP are unable to finalise any Terminations or resolve cat6 errors from WB.	Interface	System	Interface		2.High	Workbrain			

0033	Open	CorpTech	'Work Detail Import from WorkBrain (CWP) to SAP (HEP) have intrinsic 'has key' issues.	Interface	System	Interface	2.High	Workbrain
0034	Open	CorpTech	'RFC:- Apply Support Stacks to Stack Level 22 and supporting CRT's to SAP for financial year 2009/2010. To be developed in the Release Landscape and co-ordinated with the woG NS5 stack release plan.	Configuration	System		2.High	SAP
0036	Open	CorpTech	'Two Job Monitoring Alerts are to setup within the oracle alerting tasks: Job 1: Job 203 - Payroll File Transfer Job 2: Job 205 - Leave Balance File Transfer	Interface	System		2.High	Workbrain
0037	Open	CorpTech	'Availability Report requires SQL query optimisation. This is expected to stop the report from timing out. Example occurrence: Users at Caboolture pay office are attempting to run a Workbrain Availability report for Selected team 70064554MEDMGT. Date default. Red block does not animate, report says running and then times out. Business Reason for change: Enables Availability Reports to be generated and sent to Line Managers so that they can see who is availabl to work vacant shifts.	Report	System		2.High	Workbrain
0039	Open	CorpTech	'Workbrain Publish button not being activated on a roster change Schedule Team view in MVS is not displaying schedule compliance violations, which prevents the publish button from being activated when a roster is changed. Business reason for change: To enable QHSSP to publish rosters correctly and efficiently	MVS	System		2.High	Workbrain
0040	Open	CorpTech	'Job ZHR_D_WB_EMPTYFILES_CCNTR cancelled due to a blocked cost centre. This cancellation prevented other jobs continuing in the job stream due to an superfluous step included in the job chain. This step is required to be removed from the job chain to prevent the job chain from preventing subsequent jobs from processing.	Interface	System		2.High	SAP
0041	Open	CorpTech	'USERS UNABLE TO GET INTO WORKBRAIN We have had all users in North Qld and Ipswich pay hubs lose access to Workbrain, they are not then able to log back in. A similar problem in Far North Qld with sessions timing out. Ipswich staff have reported an error code of 10822 Business reason for change: The change is required to ensure only the selected team's hierarchy is shown, this will limit the size of the list to display. It is still possible for this error to occur if the user selects teams across multiple team structures, where the selected teams are at the lowest level of the hierarchy. To prevent this, it is suggested the user's only select teams across a maximum of 5 base team structures	Performance	System		3.Medium	Workbrain
0042	Open	CorpTech	'Change to Long Service Leave Central Scheme Levy. The LSL Levy is increasing as of 1/7/2010 from 1.75% to 2.1% gross salaries. Legislative change to LSL scheme levy	Configuration	System		2.High	SAP
0043	Open	CorpTech	'Overnight import from SAP to Workbrain failed on 6 employees with the following message; com.workbrain.util.NestedRuntimeException: java.sql.SQLException: Current thread has not commited in more than [900] seconds and may incur unwanted blocking locks. Please refactor code to commit more frequently. while executing SELECT /*+INDEX(EMPLOYEE_S To resolve this we need to update the HR Support security group to enable updates to ; Wbitran_status within maintenance form 431 - edit/act access to this field Wbimp_status within maintenance form 433 - edit/act access to this field In the interim a user with system admin access can resolve this. Business Reason for Change: Required to enable HR Support Security Grp to support business critical payroll processing.	Interface	System		2.High	Workbrain
0046	Open	CorpTech	'The Trigger Logic for Pay Rule 10651 needs to be amended to resolve the following issue: We have operational staff who are entitled to the Mental Health allowance and when processing this in the timesheet it does not appear to be calculating a payment for the allowance. Business Reason for Change: Employees will be incorrectly paid if change not made.	Payrules	System		2.High	Workbrain
0047	Open	CorpTech	'Add program REINTCHECK to role ZEC.PA.PAY.AD.C4QH-PA3600.S Add transaction S_PH0_48000128 (program: REINTCHECK) to role ZEC.PA.PAY.AD.C4QH-PA3600.S	Interface	System		2.High	SAP
0048	Open	CorpTech	'Incorrect Pay Scale Group Configuration for SO and SES. Configuration changes as per the attached spreadsheet needs to occur to rectify to ensure correct payment to affected employees.	Payrules	System		2.High	SAP
0050	Open	CorpTech	'Problem: When a RDO employee takes LSL, in addition to the leave taken wage types 7L**, there are additional wage types being generated for the related RDO components. Two problems were found in pay period 20: 1. The LSL claim on-cost were understated as on-costs were not calculated on 6Z65/6Z24. 2. Program YPY_AU_LSL_CENTRAL_SCHEME_REP should include wage type 6Z65, 6Z64 under the 'Amount Paid' column. Resolution: Wage type 6Z65, 6Z64 needs to have cumulation class 91 turned on for accumulation to /191.	ALCS	System		3.Medium	SAP
0051	Open	CorpTech	'The identified roster appears 'locked' when I attempt to access it in the RLF but when entered by the 'locked user' it returns a result of already published Business reason for change: Users unable to access team roster in RLF.	RLF	System		3.Medium	Workbrain

0052	Open	CorpTech	'Discrepancey with SAP NRG5.7 pay rate as slightly higher than Lattice was configured to pay. Lattice was $33.9908 an hour and SAP is paying $33.9921. The award rates on Paris states that the fortnightly rate is $2,583.30 but in the basic pay screen in SAP it shows $2583.40. The annual salary in Paris states $67,396.00 whereas in SAP in the basic pay screen it states $67399.10. 1. Correction to Pay Scale rate: NRG5.7, NRG5A.7, NRG5AP.7, NRG5P.7 From: 2,583.40 To: 2,583.30 Date of effect 01.04.2009 - 31.03.2010 (SIMS # 847273) 2. Pay Rate for Nurse Grade 9 (increment 1) configured lower in SAP than the Nurse Agreement indicates. Correction to Pay Scale rate: NRG9.1 From: 3,851.90 To: 3,951.90. Date of Effect 01/04/2010. (SIMS # 852799) 3. Pay Rate for Nurse Grade3 (increment 1) configured lower in SAP. Correction to Pay Scale rate: NRG3.1 From: 1,722.10 To: 1,722.20 Date of effect: 01.04.209 - 31.03.2010 (SIMS # 853797) 4.Radiation Therapy Allowance configured incorrectly in SAP. Correction to DHSEA-Radiation Therapy Allowance 2C16 From: 223.81 To: 242.09 (SIMS # 849696) 5. HP Employees currently receiving the HP Physicist Retent Pay allowance is not paid correctly this should be the same as Radiation Therapy Development. Correction to HP Physicist Retent Pay allowance - 1Z08 From: 223.80 To: 242.09 (SIMs # 853794)	Configuration	System		2.High	SAP
0053	Open	CorpTech	Employees that have a temp to casual movement in period 20.2009 and now the casual movement has been removed in period 21.2009 (so they remain as a temp). This causes an unwanted diff calc when period 20.2009 is recalculated in 21.2009. There is no rate change but ALCS thinks there is because master data was deleted. We don't want the 0xB0 WT which appears in the RT for 20 in 21.2009 Correction: ALCS function reads ORT and takes the last WPBP split rate , which is the 24.2245 , a further check is needed on the (4) which will tell it that its a casual and it should look for the the (3)	ALCS	System		3.Medium	SAP
0055	Open	CorpTech	'Employees in Workbrain who have splits in their Employee-Job table entries that occur in the middle of the fortnight cause RLF not to load the employee. Business reason for change: Employees not able to have shifts assigned via RLF.	RLF	System		3.Medium	Workbrain
0056	Open	CorpTech	'Part 1: - Include column to store name of generated error file, add status indicators (Traffic light icons), add more file handling options to allow individual files to be managed. Will require change to work instructions Part 2: Enhance inbound interfaces to use 'holding table' to store data that will allow individual records to be managed, enable investigation comments to be entered and saved. This is essentially a complete rewrite of the Interface Status Report program so that a variety of management facilities can be provided. Also need a review & change of current procedures and work instructions Part 3: Change Interface File importing so that if an MD5 checksum is not found the whole interface will skip the file and not stop with an exception error. To enable HR Apps, WB and SSP to manage adhoc interfaces better - by being able to identify employees that have failed records and to improve resolution times to adhoc payments are not delayed	Interface	System	Interface	2.High	SAP
0057	Open	CorpTech	'RLF code requires updating to handle additional usage scenarios. RLF is unable to handle changes to employee attributes (job and team) between consecutive roster reloads. Business reason for change: Users are unable to use the RLF for the entire team when one employee has changes to job or team. Issue with RLF crashing with employee moves teams of jobs before the roster has been submitted into MVS. This ticket will also be used to: 1. Remove a System.out used in action.jsp 2. Catch error when loading employee schedule, and log emp id and date that failed 3. Remove Servlet Exception wrapping in action.jsp, this enables errors to be tracked easier as the line of code that failed will be displayed	RLF	System		3.Medium	Workbrain
0059	Open	CorpTech	'For each Employee Group/Employee Subgroup/Workcontract combination, there is a yes/no field to indicate whether the employee accrues RDOs. This is passed from SAP to WB. Need to change the following entries from a "no" to "Yes": EG Employee Group ESG Employee Subgroup WC Work Contract K FT - Perm Cont Shift 9L Nse QPHS-D-SRN 9E 5S-RD L FT - Temp Cont Shift 9L Nse QPHS-D-SRN 9E 5S-RD	Configuration	System		2.High	SAP
0060	Open	CorpTech	'Change FICO postings so that date&time is captured. Also looking at ways to set description on FICO postings so we can distinguish between Ad-hoc posting runs and Interim Runs and Final Runs.	Costing	System		3.Medium	SAP
0063	Open	CorpTech	'Validation for Idocs generated for Temporary employees is to be enhanced so that missing information is being detected better. To ensure that invalid records are not sent to WB	Interface	System	Interface	3.Medium	SAP
0064	Open	CorpTech	'Change rule ZAQH so that the hours recorded for these 2 specific absences are added back to current accrual balance for ALCS calculations. 25 employees affected in last pay. ALCS calculated incorrectly when absence types 7W04 or 7W07 recorded.	ALCS	System		3.Medium	SAP
0065	Open	CorpTech	'Change frequency of CPS job from 2 hourly to 1 hourly. To get off-cycles into SAP more frequently.	Interface	System	Interface	3.Medium	SAP
0068	Open	CorpTech	System limitation on managing staff on higher increments	Increments	System		3.Medium	Workbrain

			>>> Pierre Pienaar 23/04/2010 7:48 am >>>
			Hi
			I will discuss the issue with Corptech (Jane Stewart and Nicola Stubbings) and IBM (Mark Dymock and Kathy Squires) early today to find the best resolution. If we can not find a technical solution for the UAT environment the other option is to combine the IBM and QHEST effort in the system test environment.
			Regards
			Pine
			>>> Damon Atzeni 22/04/2010 4:58 pm >>>
			There appear to be some significant issues with the testing environments that we are meant to be using for Stacks testing. No one seems to be addressing this and we are having to take issues into our own hands. Synching of data and pay cycles again. Unfortunately the data has so many errors in it that the testing results many be incorrect with no knowledge if it is system or data causing the fault. This needs to be escalated as we have 7 days and little time to waste.
			See concerns from Meghan and Stephen below.
			Regards
			Damon Atzeni
			Business Lead
			QHIC Project, QHEST								

0080	Open	CorpTech	041 973 6151	Testing	System		3.Medium	Other			
0095	Open	CorpTech	Psych nurses are entitled to a paid meal break. system defaults to non paid meal break and people have to adjust each break manually. can this be automated?	RLF	System		2.High	Workbrain			
0128	Assigned	CorpTech	The MVS does not show at the same time ~ employee number and name. We have rosters where there are 2 people with the same first initial and last name. We cannot identify them easily. We also have employees who have two positions within the same team (002 and 003) and we cannot identify easily how to put their shift onto the correct position.	MVS	System		4.Low	Workbrain		863468	Corptech response: We are adding system improvement requests into a database for actioning when the system has stabilised. We will include this item in that database and it will be considered once the system has stabilised. 21/04/2010 Cathy Sparks response: There are two approaches to this issue. 1. first need to address this with training/comms to alert processors to fact that errors can be made rostering employees using Display by Name, particularly with Concurrent Employees. Suggest Display by Employee ID to avoid confusion. Also training Comms to Roster Officers/Line Managers to ensure they provide details of Personnel Assignment Number not Person ID on AVACs/Rosters so that processors do not make these mistakes. 2. SIMs raised for consideration that in MVS Display by Name can include Emp ID also
0138	Assigned	CorpTech	When data is entered it doesn't appear to be passed to SAP on a consistent basis. Sometimes the info is not forwarded on so staff are not being paid. On a number of occasions we have received complaints of no-payment. We check workbrain and all information is there, but the staff haven't been paid.	Interface	System		2.High	Interface	Cathy Sparks	RFC-a3041 RFC-a3060 RFC-a3091	22/04/2010 Cathy Sparks: Various System Interface issues are being investigated by Corptech as per RFC numbers above. In addition to that, it has been identified that processing related to Temp employees with Separation dates in the system has caused data interface issues. This has been identified and will be addressed by SSP with Training Alerts and other Communications to processing staff.
0142	Assigned	CorpTech		Configuration	System		3.Medium	Workbrain	Erin Railton		
0149	Assigned	CorpTech	* Unable to easily print off pay-slips. We have to do a screen dump from work brain, go into Excel and paste the copy, manually change the margins then print. Sometime it can take unto 5 or more minutes to print depending on the volume going to the printer. In one pod of 4 people only 1 person can print off payslips.	Payslip	System		2.High	SAP	QHEST	853726	23/04/2010 Cathy Sparks: This has been logged with Corptech and is currently being investigated. *Once this defect is fixed, printing payslips will not be an onerous task* and current workaround will then not be required.
0151	Assigned	CorpTech	* Processing time in lattice was 5 minutes for some tasks; these same tasks are now taking up to 20 minutes to perform.	Performance	System		2.High	Workbrain	QHEST	856652 860018 866050 857764	Corptech: A number of system changes have already been made to improve the system performance. There are additional initiatives being undertaken to improve it further. We are appointing additional Workbrain technical experts who will be able to make further recommendations. 23/04/2010 Cathy Sparks: Defects related to slow processing time in Workbrain have been logged with Corptech and currently being addressed. A number of fixes have already been put into production which has improved performance since go-live but additional improvement is still required.

0155	Assigned	CorpTech	Leave Request - To delete leave you have to delete each day individually.	Leave	System		3.Medium	Workbrain	QHEST		25/04/2010 Cathy Sparks: This issue applies to Migrated Leave only. The way the system handled migrated leave was to put it in one day at a time so to delete the leave it must be deleted one day at a time. Normal leave applications are appear as a span of time and can be deleted in one process. Suggest an improvement to the system would be to allow multiple check boxes to be selecetd when in Leave Cancellation form. Not only would this address the issue of migrated leave but would decrease processing time when Future Leave must be cancelled during the termination process. Changes to Migrated leave will continue to be an issue for quite a number of months and leave that is over many days/weeks/months has a significant impact on processing time when it must be deleted day at a time.
0165	Assigned	CorpTech	System availability – On occasions staff have changed their schedule around, cancelled plan to come in and work overtime only to find that when they come to work, the system was unavailable.	Performance	System		4.Low	Workbrain			A process to communicate planned downtime is being developed to ensure all staff are aware of these outages.
0169	Assigned	CorpTech	MVS - Every time a change is made to one employee the whole roster has to be published. Maybe it would speed up the process if there was the ability to just publish the one person instead of the whole unit.	MVS	System		4.Low	Workbrain	QHEST	863487	25/04/2010 Cathy Sparks: Present functionality allows for all changes for whole team to be published at one time. This can be done one week at a time in Employee View or for 4 weeks at a time in Scheduled Team view. Suggest system functionality would be improved by allowing publish option for a designated employee rather than whole team. This would resolve the issue of Schedule Compliance warnings having to be approved for the whole team before publishing changes to just one employee and would also improve processing time.
0170	Assigned	CorpTech	Leave Request - Very time consuming. If multiple leave days taken eg RDO Monday RL Tuesday, once first leave has been entered you have to wait until this is processed before you can process another day. Sometimes this can take several minutes	Performance	System		2.High	Workbrain	QHEST		25/04/2010 Cathy Sparks: Defects related to slow processing time in Workbrain have been logged with Corptech and currently being addressed. A number of fixes have already been put into production which has improved performance since go-live but additional improvement is still required. During the initial stages of learning a new solution it is expected that tasks may take longer. As time progresses and understanding of new activities are gained there will be an improvement in the processing.
0195	Assigned	CorpTech	System is more time-consuming , therefore more staff are required. We fee it is not just an interim problem but will be on-going.	Performance	System		3.Medium	Workbrain	QHEST	856652 860018 866050 857764	25/04/2010 Cathy Sparks: Defects related to slow processing time in Workbrain have been logged with Corptech and currently being addressed. A number of fixes have already been put into production which has improved performance since go-live but additional improvement is still required.
0203	Assigned	CorpTech	There are insufficient licences (and possibly server capacity) to accommodate a large number of front line managers accessing Workbrain	Performance	System		2.High	Workbrain	QHEST		25/04/2010 Cathy Sparks: Line Managers at RBWH have currently been given view access to Workbrain as a trial. This will be reviewed and a decision made as to whether view access should be rolled out to all Line Managers once they have received appropriate training. A test will be done to establish if additional memory improves the system performance. A recommendation will be made following this test.
0204	Assigned	CorpTech	Additional computer memory may help to address some issues	Performance	System		2.High	Workbrain	QHEST		
0205	Assigned	CorpTech	The next step is also the production of reports within WorkBrain so we can audit and verify the information in the system, both for contracted hours and erros occurring in the rosters and newly booked shifts. Something of a quirk in the new system is that any hours over the employee's contracted hours will appear on the pay slips as a deduction and then a reimbursement for the same values.	Report	System		4.Low	Workbrain	QHEST		25/04/2010 Cathy Sparks: A list of the reports available in both Workbrain and SAP are found on the QHIC website along with Work Instructions on how to access them. This includes the 'Employee Rostered Hours Vs Contracted Hours Report. This issue has not previously been raised with the project team and needs to be reported to the Payroll System Support desk when it happens so that it can be logged with CorpTech for investigation.
0206	Assigned	CorpTech	The publish roster report in Workbrain fails to bring up rostered weekend shifts and public holidays	Report	System		2.High	Workbrain	QHEST		26/04/2010 Cathy Sparks: This issue has not been logged as it is not reproducible.

0210	Assigned	CorpTech	Unable to book multiple lots of leave (x2 or more) at once	Leave	System			3.Medium	Workbrain	QHEST	863486	26/04/2010 Cathy Sparks: Current functionality allows only one leave type to be entered at a time across multiple consecutive shifts with start and stop times being used only if less than one day leave. For Workcover graduated return to work it may require that each morning for a month be booked off as Workcover Leave with the employee working each afternoon. This would currently require one Leave Application for each day. Suggest consideration be given to improving Leave Functionality to allow selection of start and stop times for number of consecutive dates ie greater than one day, in one leave application.
0215	Assigned	QHSSP	Personnel assignment numbers need to be identified on AVAC forms (especially for concurrent employees)	Timesheet	System			4.Low	Workbrain			Additional information regarding completing the AVAC forms will be distributed to improve the data provided by line manager If the timesheet override function is used, data is automatically saved.
0216	Assigned	CorpTech	There is nothing in the timesheet function that allows as a reminder to submit before you exit or just simply keeps your data. If you get interrupted and move from timesheets to another screen to answer a employees enquiry before you have submitted, you lose all that you have added. I have attached payslips for the above employee who is querying why her allowance appears separately from her hourly rate and differently on public holidays. It appears as an additional allowance for ordinary hours but is then added to her hourly rate for the public holiday and is inconsistent.	Timesheet	System			4.Low	Workbrain	QHEST	863480	26/04/2010 Cathy Sparks: If you make changes using the clocks fields or changes to Team/Cost Codes then you must hit Submit in order for the changes to be saved. Saving is you go is a good practice when using any program/system. Suggest consideration be given to enhancing system functionality to include a popup reminder to display when changes have not been saved/submitted before leaving Timesheet.
0364	Assigned	CorpTech	Can you please have some one look into this and advise if this is an error as the employee does not wish this to keep happening. Running the Overrides report and regardless of the selection parameters used, the report times out. This report is an essential part of the Workbrain Audit process - please look into the matter urgently.	Configuration	System			3.Medium	Workbrain			
0365	Assigned	QHEST HR	Additional ALCS issue to be logged Problem: The ALCS accrual for employees that have RDO accrual on REC is not correct. The RDO accrual component is added into the gross up calculation but it is not doing this as expected. Eg employees, 173507 72964 45584 49209 55685 109693 143446 180085 189606 174564 51890 56249	Report	System	Reports	CorpTech	2.High	Workbrain		875797	
0382	Assigned	CorpTech	67470	ALCS	System		CorpTech	2.High	SAP		854235	

0386	Assigned	CorpTech	"Can you please look into the configuration for the Employee Holiday for PH for 4 week accruals, who are Total Incapacity for WorkCover reasons. Workcover reimburse the total incapacity period even if a public holiday has fallen in this period. Until the configuration is adjusted, it is possible the following workaround process is used: Review MVS or shift pattern done Leave Request Timesheet reviewed and notice that 9 days is WorkCover and 1 day is PHNR In Timesheet click on Show Applied Overrides and review the override you want to delete (ie. Edit Employee Holiday) put a tick in the delete box and submit In Timesheet the leave then reverts back to the leave request (ie. WorkCover full pay <3months)"	Configuration	System		PSP	2.High	Workbrain	
0387	Assigned	CorpTech	"leave paid in advance in LATTICE has migrated to WorkBrain correctly and has been allocated as rec_p. This underscore p code indicates that it is not to be paid this period as it has already been paid This also refers to paid in advance LSL RDO PH etc. The code is not passing to SAP so there is no indication to SAP not to pay. This will mean that these people will get paid again there seems to be about 415 employees with a paid in advance code"	Leave	System	Leave	CorpTech	2.High	Workbrain	841467
0389	Assigned	CorpTech	"Leanne Davidson is aware of this issue and is currently managing the fix with us to assist us in completing our pay run activities today. We have identified another couple of employees who are not in sync between WB and SAP however they are not included on the listing provided to Janette yesterday." default job correction required please log the following issue for correction with CorpTech In data migration some staff defaulted the job field The process was to attend to the default job in cut over this was done and these officers are being paid correctly. The default job on the workbrain basic information screen continues to display this default job. This flows on to the roster as the job. An example is ORG 70069913 1714289 Zubin Grover 210239 Nitin Gupta 129549 Richard Muir (John) These are medical staff showing on the roster as admin staff	Interface	System		CorpTech	2.High	Other	849758
0390	Assigned	CorpTech	I presume as a result of the default job	Interface	System	Payroll	CorpTech	2.High	Interface	873353

			"This lady is an ex public servant of NQ and pre 93 and should be on 5 weeks annual leave. She is a Phsio in Community Health. I cannot change her contract from 4 weeks to 5NQ-pre93 (she is part time). I believe this may not be configured for her position. Would someone please look into this form me?								
0394	Assigned	CorpTech	Her last position in Lattice was incorrect so she has loaded incorrectly into SAP."	Configuration	System	Leave	CorpTech	2.High	Workbrain	858445	
0401	Assigned	CorpTech	"Here is one to ""get your teeth into"". The employee was paid in advance in Lattice for a couple of months from mid February to mid May. As you can see from the attached payslip prints SAP has not only paid the employee for the not worked public holidays in the last 2 pays but also paid top-up hours as well. The first pay in SAP worked ok - the employee was not paid anything but all downhill from that point. Any suggestions on why this has happened and how do we prevent it happening for the remainder of the PIA leave period?"	Leave	System	Leave	CorpTech	3.Medium	Workbrain		
0404	Assigned	CorpTech	Employee 162253 has a RemServ deduction of 63.72 in period 21.2009 (22.03.2010 - 04.04.2010) - can someone please at this. As I understand it - the RemServ deduction cannot be more than 50% of the taxable gross for employees (except SMO). Employee has a specified amount of $325 RemServ deduction with a taxable gross of 2523.66. System should be able to deduct the full amount of RemServ of $325. Instead it is deducting 63.72 whic is 50% of the salary adjustment amount of 127.44.	Deductions	System	Personnel Administratic	CorpTech	2.High	SAP	858463	
0407	Assigned	CorpTech	"There are 1504 employees at the end of the pay period 21.2009 who are casual in status but still have a leave liability. If the balance is being paid out it is in the next period causing retro processing and payment to occur. The retro calculation in ALCS has not been catered for and hence the liability is missed represented; the accrual, claim and end balances are not calculated correctly. Impact: There are major discrepancies in ALCS as the leave balances are not cleared out of the ALCS for the employee. The value of levy remitted will be different to the value claimed for the balance that is paid out leaving either a positive or negative balance in ALCS. Correction: A change to the ALCS logic is required to handle the multiple scenarios."	ALCS	System	Personnel Administratic	CorpTech	2.High	Workbrain	853769	
0411	Assigned	CorpTech	"The Org Management HR-OM Audit Report currently contains data that is generated through the positions relationships, created as part of the Employee Movement process in Payroll. This includes: Substantive Holder, Holder and Higher Duties relationships to the Position record. The Business Process in the PDR - Validate Staff Movements (SAP) covered off under 2.1.2.20-01 identifies these processes are covered with the HR- PA Audit Report as the supporting tool. As such, can we request the HR OM Audit report be changed to exclude the employee generated relationships. The Org Management team will not have access to the documentation to complete this validation requirement."	Report	System	Reports	CorpTech	3.Medium	SAP	853846	
0429	Assigned	CorpTech	"I've got a question from the Establishment Management Group (EMU's) They have changed the relationship between a position and an Org Unit yesterday and expected to see the changes in Workbrain this morning, however the positions are still sitting against the old Org Units in Workbrain. While the Work Instructions are quite clear for the SAP side of things there is no mention of the interface to Workbrain and if there are any steps required. Could you please clarify how and when the changes would be seen in Workbrain. The work has been done in the following: Positions in Org Unit 70068774 have been moved to Org Unit 70068796."	Interface	System	Personnel Administratic	CorpTech	2.High	SAP		
0430	Assigned	CorpTech	There is an issue with a shift not appearing from a shift pattern. Can you investigate please. Invisible overrides	Timesheet	System	Payroll	CorpTech	2.High	Workbrain	850015	

0437	Assigned	CorpTech	"Please review attached details on one employee we have found so far. We also checked one of our payroll staff who is part time and has an old rdo balance 1 the balance hasn't come across. 2 we in the past forced through RDO's for part timers that had a balance - yes i know this isn't standard business process but it was something the district has always had done so to take it away was an issue.....now is there a way or procedure that we can do to pay part time staff that have taken an 'RDO' in the last fortnight?"	Configuration	System	Unknown	PSP	2.High	Workbrain
0441	Assigned	CorpTech	We are trying to process a purchased leave agreement for Jane Marks 129961. We have gone into PA40 as per work instructions, this should take you to straight to IT 0045 create debt, however its going straight to 0000 actions. I have tried this several times and get the same result, can someone clarify this for us.	Configuration	System		CorpTech	2.High	SAP
0450	Assigned	CorpTech	"Please find attached screen shoots (sheet 1 and sheet 2) that are appearing when clicking on the ETP tab in termination organiser for employee 00156363 Sandra Ramsay Screen Dumps Provided"	Termination	System	Pay Calc & Rules		2.High	SAP
0451	Assigned	CorpTech	"Hi Anurag, Could you please review the PIA records which were interfaced from WB to SAP for employee 127797. They were paid LSL as PIA in a previous pay period however the underlying shift pattern for the employee was incorrect. This resulted in incorrect payments for the employee. The employee's shift pattern was corrected and an off-cycle processed yesterday however some of the records appeared as errors on loading to the staging table. We need to reprocess the PIA leave for the employee this afternoon or tomorrow morning to enable the additional payments to be included in the current fortnight's payrun. If this is not resolved, the employee will be overpaid for the additional LSL shifts which are currently recorded in IT2001. Any queries, please let me know. Thanks Anthony"	Interface	System	Leave	Corptech	2.High	Workbrain

			"Hello Support Desk Hub: South West Office: all Priority: High System: WB Leave request Resident Medical Officers are entitled to use RL in advance, and go into a negative leave balance. If an RMO already has a negative Rec leave balance, WB will not allow CST to book any more RL, even though the doctor may have an entitlement to use more in advance. Please advise how to book additional RL within RMO entitlements, if the balance is already negative.							
0454	Assigned	CorpTech	Toowoomba has a doctor on RL this week, in this situation." "I have attached a copy of the information for Fleur Jones who commenced as full time in her HP3 position from 15/03/2010. She was previously concurrent as she was part time HP3 & Part time AO3 with PAN's 202626 & 232047. As she has gone full time we therefore have to term her 232047 PAN as at 14.03.2010. She has opted to have her leave transferred from 232047 to 202626. I completed the transfer of her leave in WB as at 14.03.2010 and '0' down her leave balances in her 232047 PAN, however when the leave balances have come across to SAP her balances are a negative figure. I have therefore tried to re-set the payment flags in WB to try to resend the leave balances however this is not working and I therefore cannot resend the termination off cycle to send through her balances. If you could please have a look at this one and reply to Debby Bobbermien (as I will be on leave from tomorrow 2/05/2010 onwards) we can then process the separation for this PAN correctly."	Configuration	System	Personnel Administratic	CorpTech	2.High	Workbrain	869021
0456	Assigned	CorpTech	"Could you please review and urgently correct the IT2002 records for employee 147248 as they have excessive attendance types 7207 for the first 2 pay period of SAP.	Termination	System	Personnel Administratic	CorpTech	2.High	Workbrain	866916
0458	Assigned	CorpTech	This employee requires an ad hoc to be processed today." "With introduction of the following transport into production for RFC3032 there will be a number of employees that require a forced retro back to go live. HEJK900085 - RFC-a3032 FI: SAP - ALCS Leave value adjustment using incorrect balance to value leave in first pay period Screen Dump provided. Attached are the employee numbers that require a force retro back to the go live period 20.2009. Regards	Interface	System	Payroll	CorpTech	2.High	SAP	
0460	Assigned	CorpTech	Steve"	Interface	System	Personnel Administratic	CorpTech	2.High	SAP	
0464	Assigned	CorpTech	Will you please raise the attached defect with Corptech as soon as possible on behalf of Anthony	Interface	System	Personnel Administratic	CorpTech	2.High	Other	

			"Further to your phone conversation with Bill Grimshaw re timesheet hours not paid. I am attaching a copy of the timesheet for Margaret Collins and her payslip. The overrides state that the changes were processed on 01/04/2010 but as you advised the Retro Adjustment box states 06/04/10. The payroll officer and her Team Leader are both adamant that the AVAC was processed on 01/04/10 and the roster published. The AVAC is also dated and signed 01/04/10. I have checked some other timesheets and the override dates are the same as the retro dates so we are confused as to why these have a different retro date and were not paid.						
0465	Assigned	CorpTech	Your advice would be appreciated please." This is required as a workaround until the payroll tax defect (2550) is fixed: 1. Run SQ01, change to Query Standard Area. 2. Assign yourself to user group ZQHIC_HRFI 3. Go to query and run ZQ_PRT_PDE 4. I have a variant set up so select that and execute (cant remember name but it should have blank employee id) 5. down load to excel 6. The query list the first 5 wage types from infotype 0008. The 1st wage type normally be 1B00 but the notional wage type can be anywhere between the 2nd and subsequent wage types. So you need to find the employee with the wrong notional wage type depending on the Resource assigned to the position (listed here also). Set filter on and do find the employee with error as follow: - If Resource = A, 2nd wage type <> 9P01, mark these employees as error, check also 3nrd wage type <>9P01 - undo filter then set new filter for Resource = B, 2nd wage type <> 9P02 and the employee group <> temp, mark these employees as error, check subsequent wt the same way. - undo filter then set new filter for Resource = C, 2nd wage type <> 9P03 and the employee group <> temp, mark these employees as error, check subsequent wt the same way. - undo filter then set new filter for Resource = D, 2nd wage type <> 9P04 and the employee group <> temp, mark these employees as error, check subsequent wt the same way.	Interface	System	Personnel Administratic CorpTech	2.High	SAP	853710
0466	Assigned	CorpTech	- undo filter then set new filter for Resource = E, 2nd wage type <> 9P05 and the employee "It has been noted that the pay rate for Nurse Grade 9 (increment 1) is configured lower in SAP then the Nurses Agreement indicates. In the Nurses Agreement the fortnightly rate should be $3,951.90 but in SAP the fortnightly rate configured is $3851.90. This wage rate is effective from 01/04/10 therefore was applicable last fortnight.	Interface	System	Personnel Administratic CorpTech	2.High	SAP	
0467	Assigned	CorpTech	Could this please be logged this as an urgent priority 2 defect which is affecting payments."	Configuration	System	Personnel Administratic CorpTech	2.High	SAP	

			"When retro leave is taken the amount of leave taken in the retro period is not grossing up the accrual in the current period. Example attached. Impact: The ALCS levy will be under remitted as the accrual calculated is a negative amount Correction: A change to the ALCS logic is required to handle this scenario. Function: Annual Leave Central Scheme							
0468	Assigned	CorpTech	Priority: High"	ALCS	System		CorpTech	2.High	SAP	
			" Emp 109160 is ready to be terminated in SAP. Their leave balances are correct in SAP and match WB BUT their LSL eligibility date has not been reached so they should not be paid out LSL but the term organiser is calculating the LSL payout. They were employed by QH since 2000 BUT they left for two years in 1996 which resets their LSL eligibility count.							
0469	Assigned	CorpTech	Why is Term Organiser paying LSL? How do we stop it paying the LSL?"	Termination	System	Pay Calcs & Rules	CorpTech	2.High	SAP	852756
			"the following was done on advice from corptech with the same error occuring. Terri Previous SIMS 845158 >>> Jackie Arnott 1/04/2010 4:24 pm >>> Hi Terri, Position 30492735 I deleted the cost distribution							
0471	Assigned	CorpTech	Went into Relationships to change cost centre, copied cost centre put the 11.03.2010 and put the cost centre 388999 and when trying to save it came up with the same error - ""Order number not specified for cost centre 388999""." "Could this please be logged with Corptech.	Costing	System	Personnel Administratic	CorpTech	2.High	SAP	
0472	Assigned	CorpTech	Employee 00026976 has shifts for 08/03/10 and 09/03/10 added in workbrain yet there is no trace of them in SAP. The off cycle should have been at least in IT2002 in SAP based on the timings of the cycle."	Interface	System	Time and Attendance	CorpTech	2.High	Interface	848526
0473	Assigned	CorpTech	Please find attached screen shots of employe Carmel Toohill's 00138632 termination. Carmel was on PIA leave from 26/04/2010 - 04/05/2010. Camel has a term date of 04/05/2010 however it appears that the PIA leave is being reversed during the termination organiser calculation. Can you please advise if this is correct "Please find attach screen shots of error message being received during termination organiser for employee 00027956 Susan Walters.	Termination	System	Leave		2.High	SAP	
047	gned	CorpTech	Screen Dumps provided"	Termination	System	Security		2.High	SAP	

0477	Assigned	CorpTech	Larraine Rushbrook #184814 has had OT paid on 01/05/2010 put in this fortnight (on 06/05/2010). WB is correct (3hours OT1.5 and 5 hours OT2.0), however SAP is paying 3 hours OT1.5 and 8hours OT2.0. The only override in WB is on 06/05/2010. Can you please have a look and let me know if there is a reason for this - Larraine would prefer not to be overpaid. "The attached payslip screen dumps (PPs 20 to 23) for the above employee highlight a superannuation contribution problem for accumulation plan deployees who are attached to a higher duty position. In this instance the employee was in a substantive AO5 employee before being allocated to an AO3 deployee position and then an acting H/O AO5 position. He is obviously entitled to contribute super as an AO5 (see screen dump for PP 20 where the correct ESAC Sal Sac Cont amount of $114.16 has been deducted as he was not shown as acting on H/O this pay period.) In PPs 21,22 & 23 his super has been calculated based on his substantive AO3 Deployee position. EMU has indicated to the trainer Chris Woodforth that the way they have set up the deployee position is correct from their perspective. This appears to indicate that accumulation plan employees in deployee positions classified at a low scale than their substantive and acting positions will not have their superannuation calculated correctly.	Configuration	System			2.High	Interface		
0478	Assigned	CorpTech	Could you please offer me some assistance in finding a solution to this matter before 14.05.2010 as the employee is anxious to have the issue resolved in the current pay period." " Heidi Dawson_208244	Super	System		CorpTech	2.High	SAP		877329
0479	Assigned	CorpTech	It appears that a retro adjustment is not paying the correct ordinary hours in SAP compared to what we can view in Workbrain." "Please see attached a screen dump of the EB agreement for Nursing and a screen dump of the actual payment being made to the employee.	Input	System			3.Medium	SAP		
0483	Assigned	CorpTech	Please advise the difference in payrate."	Configuration	System			2.High	SAP		
0485	Assigned	QHEST HR	"Jasmine Inglis #00126291 works at Bayside and she seems to be having an issue with her SARAS leave. She takes leave two afternoons a week and for the first couple of pays in the new system it paid her for her afternoons of SARAS leave but did not pay her for the rest of shift, ie the mornings. Then the system paid her for SARAS leave in the afternoons and overtime at double time in the mornings for one fortnight. SARAS leave was booked off in ESP from 23 Feb through to 15 April, which should have come over to the new system. Since commencing on the new system she has also been paid RDO top up hours, which is dwindling her RDO balance. Could someone please take a look at her details and let me know if there is something we need to be doing from our end of if it is something that may be a BOP issue. Also, as she has been overpaid her overtime at double time, could she please be sent an overpayment letter, rather than the adjustments being done all at once (not sure if you guys do that or not)." "Employee 00029467 has a pay-in-advance record in IT2001 from 31.05.10 - 18.06.10.	Configuration	System	Payroll	CorpTech	2.High	Workbrain		
0488	Assigned	CorpTech	When the PIA is run (PC00_M13_CADV) in test mode, 10WD + leave Loading is advanced for PP26. The balance Of 5wd to be advanced for PP27 is only advancing the base salary but not the loading."	Leave	System	Leave	CorpTech	2.High	SAP		873236

			"Attached are screen dumps of a pay simulation which shows superannuation adjustments for employee 211011. What has occurred is the employee was on accumulation plan no TFN when in fact the employee had provided a tax file number. Then to top it off the employee was put on salary sac accumulation plan when in fact the employee doesn't and never has done salary sacrifice super. I have then gone into SAP and deleted the two incorrect super records and changed it to the standard 5% accumulation. When I ran the pay sim it has gone back and worked out all the super again from 8.3.2010 to current while doing nothing about the fact the employee has already contributed.								
0496	Assigned	CorpTech	Can someone urgently look into why the super is doubling up and adjust if possible. If it is not possible to adjust this would I be better off going into info type 15 and doing a munual super adjustment??????"	Super	System		SWOT	2.High	SAP		
0499	Assigned	CorpTech	Attached is the issue I came across when trying to put in an end date in SAP for creating an SGC record. "	Super	System	Payroll	CorpTech	2.High	SAP		838477
			The following PAN needs to be fixed by Corptech in order for the termination to be completed. PIN: 194510- ok PAN: 251759- not ok								
0500	Assigned	CorpTech	Attached are the screen dumps. What I believe has happened is that the employee has had a termination off cycle completed, then someone changed something in the data and then they had them reinstated but an IT0019 monitoring of tasks created with another termination off cycle (WB couldn't cope!) If you could please have the employee re-activated in WB so that the correct termination off cycle is generated it would be greatly appreciated. The email originally came from Rebecca Lapham who I have CC'd so that she may be able to track the records."	Termination	System	Personnel Administratic	CorpTech	3.Medium	SAP		868987
0501	Assigned	CorpTech	"Voluntary Sal Sac error - employe # 056546. There may be an issue with employee's in Defined Benefits Q Super who make voluntary % salary sacrifice contributions. We have an employee who has a 30% voluntary salary sacrifice contribution. It was working correctly in Lattice but in SAP it only appears to be taking 30% of her 1st July 2009 salary rather than of her actual gross pay each fortnight. The employee number is 056546. I have checked the last 4 pays and each pay the amount deducted has been $512.13, Her gross pays over this period have been between $1825.90 and $1926.82. The $512.13 is 30% of $1707.14 which is what her super salary was on 1 July 2009. Can this please be investigated and corrected as necessary."	Super	System	Payroll	CorpTech	3.Medium	SAP		869594
0504	gned	CorpTech	"Could you please log the attached defect: Reversal of Balance Payouts is processing the Leave Loading reversal incorrectly. When SAP is processing the reversal of the Balance Payout it is overriding the IT0015 record instead of adding a IT0015 reversal record. RDO and Rec Leave appear to be working as expected. This results in double the amount of leave loading being recovered from the employee's wages. Employee 200929 (also 196568)"	Leave	System	Payroll	CorpTech	3.Medium	Workbrain		868030

			"								
			We experienced one error after the completion of the FICO run as part of the final Job Chain 3 which identified employee 168719 Lisa-Maree Murfin who had an IT0008 record which did not have the high date (31/12/9999) entered on PAN 253860. This error appeared on the Distribution report on the 02/05/2010 which we believed had been corrected as the error did not reappear on the Distribution report Monday 03/05/10. However this error has appeared following the FICO run for final JC3 but did not appear on the Distribution report for 03/05/10. This appears to be the issue we have tonight, with not being notified of this error between the 02/05/10 and the final JC3 run Monday 3/5/10.							
0507	Assigned	CorpTech	A similar issue(s) was experienced last pay day which in hindsight may have related to the same issue experienced this pay run." "Leave transfer program does not execute for specified employee numbers	Costing	System	Reports	CorpTech	2.High	SAP		
0508	Assigned	CorpTech	Where the Personnel number is specified and the leave Balances infotype is selected then the program executes for all employees that have entries in the transfer table. If the Attendances/absences infotype is selected then only the specified personnel numbers are processed."	Leave	System	Time and Attendance	CorpTech	3.Medium	Interface	867053	
0513	Assigned	CorpTech	Please find attached screen shots of error message being received while running transaction ZPY_QH_PAYSLIP. Please find details in attachment.	Payslip	System	Personnel Administratic	CorpTech	3.Medium	SAP		
0514	Assigned	CorpTech	"Please find detailed below and attached an inquiry regarding the payment of VMO Travel entitlements claimed by Dr John North, 00033908. This payment was configured as an earning code in Lattice (Code 045 - VMO Travelling - T 1.00) but does not appear to have been configured for payment in SAP. Could you please advise what the payment type is if this has been configured and if not what is the process that needs to be undertaken to have this corrected. Attached for your reference is a screen dump of the Lattice configuration and also details pertaining to the award provisions."	Configuration	System	Time and Attendance	CorpTech	2.High	Workbrain	866935	
0516	Assigned	CorpTech	"SAP - Employee 126927 - Wilson, Richard - voluntary Super issue - this employee is set up with 95% Voluntary super and 5 % Sal Sac. SAP is processing the 5% Sal Sac (and Employer cont) but not processing the 95% voluntary. Please note in 22.2009 a $ amount was placed in the Voluntary Record and this was processed in the pay. There seems to be a sequencing issue with the paycalc. In effect the employee wants all salary to go to Super - 95% as Vol and 5 % as Sal Sac."	Input	System	Payroll	SWOT	3.Medium	SAP		
0517	Assigned	CorpTech	"SAP HR - Wage Type 9A09 - Posting Line Item text is incorrect I noticed this error when I reviewed the ALCS customer postings in FAMMIS. Transition wage type 9A09 has not been flagged for posting line item text. This is incorrect. Details:"	Costing	System	Payroll	CorpTech	2.High	SAP	564229	

			"Could you please review the IT2001 and IT2002 records for the following employees as they are out of sync with WB. Employee 00018194 has 2 PANs which need to be deleted however attendance records exist which is preventing us from performing this process. Could you please review these records as a priority as this is causing an error during the employee's pay calculation for the current fortnight. PAN 252734 - Terminated but records still exist in IT2002							
0521	Assigned	CorpTech	PAN 252532 - Terminated but records still exist in IT2002"	Termination	System	Pay Calcs & Rules	CorpTech	3.Medium	SAP	
0522	Assigned	CorpTech	Please see attached screen shots relating to booking Purchased leave through PA40. 0000 Actions is now the first infotype that appears when executing this action and it doesn't seem like there is a suitable reason configured to allow us to set up.	Input	System	Leave	CorpTech	3.Medium	SAP	859561
			"Employee 191481 was terminated today (17/4) for last day of work 22/03/2010. They did not have sufficient Rec leave to have any pub hols included in the term payout. They were not entitled to LSL. The Termination Organiser was including 2 pub hols in the payment that it should not have included. It could not be adjusted within the term organiser. The only solution was to create an adjustment in IT0015 for those two public holidays. This person has been terminated now and the pay sim shows correct payments. There are many examples of this occurring and it seems that SAP is projecting out the LSL to see if pub hols should be paid. This is incorrect as they are not entitled to LSL so it should be projected out for LSL period.							
0524	Assigned	CorpTech	Has this been raised as a defect yet?"	Termination	System	Personnel Administratic	CorpTech	2.High	SAP	858462
			"Please find attached a screen shot of SAP whilst entering a Purchased Leave agreement. The Copy 0000 Actions infotype is not supposed to populate, the first infotype to populate should be 0045 Create Debt. You cannot process past this infotype - the Reason for Action does not allow you to enter a reason. Please advise what the fix is for this as this needs to be entered for this pay run.							
0526	Assigned	CorpTech	Processor: Belinda Forrest ID: 147825"	Leave	System	Leave		3.Medium	SAP	

			"Could you please log the following issue with CorpTech as these records are not transferring to SAP for payment. Employee 00015562 – Error in WB to SAP Interface Overtime and Recalls for this employee are appearing with the error message "System status LKD is active (ORD 604483)". This message is not detailed in the SSP Error Management document and after discussion with Wayne I don't think it occurred during UAT. Thanks Anthony Principal Payroll Manager Statewide Operations Team							
0532	Assigned	CorpTech	Payroll & Establishment, QHSSP" "ALCS LVA did not account for leave taken prior to the pay increase Problem: When the employee had a pay rate change, ALCS will re-valuate the life to date leave balance and generate the differential via wage type 0°8°. However, when the employee also took leave before the pay rate change, the leave taken hours were not reduced from the valued balance causing diff calc to be overstated, i.e. over remittance. Attachment: Employee 148277 in pp21 where the ALCS Cumulative report shows differences in the ALCS Closing Balance and the Calculated Closing Balance Impact: Reconciliation variance to FAMMIS	Interface	System		CorpTech	2.High	Interface	
0534	Assigned	CorpTech	Function: SAP ALCS Priority: Medium Contact: Please contact Stephen Bosch on 30067851 or Susan Tran on 30067855 for more information if required" "Please raise a SIMS request.	ALCS	System	MVS	CorpTech	2.High	SAP	
0536	Assigned	CorpTech	QSuper Gradutated Return to Work, was not configured for go live. We are currently using Sick Leave Without Pay for employees, however, leave accruals are not occurring correctly with this process. We require, leave types for Qsuper GRTW No Pay < 3 months and QSuper GRTW No Pay >3 months. These must be two separate leave types, as they will be applied on a daily/adhoc basis to an employee."	Configuration	System	Personnel Administratic	CorpTech	2.High	Workbrain	853732

			"Can you please raise a SIMS request on the Work Cover functionality in SAP. The Reconciliation and Variations are not working correctly.							
0537	Assigned	CorpTech	In the Work Cover Reconciliation Report, the Total Payments is not bringing the amount through from the Payments Tab. Therefore the Variance is not calculating correctly, and Work Cover cannot be reconciled."	Report	System	Payroll	CorpTech	2.High	SAP	853731
0538	Assigned	CorpTech	Please see the attached payslip. This employee commenced with QH on 24/03/2010, and this is correct in Workbrain and SAP HR, however the system appears to want to top him up for 22/3 and 23/3. He has not been paid yet (see payslip) as we did not have banking details, but now we do, and we'd like to off-cycle, but don't want to overpay. How can we ensure that a top-up does not occur?	Configuration	System	Personnel Administratic	CorpTech	2.High	Workbrain	853702
0540	Assigned	CorpTech	"I have just actioned a termination for employee 119604 who requires a statement of service. The statement of service has printed but does not reflect any SL, LSL or RL loading details. I believe these should be reflected on statement of service. RL is only balance displayed. Could you please advise how this can be rectified."	Termination	System	Pay Calcs & Rules	CorpTech	3.Medium	SAP	852258
			"In pay period 20, RDO provision posted to FAMMIS was understated. The variance was caused by 168 employees whose wage type 9PRD was not generated in payroll result. Attachment: list of error employees Impact: Liability is understated in FAMMIS. The problem will get worse as the missing wage type will be reversed in pay period 22 (where the original was not posted in the first place) if the problem is not fixed by 18/04/2010 (before the next pay run). We need to have SAP either generate the missing wage type or stop it from being reversed in pp22.							
0545	Assigned	CorpTech	Attachment: analysis for employee 15654"	Costing	System		Corptech	2.High	SAP	
			"Please note the Off-cycle radio button on this SAP screen attached. I thought that I saw in a WI that this was not to be used - but for the life of me, I cannot find where... We have processors selecting it for an Off-cycle termination payment, but are getting a validation at the PayID field, which does not allow the processor to continue. Not sure if this is a Work Instruction issue OR if its a Defect where the Off-cycle button should be greyed out....???							
0546	Assigned	CorpTech	Will need to confirm with Analyst what the process is....then add to Training Alert/Job Aid."	Termination	System	Learning & Developmer	Corptech	2.High	SAP	

			" Problem: Pay rate changed from go live causing recalculation of ALCS from original period but the Leave Value adjustment is also triggered which revalues leave resulting in a double up of the revaluation Impact: The ALCS levy will be over remitted as the accrual is recalculated with a top up and the leave value adjustment is also triggered Correction: A change to the ALCS logic is required to handle this scenario. Function: Annual Leave Central Scheme Priority: High								
0551	Assigned	CorpTech	Contact: Please contact Stephen Bosch on 30067851 or Susan Tran on 30067855 for more information if required." "I had an employee paid FA allow last fn but the amount was $24.00. Normally should be $25.50.	ALCS	System	Personnel Administratic	CorpTech	2.High	SAP		
0552	Assigned	CorpTech	I was unable to change this in SAP - person id 194750."	Configuration	System	Pay Calc & Rules	CorpTech	2.High	SAP		855467
			"We have identified an issue where employees have a large pre-tax deductions such as RemServ and wish to salary sacrifice 100% of earnings to QSuper or their personal super fund. The % sacrificed amount is not being deducted unless altered to reflect the exact % relevant to nett available earnings. This results in significant analysis and corrective action once all earnings are known after the final interim and before the final pay completion. An example of an employee where this is an issue is: 00012604 - Michael Lavender A defect which related to this was raised in UAT but our assumption is that it had been fixed as we had not be furnished with any workaround or alternative processing guidelines. I believe this issue only relates to VMO's who have chosen to 100% S/Sacrifice as is their entitlement.								
0554	Assigned	CorpTech	For this pay run we have been able to manually adjust (identified) records via a query but this needs to be investigated for a possible fix in the immediate future."	Deductions	System	Payroll	CorpTech	2.High	SAP		849754
0561	Assigned	CorpTech	It appears Samuel Martin (00049560) is not being paid his casual loading on his NOCEC allowance. He is short paid this fortnight and has analysed each amount received, there is a shortfall. On further investigation the discrepancy seems to be no casual loading on his NOCEC allowance on his ordinary hours and the overtime. Please investigate and advise.	Configuration	System	Time and Attendance	CorpTech	2.High	SAP		849587
0564	Assigned	CorpTech	When going to add a local deduction for meals in SAP we are unable to find the specific dedution. Could you please advise what would be the appropriate deduction to use in SAP for meals. In Lattice the deduction code for meals is 754.	Deductions	System	Personnel Administratic	PSP	2.High	SAP		

0567	Assigned	CorpTech	"ALCS - Rec leave accrual for period 23 $6M.... The rec leave accrual for period 23 is only $6m. Pay period 21 which was the only other non EOM period the accrual was $8.2m. The problem relates to an issue that has been logged relating to the accrual calculation within ALCS as it needs to derive the gross accrual from the net delta passed from Workbrain but what it is not handling correctly is the retro leave and retro leave balance payouts that need to factored into the gross up calculation in the current period. There are 7544 employee that have a negative accrual value in this period. These shouldn't be negative values and as a result they reduce the amount of the levy that should be remitted. There are a number of ALCS issue that have been logged with payroll system support but apart from receiving the log and SIMS number I have heard no further. Until we get some traction on these issues the calculation errors each pay period will be compounding."	ALCS	System	Payroll	CorpTech	1.Critical	SAP	
0569	Assigned	CorpTech	"I am trying to publish the casual nurse MVS - the button is greyed out and I get an error when trying to bring up the schedule compliances - 70071090NURSINGCAS. If I am unable to publish this morning then the casual nurses who we have entered shift for won't get paid. Thanks Nicky Nicola Mitchell Service Co-ordinator Payroll & Establishment Services North Qld Queensland Health Shared Service Partner Phone: 07 4750 6505"	MVS	System	MVS	CorpTech	2.High	Workbrain	859582/863232
0572	Assigned	CorpTech	"I've managed to fix these by removing the Good Friday Public Holiday and reinstating it. for some reason this worked, but i now have a similar issue with 2 more employees and so far have been unable to resolve them. 00178215 Too, F Oncalls HBEA Oncall 19-21/04 0071295 Sebire, P Oncalls HBEA Oncall 19-21/04 These still have the same urgency so your assistance would be gratefully recieved. many thanks"	Configuration	System	Time and Attendance		2.High	Workbrain	
0575	Assigned	CorpTech	"Employee not appearing in Workbrain Employee 132856 was update yesterday in SAP and was transferred last night in the employee interface file to Workbrain"	Interface	System		Corptech	2.High	Interface	
0577	Assigned	CorpTech	Could you please intervene in the attached job to ensure it is given a high priority with CorpTech. This is the cause of major problems in the NQ hub.	Interface	System	Payroll	CorpTech	3.Medium	Other	

0583	Assigned	CorpTech	"Employer super contributions whilst on maternity leave Can you please look into whether employees who are on Maternity leave are getting employee super contributions paid to them. Tracey Viavattene # 082848 is an example who is currently on Half-paid maternity leave and hasn't been getting her employer super contributions showing on her payslip. Can you please let me know what is currently happening?"	Super	System	Payroll	CorpTech	2.High	SAP		866626
0584	Assigned	CorpTech	"Just thought I would let you know that there are some queries coming through the phones with regards to overtime not being paid, however,the hours are showing in time sheets. For instance, employee Khai Van 108198, the overtime for 06.04.2010 was entered on 11.04.2010 and the overtime for 07.04.2010 was entered on 18.04.2010, so, realistically, they should have been included in this weeks pay run. However, employees have sworn that it is not on their pay slip. At this stage I have not viewed the pay slip to be able to confirm this, hence my escalation to a BOP, so I do apologise if they are on the current pay slip But I am wondering if it may be an issue with the transfer between SAP and Work brain and I am sure we will get further enquiries, of a similar nature, I have already had three today."	Interface	System	Time and Attendance	CorpTech	2.High	SAP		866920
0585	Assigned	CorpTech	"Description: Problem: Additional issue with LVA (leave value adjustment) For employees that have had a pay rate increase 01.04.2010 due to EBA increase , the leave value has not been adjusted accordingly. Basic pay IT0008 is indirectly evaluated and even though an additional WT /004 is calculated in payroll the ALCS logic does not recognised that there is a pay rate increase. Eg employees, 49309 45645 Impact: The ALCS levy will be under remitted as the leave balance not revalued to new pay rate. Correction: A change to the ALCS logic is required to handle this scenario. Function: Annual Leave Central Scheme Priority: High Contact: Please contact Stephen Bosch on 30067851 or Susan Tran on 30067855 for more information if required."	ALCS	System	Payroll	CorpTech	2.High	SAP		864283

			"I have discussed the following concern with Jo Boland and she has asked that this be looked into urgently. I refer to employee 202987 Ahmad Saaid, who has a Repayment - Salary/Wage Overpayment (Net) being repaid via infotype 0045 at $100 pfn as at 8/03/2010. Pay period 20 - Nil Repayment - Salary/Wage Overpayment (Net) Pay period 21 - Repayment - Salary/Wage Overpayment (Net) $200pfn was deducted ($100 for pay period 20 & also pay period 21) - which is correct Pay period 22 - Repayment - Salary/Wage Overpayment (Net) $200pfn was deducted, should have only been $100pfn. Employee should have only had one payment in arrears (pay period 20), it looks as though the arrears is being deducted out of every pay. Also ran a pay simulation for pay period 23 and $200 is also being deducted. Could you please investigate and advise outcome, if you require any further information please contact me on 3636 0701."							
0589	Assigned	CorpTech	"Re URGENT - Incorrect pay for Katharine Clarke - 00076552 Please review this item asap - an Ad-hoc pay is required. I have checked details in Timesheet and SAP and all appears ok - however, the Retros for 20/2009 have not been paid - don't appear to have been picked up in Interface. Please contact Sharon or Barbara Melville directly if you require a further walk through of this issue. Sharon - 3089 5080 Barbara - 3089 5073" "He has a current WorkCover claim and was double paid for dates of 5/4 to 8/4. Workbrain details look correct, however, there are double entries in Infotype 2001. Could you please investigate and provide advice? We have been advised that this case is of a sensitive nature and as such your urgent attention would be appreciated."	Overpayments	System	Payroll	CorpTech	2.High	SAP	861618
0590	Assigned	CorpTech		Interface	System	Payroll	QHEST	2.High	Interface	
0593	Assigned	CorpTech		Interface	System	Payroll	CorpTech	2.High	SAP	

			"Additional issue with LVA (leave value adjustment) Where the correct LVA adjustment was calculated in the original P20 results the retro result for period 20 in 21.2009 has the LVA (diff calc) being dropped from the RT. Eg employees, 182480 70181 11647 66128 Impact: The ALCS levy will be over/under remitted depending on pay rate decrease/increase Correction:							
0611	Assigned	CorpTech	A change to the ALCS logic is required to handle this scenario."	ALCS	System	CorpTech	2.High	SAP	852244	
0618	Assigned	CorpTech	The system is retracting hours and rectifying them with correct hours, could you please let us know why this is happening? Is there an issue within the system that we need to be aware of? Or is there something fundamentally wrong that we need to be aware of in future? " Tarita Bin Doraho 124347	Input	System	CorpTech	3.Medium	Workbrain	874834	
0620	Assigned	CorpTech	Tarita has been paid her substantive rate (AO3/4) for public holiday 26/04/10 (should be AO4/1)." Please report issue to Corptech. When I ran report including all timecodes it ran. When I restricted my query to one timecode it returned an error. Ran report twice with the same error both times.	Input	System		3.Medium	SAP		
			Report: Timecode by Team Report Employees: All Team: 70069120 Include Sub Teams: Blank Pay Group: Blank Calc Group: Blank Time Code: Onc_Emc Date Selection: Manual Start Date: 03/05/2010 End Date: 16/05/2010 Authorization: All Records Group By: Team Second Group By: Time Code Order By: Emp ID Direction: Ascending							
0622	Assigned	CorpTech	Show Parameters: Yes"	Report	System	CorpTech	3.Medium	Workbrain	875311	
0624	Assigned	CorpTech	Public Holiday Payment: Calc Group QH_DHSEA_FT_HP_RADIUM	Configuration	System		2.High	Workbrain		
0628	Assigned	CorpTech	Dolores Enrile 00112817 is in the negative 61 hours for Rec Leave. I have been asked to raise this by our trainer to see if it is a system error.,	Leave	System		2.High	Workbrain	876102	
0629	Assigned	CorpTech	Cathy Sparks 172638 overtime for 03/04/2010 is not paying a meal allowance, have tried all options to enter overtime, clocks, mvs, schedule detail in timesheets. Can you please advise?	Configuration	System		2.High	Workbrain		

			"We have engineers querying their Recall off site (telephone) rates for recalls between 0.00 and 6.00. WB is paying T1.5 but these staff think they are entitled to T2.0 as per 3.9.2F I think we need a ruling on whether this applies to the Off Site recalls or just to Recall where they actually return to work premises. An example of this is: Bevan Bright 00011951 16-04-2010 19-04-2010								
0632	Assigned	CorpTech	Could we please have an answer to this asap as he is dealing with HR and unions on many issues so we would like to tidy this all up" "Please find attached queries on 30-04-2010 shift for Bevan Bright. This is with HR/Contingency team so if we could possibly have a repsonse asap that would be great	Configuration	System	Time and Attendance		2.High	Workbrain		
0634	Assigned	CorpTech	Bevan Bright 00011951 30-04-2010 This is a Friday yet it is applying a 1.5 hour Saturday Penalty?????? Also he elected to take the rest of day as RDO and only worked 2.5 hours. It is putting in a guarantee to pay him the minimum of 4hrs????? He chose to go home so why would he get topped up" "Senior Medical Staff working night shifts under extended hours arrangements are entitled to a 10% SMO flex allowance and a 15% night shift allowance. These payments are being made on the shifts worked on Monday to Thursday nights but the payment of these allowances are missing from the shifts worked on the Sunday nights. As the majority of these shifts fall on the Monday morning there is no entitlement to be paid a Sunday penalty payment. Please find attached a screen dump of this issue for employee Paul Baillie, Employee ID 00051991. This issue appears to be not isolated to just this employee. Employee Ranjit Paul, Employee ID 00209185, is another example of this missing payment and there will be others affected as well.	Input	System	MVS	CorpTech	3.Medium	Workbrain		875205
0635	Assigned	CorpTech	It would be appreciated if this issue could be investigated and advice given as to how this will be corrected."	Configuration	System		CorpTech	2.High	Workbrain		874916
0642	Assigned	CorpTech	"Public Holidays and Executives - WB Fix Is the public holiday penalty WB fix being run by the statewide team for the exec client group each fortnight automatically and does this include anyone acting in higher duties too? I ask as I have just noticed that we have had a few employees acting in executive roles who have been paid the public holiday penalty last period. eg. Alison Thompson (4289)."	Configuration	System			2.High	Workbrain		
0647	Assigned	CorpTech	"Public Holiday Additional Payment - being paid on PHNR 1/2 pay Can this please be sent through to CorpTech. Believe this has already been raised previously. Can you please give me an update on the status. I have examples of two employees who are on PHNR_HP and are receiving the PHOFF_HP. Michelle Hollanby - 00209995 - 26.04.10 Nischal Sahai - 00169597 - 26.04.10 & 03.05.10"	Configuration	System		CorpTech	2.High	Workbrain		874594
0651	Assigned	CorpTech	Please find attached screen shots of IT0008 and WB Employee Details screen for employee Ann Schmidt 00136328. The rate displaying in IT0008 doesn't match the rate in WB details.	Interface	System	Payroll	CorpTech	3.Medium	Workbrain		872540

			"ZPY_QH_PAYROLL_EXP - Payroll Exceptions Report Current output only provides an employee's PAN - Personnel Assignment Number. With concurrent employment, analysis of errors reported needs to include all of en employee's assignments. This makes it very difficult when utilising report output for identifying issues and disbursing for error correction.							
0654	Assigned	CorpTech	An employee's Personnel Identification Number needs to be included on the report"	Report	System	Payroll	CorpTech	3.Medium	SAP	873680
0657	Assigned	CorpTech	"On call allowance 7 days on call... I have received a call from a CSO regarding the payment value for the 7 days on call for BEMS, on page 14 of the BEMS EB4 located at http://www.health.qld.gov.au/eb/agreements/bems_cert_agree4.pdf indicates the value should be $129.53 however as per the attached payslip it is only paying $129.50 for the 7 days. The rate should be 18.5042 rather than 18.5 as stipulated on the payslip. Please advise."	Configuration	System	Payroll	CorpTech	2.High	Workbrain	874159
			"Pay point PAMJ did not migrate across from Lattice. Can this please be configured ASAP I SAP. We have been receiving a number of queries regarding this from employees who are not getting their payslips. PAMJ - Mental health Transitional Housing 1st floor 50-56 Sanders Street							
0661	Assigned	CorpTech	Upper Mt Gravatt."	Payslip	System			3.Medium	sap	
0668	Assigned	CorpTech	"HIGH - Dorothee Roberts 00207436 - incorrect payment of In Charge Allowance. Dorothee was entered as ICA_REL for unit of 1 on 14:30 to 23:00 shift 24/04/10. This is paying 8 hours at casual hourly rate = $347.84 (should be 50% of In Charge Allowance) + 8 hours of In Charge Allowance (100%) = $10.37. Total of In Charge Allowance for 24/04 = $358.21."	Payrules	System	Payroll	SWOT	2.High	Workbrain	
0669	Assigned	CorpTech	"203316 J Fox leave lump amount As per the attached, this employee has rec leave of 7.6 hours in Workbrain for 21/04/2010, but SAP has paid 29.25 hours. Could you please advise how to correct the payment."	Configuration	System	Payroll	CorpTech	2.High	Interface	
0681	Assigned	CorpTech	"When an employee is ""not required"" on a public holiday and they are recalled to work, they are usually entitled to be paid a minimum of four hours (even if they are only required for say 2 hours). Cameron Perrin 00200120 was recalled for 1 hour and 45 mins on ANZAC day 25th April. He has only been paid for the 1 hour and 45 minutes he was at work. He has not been paid the 4 hour minimum he is entitled to. I have attached a copy of his payslip."	Configuration	System	MVS	CorpTech	3.Medium	Workbrain	872102
0684	Assigned	CorpTech	Rene J Koppelaar #27964 Super incorrect.	Super	System	Payroll	CorpTech	2.High	SAP	871750
0686	Assigned	CorpTech	"Employee Ronald Nightingale 176771 has had a recall on public holiday 26/04 from 1500-1530, this is during his normal working hours 0830 - 1700. The minimum hours rule is not applying to this shift. SEE ALSO LOG # 2616 similar issue."	Configuration	System	Payroll	CorpTech	2.High	Workbrain	872518
0698	Assigned	CorpTech	Phyl Cox worked overtime on the 3/4/2010 and was not paid meal allowances on the shift. We have deleted the entry in MVS, re entered the details and published etc, still to no avail. I have attached a screen dump.	Configuration	System	Payroll	CorpTech	2.High	Workbrain	871727
			"Can someone please look at the Liza Reinberger - 00170550 RDO hours taken on 06/05/2010 - 3 hours at end of shift (1330-1630) We get a message 'Your Leave Request has been rejected as you are not entitled to take the balance for the entire period. She is RDO accruing from the 08-03-2010 to 31-12-9999 and is accruing RDO's in the timesheet but her balance doesn't show in the leave request. Can this please be rectified asap as we have RDO hours to book off for this pay period"							
0701	'gned	CorpTech		Timesheet	System	Payroll	CorpTech	3.Medium	Workbrain	870773

			"I was advised in a teleconference today to pass this onto you for investigating. Domenic Vozzo is a concurrent employee. Both Pay Advices have a combined net income on them. I believe that each advice should reflect each position and only have a combined bank deposit on them.								
0711	Assigned	CorpTech	Awaiting your reply"	Payslip	System	Payroll	CorpTech	2.High	SAP		
0721	Assigned	CorpTech	Attached is Carole Gerlach's payslip for PP23 in which a total gross of $3232.35 is paid however only $3.45 of superannuation is paid. Could this please be looked into.	Super	System	Payroll	CorpTech	2.High	SAP		869975
0732	Assigned	CorpTech	SWOT unable to remove leave Leave Cancellations in Workbrain. Onpassed to Corptech by Belinda Schaeller at SWOT. "Attached is an ABAP Runtime Error in the Termination Organiser. This was run for employee 00173979.	Leave	System	Payroll	CorpTech	2.High	Workbrain		869785
0737	Assigned	CorpTech	Could this please be investigated."	Termination	System	Payroll	CorpTech	2.High	SAP		870026
0739	Assigned	CorpTech	Attached is the snapshot of what is now happening with leave. Shifts were booked on for 8-1630 for John Druery 00076684. Booked off Tues 4/5 as RDO which didn't affect times but when rec leave booked off from 5-14/5 shift extends to 8-1700. " Last week we identified that calc group QH_SMO-RMO_FT_RMO_CONTSHFT_1WKPH had a defect and was paying unplanned OT as OTM instead of 1.5 and QHEST_HRIT escalated this to Corptech (30/04/2010 1:37pm). The below employee is also in this calc group and consecutive OT is all paying 1.5 instead of the first 3hrs of OT/Recall at 1.5 and then any OT/Recall until the next ordinary hrs at 2.0.	Timesheet	System	Payroll	CorpTech	3.Medium	Workbrain		869644
0740	Assigned	CorpTech	Is this fix coming as part of the correction to the known defect, or is this a separate issue?" "Home Team Operating Rostering movements #00039035 McCorry & #00039036 Boldeman	Configuration	System	Payroll	CorpTech	2.High	Workbrain		869844
0749	Assigned	CorpTech	It appears the employee's Team were deleted somehow in Workbrain and can only be re-added by Corptech."	Interface	System	Payroll	CorpTech	3.Medium	Workbrain		869587

			Issue with processing leave for an employee in the Leave Request Application . User Id: 008268 Emp: 134586 Date: 09/03/2010 Shift Details: 1030-1836 – ½ Hour Unpaid Meal Break 1. A Leave Request Form was processed for 09/03/10 Sick Leave Paid – 1030-1330 2. A Leave Request Form was processed for 09/03/10 Sick Leave Unpaid 1330-1836 - this was rejected and an error message that the Leave could not be processed as it was over lapping another leave request was displayed. 3. A Leave Request Form was processed for 09/03/10Sick Leave Unpaid 1331-1836 and this was rejected with the same error message above. 4. Message Inbox was viewed and displayed the following: Original request for 09/03/10 Sick Leave Paid – 1030-1330 (11.04am) Leave cancellation with no date ticked (11.07am) 5. Timesheet was at this point in time displaying the following: 1030-1330 - SCK 1330-1331 - WRK							
0758	Assigned	CorpTech	1331-1430 - SCK_NP	Leave	System	Time and Attendance	CorpTech	2.High	Workbrain	839265
			"FICO Sim error for employee 00028966. The warning was displayed on the Pay Calc report but was not displayed on the Distribution Report. All errors and warnings from the Pay Calc reports should appear on the distribution reports. Another issue was logged this morning regarding the missing Time Evaluation error records within the Distribution Reports as well – this issue may be related. Distribution Report not showing all Pay Calc warnings The warning below displayed on the Pay Calc report but was not displayed on the Distribution Report All errors and warnings from the Pay Calc reports should appear on the distribution reports.							
0760	Assigned	CorpTech	Another issue was logged this morning regarding the missing Time Evaluation error records within the Distribution Reports as well – this issue may be related." "The above employee was rostered to work a night shift 22.15 -06.45 hrs on Monday 08.03.10. She has the shift appearing in timesheet along with some overtime which is correct. The shift penalty was paid in the following pay period and then reversed back in PP 22 but at the wrong rate.	Costing	System	Payroll	CorpTech	3.Medium	SAP	853857
0763	Assigned	CorpTech	I can find no reason for this to have happened. Can you please have this looked at and get back to me"	Timesheet	System	Payroll	CorpTech	2.High	Workbrain	869507

			"We have looked at the balances that are in Workbrain and in IT2006 - these are correct. When Angela runs the term organiser the balances that come through are the balances as at 31.03.10.							
0767	Assigned	CorpTech	Can this please be investigated." "I noticed this when I reviewed QSuper Vendor 7000015 in FAMMIS. The fund type is not displayed on these items. This is incorrect SAP HR Run ID 2116 / Document 108848 VendorFAMMIS Document NumberLine Item AmountWage TypeQsuper PlanAmount SplitPersonnel Assignment Number (PAN) 70000158400007230-779.32SB20GFND559.79156530	Termination	System	Payroll	CorpTech	2.High	SAP	
0769	Assigned	CorpTech	SW20GFND219.53156530" "DURMAN Peter 00127087 - Recalled from LSL When the user has attempted to re book the LSL Workbrain has rejected the transaction stating that the minimum period of LSL has not been met.	Costing	System	Payroll	CorpTech	3.Medium	SAP	868218
0782	Assigned	CorpTech	This contradicts the latest policy change relating to the taking of LSL regarding recall to duty whilst on this type of leave." " Superannuation Calculation - Accumulation Plan. Issue: Incorrect values for employee on HD (on HD) greater than 12 months. Refer to employee 70335 - Scenario: 1. Employee substantively AO3 (4) 2. Employee is currently on HD AO7 (1) - less than 12 months. 3. Prior Service record reflects HD AO6 (2) greater than 12 months. Superannuation should be calculated at the AO6 (2). Currently being calculated at the AO7 (1) rate for 9803. Correctly calculating the Public Holiday 9804 - at the AO6 (2).	Configuration	System	Payroll	CorpTech	2.High	Workbrain	866941
0785	Assigned	CorpTech	9803 is accumulating to /173 - Define Super Earnings which is then impacting wage types 5B20 and 5W20 for this employee."	Super	System	Payroll	CorpTech	2.High	SAP	866928
0787	Assigned	CorpTech	Alistair Reid, is a VMO who is on leave on this particular day. It appears that he will be paid overtime rates for the first half hour of his leave. Is this a known issue and is there a way to correct the data. "Employe override Sally Moody 00154444	Configuration	System	RLF	CorpTech	2.High	Workbrain	
0788	Assigned	CorpTech	Cannot delete the entries in SAP and Workbrain"	Timesheet	System	Payroll	CorpTech	2.High	Workbrain	

			"Unable to enter a purchase leave due to the following error. I have previously had no problems and have had another co-worker attempt to process with the same error being displayed. It appears that this function is not available to us at the moment.							
0799	Assigned	CorpTech	You can contact me on 3089-5111 if you wish to discuss it further."	Leave	System	Payroll	CorpTech	3.Medium	SAP	866939
0812	Assigned	CorpTech	"Can you please escalate this Corptech for investigation. This is similar to issue 2202 and needs to be investigated as employees are currently being incorrectly paid - (receiving OT inappropriately). Another employee number which can be used for identification of this issue is employee Elizabeth Rahilly 00175798 which I have not made any changes to."	Timesheet	System	Payroll	CorpTech	3.Medium	Workbrain	866300
0815	Assigned	CorpTech	"Pay rules issue. Employee (167944) was assigned shifts (9 by 12 hr) Employee timesheet is showing 96 hrs at reg pay and the 10 hr OT equiv. See screen shot 1 Empl should be paid OT for hours in excess of 76 for the fortnight. The 76 hr threshold is reached on 17 mar and the pay rules are partially kicking in with the splitting of times to reflect the OTM rules. They are failing to apply the OT rates to the splits. See screen shot 2. I have had to go and manually amend the shifts in nthe MVS so that I can do aa ad-hoc payment for the employee, so timesheets will be different now. Dougal has seen this error."	Timesheet	System		CorpTech	3.Medium	Workbrain	
0827	Assigned	CorpTech	Please find attached screen shots of discrepancy between WB and SAP. Personal details have been entered in SAP on 13/04/2010 but have not appeared in WB employee details. Jeff has spoken with Justin Thomas and advised that this should be escalated to Corptech for investigation.	Interface	System	Payroll	CorpTech	2.High	Interface	
0828	Assigned	CorpTech	" UBS toil Accrued - extended shift Please see attached a Unit Based Staffing query, screen dump included."	Configuration	System	Payroll	CorpTech	2.High	Workbrain	866055
0830	Assigned	CorpTech	"IT0S09 Higher Duties We have encountered an issue with IT0S09 Higher Duties that we are unable to correct. IT0S09 has information stored that doesn't match IT0001, IT0007, IT0008 and it is unable to be removed. Can you please arrange for someone to delete this record to allow for correction. HD Record should be dated 05/04/2010 - 11/04/2010 as NRG10-1"	Input	System	Payroll	CorpTech	3.Medium	SAP	865981

			Could I please place a configuration request? I would like to apply for a wage type to be configured as a Retro payment. It is for Terminated employees in SAP who require Fund Reversals. It is in regards to RemServ. Employees who are term'd in SAP, but require Funds Reversals from RemServ, cannot receive them with the current system. Retro payments, which are entered as a negative figure in info type 0015 under 4P05, cannot be processed in the current pay period if the Employee was Term'd in a prior period as they have a zero amount in the current pay period balance. The following process is in the Work Instructions when processing RemServ Fund Reversals for CURRENT employees: i) Payment of Funds Reversals Direct to Employee Upon receipt of advice from RemServ, the Business Operations-Payroll officer will process the reversal in SAP HR using Infotype 15. The amount of the reversal must be entered as a negative figure (-) against wage type 4P05. This action will result in the employee being taxed on the value of the reversal as part of their normal fortnightly pay and no manual calculation of relevant tax instalments is required. ii) Redirection of Funds Reversals to QSuper Where the client has requested that the amount of their funds reversal be paid to their QSuper account as a salary sacrificed voluntary contribution, in addition to the process described above, it is necessary to adjust the employee's relevant superannuation record for the same pay period only to increase the value of their superannuation salary sacrifice for an amount equal to that of the refund.							
0874	Assigned	CorpTech		Configuration	System			4.Low	SAP		
0883	Assigned	CorpTech	Overtime directly after a shift was entered on 17/4/10 for Anthony Bell 00131345.(copy attached) Instead of paying overtime workbrain has paid as LL and Saturday penalty. "As per the attached, employee 00204014 (S, Iverach) has been given a ""MENT"" allowance for the current fortnight (19/04/2010 to 02/05/2010) which appears to be processing correctly. The same employee has had a ""MENT"" allowance for the previous fortnight (05/04/2010 to 18/04/2010) for the same value entered the same way and it does not pay. Could you please advise how to process retrospective payments for the ""MENT"" allowance.	Configuration	System	Payroll	CorpTech	3.Medium	Workbrain	864248	
0884	Assigned	CorpTech	Addition to above: After further looking at the query that was raised earlier today. The ""MENT"" allowance is paying on a day shift, and afternoon shift, but not a night shift as per the attached."	Configuration	System		CorpTech	2.High	Workbrain	864235	
0889	Assigned	CorpTech	Please see attached screen dump it just doesn't want to pay meal allowance for the overtime on the 09/03/10. Dougall has looked at this as well and has asked me to log this.	Configuration	System		CorpTech	2.High	Workbrain		
0891	Assigned	CorpTech	Please find attached screen shot of employee Benjamin Robertson 00197465 12/03/2010 - 15/03/2010. With the amount of OT and Recalls performed over the weekend we were expecting fatigue penalty to be applied to Monday 15/03/2010.	Configuration	System	Time and Attendance	CorpTech	2.High	Workbrain	863277	
0892	Assigned	CorpTech	"I have attached 4 screen dumps - they are in regards to 2 queries - the first is an employee who had their shifts allocated in MVS had a sick day on the 22/4/2010 - this clearly shows in MVS and timesheet but the Publish roster report does not show a shift for that day - the second query is for 4 week accruing employees on cyclic rosters - the PHNR shows in Timesheet and MVS but still shows as working in the report. This has caused additional enquiries from Line mangers when the reports are sent out."	MVS	System	MVS	CorpTech	2.High	Workbrain	863272	

			"Team 70069884 RCDEM - MVS error message Roster saved to MVS from Roster Load Form – result system lock out When logged back into system roster appears in MVS but when clicking the Schedule violations information button, Error message appears – see second snapshot for error message"	MVS	System	MVS	CorpTech	3.Medium	Workbrain		
0903	Assigned	CorpTech	As per the attached, could you please advise how to remove the Termination Date in Workbrain for employee 00130300. Amanda Goss from SWOT has already had a look and they cannot remove the date. The employee is awaiting payment for a shift that cannot be processed at present.	Termination	System	Payroll	QHEST	2.High	Workbrain		
0908	Assigned	CorpTech	"Default Costing for Employee Joseph Brown - PAN 198169 Screen dumps of relevant Workbrain and SAP information are attached for your reference."	Costing	System	Payroll	CorpTech	3.Medium	SAP	863157	
0912	Assigned	CorpTech	"Time Errors That Won't Clear PP22 to PP23 Escalated to Corptech by Anthony Middlebrough."	Interface	System	Payroll	CorpTech	2.High	SAP	862448	
0914	Assigned	CorpTech	During posting to the QSUper Vendor no line item text or assignment detail is created because the Wage Types refer to an invalid QSuper Plan. Please refer to attached for details from Pay Period 22 Pay run.	Super	System	Payroll	CorpTech	3.Medium	SAP	861621	
0920	Assigned	CorpTech	I have the above employee on the Theatre MB Roster (70068017) who was booked off with RL from 12/04/10-25/04/10 but the shifts are not coming across into Timesheets for this week 19/04-25/04/10. I have tried republishing the Roster, deleting and rebooking the RL, and trying to delete the shifts (not possible) so I can replot the shifts and book of leave again. But I cannot get rid of the booked RL shifts on the Roster. Can you help me, please.	MVS	System	Time and Attendance		2.High	Workbrain		
0923	Assigned	CorpTech	Please find attached error received by user 173437 Roslyn Reddy trying to save a termination log	Termination	System	Payroll	CorpTech	3.Medium	SAP	873377	
0935	Assigned	CorpTech	CorpTech (see attached), however there is another employee with the same issues that require correction by CorpTech: Detailed below are 2 related issues - (1) the system defect and (2) the employee records which require CorpTech to resolve as a result of this defect. The affected employee (00168418) was processed as a Termination Off-cycle in WorkBrain with an effective date 05.02.2010 which was prior to the Hands Off Date (08.03.2010). Issue 1: WorkBrain should not allow Termination Off-cycles to be processed for dates prior to the Hands Off date +1 day as this would: 1) allow users to terminate employees prior to go-live or 2) allow users to modify records/create retro adjustments while the interim payrun is running/finished but prior to midnight (particularly on a Pay Sunday afternoon). This would result in records being created (Time and Leave) which would not be interfaced to SAP. Additionally, we need to ensure WorkBrain does not allow Terminations to be applied prior to or on an employee's commencement date (no issues identified so far but need to ensure system validations are in place to prevent this from occurring). During Termination Off-cycle processing, leave adjustments are created for the day prior to the Termination date therefore the system should restrict their application to the day after the Hands Off date (eg during the fortnight users should only be able to apply Terminations as at 9.03.2010 or later except during interim payruns which would be later dates - i.e. Hands Off date + 1 day).								
0945	Assigned	CorpTech	Issue 2: The attached employee has overrides in WorkBrain which are prior to the Hands	Termination	System	Time and Attendance	CorpTech	3.Medium	SAP		
0951	Assigned	CorpTech	"Attached screen dump is of shifts entered and committed for an OCP on the 7/4. I can't see any adjustment in SAP for the employee and when I ran an OCP again from 07/04 it returned 0 results in the transfer. Can't work out what's happening but Employee is getting a might thin understandably. Can someone please take a look at it for me."	Timesheet	System	Time and Attendance	CorpTech	2.High	Workbrain	856691 & 856695	
0955	Assigned	CorpTech	"The following issue relates to the RDO top up defect Don't know if thus is a known issue or if it is a data entry error but the attached employed has been paid 68.4 hrs Ordinary,7.6 hrs Pub Hol Not Req and 7.6 hrs RDO top up, total 11 days."	Configuration	System	MVS	QHEST	2.High	Workbrain		
0959	Assigned	CorpTech	"attached is an issue raised where an employee is allocated to the correct Roster Team for each week of the fortnight however the employee is not appearing on the RLF for either teams. Should the employee be allocated to the either RLF for the each week period?"	RLF	System	MVS	CorpTech	3.Medium	Workbrain	842989	

			"I am currently trying to process a home team loan out for Lynn Turner 00157796 in order to see her rostered correctly for a number of shifts worked in 70070536. Each time I try to save a loan out the attached error occurs.								
0960	Assigned	CorpTech	Not too sure where I am going wrong/what this issue is."	Input	System	Time and Attendance	CorpTech	3.Medium	Workbrain		853791
0961	Assigned	CorpTech	There are employees on LWOP who are being paid. This payment is not for the whole fortnight, just for the public holdiay. We have also found out that employees on secondment to other agencies have also received payment for Good Friday. Corporate Office would have over a hundred employees on secondment and on LWOP, so they are now all overpayments and unless something is done for this fortnight, they will receive payment for Easter Monday, along with those employees on LWOP. This is a matter of urgency to have this fixed or reports run so that we can do some manual intervention.	Configuration	System	MVS	CorpTech	2.High	Workbrain		
0962	Assigned	CorpTech	"Please see attached screen dump - CSO Kelli Davidson is attempting to book leave for this Employee however cannot proceed as the error 'your request for leave has been rejected as it overlaps an existing leave entry' - which is not the case? I am trying to book some leave for this lady from 25.03 - 02.04 - rec leave in lieu of sick leave, it says there is overlapping leave but there is none. Also - Mark Chalmers 00037107 - sick leave for 01.04 says there is pending leave request but is not."	Leave	System		CorpTech	3.Medium	Workbrain		
0963	Assigned	CorpTech	"On the last day of the fortnight the employee is incorrectly being paid overtime after 4 hours and 27 minutes. Could you please pass this on for analysis."	Configuration	System	Time and Attendance	CorpTech	2.High	Workbrain		
0965	Assigned	CorpTech	Can you have a look at this one please as Workbrain is not calculating this employee's pay codes correctly. She is a casual nurse who has worked more than 32 hours in week 1 of the fortnight. Shift # 5 on Sunday 14/03 should be paid at overtime rates as per her award however as you can see from the attached screen print this has not occurred. I have checked MVS and all of her shifts appear to be correctly entered, there are no shifts with UAT workcodes. Employee # 00150279.	Configuration	System	Payroll	CorpTech	2.High	Workbrain		845171
0975	Assigned	CorpTech	"At Ipswich we have identified that Leave Request Cancellation is not listed chronologically. Also the Leave Request Cancellation screen is only showing 10 entries on the page. There is no warning/alert that there are more approved leave requests available for cancellation. Please highlight to users to utilise the date selection boxes when entering into the Leave Request Cancellation screen. This will impact users in the near future, as employee's leave requests are accumulated in Workbrain. Please note Leave Request screen is listed chronologically. Could you please pass this onto the Training Team."	Leave	System	Time and Attendance	PSP	4.Low	Workbrain		
0984	Assigned	CorpTech	"Could you please log the attached defect for the PIA report which is generated after each export of WB data. The attached PIA report is displaying leave for Notational LL Absence Types which have not been booked in WB as PIA - these employees have been records as standard Rec Leave applications. The only records which should appear on the PIA report is PIA records which need to be actioned in SAP."	leave	system	Leave	CorpTech	3.Medium	Workbrain		849639 -logged

			"I am trying to put in leave request on multiple days as sick leave no pay for the hours of 12.30 - 16.36. Employee is rostered 08:30 - 16:36. When entering the in the second leave request, message advised rejected pending leave still outstanding.							
0989	Assigned	CorpTech	I then also went in to the leave cancellation request to view record and noticed the times were altered to 12:36 - 04:36, which may be why it is still pending."	leave	System	RLF	CorpTech	2.High	Workbrain	
0997	Assigned	CorpTech	I am just wanting to bring to your attention an issue I am experiencing in which an employee's hours are increasing from 8hrs (in the WB Timesheet) to 16.5hrs (in the Pay Sim & IT2002) after going through the Payroll Export Off-Cycle. The affected employee is 00116846.	Interface	System		CorpTech	2.High	Workbrain	846349
1005	Assigned	CorpTech	The salary sacrifice defined benefits screen shot attached does not appear to have the employers contribution but the normal defined benefits does.	Super	System	Time and Attendance	CorpTech	2.High	SAP	839262
1006	Assigned	CorpTech	Unable to read alert message in timesheet screen.	Timesheet	System	Personnel Administratic	CorpTech	3.Medium	Workbrain	
1011	Assigned	CorpTech	Please advise if the issue contained in the screen shot is due to the leave not coming across because the interim pay run had not been completed and therefore was not interfaced.	Interface	System	MVS	CorpTech	2.High	Interface	
1020	Assigned	CorpTech	There are three AIN's at the Redcliffe Hospital who have been paid PDL hours which should only be available to EN's and RN's. Can you please investigate.	Configuration	System	Personnel Administratic	CorpTech	2.High	SAP	853648
1021	Assigned	CorpTech	Can you please advise how to fix a termination error 'Error Rollover more than permissible, please re-enter, Error DYNPRO_FIELD_CONVERSION occurring when tryin to view tab Termination Payments.	Termination	System	MVS	CorpTech	2.High	SAP	
1023	Assigned	CorpTech	We are tryinto enter a movement form for a part time employee contracted to work 46.5hrs per fortnight. Using Infotype 0007 Planned Working Time does not have a Work Schedule Rule for PT46.5. Can you please arrange for this work schedule rule to be added.	Configuration	System	MVS	CorpTech	2.High	SAP	853714
1024	Assigned	CorpTech	"Workbrain has passed an LB entry to SAP that does not match the employees LB history. Employee#165727 - A retro entry for 09.03.2010 was passed in period 21.2009 for 254.885 hours. The employee has no such override or balance in Workbrain to warrant this value to be passed to SAP Impact: The leave balance between Workbrain and SAP do not match. The employees leave balance and ALCS accrual has been over inflated in SAP. Correction: The value needs to be reversed out of SAP without affecting the Workbrain balance. Function: Employee LB Interface Priority: High Contact: Please contact Stephen Bosch on 30067851 or Susan Tran on 30067855 for more information if required."	alcs	System	MVS	CorpTech	3.Medium	SAP	853588
1029	Assigned	CorpTech	The bank Disbursement for Elizabeth Hudson (employee number 034650) shows a split of $700 to the correct fixed account number and the balance of $588.22 to the correct variable account number. However the employee has physically checked their bank statement details and has advised that only $155.90 has gone to the fixed account and the balance of $1132.32 to the variable account which is not what the payslip shows. Can you please check the bank deposit file to see what has happened.	Deductions	System	MVS	CorpTech	3.Medium	SAP	849596
1034	Assigned	CorpTech	There are issues with the shift pattern offset. Employee Christian Moore is to commence in PA Security on the 22nd March on Shift pattern 32WK-76H-PASECURITYSECURITY FULLTIME. He is required to start on Day 183 of the roster. We have tried various shift pattern offsets as advised by Jason and Ankar, but none of them are working. Can you please advise how to rectify this.	Configuration	System	RLF	CorpTech	2.High	Workbrain	848795
1036	Assigned	CorpTech	Workbrain is sending recreation leave for a casual to SAP. Requested by Pine to escalate issue to the service desk.	Interface	System	MVS	CorpTech	2.High	Workbrain	
1040	Assigned	CorpTech	The hours for employee 00202962 for dates 16.03-19.03 2010 have bee doubled. Can you please rectify.	Interface	System	MVS	CorpTech	3.Medium	Workbrain	846349
1045	Assigned	CorpTech	"The Payroll Distribution report run 16/03/10 displays no Time Evaluation errors. This is incorrect. Please refer spool 31035 for the 16/03/10. This request has been approved by Anthony Middlebrough - SWOT"	Report	System	Unknown	CorpTech	2.High	SAP	

1046	Assigned	CorpTech	"I have been trying to print Payroll reconciliation reports from SAPHR so that I can distribute the report for users who do not have access to SAP HR. I have contacted Corptech with the printing issues, but I was told to log the call via Payroll system support. In the past, the QHIC team was able to print the report for us. However, given a number of the staffs in QHIC will be on leave next week. Can you help to fix the printing issues? Attached is the screen dump for the printer errors. Details of the printer is as follow: The asset number is: 10294458 The IP address is: 10.81.124.49"	Printing	System	CorpTech	2.High	SAP	867606
1047	Assigned	CorpTech	"We are unable to print anything from SAP. We have never been able to print since go live. However, a test was completed some months ago and that was successful. The test was done by someone managing the project. The default printer is a Ricoh Aticio MP C3500. The asset number is 10247656 We, and the printer, are physically located, Level One, North Tower, Royal Children's Hospital. Please let me know if you require any further information. We have had numerous staff coming to ask with requests that require information to be printed from SAP. Screen dumps are somewhat effective, but extremely time consuming - and time is not something we have a lot of these days."	Printing	system	CorpTech	2.High	SAP	862458
1048	Assigned	CorpTech	"Additional issue with LVA (leave value adjustment) For employees that have had a pay rate increase 01.04.2010 due to EBA increase , the leave value has not been adjusted accordingly. Basic pay IT0008 is indirectly evaluated and even though an additional WT /004 is calculated in payroll the ALCS logic does not recognised that there is a pay rate increase. Eg employees, 49309 45645 Impact: The ALCS levy will be under remitted as the leave balance not revalued to new pay rate. Correction: A change to the ALCS logic is required to handle this scenario. Function: Annual Leave Central Scheme Priority: High Contact: Please contact Stephen Bosch on 30067851 or Susan Tran on 30067855 for more information if required."	alcs	system	Personnel Administratic CorpTech	3.Medium	SAP	

			"Just wondered if you could find out whether they are going to do anything to fix that Unders & Overs Report. I think it is recommended this Report be run daily which would have to be a joke based on the report that generates. I eventually got through the report (at 11:27 on Easter Sunday) several days after first running it. This Report is run by Org Unit and what happens is that a nurse might be contracted to work in Surgical Ward but is moved to other Units throughout the fortnight. The nurse appears on the Unders & Overs Report under every Org Unit that she works in. So it will indicate she is contracted 76 hours but only rostered 8. However when you go to check she has full time shifts in. It will highlight like this for every Org Unit she works in. So you find that after about the 3rd time you are checking something you have already checked. We don't need this. We need a Report that is run by Employees only - like the old Pay District Highlight Report.							
1052	Assigned	CorpTech	I have NO idea what the other reports look like because there was absolutely NO time to run any others last fortnight." "PAt the request of the project officer Bill Binmore I am forwarding this query. Please see the attached Published Roster Report for shift times not displaying correctly. Please look at Debbie Crabtree, her second part of her shift is appearing on the top line whilst the first part of the shift appears under this.We were aware that this was happening for shifts that overlapped midnight (e.g. 2100-0700) but not for shifts that are on the same day. Also there are other shifts (Peter Lyon) who works 2245-0715 that show correctly? So why does it work for the 2245 shift but not for the 2100??"	Report	system	Reports	PSP	2.High	Workbrain		
1053	Assigned	CorpTech	"We have been trying to run an overrides report for one employee, for changes made to 08/03/2010-25/04/2010 (we have a retro adjustment with no dates so have narrowed it down to something being changed for a date/dates prior to 26/04/2010), and we are also adding the created dates as 03/05/2010-11/05/2010 as we know the override has been done sometime this fortnight. We are also entering the team that the employee is in for the date range as a parameter. We are not entering anything in the 'changed by' field as we would like it to show changes made by anybody, as who made the change is irrelevant, we just need to see what changes have been made. This report is timing out (screen dump below). We have tried to narrow the date ranged further by running one week at a time for the override start and finish dates, and keeping the override created start date as 03/05/10 and end date 11/05/10. We are also selecting 'Include Overrides For All Dates' from the Search Options Drop Down menu. This also times out.	Report	System	MVS	CorpTech	3.Medium	Workbrain		875149
1056	Re-Opened	CorpTech	Are we running this report correctly, and if so, how do we get around the timeout issue in order to get the data in the report? If we are not running this report in the most effective manner can you please advise which other fields we should fill in?" "The rates in SAP appear to be wrong for Mileage as per the attached Directive.	Report	System	Payroll	CorpTech	2.High	Workbrain		873375
1068	Assigned	CorpTech	We have a mileage allowance for Gillian Hamilton 141538 that we couldn't get to pay at the correct rate."	Configuration	System	Payroll	CorpTech	2.High	SAP		
1070	Assigned	QHSSP	Absence Quota Report:-Could you please find out why this report is highlighting zero leave balances. Anthony thinks this is a defect and should be investigated. "As discussed, I think this should be logged by the help desk and actioned when it can identify who is attached to the shift pattern - the shift pattern is for an employee who is on a 9 day fortnight (as attached) and probably only has one person attached but we need to confirm this. In addition there are 5 other shift patterns with 76.5 hours but we do not know who is attached.	Report	System	Reports	CorpTech	2.High	SAP		852288
1072	Assigned	CorpTech	So is there a report that would assist us in knowing who is attached to shift patterns?"	Configuration	System			3.Medium	Workbrain		

			"Is there a chance this report could be more user friendly, that is set out the same way as the Published Roster (Unit Schedule) Report? If this is not possible can you forward my email on to someone who can look at changing it in the long term? I would believe if the nursing staff are getting these reports in this format they would not find it easy to use.							
1073	Assigned	CorpTech	Also, we do require the Daily Staffing Report on a daily basis. Will this be possible as an automatic thing or will we have to call each day to get one if you are not there?" "As outlined in the attached, it has been noted that the pay rate for nurse grade 5 - increment 7, is configured higher in SAP then LATTICE.	Report	System	Learning & Developmer	PSP	4.Low	Workbrain	
1074	Assigned	CorpTech	Could this please be investigated as a priority 1 for review and follow-up as employees would have been paid this incorrect value last fortnight and will continue to be paid the wrong value this fortnight." "Employee (Dorothee Roberts) was paid the incorrect amount for ""Relieve in Chg&SpecDuty50%"".	Configuration	System		CorpTech	2.High	SAP	847277/847273
1075	Assigned	CorpTech	They were paid the full casual hourly rate instead of approximately 60 cents per hour."	Configuration	System		CorpTech	2.High	SAP	872025
1076	Assigned	CorpTech	"It has been identified that there may be a discrepancy in the RMO and SMO on call rates configured. Could you please review the on call wage rates configured to ensure they align to the RMO/SMO agreement clause included below regarding on call and also the applicable IRM attached which also includes the provision of standby."	Configuration	System		CorpTech	2.High	SAP	872010
1078	Assigned	CorpTech	"The warning in the attached was displayed on the Pay Calc report but was not displayed on the Distribution Report. All errors and warnings from the Pay Calc reports should appear on the distribution reports. Another issue was logged this morning regarding the missing Time Evaluation error records within the Distribution Reports as well – this issue may be related." Can someone please look at the below. We think there may be a defect in the way the quals are calculating and it also may be using the old out of date rates for the allowances? Firstly I'm gonna have to say Siiiiiiiigh...	Report	System	Reports	CorpTech	2.High	SAP	838755
			One of my lovely Casual Nurses has blessed me with 3 pages of errors with her pay, most of which relate to her Nursing Quals. On investigation I have notices there seems to be two differences/errors since Go Live. The Allowance is not calculated on the Casual Wage Rate anymore. The allowance is no longer paid on Penalties. I'll use my Cherub as an example. She has a Masters so receives the 5.5% Allowance and works 4 late shifts a week. Lattice Pay 8 x Casual Hours @ $41.8426 = $334.74 8 x Noon Penalty @ $4.2523 = $34.02 8 x Acc Adv @ $2.2975 = $18.38 8 x Acc Adv Pen @ $0.2338 = $1.87 $389.01 SAP Pay (I'm using 17/3 because it's before the Pay Rise)							
1079	Assigned	CorpTech	8 x Casual Hours @ $41.8103 = $334.48	Configuration	System	Personnel Administration		2.High	SAP	

			"An issue has been identified this morning with off-cycle interface files which requires urgent rectification. An existing issue was raised yesterday regarding the off-cycle interface process (which transfers the WB files to SAP between interim payruns) not running this fortnight, however it was expected that these files would transfer to SAP during the interim payrun which ran last night. These files have NOT been transferred and are not visible using transaction ZHR_QH_IFACE_FILES. These files need to be located, transferred to SAP and processed through the adhoc interface as a matter of urgency. Since this is not occurring SSP are unable to finalise any							
1081	Assigned	CorpTech	Terminations or resolve cat6 errors from WB."	Interface	System	Unknown	CorpTech	2.High	SAP	841005
1083	Assigned	CorpTech	This employee is a casual RN - QH_QPH_CAS_RNS who should be paid overtime after 32 regular hours each week. In the week 05/04/2010 to 11/04/2010 the employee has worked 6 shifts of 8 hours with the OT being invoked on Sunday 11/04/2010. The OT should have happened on Saturday 10/04/2010.	Configuration	System		CorpTech	2.High	Workbrain	864718
1084	Assigned	CorpTech	"As discussed here is a screen dump of a potential work around for the problem of ceasing vol super in the current pay period. As you are aware SAP will not currently allow us to cease a super record in the current pay period. In the attached example I have entered zero in the ' Employee Contributions Details/ Contr. Amount' field and the system has allowed this change to be saved. It appears therefore that this may be a way of preventing the deduction from occurring this pay period whilst leaving the record still active. I'm concerned that some of the Vol super amounts that are to be ceased are very large ($1700.00 in the attached instance) and if not ceased as advised could cause financial distress for the clients concerned. Could you please advise ASAP if this is a viable work around for this issue"	Super	System	Unknown	CorpTech	3.Medium	SAP	842118
1086	Assigned	CorpTech	"Could you please urgently investigate why we are unable to make corrections/adjustments to any infotypes for the following employees: 206592 68559 (PAN 252076) These employees need to be corrected urgently to enable us to reverse the separation actions and ad-hoc the necessary payments for these employees. If you have any queries, please let me know."	Interface	System	Payroll	CorpTech	2.High	SAP	
1089	Assigned	CorpTech	"Would you please raise a Defect for the following: No CO Object appears in the Posting Document causing the posting to FAMMIS Finance to fail. The cause has been identified as the Results table of the employee has an unnecessary split indicator that causes the Posting program to be unable to determine the costing. We believe the fix originates in the payroll driver. Please refer to Gert Maritz for further detail. I have attached a spreadsheet showing the error in the posting document."	Costing	System		CorpTech	2.High	SAP	

			We are encountering a number of issues when Termination Off-cycles are processed resulting in duplicate leave adjustment records being recorded in SAP and Absence/Attendance records not being correct after the termination has been processed. I believe this issue is directly related to the issue I raised last week from the Interim payrun not flagging records as sent after processing. Using employee 34302 as an example (termination date 2/04/2010), the employee was processed as a termination on 14/04 via the Termination Off-cycle process. Prior to the termination the employee had been rostered as PHNR on 05/04/2010. When the termination off cycle was processed this record should have been removed however this did not occur and the record had to be removed manually by CorpTech. This deletion should have been contained in the ABSENCE file QH_NORMAL_ABSENCETERM14042010113159959.CVS. This file processed without error displaying only 2 messages: Self-reversing records in file for Hash Key 14DF13E7F1E00DA0AA3A found - data ignored Self-reversing records in file for Hash Key 57086D06FC80A4090FDB found - data ignored I have reviewed the audit log and no entries were sent from WB to SAP for 5/04/2010 via the initial Interim Payrun. The PHNR (7T10) was transferred though the Interim payrun on 12/04/10 - this is the only absence for the current fortnight. The termination off-cycle should have sent through a delete for the PHNR for 5/04 on 14/04/2010. CorpTech will need to review the self reversing entries for the above term file (I cannot see the contents of the file) as I believe this will be related to the PHNR for 5/04. What seems to be occurring is the Termination Off-cycle is picking up the adjustment/retro entries for							
1090	Assigned	CorpTech	the full current pay period including those which have already been transferred via the	Interface	System	Personnel Administratic	CorpTech	2.High	SAP	858483
			"The Superannuation file which is submitted to QSuper each fortnight is currently reporting ""Leaver"" dates as the separation date from SAP. This date should be sent as the last date of employment for the employee with QH. This incorrect date will cause problems with employees records for QSuper - particularly when employees transfer between government departments. The date recorded for the leaver (LW,LD,LZ,LF,LV,LT,LR) reasons should be the final date of employment with QH. The second part of this issue is the significant number of employees who are not being generated with a status date for their leaver record (approx 290 in PP21). I suspect this could be related to the above issue as the leaver date of 05.04.2010 (which should be 04.04.2010) would then fall outside of the current pay periods date and therefore not be							
1092	Assigned	CorpTech	sent to QSuper via the EDC file."	Super	System		CorpTech	2.High	SAP	856699
			"The configuration of Wage Type 4P05 used for the processing RemServ funds reversals requires urgent amendment as follows: * The existing configuration of this Wage Type allows it to be used in Infotype 0014 - Recurring Deductions and Allowances to process recurring payments of funds reversals. Such payments are only to be made as one-off payments through Infotype 0015 and the ability to be able to process them as recurring payments should be removed. * The configuration of this Wage Type also needs to be adjusted to allow for these payments to be made retrospectively so that they can be used for the payment of funds reversals to terminated employees without the need to rehire the employee - the process for which is labour intensive and carries with it inherent risk of employee overpayments. The incidence and value of these payments is significant requiring a prompt resolution to							
1093	Assigned	CorpTech	this matter."	Deductions	System		CorpTech	2.High	SAP	
			"Urgent Defect for Priority 1 Review Nursing employees are scheduled to receive a wage rate increase from 1/04/2010 which is included in the current fortnight (Thursday of week 2). Pay Sims are showing that Nursing employees who receive an ""exception pay"" this fortnight will be paid all ""exception pay hours"" for the fortnight at the 1/04/2010 rate instead of proportioning the hours across							
1094	Assigned	CorpTech	the 2 wage rates."	Configuration	System	Payroll	CorpTech	2.High	SAP	

1095	Assigned	CorpTech	"End of Contact – Action Where a casual or permanent employee has an End of Contract separation action on their Actions Infotype, that separation action is not updating the employee's Status field in Workbrain to inactive on the effective date of the Separation. The consequences of Workbrain not being updated to an inactive status is that the employee is still generating absence and attendance data and consequently leave balances. This absence, attendance and leave balance data will not load into SAP through the staging table as the entries are after the contractual end date in the Action Infotype. The change pointers should generate Idoc's with an inactive status for permanent and casual employees when there is a separation end of contract Action. Additional information available see email"	Termination	System		CorpTech	2.High	SAP		846087
1096	Assigned	CorpTech	"OTE Difference The Qsuper file for pay period 20/2009 is different to the amount paid to Qsuper for OTE difference of the Defined Benefit for the fortnight. The amount on the Reconciliation report of the Defined Benefit OTE difference shows a pay result of $46,527.67 and the OTE differences on the Qsuper file is also $46,527.67. However the individual OTE difference report on the Qsuper file is $46,527.74142, althought the total reported on the Qsuper file is $46,527.67. The problem appears to be that the OTE differences on the Qsuper file is the OTE difference concatenated with the Personnel Assignment number. The Personnel Assignment is decimalised to ten decimal places. For example employee 85 has a OTE difference of $56.60, being wage type 5B40 with the National assignment indicator of 09. However in the Qsuper file for pay period 20/2009 file QSuper050000qh20100321 the OTE difference is reported as 56.5000000085. The concatenation of these files is causing a difference to what is paid to Qsuper as to which is reported on the file. If the OTE differences is a concatenation of OTE difference and Personnel Assignment number decimalised to ten decimal places, then how does this file load in Qsuper?"	Super	System	Personnel Administratic	CorpTech	2.High	SAP		851863
1097	Assigned	CorpTech	Please escalate the following term for Jennifer Brady is trying to pay out long service leave when she is not entitled till 2016. I have attached screen dumps of this as well as lattice dumps.	Termination	System	Personnel Administration		2.High	SAP		

			The current process for changing position organisation units, title & wage rates requires employees also to be updated individually via an employee movement. As Queensland health has many to one position relationships, is there any automated system process that would update all assigned employees that can be generated or possible to request a system enhancement to enable this? Wage Rate is not so critical as their would be an Employee Movement form required to change an employees contracted rate, but Position Title and Position Org Unit would reduce employee workload. Reply from QHEST 11/05/2010 Corptech currently provide this support when other agencies undergo significant change e.g. a MOG. The additional requirements for Health that will need to be stipulated by the business need to consider: 1. Concurrent employment 2. Aggregation 3. Infotype 9001 - substantive position.							
1099	Assigned	CorpTech	"SAP User 111856 I have access to Ad-Hoc Query YHR_QUERY_ADHOC_Ad Hoc Query Tool Z_HRPA_SO In this access I have a number of info types to select but not all. How do I expand this list as I am missing info type 0185 Person ID's which contains all the registration and visa data that I am required to report on."	Input	System	Personnel Administratic	CorpTech	3.Medium	SAP	872188	
1100	Assigned	CorpTech	The following changes are required to infosets within Ad Hoc Query to support reporting requirements. 1. Basic Pay - Infotype 0008 - Include field PREAS (Reason) 2. Personal IDs - Infotype 0185 - Include infotype and following fields: ICTYP - ID Type ICCOL - ID Color ICNUM - ID Number DOCN1 - Issuing Number FPDAT - Date of Issue EXPID - Valid to date. Start Date of Infotype End Date of Infotype Date of Last Change Name of Person Who Changed 3. Prior Service - Infotype 9003 - Inclusion of fields in screens IT_INCREMENTS_ITAB and IT_ALCS_ITAB.	Report	System	Unknown	CorpTech	3.Medium	SAP	861632
1101	gned	CorpTech	4. External Transfers - Infotype 0011 - Field UWDAT (Date of Bank Transfer).	Report	System	Personnel Administratic	CorpTech	2.High	SAP	866942	

			"We have a couple of employees who have had SARAS entered into SAP but it has not interfaced to Workbrain and therefore we are unable to book their leave off. Could someone please investigate this for us. The two employees are: Rebecca Tarry 158079							
1104	Assigned	CorpTech	Keri Kahukura 135164" "Address Region System Error	Interface	System	Personnel Administratic	CorpTech	2.High	SAP	866318
1107	Assigned	CorpTech	Employee home address is unable to be saved when "Region" has been completed (Emp ID: 00251518)."	Input	System		CorpTech	3.Medium	SAP	
1108	Assigned	CorpTech	I have looked at an employee who has the nurses PDL and it accrues RDO's but for some reason the nurses with Ranip don't. Is this an error?	Configuration	System	Time and Attendance	CorpTech	2.High	Workbrain	
1109	Assigned	CorpTech	"LATTICE stored data that identified whether an employee wished to have their information released to a relevant Union or not. The data was stored as a text field (Page 6). This data was used to ensure new starter and employee reports did not contain information on employees who did not want their details released to a Industrial Union. Please log a call to investigate the intension with regard to creating an indicator in SAP HR to identify those employees who do or do not wish their details to be released to a Union. Currently, new employees indicate on an ""Acceptance of Offer"" letter when accepting an engagement with Queensland Health. As there is no field to record this data in SAP HR, such data has been lost since 8 March 2010." "Problem area = ALCS	Configuration	System	Payroll	CorpTech	3.Medium	SAP	
1112	Assigned	CorpTech	The attached list of employees have had no super calculated on the value of their leave taken in the first pay period. Wage type 0AFB was not generated in the ALCS function causing and an ALCS discrepancy." "Description: Problem: When retro leave is taken the amount of leave taken in the retro period is not grossing up the accrual in the current period. Example attached. Impact: The ALCS levy will be under remitted as the accrual calculated is a negative amount Correction: A change to the ALCS logic is required to handle this scenario. Function: Annual Leave Central Scheme Priority: High	alcs	system	Payroll	CorpTech	3.Medium	SAP	844281
1113	Assigned	CorpTech	Contact: Please contact Stephen Bosch on 30067851 or Susan Tran on 30067855 for more information if required."	alcs	System		CorpTech	3.Medium	SAP	852791

			"I noticed this error when I reviewed the LSL customer postings in FAMMIS. Two LSL wage types (6Z65 and 6Z64) have not been flagged for posting line item text. This is incorrect. e.g. (1) Wage Type 6Z65 FAMMIS document 8300000003 displays line item text incorrectly ""Payroll Period Ending 21.03.2010"" When you drill through to SAP HR to display the original document you see							
1114	Assigned	CorpTech	Have sent attachment through to Corptech."	Configuration	System	Payroll	CorpTech	2.High	SAP	
1115	Assigned	CorpTech	"When processing Higher Duties for Senior Medical Officers who are eligible for Special Allowance - 1R0S SMOROPP-OptA-SpecArea1 payment is not generated for the HD period. As long as the employee is doing higher duties in a medical role they continue to be paid this allowance. Processing of Higher Duties for these scenarios can not be undertaken until this is rectified. Users need to use an alternate processing method in the interim." "As discussed - they seemed to have missed the Sept 09 increase of 4% for the radiotherapy allowance for HP's	Configuration	System	Personnel Administratic	CorpTech	2.High	SAP	849739
1116	Assigned	CorpTech	WT 2C16 DHSEA-Radiation TherapyDv on infotype 0014 is paying $223.81 and it should be $242.09 per fortnight. From Kayla Horton"	Configuration	System	Payroll	CorpTech	2.High	SAP	849696
1118	Assigned	CorpTech	Re: employee 041519. 1Q01Adv Rural Med Sup is paying less than in Lattice (ADSRMS - $4.1975/hr), SMOROPP - Opt A Non Spec Area 3 is a 45% calculation on total fortnightly salary, clinical managers Allow S, and Adv Rural Med Sup. In Lattice this was $3,246.08, but in SAP it is $3094.97 and overtime and recall for this employee should attract 45% allowance. In Lattice this was 779 - No Spec O/T, 723 opt A no spec OTE. All over this employee is approximately $1000 underpaid. Could you please check the mapping and config in SAP for these wage types. Please advise the action needed to correct all affected employees.	Configuration	System	RLF	CorpTech	2.High	SAP	848595
1120	Assigned	CorpTech	We have just discovered that the Reimbursement tab in 9006, field Payment Reference Number is restricted to 12 characters. Unfortunately the reference numbers being received are around the 20 length. Requesting this field be extended to at least 25 in length.	Configuration	System		CorpTech	2.High	SAP	
1121	Assigned	CorpTech	Firstly, this is not a migration issue!! Once an employee hits 75, QSuper can no longer accept any super contributions for them. This employee has reached 75, has no IT220, has a SZ01 (Super entitle. > 75 Years) in IT0014 for 0.00, but it is creating a payment (not deduction) of $119.28. This does not sound right!!!	Super	System	Personnel Administratic	CorpTech	2.High	SAP	861598
1122	Assigned	CorpTech	Beverly Guy 047401 - Charters Towers hasn't got leave balances displayed on the payslip. "Pierre Pienaar from QHEST has requested that this issue be escalated. This has been logged by us as Call #2605. Description - Reports of Workbrain slowness experienced in Far North Qld, Nth Qld and Meadowbrook - 13/05/10 Error Message - see attachments Category - Workbrain Urgency - Urgent Business Impact -	Leave	System	Time and Attendance		4.Low	Workbrain	
1123	Assigned	CorpTech	Time Incident Occurred - 13/05/10"	Performance	System		CorpTech	2.High	Workbrain	873912

			"Problem: EOM reversal entries that were correctly calculated in period 21.2009 have in some instances been reversed in period 22.2009 for period 21.2009 when payroll retro'd for the employee. These entries should not have altered on retro as master data has not changed. Example employees 48140 66561 70636 163367 Impact: The ALCS levy will be over remitted as the EOM entry is not reversed in the first pay period of the next month. Correction: A change to the ALCS logic is required to handle this retro processing."	ALCS	System	Payroll	CorpTech	2.High	SAP		865562/871978
1127	Assigned	CorpTech										
1131	Assigned	CorpTech	Could you please escalate the attached error to the workbrain team. "Could you please review the IT2001 and IT2002 records for the following employees as they are out of sync with WB. 167775 - WorkCover records for 24/03 to 4/04 - error records in interface error log for deletes without corresponding original error records	Timesheet	System		CorpTech	2.High	Workbrain		
1135	Assigned	CorpTech	170905 - WorkCover records for 8/03 to 1/04 - error records in interface error log for deletes without corresponding original error records"	leave	System	Pay Calcs & Rules	CorpTech	2.High	SAP		
1136	Assigned	CorpTech	Please find attached copy of pay slip for Patrice Latcham (100400) showing leave balances all in the negative but WB is positive. "As per our conversation about Michele White, query 1767. It appears that this employee has a migrated ""off"" override that is not visible to any user EXCEPT corptech's admin role. We need corptech to provide us a system wide fix for this issue rather than getting employee's fixed as one offs here and there. We need corptech to identify these overrides and delete them through out the system. They should not delete the validate ""off"" overrides done by the SSP users during production. These off overrides are only overrides that have been migrated at cut over by what appears to be the ""Workbrain"" user. In saying that, corptech needs to assure us that no other system process would create a validate off override by the user workbrain."	Interface	System	Time and Attendance	CorpTech	3.Medium	SAP		858936 / 874890
1137	Assigned	CorpTech		Timesheet	System	RLF	CorpTech	2.High	Workbrain		

			Could you please log the attached defect with CorpTech:							
			Detailed below are 2 related issues - (1) the system defect and (2) the employee records which require CorpTech to resolve as a result of this defect.							
			The attached employee was processed as a Termination Off-cycle in WorkBrain with an effective date 27.02.2010 which was prior to the Hands Off Date (08.03.2010).							
			Issue 1: WorkBrain should not allow Termination Off-cycles to be processed for dates prior to the Hands Off date +1 day as this would: 1) allow users to terminate employees prior to go-live or 2) allow users to modify records/create retro adjustments while the interim payrun is running/finished but prior to midnight (particularly on a Pay Sunday afternoon). This would result in records being created (Time and Leave) which would not be interfaced to SAP.							
			Additionally, we need to ensure WorkBrain does not allow Terminations to be applied prior to or on an employee's commencement date (no issues identified so far but need to ensure system validations are in place to prevent this from occurring).							
1139	Assigned	CorpTech	During Termination Off-cycle processing, leave adjustments are created for the day prior to the Termination date therefore the system should restrict their application to the day after the Hands Off date (eg during the fortnight users should only be able to apply Terminations as at 9.03.2010 or later except during interim payruns which would be later dates - i.e. Hands Off date + 1 day).	Termination	System	Pay Calcs & Rules	CorpTech	2.High	Workbrain	855801
			"8 hr shift agreement nurses who have have the 8 hr shift agreement both checked in the employee screen are coming up in the MVS with schedule compliance violations.							
1146	Assigned	CorpTech	Employee eg. Monica Steptoe #00152692; Sarah Woodward #00176786;"	MVS	System	Unknown	CorpTech	3.Medium	Workbrain	838490
1147	Assigned	CorpTech	Please see attached , the employees leave balance show the right balance in workbrain but they are different on the Payslips Screen Dumps provided	Leave	System	Time and Attendance	CorpTech	3.Medium	Workbrain	
1148	Assigned	CorpTech	When you view the schedule compliance errors for a team you get less schedule compliance errors than if you view it in employee view.	MVS	System	Unknown	CorpTech	3.Medium	Workbrain	838238
			"Detailed Overtime Report							
1180	Assigned	CorpTech	When selecting the parameter ""Last Fortnight"" the ""Start"" and ""End"" date parameters blank out. When the selection parameter is submitted with the above user options, a message alert tells the user that all required fields must be filled in. If user enters the ""Start"" and ""End"" dates it resets the selection criteria ""Last Fortnight"" back to ""Manual Date Range"", It appears the quick date selection and the ""Start"" and ""End"" date selections are not working properly together."	Report	system	Reports	CorpTech	3.Medium	Workbrain	844909
			"Saving roster issue - see attached screen dump for 70068241 Plotting roster - Save draft logged me out, when I logged back in the roster that I had plotted has gone.							
1221	Assigned	CorpTech	Jackie Arnott 103930"	RLF	System	MVS	CorpTech	3.Medium	Workbrain	
			"I have attached a current employee who is on QSuper Sick No pay from 07/04/2010 - 31/05/2010 and I have attached the print screens of this paying the PH Off for 15/04/2010 (Toowoomba Show Day) and steps I did to delete the PH OFF.							
1226	Assigned	CorpTech	I have now deleted the PH off in Timesheet, but is this the correct standard process."	Configuration	System	Time and Attendance	CorpTech	2.High	Workbrain	853705

			We would like to change the name of the Publish Button in MVS screen in Workbrain to Submit to Timesheet as we are finding our client base is concerned that we are publishing a roster when in fact we are just entering a roster and submitting the roster to Timesheets. We believe this is a fairly straightforward task and can be do via the Set Field and Button Level Security would you please make the necessary requests to have this changed in Workbrain. The attached screen dump highlights the button we require changed. Thanks - preliminary discussions have been with Roland Smith							
1239	Open	CorpTech	Can this please be escalated to CorpTech for further investigation. Employee 00196857 Balaji Bikshandi (RMO) is under Calc Group: QH_SMO-RMO_FT_RMO_CONTSHFT_1WKPH. This calc group has rule 355003 (Fortnightly OT - Max Hours - 76hr) against it which should be paying overtime after 76 hours. The employee has been rostered for 84 hours in fortnight 19.04.10-02.05.10 but the system is not automatically paying overtime after 76 hours?	MVS	System	Enhancement	CorpTech	4.Low	Workbrain	876070
1244	Assigned	CorpTech		Configuration	System	Pay Calc & Rules	CorpTech	2.High	SAP	
1254	Assigned	CorpTech	Employee 159613 is failing at the ALCS functionality in the payroll scheme. This employee ran though last night's pay run and according to the Audit log no master data or transactional data changes have occurred today. If no transactional or master data changes have occurred today then why did this employee not error in last nights pay run and therefore the employee should have appeared on the distribution report 124954 Marina Clark We have found another PH paying twice for 124954 Marina Clark. I am sure this was one that is a defect where they are PHNR for the day and also receive the additional public holiday payment.	alcs	System	Reports	CorpTech	3.Medium	Workbrain	
1257	Assigned	QHEST HR	Is this going to be rectified soon as this woman wants to pay this back asap but until its calculating correctly we can't raise the overpayment	Configuration	System	public holiday	CorpTech	2.High	Workbrain	
1259	Assigned	QHEST HR	Show holiday not reflecting correct payment for Lois Moore	Configuration	System	public holiday	CorpTech	2.High	Workbrain	
3079	Re-Opened	CorpTech	Joanne Grehan 00131992 - Employees timesheet 3 hours overtime entered proceeding a shift and no meal allowance has populated.	Configuration	system	Payroll	CorpTech	2.High	Workbrain	
3101	Assigned	CorpTech	Cairns SSP employee 195452 entered an offsite recall for Vince Connelian 104704 on 15/5 from 21:00-21:15. He did not touch 13/5 or 14/5, but his employee id appears in the overrides for those days. If the time sheet is submitted again it will display question marked (?) overrides for the emp Id of the person who submitted the TS.	Configuration	System	Timesheet	CorpTech	2.High	Workbrain	876788
3102	Assigned	CorpTech	I noticed this when I reviewed QSuper Vendor 7000016 in FAMMIS. The fund type is not displayed on these items. This is incorrect Payroll Period 24 - Posting Date 19.05.2010 FAMMIS QHHR QSuper Fund Doc No Amount Text Run ID / Doc Person ID Wage Type Amount Assignment Field Partner Bank 8400007858 319.95 050000 16.05.2010 2688 / 139119 188846 5A70 64.22 GFUND 050000 GFUND 16.05.2010 2 188846 5B70 255.73 GFUND 050000 GFUND 16.05.2010 2 319.95 8400008183 259.78 050000 16.05.2010 2680 / 138619 156530 5B20 186.60 GFUND 050000 GFUND 16.05.2010 2 156530 5W20 73.18 GFUND 050000 GFUND 16.05.2010 2 259.78 8400008379 7,485.59 050000 16.05.2010 2677 / 138463 140363 5W30 7,485.59 GFUND 050000 GFUND 16.05.2010 2 8400008444 -166.30 050000 16.05.2010 2670 / 137597 79426 5B75 -166.30 GFUNDSG 050000 GFUND 16.05.2010 2 8400008659 121.12 050000 16.05.2010 2692 / 139378 200038 5A70 23.05 GFUND 050000 GFUND 16.05.2010 2 200038 5B70 98.07 GFUND 050000 GFUND 16.05.2010 2 121.12	Super	System	Q SUPER	CorpTech	3.Medium	SAP	

3145	Assigned	CorpTech	Integration Error - OT Overpaid for Employee Issue: Inconsistency between WB and SAP as a result of a system generated data change which was processed by HR-BATCH on 14/05/10 (Interim 13/05/10). Review required to investigate why this record changed in SAP even though no adjustments are displayed in the Retro Adjustments and why this was not identified in the integration error review which is performed by CorpTech after each Interim Payrun. Background: Based on the entries recorded in WB's retro adjustments – the last change made to this employee was on 6/05 which was transferred to SAP on 7/05/10 (Interim 6/05/10). On 14/05 entries were processed in SAP to reverse the correct payment of 5 hours OT2 and replaced it with 8 hours OT2. There are no records in the retro adjustments screen to support this change. Brianna Lyons 3131765 - Employee Export Interface is not picking up the correct dates for the SARAS record in IT0022.	Input	System	Integration error	CorpTech	3.Medium	Interface	878141
3151	Assigned	CorpTech	Employee 00073721 was on recreation leave on the 05.04.10 and was paid public holiday penalty of 50%. Can this please be investigated. This employee should not receive public holiday penalty whilst on leave.	Interface	System	Interfaces	CorpTech	3.Medium	Interface	878280
3195	Open	QHSSP		Configuration	System	Timesheet		2.High	Workbrain	
3215	Assigned	QHSSP	Louise Ganly #194566 leave request A strange one for you this time - it appears we have a ghost in the leave request! Louise has leave booked from 18/05 to 28/05/10, however this does appear in the MVS or Timesheet. We have tried numerous times to delete the leave request but it just reappears? Can you have a look at this and let me know how to fix the problem please?	leave	System	Leave		3.Medium	Workbrain	
3221	Assigned	CorpTech	We are aware and understand that adhoc pay disbursements now appears only as a message of the nett figure banked (from pay period 24). the net amount no longer shows as a disbursement on the payslip. However, it has been noted that if a re-printed payslip for a period prior to this change occurring, the bank disbursement does not display. Was this intended to occur. The adhoc disbursement amount can been seen in IT0011. For advice please to solve our curiousity.	payslip	System	Pay Calc & Rules	CorpTech	3.Medium	Interface	879489
3229	Assigned	QHEST HR	Can you please take a look at #026581 Elizabeth Cadwallader, Concurrent Employee. She has a Vol. Super Ded of $1400 F/N this has not been deducted this F/N. Can advise why. Also should it be split between both positions, sometimes she will only do shifts in one position will the system know to deduct the vol under the other positions shifts.	Super	System	Pay Calc & Rules		3.Medium	SAP	
3292	Assigned	QHEST HR	Employee# 187575 - Leesa Van De Venne Calc Group - QH QPH PT AIN STU 12Hr Cont Shift This employee is currently on the above calc group and has notified us that she to date has been paid no penalties. On investigating this claim the timesheet shows that she has not been paid any penalties even though she has worked numerous night, afternoon and weekend shifts. There only seems to be one other employee on this calc group and this employee (#019069) only does day shifts so I was unable to compare. Could you please investigate wether the pay rules are working correctly or if this employee was incorrectly put onto this calc group. Please advise.	Timesheet		Pay Calc & Rules	CorpTech	3.Medium	Workbrain	

			Please see attached screen dumps for Narelle Couchman (Emp ID: 145130). As can be see, employee is rostered to work 2230 to 0700 with 1/2 hr unpaid meal break (see MVS). AVAC received advising employee has worked 1/2hr overtime from 0700 to 0730 on 17.05.2010. Overtime has been entered into timesheet clocks as 2230 to 0730. When this is applied, the unpaid meal break comes up with 1/2hr overtime as well as 0700 to 0730 as overtime. User has deleted overtime entry from timesheet, applied and submitted. This only took out the overtime from 0700 to 0730. User then went to MVS viewed the shift, applied and published the roster. Timesheet did not change - still has meal break as overtime. The same has occurred for Christine Schoenfisch (Emp ID: 166888) on this date. However, the same shift details for 18 & 19 May 2010 does not have this issue. It should be noted that the user has manually overwritten this problem on 17 may 2010 to avoid salary overpayment.							
3296	Open	QHEST HR	Can you please see query below from one of my CSOs with error message displaying "Error Order Number Not Specified for Cost Centre 708100" when trying to do an Action for the attached Movement Form.	Timesheet	System	Payroll		2.High	Workbrain	
3297	Open	QHEST HR	Can you please investigate why this is happening and advise how to fix. I have come across what I believe to be a concern. There is a locality group set up under Torres ($334.00 full rate) however in the directive this does not exist. I had an employee Virginia Campbell (010682) set up on this however her rate should have been the Thursday Island rate ($271.30). My concern is that in lattice she was correct but once new systems were implemented the rate changed. I am worried that other in Torres area could be overpaid now or underpaid if the wrong area is used. This Torres group should be removed	Input	System	Employee Movements		2.High	SAP	
3310	Open	QHSSP		Configuration	System			2.High	Workbrain	
3317	Assigned	QHSSP	Please see attached email which I have had to response too. The scholarship holders have contacted us stating that still super continues to be deducted from their allowance.Could I please have an update on this and some guarantee that the funds that have been paid will be reversed and contributions will cease We have noticed that our scholarship holders who are basically entitled to nothing eg no leave accruals, no super contributions, both employee or Go Super have commenced having Go Super (9%) being paid to the super office for them. On review of SAP the flag states that this was data conversion, however there was no super record in LATTICE - so how did this occur at data conversion. This super needs to be ceased immediately and a reversal processed for what has been sent to the super office. This was brought to our attention by a scholarship holder who has told us that he has received a "Welcome Pack" from the super office.	Super	System	Superannuation		2.High	SAP	
3318	Assigned	CorpTech	Analysis of the pay sim errors is attached (2D100524_Sim Errors_8310.xls) There are a number of serious errors that are reported in the distribution report as "Order Number not specified for Cost Centre nnnnnnn". This message has nothing to do with the data in CWAMB1 - it appears that QHHR has not been able to derive the order correctly: (1) I've taken a look at the cost assignments on the employee/position data - these employees all have valid cost centre / order combinations. (2) The error appears on wage types 9PRC, 92LC, 92SC, 92PC, 9PRD, 92LS, 92SP, 92PT, 92WR, 92WC - on PY & PP documents (3) It appears from each employee's pay results (Pay Sim Errors 20100524.doc attached) - that in each case a reversal (5001) has not been able to derive the order from the original costing Could you please investigate and advise Additionally EE 205930 is assigned to position 99999999 with no cost assignment	Costing	System		CorpTech	3.Medium	Workbrain	880869

			Super Overpayment - Rochelle Morgan Employee Number 19801 - Can you please advise why the abovementioned employees super contribution increased last fn as I am unable to locate reason?								
3319	Assigned	QHEST HR	Infoset Z_HRPA_50 does not contain all required infotypes for reporting. Please add infotype 0078 (Loan Repayment) and 9011 (ALCS) into the infoset.	Super	System	super		2.High	Workbrain		
3329	Open	CorpTech	Can you please have a look at the attached payslips. It appears that Joan Lawrence's Super Entitlement > 75 years (WT 5Z01) does not seem to be calculating correctly. When more than one sitting fee is paid in a fortnight, it is only calculating the 9% on one of the payments.	Report	System	Reporting		3.Medium	SAP		
3330	Assigned	QHEST HR	Can you please advise if this is a defect, or how we can correct.	Super	System	Pay Calc & Rules		2.High	Workbrain		
3349	Open	CorpTech	I would like to log an issue regarding a UBS_Toil_Taken shift for employee 7072 Linda Bulluss. The shift on 30/04/10 has a Time Code of U_TOIL_T and a LV_REG Hour Type but nothing is going through to SAP for this day.	Interface	System			3.Medium	SAP		
3353	Assigned	QHEST HR	Please find a request to have the interface reviewed from Workbrain to SAP for AD HOC payment purpose. When the information is interfaced to SAP from WorkBrain the shifts have doubled up in hours for payment, also it has put in Hours Top-up of 38.00 hours when Fortnightly Salary is paid of 76.00 hours. The employees in question are: Kelly M Sheridan 147373 period from 19.04.10 to 16.05.10 - Shifts hours doubled up. Siobhann R Harden 202502 period from 03.05.10 to 16.05.10 - Hours Top up. Melanie E Sullo 203827 Period from 10.05.10 to 16.05.10 - Shifts hours doubled up.	Interface	System	Payroll	CorpTech	2.High	Interface	881691	
3354	Assigned	QHEST HR	An audit of the pays since go live have been done and it appears that her YTD figures are incorrect. Are you able to look into this and shed any light as to why. In response to the query handed on to myself for further processing I have produced the attached spreadsheet with calculations. The employee Gabrielle Webley #00060126 was correct in stating that her YTD Totals are incorrect and you can see the calc. for this in the attachment Pay Rates for the previous fortnights are as follows: P20 - Nrs. Grd. 6P (04) $37.0382/ hr P21 - Nrs. Grd. 6P (04) $37.0382/ hr P22 - Nrs. Grd. 6P (04) $39.7570/ hr (not sure why this figure decreases in next pay) P23 - Nrs. Grd. 6P (04) $38.5197/ hr P24 - Nrs. Grd. 6P (04) $38.5197/ hr	Configuration	System	Pay Calc & Rules		3.Medium	SAP		
3357	Assigned	QHEST HR	When we run the published roster report for roster 70069368 it only comes up with 1 employee. When we publish the roster is publishes. When we run the unpublished roster report it comes up with no employee to publish. We need to send the publish roster report to the line manager for 17/05-30/05. Can you please advise how we fix this.	Report	System			3.Medium	Workbrain		
3373	Assigned	CorpTech	Line Two Object ID21000025 has recently appeared on the OM Data Integrity Report. Can you please find out what the error represents, who the changer ID FFHR01 is and whether the EMU team has an action to rectify this or is it purely reporting a new job code with no corresponding relationships.	Report	System	Reports	CorpTech	3.Medium	SAP	882024	
3387	Assigned	QHEST HR	The above employee is RDO accruing but has no balance to book of leave requests. Please investigate and advise. I have 5 RDO's to process.	Configuration	System	Leave	CorpTech	2.High	Workbrain		
3390	Assigned	QHEST HR	We came up with something today with the XRAY Allowance. The XRAY allowance should only be 1 Unit/wk and it seems that you can put it on more than one day and it comes up in the code summary the amount that you put into the timesheet as well. Just a bit concerned that it will pay more that 2 per person per fortnight.	Configuration	System	XRAY Allowance		2.High	Workbrain		
3395	Assigned	QHEST HR	Please see attached examples where employee has the UAT timecode showing in their labour allocation area within Work brain, however in SAP, under the info type 0007 they are correctly attached to 9 - Time evaluation of planned times which should generate (WRK) worked time codes in workbrain not UAT. We have a large roster 70070576 that has many employees on temp contracts which have been entered correctly in SAP that are not transferring as paid time in workbrain. Please advise how this can be resolved.	Input	System	Interface		3.Medium	Interface		

			Permanent Part Time employee Sibertus Peeters 00011851 has submitted a leave form for Long Service Leave from 30/03/10-20/05/10. Attached are screen dumps showing the leave request screen, the balance overrides, and employee basic info overrides. Essentially the leave types are not showing in the leave request for us to be able to book the leave, however the overrides screens show the leave balances are there and he is eligible for long service leave.							
3396	Assigned	QHSSP	Is this an error with him in Workbrain, or is there another reason we havent found that is stopping his balances displaying in the leave request? Could this please be sent to Corptech to fix. This is an Integration Error that has occurred. Priority 2.	Leave	System	Leave		3.Medium	Workbrain	
3402	Assigned	CorpTech	Employee #00048415 D Gilloway is wanting an urgent adhoc. Shifts have been loaded into workbrain on the 26/05. An Off-cycle was processed @ 3.41pm 26/05 but after checking these entries in SAP it looks as though the incorrect date was used when off-cycling and they have been Self Reversed. Employee 105916 Urgent - Corptech Correction Required Could you please escalate this urgently to Corptech to correct this employee as the Off-cycle has been done incorrectly with incorrect date. This employee is wanting an adhoc payment but all the shifts have doubled up in the SIM and the Brought Forward Balance is incorrect. Employee : 105916 is concurrent - PAN 00105916 and PAN 00230894 Shifts that have doubled are as follows: PP20 - 08/03, 09/03, 10/03 & 15/03 PP21 - 22/03, 23/03, 24/03 & 29/03 PP22 - 05/04, 06/04, 07/04, 12/04 & 13/04 PP23 - 19/04, 20/04 & 28/04.	Interface	System	Interface	CorpTech	2.High	Workbrain	882751
3406	Assigned	CorpTech	This has been approved by Jo Boland verbally. If needed she can be contacted on her mobile.	Input	System	off cycle ad hoc paymer	CorpTech	2.High	Workbrain	882765
3408	Assigned	QHSSP	Ashleigh Radunz 00253128 has a duplicate record in Workbrain for Ashjleigh Radunsz 253128 that needs to be removed please as per the attached. SAP looks fine.	Interface	System	Personnel Administration		2.High	Workbrain	
3413	Open	QHEST HR	Please see attached screen shots. We have tried to load mental health allowance for an employee and it shows as an override but it is not paying the penalty.	Configuration	System	Pay Calc & Rules		2.High	Workbrain	
3414	Assigned	QHEST HR	Please see attached issue where employee is acting CNC and yet the rate in Workbrain shows nurse grade 5. SAP appears to be correct but the info has not flowed through into Workbrain	Interface	System	Wages		3.Medium	Workbrain	
3422	Assigned	QHSSP	Vanessa King Employee ID #195975 and #251045 1. Off Cycle payment processed/reported on 19/5/10 - No record of an External Payment yet in SAP - Employee has not yet received this payment, and would like it asap. We will be reporting this one again in case it was previously missed. 2. Is a concurrent employee (has 2 personnel assignments) but does not appear to be getting paid for the higher duty position. When you look at the payslip it indicates the 2 personnel assignment numbers, but only appears to be paying the HP3 position. The above off cycle was for the HP4 shifts worked. The CSO advises that all shifts are in WorkBrain. If we need to rectify anything, please advise.	Interface	System	Pay Calc & Rules		3.Medium	Workbrain	

Minutes

PSP Business Advisory Group Meeting

Date and time: Wednesday 22 September 2010, 9.30 – 11.00 am

Venue: Level 11 CR QHB, 147 Charlotte Street

MINUTES OF MEETING

Attendees		Apologies	Guests
• Alan McGraw (AMG) • Paul McDonald (PMD) • Phil Hood (PH) • Rebecca Hardware (RH) • Helen Ceron • Dougal Ferguson (DF) • Jim Sams (JS) via teleconference • Alain Ferre (AF)	• Pierre Pienaar (PP) • Kris-Ann Ehrich (KE) • Peter Patmore (PPM) • Roland Baier (RB) • Mary Wong (WG) • Andrea Sams (AS) • Lynette Land (LL) • Roslyn Ricoine (RR)	Emma Bailey (EB) Rod Taylor (RT) Phil Lingard (PL) Naomi Du Plessis (NDP) Annabelle Kirwan (AK) Michelle Marshman (MM) Dulise Maxwell Deb Morrison (DHM) Marita Allen (MA)	Sharon Johnson Louise Bourke Christina Butterfield

Item	Subject / Details	Decision / Action
1	**Welcome & Apologies**	• Called out & completed by HC
2	**Confirmation of Previous Minutes & Action Items**	• Summary of 'Outstanding Actions' were reviewed and followed up. • Completed Actions have been Closed; and Outstanding Actions have been carried over to the next meeting
2.1	**Windows Office 2003 upgrade**	AMG advised SJ to contact Brant Thompson & Kerry Mann to advise if any further testing required. Noted by BAG 22/9/10
2.2	**Priority Plan for December Release**	**ACTION:** QHEST to provide updated spreadsheet of all critical, high & medium issues including EB , Public Holidays for December release. Sent 23/9
2.3	**Indexation of Transport Allowance - TWU Query**	**DECISION:** BAG endorsed 22/9/10
2.4	**Identification Service Project**	To be added to agenda 29/09/10
3.	**Hot Issues**	**See outstanding actions**
4.0	**Other Business**	**Professional Development Leave Codes – see outstanding actions**
	Next BAG Meeting	Friday 24/9/10

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OUTSTANDING ACTIONS -

Topic	Action to be Taken	Action By	Raised	Due	Remarks
	NEW ITEMS				
Professional Development Leave Codes	**ACTION: 22/9** RR to identify all codes and update BAG 24/9	RR	22/9	24/9	RR to update BAG 24/9
Integration Issues ACTION item 1 17/9: Sims 929375 WB employee import runtime exception errors.	**ACTION item 1 17/9: Sims 929375** WB employee import runtime exception errors. PMD to record in issues register. 22/9 to be held over until 24/9	1PMD	17/9	22/9	PMD to update BAG 24/9
ACTION item 3.1 17/9: Term off cycles not removing absences/attendances that are after separation dates	**ACTION 17/9 3.2** RB & PMD to address the bigger issue and provide a snapshot of processes. Update to BAG 24/9	3.2 RB/PMD		24/9	PMD to update BAG 24/9
	STANDING ITEMS				
Privacy of employee details Payslips	**DECISION 17/9: Progress with masking employee ID except last 3 digits**		17/9	22/9	
	ACTION: 22/9 1.3 All BAG members to send feedback pn communication plan to Christina Butterfield by COB 23/9	1.3 PMD			PMD to update BAG 24/9
Communication Monthly Plan	**ACTION :** PMD to provide copy of current plan on 15/9	PMD	10/9	15/9	Update BAG 15/9 Completed
	ACTION: PMD to email draft to BAG members 15/9/10 highlighting "Foul Linen" **NB* standing agenda item**	PMD	15/9	15/9	Sent 16/9

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Topic	Action to be Taken	Action By	Raised	Due	Remarks
Christmas Leave On Call and Stand down Public Holidays	**ACTION:** NDP to provide status report of outstanding issues 17/9. **NB* 17/9 This issue held over until 22/9/10** **ACTION:** brief to be finalised by David Newman for PACE. PMD to give feedback 17/9 **NB* 17/9 This issue held over until 22/9/. 22/9** PMD will circulate brief via email for discussion BAG 24/9	NDP PMD	10/9	17/9 17/9	NDP to Update Bag 22/9 Ongoing PMD to discuss with BAG 24/9
Concurrent Employees	**ACTION: 1 15/9** RH to clarify reason code text requirement with IBM, to be reviewed 22/9. **ACTION : 1. 1 22/9** PH to follow up with IBM and update BAG 24/9 **ACTION : 1.2 15/9** MA to update on Business readiness workshop **22/9** MA to provide further update 29/9	1 RH 1.1PH 1.2MA	15/9 22/9	 24/9	RH Update BAG 22/9 Completed PH to update BAG 24/9 MA Update Bag 29/9
Hot issues Penalty Rates /Fatigue Break for Nurses	Penalty Rates for nurses –(10/8hr breaks between shifts) **ACTION:** PMD to work with PPM, & Helen Ceron regarding strategy to progress. PMD to update BAG 17/9. **NB*17/9 This issue held over until 24/9/10**	PMD	10/9	17/9	PMD to update 24/9
	PREVIOUS OUTSTANDING ACTIONS				
#5566 SMO Overtime Payments	**ACTION 1 : 17/9** PMD provided paper to BAG 17/9/2010 **DECISION: 17/9 Endorse Implement a WB rule for SMO employees to always pay overtime worked on Sundays at OT2 with fixed date** **ACTION: 2 : 17/9** PMD to facilitate group to gather the requirements for a full scope to system fix. PMD to provide an interim report to Bag 1/10 **ACTION: 3 : 17/9** PPM to progress solution to QPSU and provide feedback 24/9	PMD 2PMD 3 PPM	17/9 17/9	17/9 1/10 24/9	Completed 17/9 PMD to update BAG 1/10 PPM to update BAG 24/9

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Topic	Action to be Taken	Action By	Raised	Due	Remarks
RFC 3119 Bank Details	**ACTION:** - #3119 bank details mid cycle -JS to update 3/9 **ACTION:** AMG/JS to gather business requirements & risk analysis and update BAG **NB*17/9 This issue held over until 22/9/10. 22/9** AMG advised workaround in place, with minimal impact, discussion ongoing as to when this will be progressed.	JS AMG/JS	1/9	 10/9	 AMG to update 22/9 Ongoing
September/October releases	**ACTION: #5527-Timesheet Roster edits**- JS to liaise with SSP on date and pilot site. **ACTION:** AMG to update EPM with dates & timelines for pilot. AMG to provide progress updates to BAG on the Pilot **NB*17/9 This issue held over until 22/9/10** **22/9** discussion ongoing as to when this will be progressed. **ACTION: QH #4704 Increment Accruals from LATTICE adjustments upload-** JS to finalise format, MM to advise appropriate dates to JS and JS to liaise with Craig Tobin/SSP regarding format file. This issue to be included on agenda for 17/9/10. **17/9** – AMG identified approx 19,000 transactions to be uploaded relating to 5,900 employees. **ACTION:** AMG to update BAG 6/10	JS/AMG JS AMG	1/9		AMG to update 22/9 Ongoing AMG to update BAG 17/9. Completed AMG to update BAG 6/10
Other Business QH # 4203 RFC #3261 Pay Rules (VMO)	**ACTION:** JS to update where it is at **ACTION:** PMD to flag at imminent workshop - a decision to be made in 2 weeks	PMD	25/8	10/9	PMD to update 24/9
Workarounds	**DECISION:** BAG endorsed for QH to take back ownership of the management & monitoring of workaround process. PMD to take to PIP **ACTION:** PMD to provide status update & timelines. Currently revisiting "Terms of Reference" **NB*17/9 This issue held over until 22/9/10.**	 PMD			 PMD to update 29/9

Topic	Action to be Taken	Action By	Raised	Due	Remarks
	ACTION : 22/9 Workaround group reconstructed AMG to update BAG 29/9				

December Release

SEQ Nr	CT Request	QHID #	System	SIMS#	RFC#	Change Category	Short Description	Priority	Comments	Function	Release Date	Other source
				878611	3234		Data Migration default shifts confilicting with shift pattern Note: This is applied directly to Production	0. Must be fixed	QHEST Must be fixed. **Bag 24/9 definite** NB* Corptech (PH) to advise if can be an emergency fix. Bag to be updated 29/9	4.QHHR1 Release		
			WB	897972	3409		Update WB Employee Interface to correct Termination Override Start Dates	0. Must be fixed	QHEST Must be fixed **Bag 24/9 definite**	4.QHHR1 Release		
							Christmas Job Scheduler	0. Must be fixed	QHEST Must be fixed **Bag 24/9 definite**	4.QHHR1 Release		
		5883		932659			**INCORRECT DATE - CONCESSIONAL LEAVE 2010.** In accordance with HR Circular 12/10 - 2010/2011 Compulsory Christmas/New Year Closure - Concessional Leave Arrangement, the Concessional Leave Day on 29 December 2010 is configured for 31 December 2010 in Workbrain. A screen dump of Leave Request screen and Timesheet is attached showing the incorrect date. Please advise if this configuration will be amended or if a workaround is required for the leave processing.	0. Must be fixed	Not negiotable **Bag 24/9 definite**	Concessional Day		
		4282		QC2424			**Concessional Day - QA doco review has highlighted a scenario where time code CONT_T needs to trigger.** Employees on in eligible absences will accrue a Concessional day. Addtionally, employees on 1/2 pay, will be paid for 1 full day. Both of these result in overpayments to the employees.;	0. Must be fixed	Not negiotable **Bag 24/9 definite**	Concessional Day		
							EBA2 - Nurses - Christmas Day Special Loading, EBA7 - RMO Fatigue, EBA8 - SMO Fatigue	0. Must be fixed	Not negiotable **Bag 24/9 definite**	Enterprise Bargaining		
		5876	WB	932388			**Employee paid when there is PH during LWOP period.** Not sure what the issue was reported here - was it related to PHOFF or PHNR payment? No screen shots to validate and also it looks like the Holiday override has been deleted from timesheet to fix the issue.	0. Must be fixed	QHEST Must be fixed similar to # 5363 **Bag 24/9 definite**	Public Holidays		
		5363	WB	924244			**Employee paid when on PH when on LWOPLooks same as SP 5876,** however SP 5876 talks about an employee missed out from the report that lists down employees who are on LWOP during PH period. Employee listed was #149350 and paid for three holidays 11/8, 3/5 and 26/4 and was on LWOP during this period.	0. Must be fixed	QHEST Must be fixed similar to # 5876 **Bag 24/9 definite**	Public Holidays		
		5744	WB				**Oncall for DHSEA not paid at correct rate** when employee is oncall on rostered day but does not work.Oncall - Night only allowance gets paid, and not 24 hr oncall allowance because there is a shift in between which prevents from rostering 24 hour oncall. Impact: oncall allowance currently is not paid on PHNR/STDOWN period	0. Must be fixed	QHEST Must be fixed Similar to issue # 4780 **NB* to be assessed & tested**	Public Holidays		
		4780	WB				Employee can be scheduled and oncall at the same time i.e. if rostered and does not work (PHNR or STDOWN), then the employee can be oncall for that durationQuestion for Dougal/Rebecca: Is this applicable to all awards (oncall eligible)? **Impact to pay: oncall allowance will not be paid for the period the employee is rostered to work orginially**	0. Must be fixed	QHEST Must be fixed Similar to issue # 5744 **NB* to be assessed & tested**	Public Holidays		
		5306	WB				**Oncall allowance payment on PH -** requirement is to pay oncall on top of PHNR periodIf the employee is rostered on PH, and does not work, but is oncall for the entire day, then currently WB does not allow oncall to be applied on top of PHNR ie. 24 oncall is not possible when PHNR exists and therefore employee gets paid only Night only oncall allowance. Question for Rebecca/Dougal: Is this requirement (oncall + PHNR) to be applied across awards or only certain awards?	0. Must be fixed	QHEST Must be fixed Similar to # 4780 and # 5744 **NB* to be assessed & tested**	Public Holidays		
		5704	WB				**Show day incorrectly configured for South Burnett** - 11/8 instead of 9/8On timesheet, this can be easily corrected by using Holiday overrides. However, we need to first get a list of all employees eligible for this Show Day holiday - probably pulled out from SAP	0. Must be fixed	QHEST Can wait 24/9 Bag confirms	Public Holidays		
		5693	WB				**Sick leave on PH not applying correctlyFor shift 2245-0715 on PH ,** sick leave (paid) has been applied from 2245-0030. Period 2245-0030 changes to SCK_HOL, which is incorrect. SCK_HOL should have been only between 2245-0030 and 0000-0030 should have been SCK/LV_REG. No impact on payment since it is only different timecode SCK_HOL vs SCK, but both are paid the same.	0. Must be fixed	QHEST Must be fixed Bag 24/9 can wait	Public Holidays		
		5691	WB				**Public Holiday payments during periods of leave - specifically PDL_HP, PDL_DO,PDL Executive, PDL_RAN, PDL_NRS, PDL_RMO,PDL_SMO, Carers Leave charged to Rec, Carers Leave charged to SickQuery** has been sent to Emma for confirmation whether PHOFF should be applied to these leave types	0. Must be fixed	QHEST Must be fixed Bag 24/9 take out - requirements& analysis to be undertaken	Public Holidays		

December Release

SEQ Nr	CT Request	QHID #	System	SIMS#	RFC#	Change Category	Short Description	Priority	Comments	Function	Release Date	Other source
		4488	WB				**PHOFF paid on PH when employee is on SEC_NP leave**	0. Must be fixed	QHEST Must be fixed fixed Can be worked in conjunction with SP 5691 - should get a list of all leaves that should not trigger PHOFF Bag 24/9 definite	Public Holidays		
		5689	WB				**Purchase leave converting to PHNR on public holidays** Purchase leave is a type of LWOP and hence PHNR should not trigger, otherwise the employee gets paid during the purchase leave period. Currently applicable to employees who are not eligible for extra week rec leave for working public holiday	0. Must be fixed	QHEST Must be fixed Bag 24/9 definite	Public Holidays		
		5540	WB				**PHNR wrongly applied to Mental Health nurses** As part of one of the fixes post go live. PHNR pay rule was attached to additional calc groups so that all employees who have PH Extra Week Flag = N, now get PHNR automatically for being rostered on PH. However,from this issur raised, it looks like Mental Health Nurses need to be excluded from getting PHNR automatically. Workaround is to run the query (provided by Danny) and then go to the timesheet and add clocks to change PHNR to WRK/REG and generate public holiday penalty. However, this will have to be done for all periods having PH and for employees rostered on PH.	0. Must be fixed	QHEST Must be fixed. Can wait 24/9 Bag confirms	Public Holidays		
		5417	WB	866800			**Majority of hours on PH while on LSL** - should be paid as PHNR and not LSL	0. Must be fixed	QHEST Must be fixed. Can wait 24/9 Bag confirms	Public Holidays		
		5342	WB	881443			**Employees in calc group QH_QPH_PT_AIN-STU_12HR_CONTSHFT are not being paid any shift penalties** at allShift penalty rules are missing from calc group QH_QPH_PT_AIN-STU_12HR_CONTSHFT. whereas in reality they (shift penalty pay rules) should have been deleted from one of the senior nursing calc groups.	0. Must be fixed	QHEST Must be fixed Bag 24/9 definite	Public Holidays		
		5212	SAP				**In charge allowance - payment issue for ICA_50, ICA_75, ICA_150ICA 100% is paying correctly, but when there is additional penalty like on Saturday, ICA_50, Sunday ICA_75 or public holiday ICA_150, then it is paying the full hourly rate and not percentage of incharge rate.**	0. Must be fixed	QHEST Must be fixed. Can wait 24/9 Bag confirms (needs to be checked if has done prior)	Public Holidays		
		5073	WB	910645			**Penalty Vs Loading** - employee 157698 is being paid penalty and also loading on 5/7 (Show Day)Overpayment issue	0. Must be fixed	QHEST Must be fixed. Can wait 24/9 Bag confirms	Public Holidays		
		4864	WB				**Shift pattern config - Split time code does not have Hour Type configured as Unpaid in Shift Pattern Shift Labor section** and hence SPLIT gets across on the timesheet as SPLIT/REG which is invoking overtime earlier for the fortnight.Shift pattern discussed here is 4WK-56H-164323 and is only applied to employee employee 164323, and therefore not a big impact since different shift pattern for this employee can be picked up or created.	0. Must be fixed	QHEST Must be fixed. Can wait 24/9 Bag confirms	Public Holidays		
		3603	WB				**WA 142 - PHNR for Award Free calc groups** Not enough details provided to comment. Please check with Roslyn/Rebecca/Dougal	0. Must be fixed	QHEST Must be fixed. Can wait 24/9 Bag confirms	Public Holidays		
		3410	WB	898294			**Public Holiday penalty payment issue when employee is on PHNR** and works part of his regular shift and there is oncall on the same dayPH penalty not being paid for minimum 4 hours.	0. Must be fixed	QHEST Must be fixed similar to # 681 and # 3409. Can wait 24/9 Bag confirms	Public Holidays		
		681	WB	898294			**Public Holiday penalty issue when employee is on PHNR,** works partial shift and is also oncall on the same day4 hours minimum PH penalty not paid	0. Must be fixed	QHEST Must be fixed similar to # 3410 and # 3409. Can wait 24/9 Bag confirms	Public Holidays		
		3409	WB	887521			**PHOFF paid twice when RDO employee is on REC leave on PHDouble payment issue:** The possible reason for this is that the shift on Labour Day starts at 2300 and finishes at 0700 i.e majority hours are not on PH thereby PHOFF triggers. Then, the employee is on REC leave that starts on PH and therefore gets another PHOFF payment by the other pay rule.	0. Must be fixed	QHEST Must be fixed similar to # 681 and # 3410. Can wait 24/9 Bag confirms	Public Holidays		
		620	WB	918339			**Employee #124347 paid AO3/4 should be AO4/1** on 26/4 (Pub Hol)From the comments, it looks like the issue is resolved.	0. Must be fixed	QHEST Must be fixed impacts many employees Bag 24/9 definite	Public Holidays		

December Release

SEQ Nr	CT Request	QHID #	System	SIMS#	RFC#	Change Category	Short Description	Priority	Comments	Function	Release Date	Other source
		5140	SAP	914715			**Unable to Process Remserv Refunds to Q Super In the past fortnight** I have been having trouble processing pre-tax QSuper contributions from Remserv refunds. Prior to the new financial year, things were okay, but since the beginning of July things have changed. Previously I would create a negative deduction in IT0015 with a 4P05 entry for the Remserv refund. From there, I would create an additional salary sacrifice entry in IT0220 for the employee's super type. This would successfully complete the process. Now when I try this same process, the negative Remserv deduction works, but the salary sacrifice QSuper won't be deducted, and the Remserv is taxed and paid out. This is happening for both current and termed employees, although active employees with only small amounts (less than about $1000) are still working. Here are a couple of employees that it's happening with - Mosunmola Ogiji - 140101 Sarah McCann - 069754 And here is one where the process works - Audette Smith - 187007	0. Must be fixed	QHEST Quick win **Bag 24/9 definite**	Superannuation		
31		5573	WB	877448			**Problem Record:** Users are reporting that Shift Patterns are not being applied correctly to MVS or the Timesheet. When the user looks at the Timesheet, they can not see any overrides at all The users can not see it due to security limitations, but 'Shift' overrides do exist on those days which prevent the shift pattern from being applied. These have been inserted by the conversion activity, which has put five 'OFF' shifts on the day. Work Around - The work around to this is that the user needs to manually insert the required shift in MVS for each time where this is an issue. It then needs to be published and is correctly applied to the Timesheet.	0. Must be fixed	QHEST WB Team to assess -BAG Information Paper_OFF Schedule Details Overrides & BAG Information Paper_Data Migration Shift Pattern Schedule Shift Conflicts (2 BAG Items) This may be covered within the solution for SIMS 878611 Effort: Medium - The effort for 878611 requires some manual steps which are more involved than the actual system fix. NB* **Bag 24/9 #3234 linked ot this looking into a possible emergency fix**	Union		QH
		4518	WB	903178			**UBS TOIL Errors** Please find attached WB overrides report and an extract of the HR AUDIT REPORT detailing where timecode U_TOIL_T is not interfacing to SAP	0. Must be fixed	QHEST Must be fixed **Bag 24/9 definite**	Union		
42		5382	SAP	924285			**ALCS error correction for approx 20000 employees** As of the 27/06/2010, there are approx 20000 employees with various ALCS calculation errors. The list attached	1. Critical	QHEST Must be fixed **Bag 24/9 definite**	ALCS		QH
44		4790	WB	882149			**Workbrain/Cognos report or interface file** is required to capture time and attendence data A Workbrain/Cognos report or interface file is required to capture	1. Critical	QHEST WB team to assist	Cognos		QH
43		5178	SAP	915389			**Interfaces from SAP to DSS & IMS redesign** The interfaces from SAP were designed so that a "delta" approach would be used where possible, with the expectation that there would be a significant reduction in the size of files and system	1. Critical	PP to discuss with Nelson Hancock IBM. Re Nelson Hancock technical change is	DSS		QH
59		4972	SAP	908611	3536	Defect	**RDO employee who has no roster pattern triggered 6Z73** (RDO Top Up) instead of 9ZEP (Exception Pay). Impacts from this are: - 6Z73 is not posted as salary. It draws down from RDO bank so the wage type would be classified as RDO expense. So QH is understating salary expense and overstating RDO expense. - This is inconsistent with non-RDO employee without roster pattern. These employees would be paid via 9ZEP which is treated as Salary.	1. Critical	Left over August releases MM to discuss with Brigid Bourke. Priority changed based on feedback from Brigid Bourke	Exception pay		QH

December Release

SEQ Nr	CT Request	QHID #	System	SIMS#	RFC#	Change Category	Short Description	Priority	Comments	Function	Release Date	Other source
1		413	WB	866950	3179	Change Request	**Additional Interim for Attendance and Absense.** An additional Workbrain data extract to be run - the request is for Attendance and Absence data (including retro data) to be exported from Workbrain and imported into SAP before the commencement of the scheduled daily payroll processing activities. This request is to assist SSP in managing known claims which are present in the lead up to Pay Monday. The aim is that the additional attendance and absence data (including retro data), at a minimum, would be extracted on this Saturday before the daily job chain is run, to pick up any changes which have occurred since the last interim run. We have identified the minimum data requirements we believe necessary to assist us in being proactive in managing claims leading up to the final pay run. The intention is also to review this process with regards to introducing this as a regular activity each 2nd Saturday leading up to Pay Monday, this though will be reviewed following the completion of the next pay run. Description: To accommodate this change within Workbrain the following will be required:	1. Critical	BAG approved definite for Sept release	Payroll process		QH
5		5076	SAP	911675			**Payslip File Versions (Online & Vendor) are different.** This defect is that the Payslip online version (printed by the SSP) is different than the copy sent to the third party vendor. There are multiple areas where it is different. A full analysis of both versions will need to be completed and then workshop with the business to agree to the final version. Some work is currently being done for Payslip enhancements - the fix on this defect is not to undo any new enhancement work. relating to 881798, , 876468 & 891135	1. Critical	BAG approved definite for Sept release	Payslip		QH
8		3641 3643 4110	SAP	900098	3472		**Enhancement SAP: Payslip-** Terminology (new business requirement)Payslip terminology changes QHDBR02 Terminology -to be collated with879489.	1. Critical	BAG approved definite for Sept release . **Bag 24/9 definite**	Payslip		QH
6			SAP	881798	3424		**Vendor Payslip needs to reflect the same requirements as the Payslip Smart Form.** The payslip print file generated for QHHR payslips needs to be updated to reflect the requirements associated with the payslip form itself. For example, that the text utilised on the payslip associated with the overpayment wage types differs in the online version as compared to the print file version. The print file is utilising the long text associated with wage type 2ZN1, however the online version of the payslip is presenting the text as outlined in the functional specification (inclusive of requirements) in relation to printing of loans: "Loan related wage type text (Infotype 45) – Loan wage types are identified with a V0 split of type L. The V0 information then indicates the sequence number of the loan. Infotype 0045 must then be read to determine the subtype of the associated Infotype 0045 record. The subtype text can be found by reading table T591S. It is this text that should be displayed on the wage type. If the wage type appears in the deductions area a prefix should be added to the text to state "Repayment – XXXXX'. V The requirements in both the payslip third party interface and the payslip form function	1. Critical	BAG approved definite for Sept release	Payslip		QH
45		501	SAP	869594			**"Voluntary Sal Sac error - employee # 056546**There may be an issue with employee's in Defined Benefits Q Super who make voluntary % salary sacrifice contributions. We have an employee who has a 30% voluntary salary sacrifice contribution. It was working correctly in Lattice but in SAP it only appears to be taking 30% of her 1st July 2009 salary rather than of he actual gross pay each fortnight. The employee number is 056546. I have checked the last 4 pays and each pay the amount deducted has been $512.13. Her gross pays over this period have been between $1825.90 and $1926.82. The $512.13 is 30% of $1707.14 which is what her super salary was on 1 July 2009. Can this please be investigated and corrected as necessary."	1. Critical	BAG approved definite for Sept release	Superannuation		QH

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17		2974	SAP	901209			**SAP Issue: Term Org does not include negative leave balances in 2013**employee no 00068094 There are dependencies in relation to other bodies of work that either needs to be fixed or considered in order for the Termination issues to be addressed and resolved. The resolution of the issues addressed below, may not have fully realised benefits until these items have been fixed. □ SAP to Workbrain Interface – Data Integrity – Employee Master Data – SIMS 876911 □ Workbrain to SAP Interface – Data Integrity – Attendance and Absence SIMS 873232 Dependencies for User Acceptance Testing 1. SAP Termination Organiser does not read all Infotype 2013 balances – SIMS 918048, 901209 Each fortnight balance adjustments for leave types are sent from Workbrain to SAP. These adjustments can be for positive or negative values. When an employee is separating from the agency, Termination Organiser is used to pay out the leave entitlements to employees applying the correct tax elements. Termination Organiser also undertakes other SAP Master Data Administration automatically. The Termination Organiser is not consistently reading all of the adjustment balances that have t it is required that Termination Organiser read all balance adjustments in Infotype 2013 in orde	1. Critical	September release **Bag 24/9 definite**	**Termination**		QH
19		5232	SAP	918048			**SAP Issue:**When terminating employees, the leave balances calculated within Term Organiser do not match the Workbrain leave balances or the 2006 leave balances. QH requires urgent analysis and advice on an appropriate workaround. Currently the SSP are zeroing the 2013 balances, and adjusting the 08.03.10 balance to achieve a correct result. This has had serious implications with ALCS and is not considered an appropriate workaround - the workaround was not analysed by QHEST.	1. Critical	**Linked to 901209 assess 20/8/10**	**Termination**		QH
25		1073	WB	932072	PS 1744		**ENHANCEMENT: WB** - Reporting Is there a chance this report could be more user friendly, that is set out the same way as the Published Roster (Unit Schedule) Report? If this is not possible can you forward my email on to someone who can look at changing it in the long term? I would believe if the nursing staff are getting these reports in this format they would not find it easy to use. Also, we do require the Daily Staffing Report on a daily basis. Will this be possible as an automatic thing or will we have to call each day to get one if you are not there?"	1. Critical	**QHEST WB Team to assess**	**Union**		QH
26		3292	WB	881443			**Shift Penalty Rules** This employee (Employee# 187575 - **Leesa Van De Venne** Calc Group - QH QPH PT AIN STU 12Hr Cont Shift is currently on the above calc group and has notified us that she to date has been paid no penalties. On investigating this claim the timesheet shows that she has not been paid any penalties even though she has worked numerous night, afternoon and weekend shifts. There only seems to be one other employee on this calc group and this employee (#019069) only does day shifts so I was unable to compare.	1. Critical	QHEST WB Team to assess- This issue seems to be correcting a known error where the wrong pay rules were modified in an incorrect calculation group Effort: Low - This only affects 2 calculation groups and the set of rules that needs to be modified in each is known.	**Union**		QH
29		866/128	WB	863468	PS 2118		**ENHANCEMENT: Workbrain Issue new default option in MVS EPM1** - new default option in MVS: Last Name with ID, Ascending I am about to send a series of QHIC issues that have been logged in QHEST EPM Tool. They have not come from payroll processors and therefore not via the Payroll-System-Support help line. They are to be raised to Corptech for attention. Workbrain Issue: Processors productivity would be improved by having an option in MVS to also display ID when sort by Name is chosen. Options currently only show Name or ID but not both. This is leading to processor error when dealing with Concurrent Employees when sort by name is chosen. Currently 'First Name, Descending is the default option when opening MVS. The default upon opening in both Employee and Scheduled Team view should be changed to the requested new option: Last Name with ID, Ascending. I am about to send you a series of 9 emails. Can you please log them in the database (see description below) and then send to Corptech requesting that they reopen these SIMS and give Corptech your new log number. Rick knows about these - spoke to him yesterday."	1. Critical	QHEST WB Team to assess- This item encompasses 2 changes: Updating the Schedule details panel, I am not sure which item in the panel they are referring to but the Emp. Info screen should be able to be localized to show the name and PAN, the assignment lookup for employees can be modified to display both of these pieces of information as well. Effort: Low - Need to narrow down which fields/part of the screen they are referring to Modifying the MVS view to display name and number, this change is more difficult since there is no core behaviour to have this option in place, this will require some form of custom development Effort: Medium - Difficult (I would need to spend additional time looking at the code to confirm)	**Union**		QH

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62		3318 5315	SAP	880869 and 882683	3309	Defect	**RFC-a3309 (SAP) Fix FI/CO Posting error 'Order Number not specified for Cost Centre nnnnnnn'** HR to FI/CO document cannot be posted due to employees with the above errors. The error is caused by function QLVPR which is not populating table C1 with the Internal Order against the relevant cost centre (to allow it to post the reversal posting).	2. High	Left over August releases	Finance		QH
15		5122	SAP	913339			Payslip PDP - Sort order by Surname Payslip enhancement	2. High		Payslip		QH
		5593	WB	916783	RFC 3524		**Workbrain Websphere patching** After Workbrain system went live, we have frequently experienced backend Oracle database locking contention. This contention problem occurs when database sessions originated from a Workbrain application server (JVM) becoming idle and blocking other active database sessions. If idle database session is not killed in a timely manner, JVMs would have hung threads, connections timeout, or crashed in worst case. Users would have experienced system slowness or kicked out.Root cause analysis has identified the main causes of database locking contention were: 1. Application memory leak – This defect was fixed by Infor in release 1.7.2. After applying the release, database locking contention has been significantly reduced. 2. Our current version of Websphere (6.1.0.13) has defects and leaks database connections when something abnormal happened to its JVM – This can be fixed by applying latest fixpack 31.	2. High		WB Technical		QH
10		5311	SAP	924228			**Payslip display - 4wk, 5wk & 6wk accural type** To include the accrual type against the Recreation Leave text on the payslip in a text format of "4wk", "5wk" and "6wk". 2. If a change occurs for an employee mid pay period. The text to display will be what is applicable for the employee at the time the pay run occurs.	3. Medium	BAG approved for Sept release . NDP to confirm availability of stress and volume environment	Payslip		QH
63		468	SAP	852791	3399	Defect	**RFC-a3399 ALCS Accrual: when retro leave is taken, the amount of leave taken in the retro period is not grossing up the accrual in the current period correctly.** When retro leave is taken the amount of leave taken in the retro period is not grossing up the accrual in the current period correctly. This seems to be the caused by the DFT table and way it carries forwarded retro leave adjustments to gross up current period. There are many varied scenarios so this issue must be thoroughly investigated to ensure solution is functioning correctly. Suggest rethink of the accrual calculation design Impact: The ALCS levy will be under remitted as the accrual calculated is a negative amount	3. Medium	Left over August releases	ALCS		QH
64		859	SAP	864979	3434	Defect	**RFC-a3434 ALCS Accrual: Incorrect accrual calculation due to data/interface timings** Employee 173073 (example) There are incorrect accrual calculations being performed as a result of data being interaced from WB outside of the prescribed time frames. This employee has a LB entry IT2013 for period 21.2009 being loaded in p22.2009. ALCS calculation were incorrect due to the data being loaded out of sequence.	3. Medium	Left over August releases	ALCS		QH
58		4882	SAP	906297	3531	Change Request	**RFC-a3531 Employee becomes inactive at end of month.** Problem occurs when employee becomes inactive at end of month. The end of month accrual and reversal are passed at the same time for consecutive dates. The problem is the reversal is not accepted in SAP as the employee is inactive. This leads to a number of issues. When repeat transfer is run to transfer records from interface table ZPTEX2013 compare the effective date with the current pay period and insert reason code 02 as appropriate. This will fix the problem for temp employees who are extended. Need to explore options regarding if the employee is not extended past this date. The EOM accrual either needs to be ignored or the reversal put in during an active period. SAP Technical notes: - The program logic may be able to detect a combination of the employee being inactive on the data of the "reversal" record being generated. The program can then skip posting the EOM accrual. However, this assumes that if the employment terms are then extended, Workbrain will need to resend the EOM	3. Medium	Left over August releases	ALCS		QH

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SEQ Nr	CT Request	QHID #	System	SIMS#	RFC#	Change Category	Short Description	Priority	Comments	Function	Release Date	Other source
33		857	SAP	865066			**ALCS Temp to Casual balance payout** When Temp to causal balance payout performed then in the next period the employee still receives an accrual then the payout hours are counted in the gross up accrual calculation for leave loading causing a large accrual value to be calculated. Eg employees, 203755"	3. Medium	Workaround available	ALCS		QH
35		4209	SAP	1979	3263		**ALCS End Balance:** Ending balance recalculated incorrectly in retro Inherent in the QHIC ALCS solution is the problem where retro changes that normally would impact on the end balance of a previous period do not as WB sends the LB deltas/adjustments in the current pay period only. Therefore an example such as leave taken being cancelled will cause the leave taken WT's to be reversed from the period where they were taken but the LB adjustment for the hours being adjusted back into the employees favour will be interfaced into the current payroll period. Therefore the end balance of the retro period will technically be incorrect as this is not adjusted even though the leave taken is reversed. The ALCS totals will not add up if the ALCS report is run in retro for this period. The LB adjustment is made into the current period and will correct the end balance in the current period bringing the ALCS totals back into balance. The retro functionality in ALCS needs a re-think based on the way the leave is interfaced from WB to SAP to make ALCS more robust .	3. Medium		ALCS		QH
36		4338 23	SAP		3501		**No source caller: Temp2Casual: RFC-a3026 ALCS job** - short dump (linked to 4338) The ALCS function within the paycalc program was not rejecting the erroneous data as it should be doing and produce an error but created a short Dump and did not process all the employees in the payrun batch. Solution: Enhance the ALCS function to handle the exception caused when the erroneous data is encountered. WB should also be looked at to see if the erroneous data can be stopped at its source.	3. Medium		ALCS		QH
37		4277	SAP	Defect 2332			**ALCS Accrual:** Retro PIA leave cancellation was subtracted from current period ALCS accrual incorrectly When the employee took RL PIA then returned earlier than planned, the current process is to delete the PIA and replace it with a shorter regular RL leave request. ALCS Accrual is incorrectly calculated as negative. UAT test result and QC details attached.	3. Medium		ALCS		QH
38		1024	SAP/WB	853588	PS 1338		**ALCS Accrual Employee LB interface** Workbrain has passed an LB entry to SAP that does not match the employees LB history. Employee#165727 - A retro entry for 09.03.2010 was passed in period 21.2009 for 254.885 hours. The employee has no such override or balance in Workbrain to warrant this value to be passed to SAP Impact: The leave balance between Workbrain and SAP do not match. The employees leave balance and ALCS accrual has been over inflated in SAP. correction: The value needs to be reversed out of SAP without affecting the Workbrain balance. Function: Employee LB interface	3. Medium		ALCS		QH
39		4249	SAP		1522		**ALCS Report:** RDO Leave taken wage type is not consistent with the Rec Leave Taken Wage types FI:SAP:ALCS: RDO Leave taken wage type is not consistent with the Rec Leave Taken Wage types ..	3. Medium		ALCS		QH
40		4265	SAP		1967		**ALCS Report:** PIA wage types generated for the wrong absence day and with wrong hourly rate.This issue is with the payroll log. PIA leave is entered in WB as date range. The leave when interfaced to SAP was arbitrarily assigned to date, including saturday and sunday. In addition, the hours rate displayed on the log is also wrong.	3. Medium		ALCS		QH
41		517	SAP	864229	PS 2073		**Wage Type 9A09** - Posting Line Item text is incorrect Transition wage type 9A09 has not been flagged for posting line item text when posting to QSuper customer. This is incorrect.	3. Medium		ALCS		QH

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21		5036	SAP	910068			**Defects in IMS interface** Assign to Nelson Hancock from IBM. The details are:Corrections to the existing extract for IMS data: Employee extract to validate each row contains the required fields (see attachment 1) Employee extract to 'blank' out Postcodes greater then 5 characters in length Employee extract to either: Double quote, double quotation marks. Example: "Text ""Text within quotation"" Text", Or adjust double quotation marks to single quotation marks. Example: "Text 'Text within quotation' Text",	3. Medium	Linked to SIMS# 915389	IMS Interface		QH
56		5530	WB	932153			**RecalcRange** Infor recommendation (3): Reduce the recalculation range from 12 months to a more sustainable level (3 months or less). The current system design calls for 12 months worth of future default records to be generated for all employees. This is having significant impacts on system performance and usability. Infor recommends reducing this to a maximum of 30-45 days. "The current system design calls for 12 months worth of future default records to be generated for all employees. This is having significant impacts on system performance and usability. "Recommend the following: 1) Reduce the recalculation range down to 30 days 2) Modify the Leave Request Form and Employee Balance Report to use Entitlements Estimator (based on employee's contracted hours only) to assess future balances, rather than using default records data as is currently the case 3) Conduct a purge of future default records that already exist in the system. The purge would be selective to only capture future default records that are redundant,	3. Medium	Not priority fro September release	Infor		QH
57		5532	WB	932120			**Leave process** Infor recommendation (5): Streamline leave processing for users. The process of entering leave is taking a long time for users. A number of changes can be implemented to cater for these inefficiencies. "Recommend the following enhancements to the Leave Request Form: 1) Allow users to view balances as of a user-specified date directly on the leave request form 2) Allow sick leave to automatically cascade to unpaid sick leave when balance is exhausted - disable balance validation for sick leave - use cascade pay rule to convert sick leave paid to sick leave unpaid at point of balance exhaustion 3) Modify leave form to allow multiple leave entries on one form 4) Update employee lookup on leave form to default to blank rather than logged in user.	3. Medium		Infor		QH
3		4560	WB	896480			**Retro leave applications unable to be processed** Description: We are finding that we cannot always process retro leave applications. The employees have enough leave to take the day as either sick leave or recreation leave - but Workbrain is advising that there is insufficient leave. This is happening randomly and does not appear to be for one particular employee group. I have attached an example of this occurrence. Employee No. 00206430.	3. Medium		Leave		QH
7		1889	WB	845219	IA-0071	Change Request	**Employee Leave request when opened does not display all appropriate leave balances** Query 757 - Employee 00011851 leave balances are not appearing within the leave request screen. Summary: The current balance by calc group configuration is correct based on CTDv1.2 however QH are unable to see some employee balances within the leave request form for employees in calc group QH_ENG_PT Description: Once QH provide an updated CTD with the the list of balances that are required to be viewed for this calc group configuration can be updated to resolve this issue. Business Benefit Users cannot see employee leave balances on the leave request form. This is currently affecting 1 employee only	3. Medium		Leave		QH
16		5279	WB	919423			**Query has come through from SSP regarding why a LSL eligibility date had changed for an employee.** Further investigation into this issue has identified that when a processor makes a change to a employee and applies to whole team, this is changing other fields to all employees within that team. Examples of changes: LSL Elibility Date, 1/12 Payout, Shift Patterns, Pre-93, Labour Costing. I have attached a document with our findings.	3. Medium	Workaround	LSL		QH

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65		5566	WB	932155			**SMO overtime payments** on Weekends incorrect SMO Overtime payments for time worked on weekends is currently paying incorrectly because accrued days off taken on a week day are being addressed by the overtime rule incorrectly according to the ER CIRCULAR 39/07. SMOs that work a 10 hour day and therefore a 4 day week are taking Friday or Monday off. The rule that addresses overtime payment for SMOs on the 1st and 3rd day off or the 2nd and 4th day off is firing incorrectly as it sees the Monday or the Friday as an extra day off. This is now and urgent issue with the Unions and requires top priority clarification review as requested by the DDGCS and /or fix. Overtime on a Sunday have not been paid at double time as per the er circular. Unfortunately double time has been paid at other times because of the way the rule is working.	3. Medium		Overtime		QH
12		5180	SAP	876428			Defect - YTD figures not displaying on Payslip	3. Medium		Payslip		QH
13		3687	SAP	920984			Defect - Prioritisation of Payslip messages	3. Medium		Payslip		QH
14		3687 4257	SAP	920984			Defect - Payslip messages not wrapping correctly	3. Medium		Payslip		QH
24		1071	WB	853691	PS 1382		**Planned Overtime not showing on Reports** I have been looking at the Published Roster Report and the Daily Staffing Report and noticed that the Planned Overtime is not appearing on these reports. These reports are sent to line managers and are required to have all rostered shifts, planned overtime shifts and On Call shifts display. Can this please be looked at please. I have attached an example of Planned Overtime in the MVS and screen dumps of both the Published Roster Report and the DAily Staffing Report where the Planned Overtime is not appearing.	3. Medium	EB to communicate if report is available in DSS	Reports		QH
		4338	SAP	896264	3676		Part B for ALCS Tem to casual position issue			4.QHHR1 Release		
		1089	SAP	861768	IA3190		No CO Object appears in the Posting Document No CO Object appears in the Posting Document causing the posting to FAMMIS Finance to fail. The cause has been identified as the Results table of the employee has an unnecessary split indicator that causes the Posting program to be unable to determine the costing.			4.QHHR1 Release		
			SAP	845155	3285		Production S1 server instability - Duplicat file processing - WB data corruption risk			4.QHHR1 Release		
			SAP	915868 862899			Period 20's FICO sim jobs took around 100 minutes to complete			4.QHHR1 Release		
			SAP	932079	3639		The SAP system processed change pointers on an hourly basis, andiDOCS are normally created that are later sent to WB			4.QHHR1 Release		
			SAP	906175	3686		QHHR generate WSRs to DEC 2013			4.QHHR1 Release		
			SAP	900396			Leave accruals from Lattice adjustments Increments -a mass import of employee leave balance adjustments NB * This is applied directly to production			4.QHHR1 Release		
			SAP/WB	868065	3169		Conflicts in the file delivery and the file collection processes, for the interface between Workbrain and QH-ECC (SAP) systems, have been identified			4.QHHR1 Release		
			WB	929375	3361		Errors occurring during the overnight Employee Import to Workbrain - Component 2 only. Compoent 1 and 3 to be covered und er separate SIMS and undertaken in a later release		QHEST Must be fixed **Bag 24/9 definite (on Corptech list)**	4.QHHR1 Release		
			WB	888411	3542		WB Oracle Upgrade		QHEST Must be fixed **Bag 24/9 definite (on Corptech list)**	4.QHHR1 Release		
			WB	928740	3633		Shift Pattern UDF (to inactivate bad Shift Patterns from the drop down selection list)		QHEST Must be fixed Bag 24/9 can wait **(remove from Corptech list)**	4.QHHR1 Release		
			WB	932481	3682		Security Profile for Testing Team		QHEST Must be fixed **Bag 24/9 definite (on Corptech list)**	4.QHHR1 Release		
			SAP	932531	3683		Prouctivity and data quality improvement to ABAP program ZQH_R_0000_0001_DATES			4.QHHR1 Release		
			SAP	931718	3689		Maintenance of data quality around Infotype 0105 subtype			4.QHHR1 Release		
			SAP	932198	3690		Improve the maintenance of status around the Payroll Control table (T569V)			4.QHHR1 Release		
			SAP	932644	3701		Productivity improvement to Qld Health Post Payrun - Corptech Payroll operational environment			4.QHHR1 Release		

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61		4773	SAP	849600	3119	Change Request	**RFC-a 3119 Change in Bank Details mid pay period. An employee may change their Bank Details** payment method changed mid pay period. Pay period 20/2009 was from the 08.03.2010 to 21.03.2010, the employee was on a cheques payment method from the 08.03.2010 to the 14.03.2010, then on a payment method of EFT transfer. This meant that the employee appears on the cheque payment, and would be processed as a cheque paid employee, using the 9C00 wage type.To prevent this in future I would suggest a user exit on info type 0009 to force changes on info type 9 to be only valid at the start date of the current pay period, or form the employees hire date when the employee commences mid pay period. Further the user exit on info type 0009 should only allow one main bank account to be valid for the pay period. Summary: Additional validation to stop mid-period payment method changes Description: Implement a new user exit for Infotype 0009 so that changes in payment methods are not performed mid period Business Benefit Stop difficult situations from arising that cause lengthy investigations for payroll reconciliation			**Payrun Processing Improvements**		QH
		5992	WB				**Leave Takings report showing incorrect leave hours** for some employees. For e.g. PHNR, STDOWN, RDO leave hours doubling up for emp 125103 (date looked at 5/4)This is only an issue with the WB report. No impact on payment since the time sheet data is correct.		QHEST Only reporting	**Public Holidays**		
		5963	SAP	932642			**Public Holiday overpayment when on Higher Duties.** Employee should only be getting 50% HD allowance, but on PH it is paying 100%		QHEST to be investigated	**Public Holidays**		
		5513	WB				**PHNR not appearing on Published Roster Report**No impact on payment, just a reporting issue.		QHEST Only reporting	**Public Holidays**		
		5503	WB	931661			**Rec Leave on Local Show Days - PHOFF Vs PHNR payment** this has been fixed, but a recalc needs to be scheduled. I can see that in some of the examples provided (spreadsheet provided in SP), the Holiday override has been deleted and PHOFF added manually, but as 1 unit. Need more details on the exact problem reported here.		Question for Dougal: Is the expectation PHNR or PHOFF for REC leave on Show Days ? Also, is it just the exception for Show Day or all Holidays?	**Public Holidays**		
		5502	WB	931662			**Maternity Leave on Local Show Day** - PHNR paymentCurrently, for employees who have PH flag = N, any rostered shift on PH changes to PHNR and it also trumps the current leave like in this case, Maternity Leave.		QHEST Can wait	**Public Holidays**		
		386	WB	898963			**When the employee is on WC leave and PH falls during the leave period,** then that day changes to PHNR which is incorrect. It should remain as WC leave.This is currently applicable to employees who are not eligible for extra week leave for working public holiday and on the timesheet their shift changes to PHNR automatically by a pay rule		QHEST Needs to be reviewed in line with # 5502	**Public Holidays**		

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Queensland Health

Review of the Queensland Health Payroll System

31 May 2012
This report contains 45 pages
QH Payroll Review Report 31 May 2012

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1 Queensland Health Payroll Overview

Background

Queensland Health (QH) went live with a new payroll system, comprising two interfacing systems Workbrain and SAP, on 8 March 2010 and since then have experienced significant and ongoing challenges with the system.

Complex operating environment

The QH payroll operating environment is uniquely complex in that:

- QH employs approximately **85,000 staff** across a range of professional occupations, many of whom work a **24-hour, seven day a week roster**.
- Staff are employed under **two different Acts,** are covered by **12 different industrial awards** and are **impacted by 6 different industrial agreements**, creating over **200 allowances** and up to **24,000 different combinations of pay**.
- The payroll system has been significantly modified to support this complexity with over **2,500 customisations** to the system and over **130 manual workarounds**.
- **1,010 payroll staff** are required to perform over **200,000 manual processes** on an average of **92,000 forms** to **deliver** approximately **$250m (gross) in salaries** to QH's 85,000 staff each fortnight.

Payroll issues and solutions

At present there are **nine high priority issues** and a number of **other issues impacting** on QH's **ability to deliver accurate pay outcomes each fortnight**. QH has put significant effort into resolving these issues and has developed a plan to address the highest priorities with **six key projects**.

One of these projects is focussed on **analysing the future payroll solution options** and includes a targeted approach to the external market to understand the range of system solutions and payroll operating models that may be available.

Payroll system costs

It is envisaged that the **total cost of the QH payroll system** will be **$1,253.5m between FY10 and FY17** of which **$416.6m will have been incurred to the end of FY12** and a **further $836.9m forecast to be spent from FY13 to the end of FY17**.

Of the total costs of $1,253.5m:

- **$1,008.0m relates to payroll operations** that has and will continue to ensure that QH staff are paid on a fortnightly basis, and
- **$245.5m relates to fixing the key issues** and undertaking a systems analysis to determine the longer term solution for the payroll system.

It must be noted that **the $1,253.5m excludes any costs associated with the reimplementation or upgrade of the system, any contingencies** associated with the implementation of system solutions, and **additional FBT costs** that may arise from waiving overpayments rather than recovering them.

Recommendation

QH need to implement the projects that deliver payroll outcome improvements, while concurrently using a targeted approach to engage the external market to determine the best solution that accounts for the future environment.

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2 Executive Summary

QH has experienced significant and ongoing challenges with its payroll system since implementation in March 2010. In light of this, the incoming Liberal National Party Government outlined a key commitment in the Premier's First 100 Day Action Plan for Queensland[1] to start an '*Audit of the Queensland Health Payroll to determine current errors and faults*'. As such, KPMG has been engaged to review the current status, proposed solutions, strategies, programs of work and governance frameworks in place for the QH payroll system.

The current review has been undertaken through interviews with relevant stakeholders and analysis of key secondary source documents relating to historical and current issues, proposed solutions and actions associated with the QH payroll system.

The details of KPMG's findings are provided in this report which outlines: the scope of the review; the history and broader context of the QH payroll system; general themes or observations; specific findings against the key issues identified to date and the solutions that have been proposed by QH to address these key issues; analysis of QH's indicative future costing for its payroll operations and improvement projects; and analysis of portfolio governance.

2.1 Summary Findings

As a result of document reviews and interviews, KPMG have identified a number of summary findings to be highlighted as part of this Executive Summary. Specifically:

- The **QH payroll operating environment and broader context is uniquely complex.** QH employs approximately 85,000 staff across a range of professional occupations, many of whom work a 24-hour, seven-day-a-week roster. Key features of the current industrial environment for QH are that employees are employed under two different Acts, are covered by 12 different industrial awards and are impacted by six different industrial agreements with over 200 separate allowances in operation across these awards and agreements. This complexity is estimated to result in over 24,000 different pay combinations each fortnight. In previous reviews conducted by Ernst & Young[2], it was recognised that the QH rostering and payroll system is unique, when comparing major payroll systems both in Australia and internationally.
- There is a **lengthy and convoluted history** behind the current QH payroll system which pre-dates the implementation of the solution in March 2010. An appreciation of the history of key decisions made, improvement initiatives undertaken and the evolution of the implementation project is important context for informing decision-making on future actions and associated future investments for the QH payroll system. In addition, it is recognised by key stakeholders that a number of contributing factors led to the significant challenges experienced with operating the new payroll system following 'go live' in March 2010. These factors are documented in a range of QH reviews and external reviews[3] and include:

[1] Source: http://www.thepremier.qld.gov.au/assets/100-day-action-plan.pdf
[2] Source: Ernst & Young, Review of Payroll and Rostering Solutions, September 2010
[3] Source: Various QH Internal Reports on Payroll, March 2010- May 2012; Ernst & Young; KPMG; Queensland Audit Office Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project.

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- **The 'go-live' of the new payroll system was problematic and resulted in significant issues that have taken some time to address:** When implemented on 8 March 2010, the new payroll system had not undergone a full parallel pay run comparison, the technical infrastructure had failed, there were major system performance issues and a backlog of approximately 20,000 payroll related forms that had not been processed. This was exacerbated by the lack of familiarity of QH staff with new payroll processes and a lack of visibility of bottlenecks in the payroll process when being performed. The extent of the potential impact on the effective operation of the payroll system had not been fully understood prior to 'go-live' and the ongoing legacy of these issues neither predicted nor planned for;
- **Centralisation of payroll processing prior to the implementation of the new system**: The payroll operating model implemented in line with the new payroll system centralised payroll processing, thus severing the linkage between the Districts and their local payroll providers (hubs). This meant that payroll officers were to be responsible for interpreting pay information without the benefit of local knowledge of the Districts and relationships with District staff that have previously assisted with the interpretation process;
- **The complexity of the award conditions and associated pay combinations**: This has led to the need for **significant customisation** of the awards interpretation engine (Workbrain) and the payroll system (SAP). These customisations introduced considerable complexity into the administration of the payroll system itself which have impacted on its performance. Regardless of the design of the QH payroll system, the current complexity of the industrial environment for QH will continue to have the potential to impact on payroll performance into the future. Simplification of the current awards structure would require a Whole of Government approach. An assessment of the feasibility of this is beyond the scope of the current review;
- **There are some fundamental features of the current QH payroll cycle which negatively impact on pay accuracy and, correspondingly, payroll performance:** These features include existing practices which allow QH staff to lodge claims for payment over a retrospective time period of up to six years and the current timing of the pay date. The timing of the pay date essentially requires line managers to estimate likely hours to be worked by staff for the final two days of any given pay period. This approach invariably leads to discrepancies between actual hours worked and pay entitlements and has led to significant challenges in managing overpayments to staff. Currently, approximately 3,400 staff receive overpayments each pay period. The total dollar value of these overpayments is approximately $1.7 million per pay period and has been accruing at that rate since 2010. Overpayments also incur Fringe Benefits Tax liabilities for QH, the magnitude of which is proportionate to the amount of overpayments outstanding across QH;
- **The business processes designed to deliver the payroll each fortnight are highly manual[4]:** The business processes involve approximately 130 manual system 'work-arounds', double handling of pay forms, retrospective payments, ad hoc payments and other associated adjustments. QH estimate that approximately 200,000 manual processes are required to process on average 92,000 forms within the payroll hubs every fortnight.

[4] Source: QH internal reporting documentation on payroll, sourced May 2012

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Approximately 500 additional payroll staff (beyond that required under the previous payroll system) have been required to complete these processes each fortnight.

2.2 Key Issues

Since the issues experienced following the initial 'go-live' of QH Payroll in March 2010, there has been a significant program of work and resources dedicated across QH and Queensland Shared Services (QSS) to firstly stabilise the current system and, more recently, to improve the performance of the existing system.

The current status of the QH payroll system is that there remains a number of key issues to be addressed. Namely:

1 **Historical payroll forms submission:** the current degree of retrospectivity accommodated by the QH payroll system whereby staff can submit forms for work completed up to six years ago is creating significant payroll system performance issues.

2 **The relationship between the Districts and Payroll hubs:** there are significant opportunities to strengthen the link between payroll staff and their 'customers' in the Districts and restore the relationship model where payroll teams typically were 'closer' to their customers and had a strong working knowledge of the specific Districts and health services they supported.

3 **Time between roster close and pay date:** as outlined above, the QH pay run currently commences before roster close. There is a need to expedite decision making around moving the current pay date to allow for the pay run to be based on actual hours worked rather than forecast hours worked. Changing the pay date would improve the accuracy of employee pay by allowing more time to process roster changes and therefore reducing the number of underpayments, overpayments or adjustments required.

4 **Payroll processing accountabilities of QH and QSS:** Following the PwC shared services report in 2010[5], QH and QSS are progressing plans to technically separate the QH payroll system from the Whole of Government environment. After technical separation and transition, QH will be accountable for the transaction processing, data, operation and support of the technology system (on the basis that the functions currently performed by QSS would be transitioned across to QH). There are clear benefits to establishing a separate technical platform for QH given the scale and complexity of the QH payroll system. However, it will be important to effectively manage the timing and people impact of any potential transition of QSS personnel across to QH. We understand that any potential transition of QSS across to QH is considered a medium term opportunity and that the immediate focus is on technical separation.

5 **Overpayments and Entitlements:** As at May 2012 QH had overpaid staff $112.3m, of which $16.5m has been repaid and $3.3m waived, leaving $91m outstanding. QH has an obligation under the Financial Accountability Act 2009 to recover these amounts; however there is currently a moratorium in place preventing QH from implementing QH-instigated overpayment recovery. QH has been required to fund FBT liabilities associated with overpayments and this represents a significant additional cost burden to

[5] Source: PwC Shared Services Review, September 2010

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QH. While the previously agreed overpayment moratorium is in place, the amount increases by approximately $1.7m per fortnight. A key strategy to reduce future overpayments relates to moving the pay date as this will significantly improve the accuracy of data provided to payroll. In addition to overpayments, the issue of employee leave and balances requires further investigation and analysis. PwC has conducted a number of reviews into Leave balances and they have identified that up to 20,000 leave transactions are still outstanding since the move from the previous Lattice Payroll system across to SAP.[6] Whilst these outstanding leave balances require attention and rectification, it is understood that it will take some time for QH to undertake the necessary work to resolve the current leave balances issues.

6 **Electronic rostering for line managers:** There is no whole-of-department approved electronic rostering system for line managers. Currently, rosters and subsequent changes are created manually. Rosters are currently the primary input into the payroll system – as such, the accuracy and timeliness of roster development and submission has a critical impact on payroll performance (accuracy, timeliness, etc.). It will be important for a thorough assessment of the electronic rostering solution options be conducted before proceeding with a preferred option.

7 **Payroll system fixes:** As of 2 May 2012, there are 570 logged system issues, 76 of which are identified as having the potential to impact on staff pay. System defect fixes and enhancements are required to occur during designated 'major release' schedules, of which there are three scheduled per annum. There have been some delays in addressing specific defects and issues due to the prioritisation of other 'fixes' including the pay date change, changes associated with enterprise bargaining changes, legislative compliance changes etc. There is a need to gain endorsement for an agreed longer-term approach to implementing key system changes so that the release windows can be utilised more effectively.

8 **Upgrading and / or reimplementation of the payroll and awards interpretation systems:** The currently implemented Workbrain (1,029 customisations) and SAP (1,507 customisations) systems have been heavily customised and are not operating optimally in the QH environment. Customisations are costly to manage, increase risk and impact on system performance and should be minimised where practical. In addition, QH has identified that support for the current Workbrain and SAP systems will expire in November 2014 and June 2015, respectively. As such, there will be a requirement for further investment in either a system upgrade or a system reimplementation before 2014. KPMG note that QH has allocated $25m to complete a 'systems analysis' project which was to be focused on assessing and planning for an upgrade of SAP and the award interpretation engine. Part of this project will consider options for moving some or all standard SAP functionality that is currently in Workbrain into SAP. As part of this process it would be prudent for QH to make a targeted approach to the external market to understand the range of system solutions and payroll operating models that may be available. Such a 'request for information' process could be included in the $25m currently set aside for the upgrade planning project.

[6] Source: PwC Leave Balances Review Phase 1, March 2011.

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9 **Payroll project funding:** There has been considerable analysis done to quantify the costs associated with the operation and improvement of the QH payroll system since March 2010.

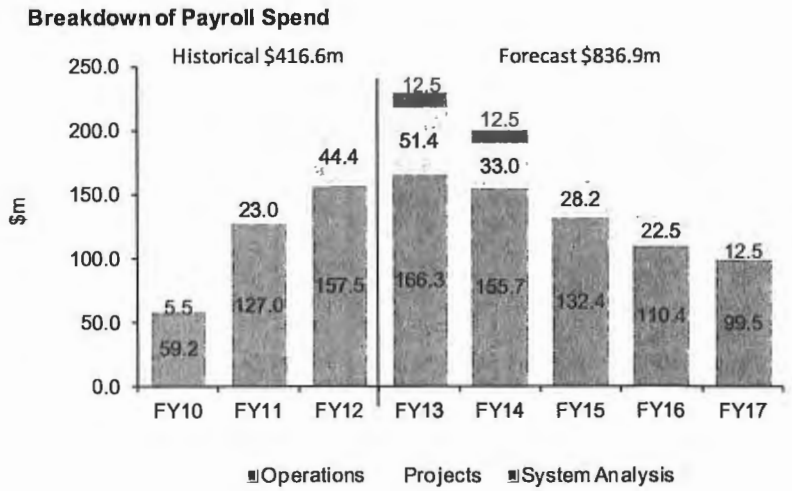
2.3 Costs

The total cost of the QH Payroll system between FY10 and the end of FY17 is estimated to be $1,253.5m. Of this, $416.6m is the historical spend between FY10 and the end of FY12 and $836.9m is the forecast spend from FY13 to the end of FY17. The FY10 costs include nine months of costs related to the previous payroll system.

The costs associated with the payroll system can be split between:

- **Business As Usual** - the costs associated with ensuring Queensland Health employees are paid on a fortnightly basis and the system maintained ($1,008.0m);
- **Project Costs** - the costs that are aimed at fixing the problems associated with the existing system ($220.5m); and
- **Future Systems Analysis** - the projects to undertake systems analysis in order to determine the requirement for further investment in either a system upgrade or a system reimplementation ($25.0m).

The following graph illustrates the split of the historical and forecast spend between operations, projects and systems analysis.



Of the $836.9m in forecast costs between FY 13 and FY17:

- 64% do not have approved funding, and
- 79% of the forecast costs are considered obligated by virtue of the need to deliver a payroll outcome each fortnight and to maintain the system.

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The total costs exclude some costs that are yet to be quantified. The key costs not included are listed below with more detail included in *Section 4.3* of the report. These key costs include:

- **Upgrade or Reimplementation Costs:** Costs associated with performing an upgrade or re-implementing the award interpretation and payroll systems (SAP and Workbrain). The costs forecast to date reflect only the work to analyse the current systems prior to a decision being made as to the system to implement. It is recommended that a contingency amount be included in any future estimate of project costs associated with an upgrade or reimplementation as it is considered better practice for major information technology projects particularly those with the complexity and risk profile such as that associated with QH Payroll;
- **Fringe Benefits Tax (FBT):** FBT associated with waiving any overpayment debts that are not recoverable. The debt waiver FBT is more costly for QH than the loan FBT currently included in the forecast costs. Based on calculations as at 4 April 2012, the debt waiver FBT could be as high as $110.4m if no overpayments are recovered.

2.4 Projects

QH has developed a forward plan with specific initiatives to address these issues. These initiatives include:

1. **Payroll Hub Restructure:** aims to restore the close working relationship between the Districts and the hubs and is planned to be completed in FY14 (project costs: $5.0m; funded: nil).
2. **Pay Date Change:** proposes to move the pay date by seven days to allow sufficient time for submission and processing of payroll forms with the aim to improve the accuracy of pays. The key benefit anticipated from this project is a reduction in future overpayments (and associated FBT liability for QH). This is proposed to be completed in FY13 (project costs: $38.7m; funded: nil).
3. **Overpayments and Entitlements:** dedicated project focused on recovering historical overpayments and leave entitlements, proposed to be completed in FY14 (project costs: $22.3m; funded: nil).
4. **Electronic Rostering:** a two-year initiative focused on rolling out an electronic rostering system across QH business units on an opt-in basis. Proposed to be completed in FY14 (project costs: $38.9m; funded: nil).
5. **Payroll Self Service:** the implementation of a Payroll Self Service web application to give QH employees access to important pay related information. The majority of the functionality associated with Payroll Self Service will be implemented in FY13 with some ongoing work required out to FY15 (project costs: $8.2m; funded: nil).
6. **Payroll Portfolio Governance and Projects:** a four-year program of work focused on a series of other projects aimed at improving payroll. This program will address aspects including workforce management, business improvement, governance and assurance and business and financial management (project costs: $82m; funded: $10m).

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2.5 Recommendations

Whilst there are a range of key issues to be addressed and a corresponding series of actions proposed, there are a number of immediate or priority actions for QH.

Specifically, QH should:

1. Expedite approval to **lift the current moratorium on QH-instigated recovery of overpayments and commence processes to recover overpayments.**
2. Expedite approval to **implement the change in pay date and commence processes to implement the change in pay date.**
3. Take proactive measures to further reduce the degree of retrospectivity built into current QH payroll processes by **implementing a change program to significantly reduce the window for lodging historical payroll forms.**
4. Commence work on **SAP and award interpretation engine upgrade planning** including considering options including the move of some or all standard SAP functionality that is currently in Workbrain into SAP. As part of this planning activity, it would be appropriate to approach a targeted external market to explore other systems and payroll operating models available to QH including associated costs, benefits and risks.

As outlined in this report, KPMG recommends a number of additional recommendations in relation to:

- Clarifying, communicating and committing to the forward strategy for the payroll system;
- Governance and decision-making;
- Ensuring adequate focus is given to stakeholder engagement and effective change management to support required changes in business approaches, processes and systems architecture; and
- Adopting a stronger focus on business benefits as well as providing greater clarity to stakeholders regarding the funding status for the payroll program to assist with determining priorities for future spend and value for money assessments.

Further details on the scope and findings of the review as well as recommendations are provided in this report.

It is noted that, at the time of writing this report, the operating environment for QH is changing rapidly. These changes include specific announcements regarding Government decisions on specific next steps to be taken in relation to QH Payroll. Where practical, we have noted any known changes or outcomes in this report current as at 31 May 2012.

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3 Introduction

QH has experienced a number of significant and ongoing challenges associated with the March 2010 implementation of a new payroll system. The QH payroll system and its ongoing implementation, change and improvement has been the subject of numerous internal and external reviews since 'going live' on 8 March 2010.

As an outcome of the recent State Government elections in March 2012, Queensland experienced a change of government. A key commitment documented in Premier Newman's First 100 Day Action Plan for Queensland[7] was to commence an *'Audit of the Queensland Health Payroll to determine current errors and faults'*. In this context, KPMG has been engaged to assist Queensland Health and the Minister for Health with a review of the status of the current payroll system at Queensland Health. The review conducted by KPMG, including this report, meets the terms of reference set out for the engagement, however it does not represent an 'Audit', or any other exercise leading to the provision of assurance, in accordance with standards issued by the Australian Auditing and Assurance Standards Board.

3.1 Overview of the current review

The objectives of the current review are to provide:

- A review and summary of current systems and processes issues which are resulting in incorrect employee pay outcomes, associated with the introduction in March 2010 of the payroll system for QH;
- A review and summary of current QH solutions strategies and programs of work, including their forecast solution outcomes, timeframes and cost;
- A review of the information technology governance frameworks currently implemented by QH relevant to the payroll system; and
- Recommendations, based on KPMG's analysis and findings under focus areas regarding the way forward for QH in relation to the governance and oversight of the delivery of the solution outcomes to enhance value for money and improve the effectiveness of the payroll systems and process issues.

The focus of the analysis has been on both the analysis of key existing secondary source documents relating to historical and current issues, proposed solutions and actions associated with the QH payroll systems as well as consultation with a range of key stakeholders across QH, Queensland Shared Services (QSS) and other parties external to Government.

In undertaking the current review, KPMG has sourced a range of documents pertinent to the: implementation of the current payroll system; the current nine key issues identified by QH and QH's proposed solutions and decisions required to address those key issues going forward. *Appendix 1* provides a list of the documents reviewed as part of the current review.

[7] Source: http://www.thepremier.qld.gov.au/assets/100-day-action-plan.pdf

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Important disclaimers and limitations relevant to an understanding of this report are set out in *Section 6* of this report.

3.2 Brief summary of the history of the QH Payroll implementation

An understanding of the history behind the implementation of the QH Payroll system is pertinent to the current review in that it provides further context and insight into the sequence of decisions and events that have led to the current situation in relation to QH Payroll.

Whilst the QH Payroll history has been documented across a range of QH and other reports, the following captures the key facts: [8,9,10,11]

- Prior to the implementation of the current system, QH operated a **Lattice payroll system** and **ESP as a rostering system**. These systems had been in place since a progressive system roll out that commenced in 1996 and ran over a 6 year period to 2002;
- When Lattice and ESP were rolled out, payroll departments were part of their respective Districts – **processing of pays was undertaken locally** and there were close working relationships between line managers and local payroll staff;
- Whilst processing of pays occurred locally, the actual running of the pay was undertaken centrally – essentially a **'hub and spoke' model** was in operation;
- In July 2003, a **shared services** model was formally introduced across Queensland Government;
- In late 2007, QH determined that there was a **need to look at alternative systems** to replace the Lattice system. There were concerns that Lattice would not be supported beyond June 2008 unless QH committed to an upgrade to a newer version of Lattice. There were also some concerns about the ability of the new version of Lattice to support enterprise bargaining changes required by QH;
- In addition, as of 2005, the **Whole-of-Government system for payroll** had been identified as **SAP ECC5 and Workbrain**. As a result, it was decided that QH would replace the Lattice / ESP system with SAP ECC5 / Workbrain as part of the Whole-of-Government Shared Services Initiative;
- In 2007, QH was identified as a **'priority' agency** for implementation of SAP / Workbrain given what had been identified as key risk exposure relating to the legacy Lattice / ESP system. CorpTech (QSS) had established additional internal capability and systems to support Lattice beyond the timeframe for vendor support (June 2008) however, there was a recognition that this represented a short term solution only;
- To cater for QH's specific business needs including the complex award structure, retrospectivity and concurrent employment, a **significant number of customisations** were made to both Workbrain and SAP;

[8] Source: Queensland Audit Office Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project
[9] Source: QH Quarterly Audit Committee Report, February 2012
[10] Source: QH internal reporting documentation on payroll, sourced April 2012
[11] Source: Interviews with QH stakeholders, April & May 2012

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- There were a series of **significant delays and cost overruns** associated with the delivery of SAP and Workbrain with the system going live on 8 March 2010;
- Associated with the implementation of the new system **was further standardisation and centralisation of payroll processing** including the introduction of central processing teams and a centralised pay run. As such, the key linkage between the Districts and their local payroll providers was severed – payroll staff were required to process unfamiliar rosters for staff members across the state.
- In addition, **fundamental differences in how Districts and line managers were providing pay information and rosters** were identified with each District continuing to provide the information in the format they had developed locally (this was a continuation of what had occurred with the Lattice system however, now the payroll officers responsible for interpreting the pay information from the Districts did not have the local knowledge or relationships that had previously assisted with the interpretation process);
- During the payroll cut-over period to the new system, there were significant issues with the availability of the system to payroll staff which reduced the processing time available. This created an **initial backlog of payroll forms and unprocessed adjustments** for the period just prior to the 'go-live' date that grew over subsequent pay periods;
- It took approximately **eight months to process the backlog** of pay adjustments and forms to return to previous (BAU) levels;
- Given the significant issues identified following the initial 'go-live', it was decided to establish a **Payroll Stabilisation Project** specifically focused on stabilising the new payroll system. The four key focus areas for this project were: standardisation and improvement of District and Division business processes; payroll processing; payroll system performance; and support and communications for QH staff, line managers and other key stakeholders.
- During the remainder of 2010, a review of **the suitability of the SAP / Workbrain systems** was undertaken by Ernst and Young[12] which concluded that: SAP could provide an appropriate payroll system for QH; there was no clear 'leader' in rostering products adopted in either the Australian or international context and no 'dominant' payroll and rostering system specifically designed to work together for the health care sector; and the replacement of Workbrain with an alternative rostering system was viewed as having the potential to place significant additional burden of staff at significant additional cost. The overarching recommendation from Ernst and Young was for QH to continue with a two-phased approach of: 1) stabilisation and 2) optimisation of the existing system.
- Since 2010, QH together with QSS has undertaken a range of programs, projects and other initiatives that have been focused **on stabilisation and optimisation**. These have been grouped under the:
  - 'Payroll Improvement Program' (July 2010 – April 2011);
  - 'Payroll Operating Model Implementation' (July 2010 – April 2011);
  - 'Payroll Foundation Program' (November 2010 – February 2012);
  - 'Employee Overpayments Program (EOP) (March 2011 – ongoing);

[12] Source: Ernst and Young, Review of payroll and rostering solutions, September 2010

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- The 'Director-General's Taskforce and Engagement Project' (August 2011 – January 2012); and
- 'Payroll Release Program' (October 2010 – ongoing);

- In September 2011, a **Payroll Portfolio** which brought together all the key payroll activities including the DG's Taskforce, the Payroll Release Program; the Payroll Foundation Program and the Employee Overpayments Program was established under an Executive Director.

See *Appendix 3* for further information on the detailed timeline for the QH payroll system since 'go-live' in March 2010.

3.3 Broader context for QH Payroll

In reviewing the current systems and process issues and proposed solutions for the QH Payroll system, it is important to also consider the complexity of the current operating environment of QH.

Specifically, it has been noted that:[13,14,15]

- QH employs approximately **85,000 staff** across a range of professional occupations, many of whom work a **24-hour, seven day-a-week** roster;
- The industrial environment for QH is particularly complex given that employees are employed under two different Acts, are covered by **12 different industrial awards** and are impacted by **six different industrial agreements**. In addition, there are over **200 separate allowances** across the awards and agreements. It is estimated that this complexity results in over **24,000 different pay combinations**;
- **1,010 payroll staff** are currently required to deliver approximately **$250m (gross) in salaries** to QH's 85,000 employees each fortnight;
- In previous reviews conducted by Ernst & Young[16], it was recognised that the **QH rostering and payroll system is unique** when comparing major payroll systems both in Australia and internationally. For this reason it is difficult to compare or benchmark the operating costs associated with QH payroll and provide any commentary regarding the appropriateness or efficiency of the QH payroll and associated costs. In saying this, it is noted from a scan of interstate health agencies and their current payroll solutions that QH has the second largest workforce and the most complex awards structure in Australia and is unique in that it has adopted a centralised payroll solution (whereas a number of other health agencies have deployed multiple solutions across their networks of health regions or districts).[17]
- The current payroll for QH is made up of **two interfacing software systems**: Workbrain and SAP. Workbrain is an award interpretation engine and SAP is the payroll system. Both

[13] Source: Auditor-General Report to Parliament No. 7 for 2010
[14] Source: QH internal reporting documentation on payroll, sourced April 2012
[15] Source: Interviews with QH stakeholders, April & May 2012
[16] Source: Ernst and Young, Review of payroll and rostering solutions, September 2010
[17] Source: Anecdotal feedback from discussions with industry representatives, May 2012

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systems are required to work together in a synchronised way to deliver the pay outcomes for QH each fortnight and any improvements or changes to one system need to be reflected in both systems to maintain synchronicity;

- A **significant number of customisations** have been made to both **Workbrain (1,029 customisations)** and **SAP (1,507 customisations)** to tailor them to QH's requirements and context. These customisations have been necessary to capture the complexity of awards conditions for QH employees but have introduced significant complexity into the administration of the payroll system itself that has impacted on payroll performance;
- Approximately 3,200 employees across QH have **concurrent employment arrangements** whereby employees have multiple positions within QH at the same time and different employment conditions / entitlements for each position. The management of concurrent staff introduces significant business and technical complexity to the payroll system and this impacts on payroll performance and processing work volumes; and
- The **current processes** associated with delivering the payroll service involve a significant number of manual 'work-arounds', double handling of pay forms, retrospective payments, ad hoc payments and other associated adjustments.

These key facts highlight a number of significant challenges for QH that relate to both the design of the QH payroll system as well as the ongoing management of the performance of the payroll function. It is recognised that these challenges have contributed to some of the significant issues QH has experienced since the implementation of the payroll system in March 2010.

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4 Analysis and findings

In conducting the current review, the analysis and subsequent key findings can be grouped as follows:

1. General themes or observations;
2. Specific findings for each of the nine identified and documented key issues (refer Section 4.2) of the current QH payroll situation and the solutions proposed by QH to address those key issues;
3. Analysis of QH's indicative future costing for its payroll operations and improvement projects; and
4. Analysis of portfolio governance.

4.1 General themes or observations

- **Recognition of the importance of the current focus areas – the nine key issues:**
  - It is important to recognise that QH's highest priority continues to be the delivery of the QH payroll each fortnight and QH has maintained this priority whilst working to resolve systems and processes issues and bring about improvements in payroll outcomes.
  - Significant work has been undertaken by QH to identify the critical issues that are contributing to the performance of the QH payroll system. This has resulted in QH identifying nine key issues, a number of other issues and a plan to address the issues through six projects with corresponding identified requirements for funding to resolve them.[18]
  - The nine key issues documented in a range of QH source documents[19,20,21,22,23] relating to the payroll project address the key current issues and priorities for QH regarding its payroll system. Notably, these issues represent a mix of strategic and tactical focus areas and a complex inter-relationship exists between the nine key areas.
  - KPMG identified an additional key issue outlined by stakeholders and documented in previous reviews[24,25,26] regarding employee leave and entitlements. Whilst it is appropriate for QH to consider elevating leave and entitlements for inclusion as a specific key issue, it is noted that specific actions to address entitlements have been included in the proposed Overpayments and Entitlements project.
  - Beyond the key issues, a number of other issues have been identified that will need to be addressed through the improvement program going forward (see *'Other QH Payroll issues raised' in Section 4.2* below for further details).

[18] Source: QH internal reporting documentation on payroll, sourced April 2012
[19] Source: Ernst & Young, Review of Payroll and Rostering Solutions, September 2010
[20] Source: Ernst & Young, Interim Pain Point Assessment, October 2011
[21] Source: KPMG, Queensland Health Payroll Update, August 2011
[22] Source: KPMG, Interim Queensland Health Payroll Action Plan Update, October 2011
[23] Source: QH Audit Committee: Quarterly Payroll Report, October 2011
[24] Source: Ernst & Young, Interim Pain Point Assessment, October 2011
[25] Source: Ernst & Young, Review of Payroll and Rostering Solutions, September 2010
[26] Source: KPMG, Interim Queensland Health Payroll Action Plan Update, October 2011

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- **Recognition of the ongoing 'fragility' of the QH payroll system:**
  - It is important to recognise that, even though significant progress has been made in stabilising the QH payroll system, the system remains 'fragile' in the sense that any system changes that are introduced have the potential to impact on pay outcomes.
  - The degree of customisation of the current payroll and award interpretation systems has created complexity that makes the potential impacts of new Releases and system changes difficult to predict.
  - Whilst testing does occur prior to the roll out of new Releases, there is typically a 'shake down' period after each Release where unforeseen impacts need to be identified and rectified.
- **A historical and current focus on resolving critical issues and improving system performance:**
  - It has been observed that the payroll program has been oriented towards identifying and addressing specific symptoms and issues related to operational performance of the payroll function – that is, there has been a 'bottom up' focus and priority on resolving critical issues that are impacting on payroll accuracy and performance.
  - It is now appropriate for the program to articulate the 'bigger picture' view, including identifying and communicating what the end system will look like (from an operating and service model perspective) including what payroll and rostering functions will be performed, by whom and where, across QH.
  - In addition, the payroll function needs to continue to consider the impacts of the National Health Reforms and the implementation of Hospital Boards across QH.
- **Strategic significance of resolving key remaining questions regarding the go forward plan for the technical payroll system:**
  - KPMG agrees with QH's assessment that there is still more analysis needed to be undertaken to articulate the way forward in terms of what is required from a system upgrade or reimplementation perspective.[27] As noted earlier, the emphasis to date has been continued delivery of payroll on a fortnightly basis.
  - A specific project planned for FY12/13 which will be focused on the analysis of the business requirements and options for SAP (which have been developed) and awards interpretation engine upgrade or reimplementation.
  - This analysis is a critical next step required to get a clear picture of the way forward for the technical solution.
  - As noted previously, it may be prudent for QH to make a targeted approach to the external market to understand the range of system solutions that may be available. Such a 'request for information' process could be included in the $25m currently set aside for the 'systems analysis' project.

[27] Source: Payroll Portfolio Strategies: Project / Initiative Definitions, April 2012

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- **Governance of the Payroll Program:**
  - The importance of having the right governance structures, leadership, ownership, engagement and positive working relationships across Agencies and key stakeholders was recognised.
  - The governance framework has been adapted as the payroll portfolio has evolved over time.
  - Whilst it has been recognised by the Queensland Auditor-General[28] and others that the governance frameworks that were in place for QH payroll both prior to 'go-live' and immediately following 'go-live' were not adequate, the current governance framework has some key strengths in terms of committee membership, leadership engagement and clearly defined roles and responsibilities.
- **Future structural alignment and respective roles and responsibilities for QH and Queensland Shared Services (QSS):**
  - The key steps required for technical separation of the QH HR system from the Whole-of-Government system have been commenced and the timeframe for the full technical separation is currently estimated to be the end of 2012.[29]
  - The future arrangements for the structural alignment and reporting relationships for QSS as the technical service provider requires further consideration, consultation and planning.
  - A need exists to ensure that any potential structural re-alignment or transition of QSS personnel across to QH is carefully planned and managed to ensure that there will be no negative impact on 'business as usual' (BAU) payroll system performance.
- **Costs associated with the QH Payroll project:**
  - The historical and anticipated future costs for the QH Payroll project have been outlined by QH in key documents reviewed by KPMG and a summary of these costs is provided in this report.
  - Some future costs potential savings are dependent on Government endorsement to proceed with specific payroll improvement initiatives that are aligned with addressing the nine key issues. In addition, QH is committed to an underlying cost associated with continuing to deliver payroll services across QH – these costs are, in effect, the 'minimum' costs QH will be required to fund over the coming period to ensure that the payroll system delivers essential payroll services to QH staff (i.e. BAU payroll services).
  - The total cost identified by QH for the payroll project reflects the cost for ongoing BAU service delivery together with the costs associated with specific improvement initiatives focused on addressing the nine key issues.[30] QH has identified that support for the current Workbrain and SAP systems will expire in November 2014 and June 2015 respectively. As such, there will be a requirement for further investment in either a system upgrade or system reimplementation before 2014.

[28] Source: Queensland Audit Office Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project.
[29] Source: Interviews with QH stakeholders, April & May 2012
[30] Source: Additional financial data as provided by Payroll Portfolio Team, May 2012

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- The costs associated with the system upgrade or implementation have not been quantified to date and represent additional costs beyond the current 'minimum' identified and outlined in the report which relate to a preliminary 'systems analysis' only.
- In addition, any funding associated with a targeted approach to the external market to understand the range of system solutions that may be available to QH beyond the current system and operating model has not been identified. Any fundamental change in the system for the QH Payroll such as moving to an alternative system, would have significant cost escalation, risk escalation and business process implications that would require thorough assessment prior to proceeding with an alternative system. That is, there are potentially significant negative drawbacks or consequences associated with adopting a new system. For example: the timeframe for implementing a new system would be a minimum of 2-3 years; there would be costs and resourcing impacts of running up to three payroll systems simultaneously (Lattice, SAP and a potential new system); and the current complexity of the QH award conditions would mean a degree of customisation of any chosen system which would impact on system performance, cost and resourcing requirements (as is the current situation with SAP).

- **The significance of the current Industrial Relations environment:**
  - The Unions that serve QH staff will remain a key stakeholder in the payroll project and effective engagement with this stakeholder group will remain key to the successful implementation of specific payroll improvement initiatives, such as moving the pay date and implementing electronic rostering, etc.
  - It is acknowledged that the complexity of the current awards framework across QH has and continues to have a significant impact on the performance of the current payroll system.
- **The need to commit to a plan and move forward:**
  - It will be important for the Queensland Government and QH to reach agreement on the way forward and commit to specific actions to resolve current issues and move towards a stable operating environment as soon as is practical.
  - This will start the process of rebuilding the trust and confidence of QH staff but will take some time and will require continued delivery of outcomes that improve the payroll experience for QH staff.

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4.2 Specific findings against the nine key issues

The following table provides a brief summary of the key findings for each of the identified key issues:

Key Issue	Summary of Findings
1. Historical payroll forms submission	• Implementation of a new policy that curtails historical payroll form submission will have the potential to significantly improve payroll performance and efficiency but will require a comprehensive organisational change management and communications approach. • Historical form submission (going back up to six years in some cases) requires the payroll system to retrospectively adjust pay and entitlements. KPMG notes that the current timeframes and volumes associated with retrospective payments are likely to be significant and, anecdotally, this feature of QH payroll is unusual when comparing QH with other major payroll systems.
2. The relationship between Districts and payroll hubs	• There is recognition of the potential benefit of devolving some payroll functions to the Hospital Boards however, it will be critical to clearly define respective roles and responsibilities between the Hospital Boards and QH Divisions (i.e. 'corporate'). • In terms of the timing of the transition of payroll functions to the Hospital Boards, it will be important to achieve a balance between the benefits to be gained by bringing the payroll function closer to the customer at the local District / Hospital Board level and maintaining a more 'centralised' approach in the near term whilst work on stabilising and improving the payroll function is underway.
3. Time between roster close and pay date	• Moving the pay date would improve the accuracy of employee pay and should result in improved pay outcomes. However, there will need to be sufficient focus on the changes required to business processes and culture to ensure that the gains achieved are realised and sustained.
4. Payroll processing accountability	• There are clear benefits in establishing a separate technical platform for QH given the scale and complexity of the QH payroll system and the divergent upgrade path from the current Whole of Government system. Further consideration is required regarding any subsequent transition of QSS personnel (and / or the current QSS functions) across to QH.
5. Overpayments and Entitlements	• QH has an obligation under the Financial Accountability Act 2009 to recoup overpayments. It will be important to provide adequate

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Key Issue	Summary of Findings
	resources to assist staff in a timely, proactive manner regarding their overpayment liability and options for paying the funds back to QH. In addition, it will be critical to keep all key stakeholders informed throughout the process. • Known system issues which are impacting on pay accuracy include: system-generated automatic top-ups; manual top-ups resulting in a double payments in a limited number of cases; and payment of overtime to employees whilst they are on leave. It is noted that a series of manual work-arounds are currently in place to try and mitigate the impacts of these system issues. • There are plans to address these system issues through the Release schedule for system fixes and enhancements.
6. Electronic rostering for line managers	• There are clear efficiency and workflow benefits to an effective electronic rostering system. Earlier reviews by Ernst and Young[31] identified that an electronic rostering system would decrease the time taken to resolve pay-related enquiries, decrease the average number of roster amendments and reduce the incidence of award breaches. • In addition, rosters are currently the primary input into the payroll system and, as such, the accuracy and timeliness of rosters has a critical impact on payroll performance. • Further work is required to analyse the options for an electronic rostering system and again, the implementation of such a system will require adequate focus on education, communications and support to line managers during implementation.
7. Payroll system fixes[32]	• As of 2 May 2012, there are 570 logged system issues, 76 of which are identified as having the potential to impact on staff pay. • Other specific system fixes that have been scheduled for implementation include: enterprise bargaining back pay and superannuation contributions. • A key challenge in performing system fixes is that there are limited windows available to perform system enhancements (which are referred to as 'Releases') and, as such, forward planning, prioritisation and commitment to follow through are critical to ensuring these windows can be effectively utilised.
8. Upgrade of SAP and the	• There are differing options regarding what QH's future system

[31] Source: Ernst and Young, eRoster Benefits Study, January 2012.
[32] Source: QSS, Known Issues Report, 2 May 2012

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Key Issue	Summary of Findings
reimplementation of an awards interpretation engine	requirements and system architecture should look like. • Further work is required to understand the required degree of customisation and functionality in both SAP and Workbrain and to determine the most cost effective system for QH going forward. • Key considerations for the future system will be the future payroll operating and service delivery model as well as the importance of accurate data migration.
9. Payroll project funding	• There has been considerable analysis performed by QH to quantify the funding requirements of the current and future projects associated with QH payroll. • For further details, please refer to the commentary under *Section 4.3: Analysis of indicative costs.*

Other QH Payroll issues raised:

Notably, in addition to the nine key issues, a number of other issues were also identified in the QH documents reviewed and raised by key stakeholders. These issues include: [33,34,35,36,37,38,39]

- **Leave and entitlements:** As outlined above, the issue of employee leave and balances requires further investigation and analysis and should be considered for elevation as a 10th key issue. We note that within the scope of the proposed overpayments recovery project there is some provision for addressing entitlements and leave. We also note that PwC has conducted a number of reviews into leave balances[40] associated with the QH Payroll project and they have identified some issues with outstanding leave transactions associated with the move from the previous Lattice payroll system across to SAP. Specifically, it is understood that when the payroll system was switched over to SAP, there were approximately 20,000 forms that were not yet processed and therefore the associated transactions were not migrated across to SAP.[41] Approximately 5,700 employees require adjustments to their leave balances relating to leave transactions that occurred prior to 8 March 2010. Paperwork for these adjustments was received after 'go-live' and the employee has been paid but leave balances have not been adjusted. Whilst these outstanding leave balances require attention and rectification, it is understood that it will take some time for QH to undertake the necessary work to resolve the current leave balances issues. In addition, there are known system issues relating to the interface of leave balances between Workbrain and SAP. There are at least 16,000 employees with leave balances that differ between Workbrain and SAP[38].

[33] Source: QH Audit Committee: Quarterly Payroll Report, October 2011
[34] Source: Ernst & Young, Review of Payroll and Rostering Solutions, September 2010
[35] Source: Ernst & Young, Interim Pain Point Assessment, October 2011
[36] Source: KPMG, Queensland Health Payroll Update, August 2011 KPMG
[37] Source: 2011 KPMG, Interim Queensland Health Payroll Action Plan Update, October 2011
[38] Source: QH internal reporting documentation on payroll, sourced April 2012
[39] Source: Interviews with QH stakeholders, April & May 2012
[40] Source: PwC Leave Balances Review Phase 1, March 2011
[41] Source: PwC Leave Balances Review Phase 1, March 2011

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- **Concurrent employment:** Approximately 3,200 employees across QH have concurrent employment arrangements. A concurrent employment arrangement involves an employee having multiple positions within QH at the same time and different employment conditions / entitlements for each position. It is understood that the management of concurrent staff introduces significant business and technical complexity to the payroll system. The future system for managing concurrent employment requires further investigation and analysis.
- **Ongoing confusion regarding interpretation of payslips:** It is understood that despite the release of explanatory materials, staff are still experiencing significant problems reading, interpreting and understanding their payslips.
- **Interface issues:** The interfaces between SAP and Workbrain are complex and there have been ongoing issues with keeping the two systems synchronised. This requires significant effort to maintain and should be included in the detailed investigation of any future system.
- **Salary sacrificing:** The system does not currently allow for salary sacrificing of retrospective payments. As such, there is a requirement for QH employees to manually manage their Fringe Benefits Tax and superannuation contribution caps. The solution for this issue requires further consideration as it is understood that the proposed system fix is complex.
- **Annual Leave Central Scheme:** The system is currently incorrectly calculating QH's Annual Leave Central Scheme liability and further work is required to fix this issue.
- **Attributing costs accurately to cost centres:** Workbrain is not able to apportion employee costs to multiple cost centres. A timeframe and plan for resolving this issue has not been confirmed as yet.

It is understood that the current program of work being proposed by QH encompasses six key projects which have been identified to address the nine key issues outlined above.[42] The analysis of indicative costs set out in *Section 4.3* of this report has focused on the key components of the ongoing funding of payroll operations, the funding of the six priority improvement projects as well as the funding required to investigate any potential upgrades or re-implementations of the current payroll system.

[42] Source: QH internal reporting documentation on payroll, sourced April 2012

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4.3 Analysis of indicative costs[43]

What is the Cost of Queensland Health payroll?

The new Queensland Health payroll system was implemented in March 2010 and the actual and forecast costs through to FY17 associated with the system and corresponding operating model, as estimated by QH, are summarised below. Queensland Health has estimated the costs associated with running payroll operations and fixing the key issues associated with the payroll system, both in the short and longer term. The Payroll Portfolio team provided these costs.

Summary of Payroll Costs $m	Historic			Forecast					
Area of Spend	**FY10**	**FY11**	**FY12**	**FY13**	**FY14**	**FY15**	**FY16**	**FY17**	**Total**
Operations									
Payroll and Establishment	40.5	79.7	102.3	101.1	91.9	76.3	62.5	57.5	571.4
Queensland Shared Services	18.7	40.2	48.9	56.2	54.9	53.5	46.2	40.3	340.2
Payroll Release Program	0.0	7.1	6.3	6.5	6.4	1.7	1.7	1.6	31.3
Payroll Portfolio Governance	0.0	0.0	0.0	2.5	2.5	1.0	0.0	0.0	6.0
Total Operations	**59.2**	**127.0**	**157.5**	**166.3**	**155.7**	**132.4**	**110.4**	**99.5**	**1,008.0**
Payroll Projects - Organisational Change									
Payroll Hub Restructure	0.0	0.0	0.0	5.0	0.0	0.0	0.0	0.0	5.0
Pay Date Change	0.0	0.0	1.2	8.9	8.3	7.5	6.8	6.0	38.7
Overpayments (& Entitlements)	1.2	1.9	5.6	11.4	2.2	0.0	0.0	0.0	22.3
Electronic Rostering	0.0	0.0	0.0	7.5	9.3	10.6	7.2	4.3	38.9
Payroll Portfolio Governance & Projects	0.0	0.0	35.4	15.6	11.2	9.1	8.5	2.2	82.0
Payroll Self Service	0.0	0.0	2.2	3.0	2.0	1.0	0.0	0.0	8.2
Total Organisational Change Projects	**1.2**	**1.9**	**44.4**	**51.4**	**33.0**	**28.2**	**22.5**	**12.5**	**195.1**
Payroll Projects - Technology Change									
Business requirements consolidation & analysis of SAP upgrade / re-implementation planning	0.0	0.0	0.0	10.0	10.0	0.0	0.0	0.0	20.0
Award interpretation engine planning	0.0	0.0	0.0	2.5	2.5	0.0	0.0	0.0	5.0
Total Technology Change Projects	**0.0**	**0.0**	**0.0**	**12.5**	**12.5**	**0.0**	**0.0**	**0.0**	**25.0**
Other									
Previous Payroll Projects	4.3	21.1	0.0	0.0	0.0	0.0	0.0	0.0	21.1
Total Other	**4.3**	**21.1**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**25.4**
Total	**64.7**	**150.0**	**201.9**	**230.2**	**201.2**	**160.6**	**132.9**	**112.0**	**1,253.5**

[43] Additional financial data as provided by Payroll Portfolio Team – May 2012 & Payroll Portfolio Strategies: Project / Initiative Definitions – 24 April 2012

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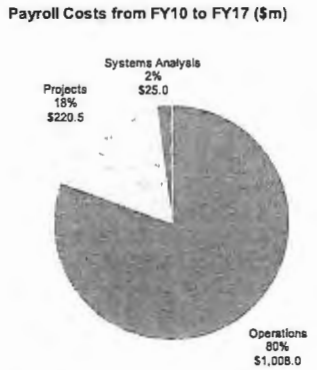
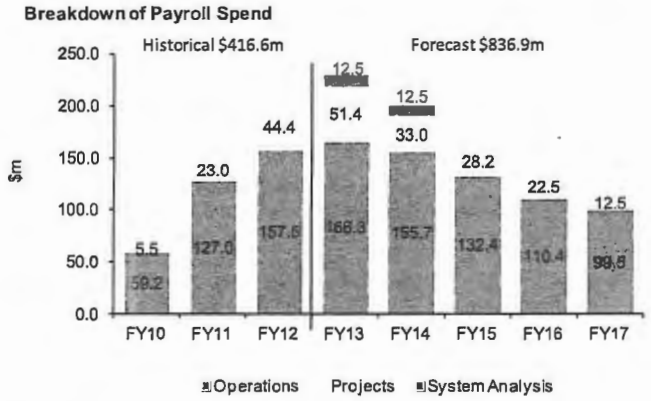
What does the cost comprise of?



The costs total **$1,253.5m** of which $416.6m will be incurred by the end of FY12 and $836.9m will be expended between FY13 and FY17. It should be noted that the FY10 amount includes nine months of costs under the previous payroll system. Of the total costs:

- $1,008.0m relates to operations;
- $220.5m of the costs relate to projects; and
- $25.0m to the systems analysis.

The graph below depicts the split of the historic and forecast spending across the areas of operations, projects and systems analysis. The **forecast costs total $836.9m**, of which **79% relates to operations**. The costs associated with the payroll system are expected to decrease over time after a peak in FY13. The decrease in costs results from a reduction in project activity and the assumed realisation of benefits resulting from the implementation of projects.



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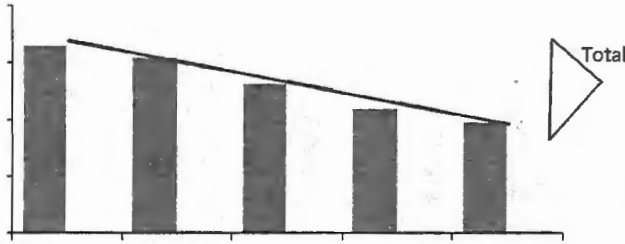
What are the costs that will be incurred if the projects are not implemented?

If the project activities were not implemented and the resulting benefits not realised the cost of operations would continue at their current levels resulting in **operational costs $207.7m higher** than currently forecast from FY13 to FY17. The $207.7m represents the benefits to payroll operations that are expected to be achieved through the implementation of the projects. These benefits only relate to the benefits expected within QH payroll operations for the period from FY13 to FY17. There will be **other benefits arising from the improvement projects that have not yet been quantified** which may include savings related to a reduction in award breaches, reduced FBT costs, reduction in rostering costs, improvements in business process efficiency, reduction in work-arounds etc. It should also be recognised that the savings are expected to continue beyond FY17.

The **projects are expected to cost $245.5m** over the period to FY17.

The graph below depicts the difference in the operations costs under the two scenarios.



Note: The reduction in costs relates only to specific QH payroll operations costs and does not capture other potential improvements and efficiencies arising across QH (e.g. improved business processes, reductions in FBT costs, reductions in work-arounds, reduction in the cost of rosters etc.)

What is Queensland Health obligated to spend?

In the following table, forecast costs have been broken down according to whether they are funded / unfunded and obligated / uncommitted. These classifications are described below.

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- **Funded** – these are the forecast costs for which there is approved funding;
- **Unfunded** – these are the forecast costs that do not currently have approved funding. These costs fall within the forward budget periods;
- **Obligated** – these are the forecast costs that QH will need to incur in order to deliver a payroll outcome each fortnight and to maintain the system; and
- **Uncommitted** costs – these costs are currently not committed, however benefits are expected to be achieved if these costs are incurred.

The following table outlines a breakdown of costs between FY13 and FY17 which are expected to total $836.9m. Of these:

- 64% do not have approved funding; and
- 79% of the forecast costs are considered 'obligated'.

Breakdown of Forecast Costs $m

Description	Forecast	Funded	%	Unfunded	%	Uncommitted	%	Obligated	%
Operations	664.3	289.5	44%	374.8	56%	0	0%	664.3	100%
Projects	147.6	10.0	7%	137.6	93%	147.6	100%	0	0%
Systems Analysis	25.0	0	0%	25.0	100%	25	100%	0	0%
Total	**836.9**	**299.5**	**36%**	**537.4**	**64%**	**172.6**	**21%**	**664.3**	**79%**

There is an element of the forecast costs that does not have approved funding. The forecast costs total $836.9m, of which **$537.4m or 64% is unfunded.**

Some of this unfunded element of the forecast costs relates to **operations and totals $374.8m or 56% of the forecast operations costs**. This operational spend is considered to be obligated spending for Queensland Health in order to pay the Payroll and Establishment staff required for the delivery of pays. This cost decreases over time based on the assumption that efficiencies will occur within operations as the projects are implemented. If the projects do not proceed it is likely that this operations cost will not decrease as anticipated in the current projections.

The historical component of the total costs is considered 'obligated' as it is spending that has already been incurred. This includes the costs from FY10 the end of FY12. These costs total $416.6m over this period. The following graphs illustrate the funded and obligated costs over time.

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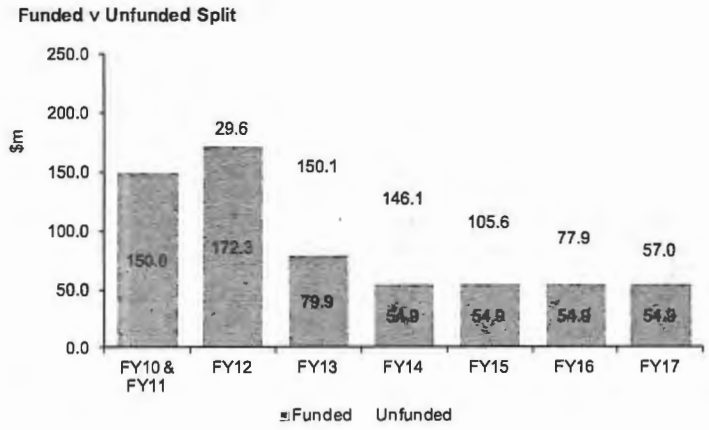

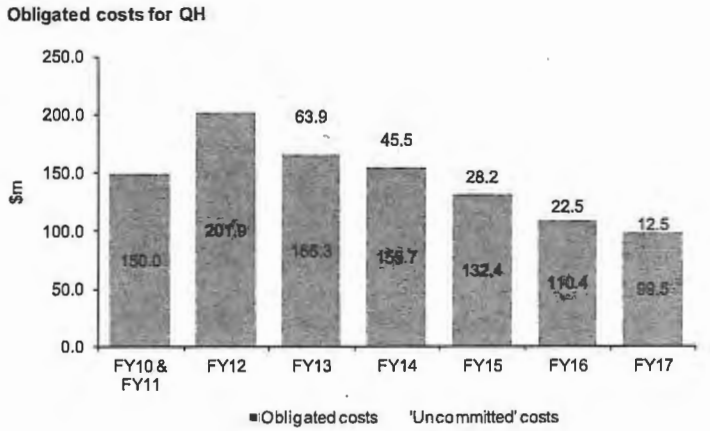

Key points to note include:

- There is $29.6m of unfunded costs identified in FY12;
- There is an overall shortfall in the funding of forecast costs out to FY17 of $537.4m. 55% of this occurs in FY13 and FY14. Operations is expected to have to continue their staffing at the current level in these years as the efficiency improvements expected from the projects are not all expected to be realised until FY15 and beyond;
- The operations costs are forecast to begin reducing from FY14 as the improvements relating to the projects are expected to start to be realised;
- It should be noted that in previous reviews conducted by Ernst & Young[44], it was recognised that the QH rostering and payroll system is unique when comparing major payroll systems both in Australia and internationally. For this reason it is difficult to compare or benchmark the operating costs associated with QH payroll and provide any commentary regarding the appropriateness or efficiency of the QH payroll and associated costs;

[44] Source: Ernst and Young, Review of payroll and rostering solutions, September 2010.

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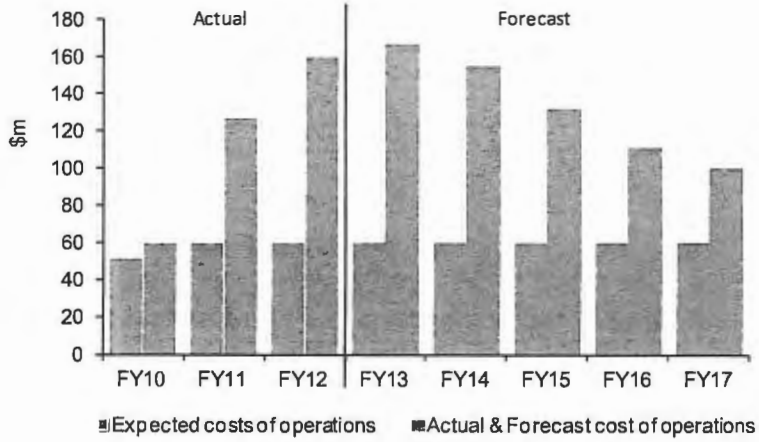
- There has been no forecast beyond FY17 as this will depend on the decisions made in relation to the system and therefore the operating costs associated with the system at that time; and
- These costs do not include the cost to upgrade and / or re-implement the current SAP and Workbrain systems. An estimate of this cost requires further investigation and will be a focus of the 'Technology Change Project' (systems analysis project) which is planned for FY13 and FY14.

What was the expected cost of the new QH Payroll System?

Prior to the new payroll system being implemented, it was not expected that the costs of the new payroll system would be as significant as they have been. Whilst a business case outlining the expected costs was not originally prepared, a budget was approved for the costs expected to be required to fund operations. The following illustrates the difference between the expected costs and the actual and forecast costs expected to be incurred. Over the period the difference has totalled approximately $530m. The forecast costs assume the projects are implemented and the associated benefits realised.

Expected v Actual & Forecast Costs of the Payroll System



These operations costs have increased significantly for a number of reasons including:

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- The additional payroll staff required to process the pay each fortnight due to the highly manual business processes. There is currently in excess of 1,000 payroll staff. The increase occurred during the Payroll Stabilisation Project when the number of payroll staff increased from 600 to 920. Whilst a key objective would be to improve payroll efficiencies and reduce the requirement for payroll staff over time, there is a need to continue with the current staffing profile for QH until significant improvements in system performance and reductions in manual work-arounds, etc. can be achieved;
- The additional system fixes and changed business requirements;
- Increased demand on the system resulting from both the additional payroll staff, projects such as PIP and PFP, the industrial agenda and outstanding defect rectification;
- Increased system capacity requirements due to growing transactional volume and retrospective activity;
- The complexity of the award conditions and associated pay combinations leading to significant customisation of the awards interpretation engine (Workbrain) and the payroll solution (SAP).

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What are the key assumptions used by QH in developing the cost forecasts?

Some key assumptions made by QH in developing the forecasts include:

- **Payroll and Establishment** - Cost reductions in Payroll and Establishment over time reflect a decrease in total funding assuming benefits are realised. However, these savings are dependent on a number of improvement projects going ahead and the timeframes in which they are delivered.
- **Overpayments** - Overpayments will start to be recovered and the recovery will reduce the FBT liability over time. The overpayments project is expected to be completed within FY14. The FBT associated with the overpayment loans has been included in Operations as this spend will occur regardless of whether the recovery process occurs as a component of this has already been incurred.[45] This amount assumes all overpayments will be recovered within two years.
- **Change to pay date** – The spend assumes the approval for the pay date change was provided in April 2012. We understand that Government is currently considering changes to the pay date.
- **Electronic Rostering** - Support demands for an electronic rostering system will increase as it is rolled out to more business units. Assumes roll out to 950 business units per year.
- **Payroll Portfolio** - Engagement of specialist skills and resources for the various projects can be fast tracked / attracted. The resourcing assumes adoption of the proposed four year strategy and work priorities.

In the time available, KPMG has not been able to assess the reasonableness of the forecasts or the key underlying assumptions, however the following observations can be made:

- KPMG recognises that significant planning has been undertaken by QH to forecast the costs associated with the six projects identified to address the significant payroll issues. It is acknowledged that over time these costs will continue to change as assumptions change including timing.
- Some costs are yet to be quantified and are excluded from the total costs. These excluded costs are outlined below:
    - **Upgrade or Reimplementation Costs** - Costs associated with performing an upgrade or re-implementing of the award interpretation and payroll systems (SAP and Workbrain). The costs forecast to date reflect only the work to analyse the current systems prior to a decision being made as to the system to implement. It is recommended that a contingency amount be included in any future estimate as this is considered better practice for major information technology projects particularly those with the complexity and risk profile such as that associated with QH Payroll;
    - **Fringe Benefits Tax** - The costs identified by Queensland Health include an amount of FBT payable on the overpayment loans. The amount included relates to a loan fringe benefit that arises in relation to the overpayments and assumes 100% of overpayments will be recovered and that they will be recovered within two years. Overpayments do not become loans under FBT law until Queensland

[45] Financial data provided by Payroll Portfolio Team (May 2012)

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Health notifies employees of the overpayment. This is the point at which FBT starts accruing.

The amount currently included in the costs does not take into account FBT associated with waiving any overpayment debts that are not recoverable. The FBT payable where the overpayment loans are waived could potentially be more costly for QH than the loan FBT currently included in the forecast costs. This will depend on the value of the overpayments that are recovered and the timeframe within which they are recovered.

As at 4 April 2012, Queensland Health calculated scenarios to determine the potential cost if 100% of the overpayments were not recovered. These calculations were based on the overpayments that have been notified to date and the overpayments incurred in FY12 that are yet to be notified, totalling $127.0m. The FBT liability on outstanding debts will vary depending on when the write-off occurs and the notional interest rate applied in calculating the loan fringe benefit. If 100% of the overpayment loans are recovered within a two-year time frame, the FBT cost will be approximately $8.03m. This could increase to a FBT cost of approximately $110.4m if none of the overpayments are recovered and 100% of the debts are immediately waived. This figure could increase where there is no recovery and the timing of waiving them is delayed.

- **Contingency** – There is currently no contingency amount included within the costs for the projects (which is considered better practice for complex systems and information technology-related change projects). When considering allowances for contingency, there are two key dimensions to be assessed: project complexity and project risk. In the case of QH Payroll, given the complexity of the operating environment, the legacy of historical issues with the implementation of the payroll solution and the complexity and risk-appetite of the stakeholder environment, it would be prudent to consider any improvement projects associated with QH Payroll as being 'high complexity' and 'high risk' and thus warranting a significant contingency allowance;
- **Relocation Costs** - Costs associated with relocating payroll staff to align them with Districts;
- **Allowances for growth or change to QH** – costs are based on the current operating model for QH and do not take account of proposed changes e.g. Hospital Boards; and
- **Extended timeframes** - Extension of implementation timelines that may result from any stakeholder issues identified.

4.4 Portfolio Governance

KPMG's analysis of information technology frameworks implemented by QH relevant to the payroll system has focused on three aspects:

1 A brief overview and commentary on historical governance for QH Payroll;

2 A review of the current situation in terms of current information technology governance frameworks; and

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3 Insights into the likely future governance requirements for QH Payroll.

Brief overview on historical governance for QH Payroll

The historical challenges and issues associated with governance for QH Payroll have been well documented in previous reports including the *Queensland Auditor-General Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project.*[46]

The key findings from the Auditor General's Report[47] were as follows:

- Project governance prior to 'go-live', including managing **relationships with key stakeholders was not effective** in ensuring roles and responsibilities were clearly articulated and in ensuring there was clear accountability for efficient and effective implementation of the system;
- The **governance structure** for the system implementation, as it related to CorpTech, the prime contractor, and Queensland Health, was not clear, causing confusion over the roles and responsibilities of the various parties;
- There was **inadequate documentation of business requirements** at the commencement of the project;
- The **absence of a periodic review of the business needs** contributed to subsequent difficulties with system testing and the implementation of a system which did not meet the needs of Queensland Health's operating environment;
- **System and process testing prior to 'go-live'** had not identified a number of significant **implementation risks** and therefore the extent of the potential impact on the effective operation of the payroll system had not been fully understood and quantified;
- **System useability testing and the validation of the new processes in the business environment was not performed.** As a result, Queensland Health had not determined whether systems, processes and infrastructure were in place for the effective operation of the new system;
- A number of **critical business readiness activities and practices** were not fully developed prior to the implementation of the new system; and
- Several **changes to payroll administration practices** including the re-allocation of processing duties within payroll were introduced at the same time as the release of the SAP and Workbrain systems.

Out of this review, the Auditor-General identified a number of key 'learnings' and corresponding specific recommendations for information technology governance which included a requirement for[48]:

- Formal documentation of **roles and responsibilities**, accountabilities and key performance indicators for all relevant parties;

[46] Source: QAO website, http://www.qao.qld.gov.au/report-no-7-for-2010
[47] Source: QAO Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project.
[48] Source: QAO Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project (Section 2.4: Audit Findings)

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- Formal **documentation of the program** being divided into tranches with 'end of tranche' reviews recommended to assess program effectiveness, risks, issues, benefits, etc;
- In accordance with the Queensland Government project management methodology, higher risk projects to be **periodically reviewed** to ensure that risks are controlled and the project is on track. Large projects should be divided into stages with each stage clearly planned, controlled and 'end stage reviews' performed; and
- Specifically, for Shared Services systems implementations, the governance structure to cover all related parties. An **end-to-end governance structure**, including a project board should be established at the outset of the project.

Current situation

The QH Payroll Portfolio information technology governance framework is primarily focused on a planned and successful delivery of Releases for SAP and Workbrain. The purpose of the Payroll Portfolio and the associated portfolio activity is to ensure that the operational aspect of "paying" QH staff is accomplished successfully.

During the process of consultation with the Payroll Portfolio Executive Director, the Program Management Office (PMO) and PRP Program Director, KPMG were provided with a range of documents outlining the Payroll Portfolio governance arrangements.[49] These documents were analysed and discussed with Payroll Portfolio stakeholders (for further details on the documents reviewed in relation to governance, refer to *Appendix 1*).

Supporting the QH Payroll Portfolio are seven governance streams linked with the payroll Solution Deployment Life Cycle (SDLC).

These governance frameworks include:

- **Payroll Portfolio Steering Committee (PPSC)** provides a comprehensive overarching governance framework managing the strategic direction and payroll business requirements of the QH Payroll Portfolio ensuring business alignment. This framework, which is structured on better practice governance, includes elements that: endorse the Release management process; set the strategic direction for the key payroll elements; provide financial oversight; and ensure benefits realisation.
- **The Payroll Portfolio (office)** is the delivery arm of the PPSC. The Acting Deputy Director General Human Resource Services, who is the Senior Responsible Officer (SRO), is responsible through the governance framework of the Payroll Portfolio (office) for the execution and the delivery of the payroll portfolio blueprint.
- **Release Management Group (RMG) and the Release Working Group (RWG)** maintain a governance structure that ensures a comprehensive framework relating to application (system) Release management. The Acting Deputy Director General Human Resource Services is the chair of the RMG. The three working groups support the development of system requirements associated with – system performance management, deployment of workarounds and improvement in payroll performance. There is alignment with the CaRB ensuring that the planned Releases are successful from a technical deployed perspective.

[49] Source: Payroll Portfolio Governance Documents, Sourced April 2012

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- **Queensland Shared Service (QSS) Change and Releases Board (CaRB)** provides approval for Releases and delivery gates and collaboratively engages with RMG and RWG to deliver the required Payroll systems.
- The **Payroll Release Program (PRP)** is core to tactical and operational success of the QH payroll. The Program provides analysis, articulates requirements, conducts User Acceptance Testing (UAT), provides system assurance, provides RMG secretariat, business transition and supports system Release management. PRP requirements are represented on the RMG and provide input to RWG. The artefacts developed are aligned to better practice, and are comprehensive in nature. It was identified that the artefacts are utilised at all level of payroll portfolio governance.
- **Technical Approvals Group (TAG)** supports Information and Communication Technology (ICT) Governance frameworks and works collaboratively with all working groups, PRP and CaRB. TAG provides technical advice and reviews.
- **The Program Committees** relate to individual delivery programs relating to identified and planned business requirements by the **PPSC** and the **Payroll Portfolio (office). Solution Deployment Life Cycle (SDLC)** program and project management approach is aligned to industry better practice and Queensland Government Chief Information Office standard frameworks which are based on Managing Successful Programs (MSP®) and PRINCE2 for the management of the individual projects.
- **The Strategic Review Team (SRT)** is responsible for QH District representation on the payroll portfolio. The team provides business assurance and a change management focus relating to business processes. The team also provides advice and assurance on state-wide training and functional roll-out. The SRT terms of reference define roles and responsibilities, authorities and membership. The team is active in providing strategic and tactical advice to the Payroll Portfolio through the Executive Director and the Portfolio team.

The QH Payroll Portfolio Steering Committee has an established and effective governance framework, defined outcomes, linkages to working groups, reporting structures and defined roles and responsibilities. The governance framework has matured over the portfolio life cycle and especially in the last ten months with the engagement of professional executive staff who have taken ownership of the required business solution and actions to ensure that staff are successfully paid.

In particular, consolidation of payroll programs under a single portfolio has improved operational and strategic governance, inter-group communication and stakeholder engagement.

The Payroll Portfolio governance frameworks deployed are scalable, flexible and adaptable and, as such, will continue to evolve when the payroll operating and business model for the Hospital Board / Pay Hub environments are defined and deployed.

Notably, there is evidence that the governance framework for QH Payroll has addressed the 'Learnings' specifically outlined in Section 2.4 of the *Queensland Auditor-General's Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project* (an overview of which is provided above).[50]

[50] Source: Queensland Audit Office website, http://www.qao.qld.gov.au/report-no-7-for-2010

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In summary, based on professional judgement, experience and technical knowledge, the formal and structured Payroll Portfolio governance frameworks currently in place are considered to be aligned to industry better practice and consistent with KPMG's expectations for the Program.

Insights into the likely future governance requirements for QH Payroll

As the portfolio continues its pathway to the 2017 environment, there will be a requirement for dedicated participation, renewal of focus and alignment by the PPSC to ensure the successful delivery of business outcomes.

From a portfolio assurance perspective, as the payroll portfolio pathway moves from predominately *defect* management to *system enhancement* and then *discovery of the next system to be deployed*, the governance roles and responsibilities need to be reviewed in the context of the new environments. Consideration should be given to the development and articulation of a suitable operating and business model for the Hospital Board environment. This will drive the design of systems and will impact the governance frameworks, transition plans and cost.

At the program release level, the governance structure should continue to maintain the collaborative relationship between the Release Management Group, Release Working Group and QSS Change and Release Board (CaRB).

For new programs and projects within the Payroll Portfolio, consideration should be given to deploying the robust approach of the Payroll Portfolio relating to governance frameworks, documentation, planning and quality management. With the proposed actions to remediate the identified portfolio issues there will be a requirement for increased emphasis on organisational change, user training, operating structure and system support.

In addition, the Payroll Portfolio governance frameworks need to be reflected in the current QH financial system upgrade (known as SAPFIR Upgrade) program of work as there is a dependency with the finance system on the payroll system. The governance framework adopted and deployed by the Payroll Release Program (PRP) should be embraced for all projects that are part of the Payroll Portfolio.

As identified by the Queensland Auditor-General and in line with the Queensland Government project management methodology, it would be appropriate for a program of the scale, complexity and risk profile of the QH Payroll to implement mechanisms for the program to undergo periodic review. This periodic review would take the form of staged 'gating' at key stages during the program lifecycle to assess ongoing program viability, benefits realisation and assess the effectiveness of program processes in managing risks, issues, benefits, program management activities and lessons learnt.

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5 Recommendations and next steps

Based on the analysis and consultation performed to date, the following recommendations are proposed for QH:

Forward strategy for payroll system

1. As a priority, identify, document and communicate the future payroll operating and service delivery models to be used by QH. These need to take into account the impact of the move to the Hospital Boards model.
2. Develop a list of prioritised payroll projects to implement the above models and design a detailed schedule that takes into account the combined impacts of the projects to ensure that the impact on staff is minimised. In particular, there is a need to:
   - Expedite approval to lift the current moratorium on QH-instigated recovery of overpayments and commence processes to recover overpayments;
   - Expedite approval to implement the change in pay date and commence processes to implement the change in pay date;
   - Take proactive measures to further reduce the degree of retrospectivity built into current QH payroll processes by implementing a change program to significantly reduce the window for lodging historical payroll forms.
3. Initiate the proposed study to determine future business requirements and options regarding an upgrade (or reimplementation) of SAP and the awards interpretation engine. As part of this planning activity, it would be appropriate to approach the broader external market to explore other systems available to QH including associated costs, benefits and risks. It may also be appropriate to engage with a wider group of stakeholders across government including the Queensland Government Chief Information Officer regarding the proposed scope and approach of such a market scanning initiative.
4. Initiate work on investigating the electronic rostering system options, focussed on scalability, ability to interface with SAP and the longer-term vision for the time and attendance business process for QH.

Governance and decision-making

5. Make key decisions to implement the go-forward strategy that underpin the six key improvement projects focused on changes to current business approaches and systems architecture. The aim of these improvement projects will be to realise improvements in payroll performance including accuracy, timeliness, reductions in manual data entry and retrospectivity.
6. Continue with the current governance framework for the payroll portfolio. The governance structure should include:
   - The current committee structure and associated membership;
   - Engagement of key senior leaders; and
   - Clearly defined roles and responsibilities.

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It is also important to recognise that as the payroll portfolio evolves, the governance roles and responsibilities will also need to adapt to ensure the appropriate levels of governance are maintained.

7. Maximise the available 'windows' for system enhancements or fixes through developing a 'forward plan' for system enhancements and changes that can then be managed by the RMG.
8. Adopt an enterprise framework for portfolio / program governance such that there is a clear link between Payroll Portfolio Governance and the QH financial system upgrade (SAPFIR Upgrade) given there are interdependencies between the finance and payroll systems.
9. Ensure that the division of responsibility for Release content and technical deployment remains in place and that this is independent of any organisational or reporting relationship changes across QH and QSS.
10. Engage the services of an independent third party to undertake independent assurance activities across the major programs of work that constitute the payroll portfolio. In line with the Queensland Audit Office recommendations, assurance for the QH Payroll Portfolio should include the implementation of a periodic review process. This period review would take the form of staged 'gating' at key stages during the program lifecycle to assess ongoing program viability, benefits realisation and assess the effectiveness of program processes in managing risks, issues, benefits, program management activities and lessons learnt.[51]

People and change

11. Implement a stakeholder engagement program across QH that focuses on:
    - Communicating the way forward in terms of the operating and service delivery model; and
    - Building trust in the payroll process through demonstrating consistent, measureable improvements in performance, transparency in decision making and demonstrating tangible benefits to staff and line managers through changes in payroll business processes and ways of working.

    There is a clear need to demonstrate to line managers and staff what the benefits of specific improvements to the payroll and rostering processes will be from their perspectives as end-users.
12. Ensure that any changes to business approaches or systems architecture which impact on staff are supported by a comprehensive change management and communications approach that considers the potential impact on frontline staff of the sequencing of change activities.
13. Defer any significant disruption or organisational changes to key payroll functions (including QSS) until there is greater stability in the payroll system and performance improvements have been demonstrated.
14. Commence work on exploring opportunities to simplify the current awards structure across QH. Whilst it is recognised that simplification of the current awards structure would require a Whole of Government approach, it is well recognised by key QH Payroll stakeholders that

[51] Source: QAO Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project

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the current complexity of the industrial environment for QH is having an ongoing significant impact on payroll performance as it has contributed to payroll administrative costs and system customisation. Regardless of any improvements that can be made to the QH payroll system and associated business processes, the complexity of the award conditions will continue to have an impact on overall performance.

Funding

15. In communicating the key costs of the QH payroll project, it is important to distinguish between the following key cost drivers:
    - 'BAU' costs to deliver the minimum requirements associated with the production of the QH payroll each pay period;
    - system maintenance and defect rectification;
    - system enhancements; and
    - 'discretionary' improvement projects.
16. The funding envelope for QH payroll currently includes funded and unfunded components with a significant proportion of these components representing 'committed' expenditure based on current system requirements and the need to invest in ongoing improvements to maintain and / or improve system performance. Stakeholders would benefit from greater visibility of the funding shortfall between what has been committed versus what has received funding allocations to assist with determining the priority for future spend and value for money assessments.
17. When considering the business cases for specific improvement projects and initiatives in relation to QH payroll, it is imperative that adequate focus is given to quantifying the tangible benefits to be gained from each initiative so this can be considered in the context of the significant costs involved and the costs incurred to date.

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6 Disclaimers

Inherent Limitations

This report has been prepared as outlined in the "Introduction and overview of the current review" section. The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed. Any use of the words "audit" or "review" in our engagement contract or in this report should not be taken to imply otherwise.

We have not compiled, examined or applied other procedures to the forecast information prepared by QH in accordance with Australian, or any other, auditing or assurance standards. Accordingly, we do not express any opinion as to whether the forecast costs set out in this report will be incurred as set out, or whether any assumptions underlying those forecast costs are reasonable. We do not warrant or guarantee any statements as to the future costs. There will usually be differences between forecast or projected and actual results, because events and circumstances frequently do not occur as expected or predicted, and those differences may be material.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, Queensland Health management and stakeholders consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this report have been formed on the above basis.

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7 Appendix 1 Source Documents

Details of source documents reviewed

1. Queensland Health Audit Committee: Quarterly Payroll Audit Report for April 2012
2. Queensland Health Quarterly Audit Committee Report – February 2012
3. Queensland Health Audit Committee: Quarterly Payroll Report –October 2011
4. Auditor-General Report to Parliament No. 7 for 2010: Information systems governance and control, including the Queensland Health Implementation of Continuity Project – June 2010
5. Payroll Portfolio Governance
    a. Release Management Group Terms of Reference
    b. Principles of RMG as tabled at the PPSC on 16 February2012
    c. Strategic Review Terms of Reference – current TOR
    d. Strategic Review Team Terms of Reference – draft going forward – pending approval of new governance arrangements
    e. Strategic Review Team Minutes of the meeting of 2 February, 2012
    f. PPSC Terms of Reference – draft TOR
    g. PPSC Papers 31 January 2012
    h. PPSC Minutes for 31 January2012
    i. PPSC Papers for 16 Feburary2012
6. Payroll Release Program documents
    a. Governance Framework
    b. Quality Management Framework
    c. Terms of Reference for Working Groups
    d. Prioritisation and Forward Plan
    e. Release Minutes and Status Reporting
    f. Release Reports
    g. Release Working Papers
7. Payroll Portfolio Strategies: Project / Initiative Definitions -24 April 2012
8. QSS, Known Issues Report - 2 May 2012
9. Additional financial data as provided by Payroll Portfolio Team - May 2012
10. QH Internal reporting documentation on payroll, sourced April 2012

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11. Queensland Nurses Union Re: Proposed way forward for Queensland Health Payroll - 9 December 2011
12. Ernst & Young Review of Payroll and Rostering Solutions - September 2010
13. Ernst & Young Payroll Foundation Program (PFP) Review Final Report - June 2011
14. Ernst & Young Payroll Improvement Program (PIP) Review Final Report - June 2011
15. Ernst & Young Interim Pain Point Assessment - October 2011
16. Ernst & Young eRoster Benefits Study -27 January 2012
17. Ernst & Young eRoster Pilot Site Benefits Phase 3 Report: Royal Brisbane & Women's Hospital (RBWH) - March 2012
18. Ernst & Young Review of the Early Deliverables Trial Draft - 29 March 2012
19. Pricewaterhouse Coopers Shared Services Review – September 2010
20. Pricewaterhouse Coopers Leave Balance Review Phase 1- 10 March 2011
21. Pricewaterhouse Coopers Leave Balance Review Phase 2 -22 June 2011
22. KPMG, Queensland Health Payroll Update – August 2011
23. KPMG, Interim Queensland Health Payroll Action Plan Update – October 2011

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8 Appendix 2 Glossary of Terms

Term	Definition
BAU	Business as usual
CaRB	Change and Releases Board
CBRC	Cabinet Budget Review Committee
Corporate	QH Divisions (i.e. Finance, Human Resources, IT functions)
CPI	Consumer Price Index
FBT	Fringe Benefit Tax
FTE	Full Time Equivalent
ICT	Information and Communication Technology
MSP®	Managing Successful Programs®
PMO	Program Management Office
PPSC	Payroll Portfolio Steering Committee
PRINCE2	Projects In a Controlled Environment
PRP	Payroll Release Program
QH	Queensland Health
QH HR	Queensland Health Human Resource Services
QSS	Queensland Shared Services
Releases	Payroll system enhancements
RMG	Release Management Group
RWG	Release Working Group
SAPFIR	QH Finance System FAMMIS Upgrade
SDLC	Solution Deployment Life Cycle

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Term	Definition
SITIA	Department of Science, Information Technology, Innovation and the Arts
SRO	Senior Responsible Officer
SRT	Strategic Review Team
TAG	Technical Approvals Group
The current review	KPMG review of payroll and rostering system at Queensland Health
UAT	User Acceptance Testing

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9 Appendix 3 Queensland Health Payroll Timeline

No.	Term	Definition
1	**Payroll Stabilisation Project (PSP)**	Established on 19 April 2010 to identify and implement strategies to stabilise the new payroll system. The project encompassed four pieces of work: district and division business processes, payroll processing, payroll system, and support and communications.
2	**Payroll Improvement Program (PIP)**	Established in July 2010 to build on the work of the PSP and to oversee the implementation of the new payroll operating model. The program was also responsible for establishing an end to end personalised service model in all districts and payroll hubs. PIP was also responsible for overseeing the reduction in the backlog of payroll forms processing, system defect fixes, and system releases.
3	**Payroll Release Program (PRP)**	Established in late 2010 to continue on the work of the Queensland Health Implementation of Continuity (QHIC) project, which provided the QH support for the payroll system implementation. The QHIC was transitioned to the PRP to provide a thorough change control and gating process to oversee changes to the system in production. In addition to system fixes, PRP is also responsible for a number of BAU activities such as security updates and system maintenance as well as system changes to support new industrial agreements.
4	**Payroll Foundation Program (PFP)**	Established in November 2010 to deliver on the seven operational pain points identified by Ernst & Young in their September 2010 review of system sustainability. PFP included 2 phases of work that focus on improving the business process and functionality of the payroll and rostering system and delivering additional functionality.
5	**Payroll Portfolio (PP)**	Established in September 2011 to form a single portfolio of payroll related programs and projects. The Payroll Program, PFP, PRP, and Payroll and Establishment have all transitioned to the PP.

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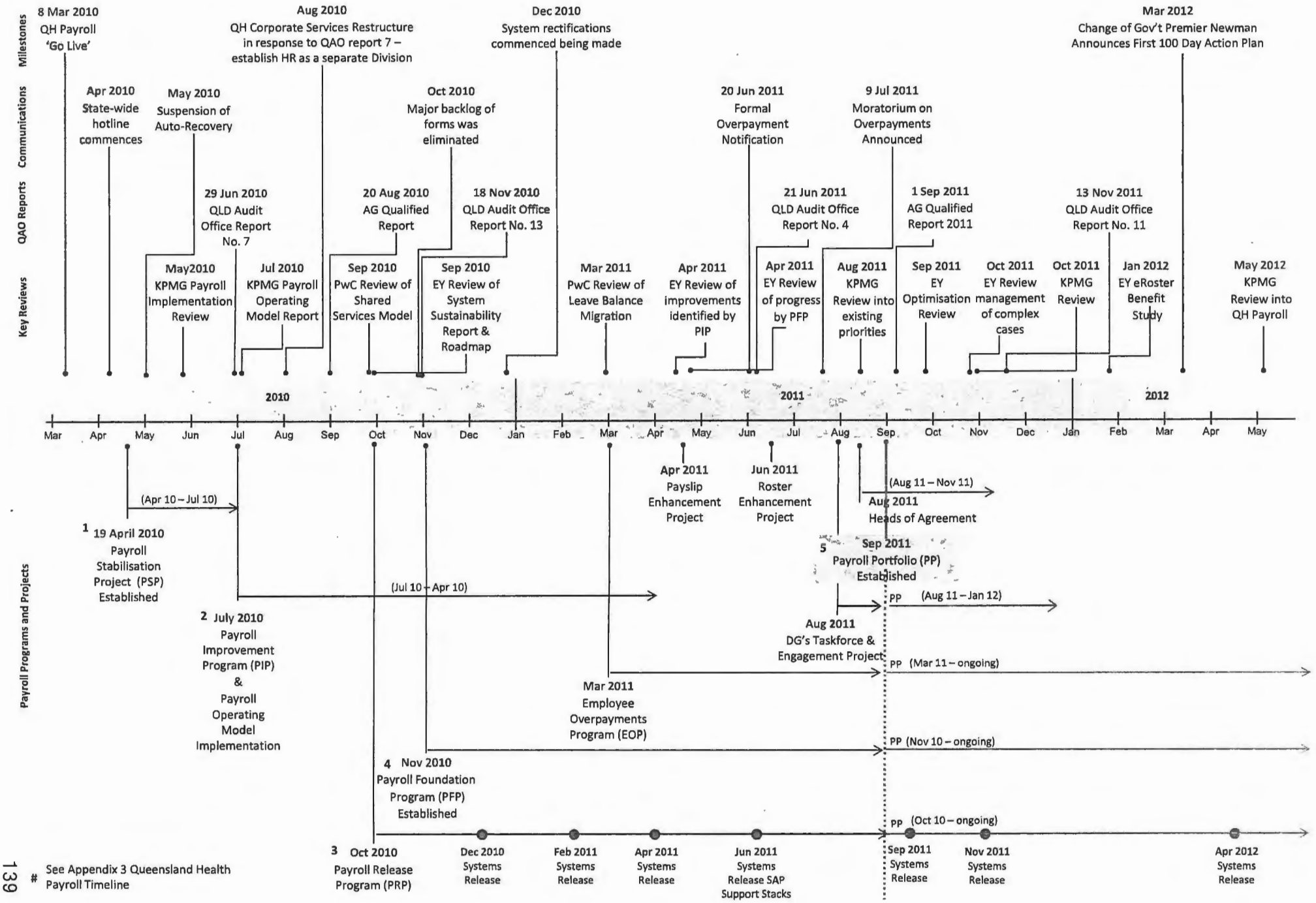
Appendix 3: Queensland Health Payroll Timeline



See Appendix 3 Queensland Health Payroll Timeline

Payroll Stabilisation Project
Payroll Status
1.00pm 14 July 2010

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Pay Period	P2	P3	P4	P5	P6	P7	P8	P9
Total Gross Value	$211.5m	$215.8m	$216.1m	$219.4m	$214.6m	$215.4m	$220.9m	$213.8m Note A
Number of Employees paid	-	78,228	77,644	78,308	78,373	78,270	78,962	78,473 Note B
Number of outstanding adjustments at end of pay cycle	Estimated 44,000	31,784	27,341	27,313	42,038	34,969	26,884	24,700 Note C
Total number of no-pay inquiries (on same day following pay day – Day 1)	-	-	75	58	73	66	57	87
Total number of no-pays confirmed against pay run file (on same day following pay day – Day 1)	-	-	No comparable data	29	34	47	45	57
LATTICE outstanding adjustments	Total from finalisation: est 19,174	est 11,000	10,344	6,820 (as at 21 May 2010)	3,474 (as at 1 Jun 2010)	0 (as from 9 Jun 2010)	0 (as from 9 Jun 2010)	0 (as from 9 Jun 2010

Notes:

- Note A : Gross back to "business as usual"
- Note B: Drop mainly due to large number of temporary employees with cease date of 30/6 that weren't extended.
- Note C : Due to EOFY processing, minimal effect on backlogs this pay. See priority Issues below for Backlog Strategy.
- All LATTICE adjustments have been processed. Adjustments that will result in recovering overpayments (total 1,562) have been held until the overpayment recovery process commences.

Daily Priority Issues

QAO Report

- The Queensland Auditor-General's report was released on Tuesday 29 June 2010.
- Work is continuing on the following three components of the Government Response to the report:
  - Establishing a better, localised payroll model:
    - Structure awaiting approval
    - Payroll Helpdesk staffing doubling to 16
    - Increased Training of Payroll Staff
    - Increase client service delivery with payroll kiosks at major hospitals.
  - Ensuring we have the best payroll software for our needs:
    - Ernst and Young appointed to review rostering software options – Phase 1 report (literature review on current practice) accepted. Phase 2 report due within three months
    - CorpTech have identified system and reporting process improvements to speed up Pay Run process.
    - Further workshops being undertaken to understand and improve SAP/WorkBrain information flows .
    - PWC appointed to review data migration and user acceptance testing to assess residual data and system issues not captured
    - Release schedule developed for next 6 months for Workbrain and SAP enhancements.
  - Strengthening HR and finance functions within Corporate Services:
    - Acting DDG Corporate Services commenced
    - KPMG commissioned to develop new structure within 4 weeks from 29 June.

Backlogs

- Workshop on Tuesday 13 July to address and prioritise processing of backlogs. Outcomes include:
  - Terminations: Temporary team of high level users from Hubs will commence at RBH on Monday 19th July for 2 weeks with total focus on clearing backlogs.
  - New Starters: A dedicated group is to be formed in each hub to initially clear backlog relating to their area and then assist other hubs.

- Staff Movements: Central Movement Team will continue it's focus on clearing these and new movements.

QIRC

- QH and the health unions last met in the QIRC on 17 June 2010. The following table contains the status of the matters central to the conference.

Item	Actions
Commitment to No Financial Disadvantage	• The contents of the No Financial Disadvantage document have been agreed between Queensland Health and unions. • Unions have been provided with the document, a cover letter from the DG and the claim process. • A DG's Broadcast has been drafted to inform staff of the details of this agreement and is currently pending approval. It will include a statement in relation to the Deputy Premier's announcement that staff who have been overpaid up to pay day of 30 June 2010 by an amount up to and including $200 will not be required to pay this back. •
Consolidated printout of pay information	• The contents of the time and wages report have been prepared in consultation with the unions. • Finalisation of the communications to accompany the time and wages report is underway, taking into account union and staff focus group feedback. It is hoped to get this to the printer by the end of the week. • The report is due to be delivered to Queensland Health staff by 30 July 2010.
Additional line manager support	• QH provided a draft communication to unions on 21 June 2010 regarding the commitment to provide $1.5M to districts to support line managers by pro-rata FTE for the period to 1 September 2010. • Local payroll support arrangements will be rolled out at our major hospitals right across the State to ensure staff can get assistance at their workplace when they need it for simple matters. Those staff that need more complex assistance can receive the one-on-one support that they need through prioritised bookings with the payroll hub. • An expanded call centre will have access to the payroll system to expand the level of assistance they can provide to staff. A communications specialist and a HR specialist will also be available during business hours for the next three weeks at the call centre to provide support/advice to operators as required to facilitate the handling of calls. A review will be undertaken of these arrangements after this three weeks have elapsed.
Follow up meetings.	• The DG met with health unions on 28 June 2010. • The DP and DG met with health unions on 29 June 2010 and 30 June 2010. • The DG met with health unions on 07 July 2010 and will meet with unions on 15 July 2010. • The next QIRC conference has been set down before DP Swan for 4.30 pm, 21 July 2010.

Pay Trial Runs

- Two trial runs (Tues second week and Fri second week of pay cycle) were undertaken for this pay to check casuals and part time staff who are not receiving a pay. The list of casuals was checked locally by districts to confirm if a person had worked in the pay period. An additional report for those staff who contracts end during the pay cycle has been added to reduce the number of staff not receiving a pay.
- Adjustments were entered to reflect all casuals who were identified by districts as having worked in the pay period.
- Part-time staff have been automatically entered to receive at least their contracted hours.
- Low pay reports were also run as part of the two trial runs for staff receiving less than $100 and checks made to verify these pays.
- A final check of the no-pays and low-pays was made (on the Monday and Tuesday before the Wednesday pay day) before the pay file is sent to the bank for processing. Also, a check on all pays above $15,000 was made to ensure no large overpayments.

Contingency Plans

- The end of financial year processing resulted in SAP not being available from the payrun on Monday night (28 June) until 6 am Monday 5th July
- Resources that would normally undertake SAP activities were redirected to other payroll tasks during this time
- Additional finance support will be provided for expected increase in need for cash/cheque/EFT options.
- Local District/Division Contingency Plans have been developed to provide rapid access to cash/cheque/eft/overnight pay for any staff member affected by an inaccurate pay.
- An Ad Hoc Payment Process Model for category 1 and 2 inquiries has been developed to clearly outline a consistent process to support staff requiring immediate payments. This model has also been included in local contingency plans. Emphasis has been placed on a non-judgemental approach.
- Nominated people at each medium/large hospital facility will assist managers to respond to queries and provide fast access to payments.
- A pdf file of all payslips has been created and available for districts to check pay details. Staff will be contacted if the funds to be deposited into their bank account will differ from those reported on their pay slip.
- The cash/cheque/eft payment form has been revised to make it easier to understand.

Additional staff

- Payroll staff increases are continuing. Further recruitment and training is occurring.
- A specific strategy to recruit additional staff with SAP experience has commenced to ensure that commencements, movements and terminations can be processed.
- Outstanding adjustments have been allocated to the QHIC project contractors and staff to increase the speed of the reduction of outstanding adjustments.

Roster Plotting Strategy

- Experienced HR and payroll people are onsite at both RBH, RCH and TPCH to work closely with the District enabling teams and with roster managers.
- A roster strategy team is established at PAH.

Website and End of Financial Year Booklet

- A dedicated payroll assistance intranet site (http://qheps.health.qld.gov.au/qhpip) has been developed and is available on QHEPS. This site provides access to the latest updates and information about the payroll situation and contact details for assistance in Districts and Divisions.
- The internet site is also operational and contains the information, FAQs and glossary of payslip codes as located on the intranet site.
- Both sites will be regularly updated as further information is available.
- End of Financial Year booklet printed and distributed via post and districts in week of 12 July.

Payroll System improvements

- Speed improvements have been implemented and further testing and improvements are currently occurring.
- Roster screen changes have been made to make it easier for the plotting of rosters.
- Dual screens or larger screens have been deployed to payroll offices to assist with managing multiple open programs such as Workbrain, SAP and E-mail.
- A single issues register has been established and feedback strategies developed to inform people of the progress of the resolution of issues.
- Mapping of the end to end steps of the payroll process is being undertaken
- SAP access is rolling out for payroll users that require it
- System User Workshop organised for 29th July
- Critical HR Reports Commenced roll out
- New sharepoint solution on track
- Additional improvements currently being investigated:
    - Additional Workbrain read only access to be deployed to districts with training
    - Fax Server – implement categorisation and/or prioritisation strategies
    - Payslips – review to make easier to understand
    - Bank details and payroll number on staff commencement form
    - Roll-out state wide, standardised roster template.

Payroll Improvement Program
Payroll Status
20 October 2010

Pay Period	P7 (P26) 2009-10 16 Jun 2010	P8 (P27) 2009-10 30 Jun 2010	P9 (P1) 2010-11 14 Jul 2010	P10 (P2) 2010-11 28 Jul 2010	P11 (P3) 2010-11 11 Aug 2010	P12 (P4) 2010-11 25 Aug 2010	P13 (P5) 2010-11 8 Sept 2010	P14 (P6) 2010-11 22 Sept 2010	P15 (P7) 2010-11 6 Oct 2010	P16 (P8) 2010-11 20 Oct 2010
Total Gross Value	$215.4m	$220.9m	$213.8m	$217.3m	$215.2m	$222.3m	$216.6m	$238.9m	$219.5m	$220.3m Note A
Number of Employees paid	78,270	78,962	78,473	79,049	79,115	79,525	79,493	80,330	80,025	80,013 Note B
Number of outstanding adjustments at end of pay cycle	34,969	26,884	24,700	18,883	16,644	15,241	11,547	12,194	13,702	8,341 Note C
Total number of no-pay inquiries (on same day following pay day – Day 1)	66	57	87	39	40	35	21	13	13	14 Note D
Total number of no-pays confirmed against pay run file (on same day following pay day – Day 1)	47	45	57	27	31	27	16	9	11	10 Note D

Supporting notes to the above data:

Note A: Normal fortnightly pay.

Note B: A number of new starters commenced and SSP caught up the backlog.

Note D: Very little variance, we consider these close to business as usual eg. casuals and late contract extensions.

Backlogs

Note C: As noted in the last fortnightly report, outstanding adjustments have to date included future leave forms. This periods figure now reflects a true outstanding adjustment figure, with 6128 future leave forms isolated from the total.

Payroll System Improvements

- Fixes and enhancements continue to be applied to the payroll system in order to improve performance and accuracy.
- An important enhancement for Concurrent Employees was applied on 20 October providing additional benefits for this group of employees during subsequent pay periods. Concurrent Employees are those employees who have multiple work assignments within Qld Health.

- A range of fixes and enhancements are planned for releases through to the end the year, focussing on improved reliability and accuracy during the important Christmas/New Year payroll processing periods.

Industrial Relations Matters

- Discussions with unions relating to pay matters continue via scheduled meetings with representatives from all health unions and relevant Queensland Health (QH) and CorpTech representatives. The most recent meeting was held on 18 October 2010 with discussions focussed on:
    - Advanced Management Services' report from a high level review of the past, present and future plans and activities surrounding Queensland Health payroll. QH will respond to the recommendations prior to December 2010;
    - Queensland Health's desire to wind-back interim cash payments. Evidence suggests the amount and number of payments are steadily reducing and it may be timely to cease weekend payments and at the same time introduce more stringent confirmation checks on the validity of claims being made. The unions requested a written proposal be developed for them to respond to prior to 1 November 2010 (the next scheduled union meeting).
- A payroll report-back meeting is scheduled with Commissioner Thompson of the Queensland Industrial Relations Commission on Thursday 2 December 2010. The purpose of the report-back is to provide an up-date on the roll-out of the localised payroll model, outcomes of consultation between the parties on the Ernst and Young Report (expected to be released to the unions prior to December 2010, subject to government approval) and the outcome of discussions on the wind-back of interim cash payments.
- A broad range of emergent issues are being raised on a daily basis by unions. An industrial issues register is regularly up-dated to support the on-going management of these issues. QNU has raised the question of whether specific individual grievances should be case managed corporately and that an independent audit of their pays since the introduction of the system needs to occur. The capacity for QH to do this is currently being investigated.

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Systems Update - August 2010

At the recent payroll workshop in Brisbane we gave a commitment to provide payroll staff with information about the many system fixes that have been undertaken to date and planned for the immediate future.

The following work has been completed in June, July and August to date. Also included are system fixes which are planned to be released shortly, pending rigorous quality assurance and testing.

Work completed in June includes:

1. **End of financial year compliance:**
   - changes were made to ensure the signatory on payment summaries is correct;
   - changes were made to remove information about non tax deductible donations from payment summaries; and
   - several wage types that are part of gross earnings were appearing in the wrong section of payment summaries. This has been fixed to ensure that payment summaries contain the correct total gross earnings figure.

2. **2009/ 2010 Payment Summaries** – a change was applied to ensure that Payment Summaries can be reproduced accurately should someone request another print out of their payment summary. Previously, if the system had recorded that, at a future date, an employee was to move to another position either at higher duties or a higher level, this was not possible.

3. **Payroll issue kiosks** – Kiosk centres were created and staffed at key sites. The purpose of these kiosks was to support employee with pay complaints and financial distress immediately.

4. **Key forms made easier** – HR payroll forms that were used every day by employees were reviewed, simplified and republished for use.

5. **Standardised reporting suite** – Line managers were consulted and a suite of acceptable reports were identified, enhanced and delivered to enable day to day workforce management.

6. **DSS key reporting tool** – Qld Health's Decision Support System (DSS) was identified as a potential information delivery tool to line managers. Enhancements were made to DSS so that relevant payroll information could be provided to line managers in a timely fashion.

7. **Retrospective payments** – a fix was applied to ensure retrospective payments paid in the new financial year are taxed correctly. The Australian Taxation Office (ATO) requires that retrospective payments are taxed according to the applicable rate in the period in which they are earned.

8. **Temporary employees, system details** – a fix was applied to ensure that details held in both SAP and Workbrain match so that accurate payments can be made. On occasions, this information was inconsistent. This is a direct benefit for all employees with a temporary contract.

9. **Scheduled overnight jobs** – some overnight processing jobs have been rescheduled to increase the system availability for QHSSP processing.

10. **SAP Printing** – The default SAP printing option was not locating the correct printer for some users. Dedicated SAP print queues, specific to an employees location, were configured for use by these employees. This change enabled payroll staff to print reports from SAP.

Work completed in July includes:

1. **Loan on payslips** – the word "loan" was appearing on payslips, which caused some confusion for staff. As this text was unclear, it was changed to "Overpaid Wages" to make it easier to understand. It features the prefix of either "to be recovered" when the overpayment is initially setup or "Repayment" for deductions that have been agreed with the employee.

2. **SAP view-only access for HR support** – security access was modified to allow employees who originally had access to Workbrain only to also have access to SAP to run reports and view payslips.

3. **Workbrain schedule compliance errors** – when publishing rosters for a single week, the "Employee View" is used within the Multi View Scheduler (MVS). This view was applying fortnightly schedule compliance rules when it should have been applying weekly rules. A change was made to ensure that compliance errors in Workbrain are no longer misleading.

4. **Roster load form (RLF), Workbrain** – when on-call shifts were added through the roster load form function, a meal break was automatically added. This required the manual removal of the meal break later in the roster publishing process, adding extra time to the process. A change has been applied to ensure that a meal break is no longer automatically applied.

5. **Selection of roster dates in Workbrain before 8 March 2010** –the system allowed rostering staff to select dates prior to 8 March. However, only when the rosters were published did an error occur. A fix was applied so that an error message appears when the processor has chosen a date prior to 8 March.

6. **Roster publishing errors** – when publishing rosters in Workbrain, a "Publish Failed" error occurred when the publish action had actually been successful. This caused confusion for payroll staff and made the roster publishing time longer than necessary due to the checking required. A change has been applied so that an error message will only appear where there has been a genuine failure to publish the roster.

7. **Leave processing in Workbrain** – Workbrain was allowing processors to enter leave twice before reporting an error. This occurred because there was a delay in the leave processing action in Workbrain. When the processor realised that the leave had not been posted, and there was no corresponding error message, the leave was re-entered and Workbrain then produced the error notification. A fix was applied so an error message is displayed at point of submission by the processor.

8. **Ad hoc payments report** – this report was manually generated by payroll staff on daily basis. A fix was applied to enable the report to run automatically, and be emailed directly to payroll staff.

9. **RemServ** – when an employee ceased employment the process of refunding money sitting in their RemServ account was a manual process. A change was applied to automate and simplify this process. This improves the accuracy and timeliness of refunds.

10. **Payslip printing** – previously payroll processors had been unable to print payslips for employees when requested, as there were six different workarounds for printing. A change was implemented to allow payroll staff to access one consistent method for re-printing payslips.

11. **Payslip distribution** – a change was made to ensure employee payslips for Finance Branch were sent to the appropriate distribution points.

12. **SAP access** – team leaders in payroll 'spokes' were given security access to SAP. This allowed team leaders to view employee payslips and deliver better customer service.

13. **2010/2011 Taxation Compliance** – changes were made to ensure that the ATO taxation scales for the 2010/2011 Financial Year were applied to employees' earnings.

14. **Higher duties** – complex workarounds were required to allocate a single day of higher duties at the required increment level. A change was made to automate this process within Workbrain.

15. **On-call allowance** – Directors of Nursing and Assistant Directors of Nursing were not being paid an on-call allowance due to system limitations. A change was made allowing the on-call allowance to be paid.

16. **Public holidays, Not Required to Work** – a change was made allowing Workbrain to automatically recognise when an employee is not required to work public holidays.

17. **Public holidays, correct calculations** – previously, Workbrain was inconsistently determining if an employee was working on a public holiday or not. A change was made to ensure that Workbrain consistently recognises if an employee has worked a public holiday, and calculates payments accordingly.

18. **Annual Leave Central Scheme (ALCS) reporting** – incorrect calculations previously occurred for accruals of ALCS entitlements. This did not impact employees' leave balances, but required manual adjustments for Treasury reporting. A fix was applied so that reporting to Treasury is accurate.

19. **Payslip printing appearance** – a change has been made to ensure column headings on manually printed payslips can be read when printed. Previously shaded areas on payslips were printing black.

20. **SAP reporting impacts on system performance** – previously, when reports were run in SAP, they could impact the speed of the system. Some reports can now be run in the background so that they do not adversely impact the speed of the system.

Work completed or planned for August:

1. **Time and Wages Report** – a system enhancement will be undertaken to enable personalised Time and Wages reports to be generated for all staff.

2. **Recreation leave reversals** (ie. when recreation leave is paid but not taken) – when an employee has been paid out for a period of recreation

leave and there is a need to reverse the entry, the system is deleting the original entry and also entering a negative entry for the transaction. A fix is scheduled to allow for the reversal of recreation leave to appear on the same day as the payment and not reduce the employee's leave balance twice.

3. **Leave Accruals from LATTICE adjustments** – A correction will be applied to leave balances that were incorrect due to the backlog of Lattice adjustments.

4. **Invalid higher duties records** – a fix will be applied to ensure that payroll processors can only save higher duties records if the date entered is correct. Currently it allows an invalid record to be saved, and only flags an error at the time of end of pay processing. This will reduce payroll processing time.

5. **Leave processing** - The leave request functionality in Workbrain will be updated to automatically transfer leave to the Timesheet, Roster Load Form and MVS in a timely manner. This will improve the performance of leave processing.

It is anticipated that other system fixes will be included in August, and these will be confirmed in my next communication. Each fix will be subject to rigorous quality assurance and testing. This quality assurance and testing regime will determine which of these items can be delivered in to the live environment by the end of August.

I look forward to providing you with regular updates regarding the implementation of system fixes over the coming months.

Should you require further information about any of these changes, you are welcome to send your question to QHEST_INFO@health.qld.gov.au

Kind regards

Glen Marriott
Executive Program Director, Payroll Improvement Program

Queensland Health

Payroll Improvement Program

SYSTEMS UPDATE J

Systems Progress Update

November 2010

Prepared by: Payroll Improvement Program – Systems Stream
Version: 1.5
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Queensland Government

Queensland Health

Payroll Improvement Program

SYSTEMS UPDATE

Overview

Since March 2010 significant work has been undertaken to ensure the Queensland Health Payroll and Rostering solution continues to provide improved levels of payroll processing performance and accuracy.

Queensland Health's payroll and rostering solution is based on two major components - Workbrain which performs all the rostering, pay scale and award interpretation and timesheet functions; and SAP, which accepts pay information provided by Workbrain and creates each employee's pay.

One hundred and fifty-one fixes and enhancements were applied to the payroll and rostering solution between June and the end of October 2010.

Significant system changes have been applied to the payroll solution:

- System enhancements have been applied to ensure award entitlements are calculated correctly for our medical staff and those staff performing higher duties and working through public holidays
- System changes have been made to ensure deductions and allowances are correctly calculated for nurses, operational staff, building engineers and maintenance staff. These include meal allowances, on call allowances and acknowledgement of special duties and advance credentials.
- The management of overpayments processing has been automated to prevent direct recovery of these amounts by the payroll system.
- Payslip presentation has been a key focus of system changes, in order to provide a payslip that is easier to read.
- Superannuation deductions and contributions have been amended to ensure that entitlements for employees over 75 years and staff performing higher duties have been calculated correctly.
- System performance has been improved in the areas of reporting, printing, data transfer speeds and assisted by rescheduling resource intensive jobs to alternate times.

Taxation compliance and payment summary production for the 2009/2010 financial year have been key deliverables with the system updates provided to date.

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Details

This section provides information about the fixes and changes that have been introduced into the payroll system to date since March 2010. All changes are driven by business requirements and undergo quality assurance processes.

Award Interpretation

System changes have been applied to ensure award entitlements are correctly calculated for our medical staff, and staff performing higher duties and working through public holidays.

- **Higher duties** – Complex processing workarounds were required to allocate a single day of higher duties at the required increment level. A change has been made to automate this process within Workbrain.
- **Public holidays, correct calculations** – A change has been made to ensure that Workbrain consistently recognises if an employee has worked a public holiday and calculates payments accordingly.
- **Senior Medical Officer with right of private practice** – Appropriate Advanced Rural Medical Superintendent allowance rate and salary calculations have now been changed to comply with award entitlements.
- **Senior Medical Officer's Professional Development Assistance** – Senior Medical Officers, who have been on leave at half pay, have been incorrectly paid their Professional Development Assistance. It has been paid on a pro-rata basis instead of the full rate. A fix has been applied to ensure that SMOs' Professional Development Assistance is paid at the correct rate.
- **Concurrent employees RDO system change** - System changes have been implemented to enable concurrent employees (who meet eligibility criteria such as all jobs totalling 1.0 FTE) to accrue Rostered Days Off (RDO) and work a 19 day month.

  Previously, concurrent employees who were contracted to the combined equivalent hours of one full-time employee were paid overtime or accrued Time Off In Lieu (TOIL) for any additional hours worked. These arrangements were managed locally.

Deductions and Allowances

System changes have been made to correctly calculate deductions and allowances for nurses, operational staff, building engineers and maintenance staff. These include meal allowances, on-call allowances and acknowledgement of special duties and advance credentials.

- **RemServ** – When an employee ceases employment a manual process has been undertaken to refund the money sitting in their RemServ account. A change has been applied to simplify this process and improve the accuracy and timeliness of refunds.
- **On-call allowance** – A system change has been implemented to ensure Directors of Nursing and Assistant Directors of Nursing are paid their on-call allowances.

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- **Nurse Continuing Education Credential (NOCEC) and Nurse Continuing Education Advance Credential (NOCEAC) allowances fix** - Casual nurses who are entitled to the Nurse Continuing Education Credential (NOCEC) or the Nurse Continuing Education Advance Credential (NOCEAC) allowances were not receiving casual loading on these allowances.

  A system fix was implemented in SAP ensure that casual loading is paid on these allowances. This fix will be applied retrospectively to ensure any outstanding casual loading on these allowances is back-paid.

- **Relieving in Charge and Special Duty allowances for casual nurses** – Casual nurses entitled to allowances for Relieving in Charge and Special Duties have been overpaid. A fix has been applied to ensure these allowances are now paid at the correct rate.

- **Recurring Foul Linen allowance** - The payroll system has been improved to allow the automated payment of a recurring Foul Linen allowance each fortnight. This allowance is paid to employees who would reasonably be expected to handle foul linen during all of their regular shifts. Previously, these staff were required to complete AVACs for each day they wished to claim the allowance.

  A Recurring Allowance Application must now be completed and signed off (once only) by line managers, for those employees who handle foul linen every shift. Approved AVACs are no longer required for these employees.

  Employees who only handle foul linen on an occasional or ad-hoc basis are still required to submit AVACs, as normal.

- **RemServ deduction payments fix** – A salary sacrifice (RemServ) configuration error resulted in SAP incorrectly calculating salary sacrificing entitlements based on only 50% of employees' total fortnightly earnings. As a result, employees were unable to leverage their full salary sacrifice benefits, as per their agreement with RemServ.

  A system fix was applied to ensure the correct deductions are calculated and sent to RemServ for participating salary sacrifice employees.

- **Update meal allowances – Directive 9/09** - The domestic travel meal allowances contained in SAP were incorrect and resulted in underpayments. SAP has been updated with the correct rates and these will be applied retrospectively to ensure any outstanding allowance amounts are back-paid.

- **On-site allowance for Building Engineering and Maintenance Services (BEMS) employees** - An on-site allowance for BEMS employees was calculating incorrectly, and this resulted in underpayments. The system has been updated with the new rate which will be applied retrospectively to ensure any outstanding allowance amounts are back-paid.

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Overpayments

The management of overpayments processing has been automated to prevent direct recovery of these amounts by the payroll system.

- **Public holidays, Not Required to Work** – A change has been made to ensure Workbrain automatically recognises when an employee is not required to work public holidays. This will ensure that staff are not overpaid.
- **Overpayments** – Each pay run, time-consuming manual interventions have been required to ensure the system does not automatically recover (and deduct) overpayments from employees' pays. This is in line with Queensland Health policy that staff are to be contacted and a repayment plan agreed before overpayments are recovered. The intervention has now been automated to ensure the automatic system recovery of overpayments will not occur and this has improved processing efficiency.

Payslips

Payslip presentation changes have been a key focus of system changes.

- **Payslip bank disbursement details** - Banked pay will now be identified as "Payment Banked Payday" in the Bank Disbursements box on staff payslips. This will identify the monies paid in the current pay cycle. Previously, banked pay appeared on payslips as "Banked".

  This change has been made in response to employee concerns that the amounts displayed as "Banked" on pay day did not reconcile with the net income amount shown on the payslip.

Bank Disbursements		
Payment Banked Payday	064-834	1098.06
Advanced Payment Prev Banked	064-834	300.00

- **Payslip ad hoc payment** details - A system improvement has been applied to enable ad hoc payment details to be displayed in the Bank Disbursements box on payslips. This information will appear on the payslip as "Advanced Payment Prev Banked" and will indicate ad hoc payments that have been processed and banked, since the previous payslip.

Bank Disbursements		
Payment Banked Payday	064-834	1098.06
Advanced Payment Prev Banked	064-834	300.00

- **Loan on payslips** – The word "loan" has been appearing on payslips and this has caused some confusion for staff. This text has been changed to "Overpaid Wages" to make it easier to understand. It will feature the prefix of either "To be recovered" when the overpayment is initially setup or "Repayment" for deductions that have been agreed with the employee.

- **Payslip printing appearance** – A change has been made to ensure column headings on manually printed payslips can be read easily when printed.
- **Payslip printing** – Previously, if a processor attempted to run a payslip for an employee and a Person ID was not entered, the system would print payslips for all Queensland Health employees and this caused system performance issues. Now, if a processor accidentally forgets to enter a valid Person ID, the system will default to a non-existent Person ID Number (99999999). This will prevent printing of any payslips because the Person ID number is invalid.

Superannuation

Superannuation deductions and contributions have been amended to ensure that entitlements for employees over 75 years and staff performing higher duties are calculated appropriately.

- **Salary sacrificing super** – The content on the super fund maintenance screen in SAP has been amended to ensure that the QSuper defined benefits employer contribution is visible. Previously this was unavailable.
- **Superannuation allowance for employees aged 75 and over** - QSuper cannot receive superannuation payments for employees aged 75 and over. The 9% superannuation allowance should be payed directly to these employees.

  A system fix was implemented to pay the superannuation allowance directly to employees aged 75 and over. This fix will be applied retrospectively to ensure any outstanding superannuation allowances are back-paid.
- **Concurrent employee defined benefits superannuation contributions** - Defined Benefits superannuation contributions have been deducted incorrectly for concurrent employees. This has resulted in an overpayment of superannuation contributions and incorrect deductions from employee pays.

  A system fix was implemented to calculate the correct superannuation contribution. This fix will be applied retrospectively to ensure any overpaid superannuation contributions are paid back to the employee.
- **Superannuation contributions, Higher duties greater that 12 months and taking leave** - When an employee is performing higher duties and takes leave, Accumulation Plan superannuation for this period of leave is calculated at the higher duties rate once the employee has been in this position for more than 12 months.

  The system has been incorrectly calculating superannuation based on the employee's substantive rate of pay, rather than the higher duties rate, when on leave.

  A system fix was implemented to ensure the superannuation is calculated correctly, and will be applied retrospectively.

System Performance

System performance impacts have been addressed in the areas of reporting, printing, data transfer speeds and assisted by rescheduling resource intensive jobs to alternate times.

SYSTEMS UPDATE

- **Scheduled overnight jobs** – Some overnight processing jobs have been rescheduled to increase the system availability for Queensland Health Shared Service Partner processing.
- **SAP reporting impacts on system performance** – A system fix has been applied allowing certain reports to be run in the system background, reducing their impact on system performance.
- **Roster publishing errors** – When publishing rosters in Workbrain, a "Publish Failed" error occurred when there was no failure. This caused confusion for payroll staff and made the roster publishing time longer than necessary due to the checking required. A change was applied so that an error message will only appear where there has been a genuine failure to publish the roster.
- **Payslip printing** – Previously, payroll processors have been unable to print payslips for employees when requested as there were six different workarounds for printing. A change has been implemented to allow payroll staff to use one consistent method for re-printing payslips.
- **Performance enhancement for leave requests** – To date, when a leave request was completed and submitted there was a time lapse before the request was executed in the system. This time lapse has been removed and leave requests are now executed immediately once they are submitted. This improves both speed and performance of the processing activity.
- **SAP to Workbrain employee data transfer**
  a) SAP automatically sends employee information to Workbrain, however, this is rejected where data is incomplete. This has caused errors and sometimes delays of several days. A fix has been applied to ensure that information in SAP is checked before it is transferred to Workbrain. This significantly reduces errors and processing time.
  b) SAP routinely identifies and collates changes to employee information which is to be transferred to Workbrain. Issues have occurred in this process, due to missing data related to SAP not checking the employee cost centre. This has been corrected and the SAP data change tool has been enhanced to detect changes to the employee cost centre.
- **Leave cancellation form** - The leave request cancellation form did not previously allow users to perform a database search for an employee. A system improvement will now enable users to perform employee searches.
- **Workbrain workflow runner** - A system enhancement was applied to improve workflow performance in Workbrain. This should create faster processing times for users who are generating leave requests and cancellations.

Taxation

Taxation compliance and payment summary production for the 2009/2010 financial year have been key deliverables with the system updates provided to date.

- **End of financial year compliance**:

- Changes were made to ensure the signatory on payment summaries is correct.
- Changes were made to remove information about non tax deductible donations from payment summaries.
- Several wage types that are part of gross earnings were appearing in the wrong section of payment summaries. This has been fixed to ensure that payment summaries contain the correct total gross earnings figure.

- **2009/ 2010 Payment Summaries** – A change was applied to ensure that Payment Summaries could be reproduced accurately if an employee requests an additional printout. Previously, an accurate reproduction could not be provided if the system had a future-dated record for employee movement to another position at a higher level, or even performing higher duties.
- **2010/2011 Taxation Compliance** – Changes have been made to ensure the ATO taxation scales for the 2010/2011 financial year are applied to employees' earnings.
- **Retrospective payments** - A system fix has been applied to comply with Australian Taxation Office requirements for 2010-11. This will ensure all payments are taxed in accordance with the correct tax rate for the period in which they were earned.

  For example, all future retrospective payments for hours worked in the 2009-10 financial year will be taxed according to the 2009-10 financial year's tax rates.

SYSTEMS UPDATE

Planned Progress and Improvements – December 2010 to June 2011

This section provides a snapshot of the planned schedule of work through to June 2011.

Month	Planned Improvements
December 2010	• A total of forty fixes and enhancement are planned for release on 7 December 2010, including: o Enterprise Bargaining Agreement changes to fatigue break agreements for SMOs and RMOs. The fatigue break provision has been changed from 8 to 10 hours and will be applied retrospectively to 16 November 2010. o Payment of new penalty rates for Christmas Day and New Year's Day given they fall on a weekend this year. o Payment of new additional loading for nursing and mid wife staff working on Christmas Day (part of EB7) o Corrected payment of Sunday overtime for SMOs and DHSEA non-shift workers. This will be paid retrospectively to 8 March 2010.
January 2011	• There are no planned system improvements for this period. • January is historically a month in which a significant number of movements occur, resulting in very heavy workloads for administration and systems staff.
February 2011	• A major release is planned for both SAP and Workbrain in this period. • This release will include a number of vendor-supplied patches and enhancements. This release is a regular system maintenance process and is required prior to implementing the second series of patches and enhancements in May 2011. • Testing for this release will occur from December 2010 through to February 2011.
March 2011	This period will contain a number of fixes and enhancements that will provide significant improvements for both payroll staff, and Queensland Health employees in general These include: • Ongoing development of a payroll portal, allowing for electronic submission and workflow of forms. • Enhancements to the design and presentation of payslips, making payslips easier to read and providing essential payroll information for employees. • A new roster report, providing greater clarity and ease of use for rostered employees and their supervisors. • Improvements to the payslip distribution process to ensure staff receive payslips in a more timely fashion.

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Month	Planned Improvements
April 2011	• A major end of financial year release is planned for both SAP and Workbrain in May 2011. • Preparation and testing for the release will occur during this period
May 2011	• The major end of financial year release for both SAP and Workbrain will be implemented during this period • This release contains patches and enhancements that are important for system stability, and regulatory and legislative compliance. • This release is a regular system maintenance process that occurs each year immediately prior to end of financial year.
June 2011	• This period is reserved for end of financial year preparation and processing. • As system stability is paramount during this period, there are no planned system improvements during this time.

SYSTEMS UPDATE

Future Improvements from Ernst & Young Foundation Phase

The Foundation Phase provides an 18 month roadmap for implementation, following a 3 month planning and procurement phase. The changes in the Foundation Phase cover the following aspects of the system.

System Aspect	Description

Leave	Reconfiguration of leave between WorkBrain and SAP.
	• Leave (including accumulation and booking) will be moved from Workbrain to SAP.
	• Currently, transactions for leave have to be performed by payroll data entry staff in both systems.
	• This is the source of a number of recorded issues, relying on:
	  o Complex, time-dependent interfaces between SAP and Workbrain, and
	  o Complex inter-dependent configuration in both SAP and Workbrain.
	• This change will concentrate functions in a single application (SAP) and significantly reduce the number of complex interfaces between these systems.

Terminations	Reconfiguration of terminations between WorkBrain and SAP. • Employee terminations (including resignation and retirement) will be moved from Workbrain to SAP. • Currently, transactions for terminations have to be performed by payroll data entry staff in both systems. This relies on a number of complex, time-dependent interfaces between SAP and Workbrain; and is the source of a number of recorded issues. • This change will concentrate functions in a single application (SAP) and significantly reduce the number of complex interfaces between these systems.
Security	Development of a security hierarchy for WorkBrain to establish groups of employees rather than all 78,000 employees. • As a result of the original centralised-processing design for Workbrain, users in this system were given visibility of all employees throughout Queensland Health. • There are approximately 78,000 employees in the Workbrain solution. • Consequently, every time a user opens a form in Workbrain, all 78,000 employees are loaded. • This level of employee visibility is typically not required, with most payroll staff only needing visibility of employees within their district.

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System Aspect	Description
	• A revised security hierarchy will be implemented to reduce the number of employees visible to a Workbrain user, improving performance within the Workbrain solution.
Payroll Data Entry	Development of a payroll data entry portal for WorkBrain and SAP. • •
e-forms	Development of e-forms for roster and AVAC submission. • Electronic forms (e-forms) will be provided for online entry and processing of rosters and Attendance Variation and Allowance Clam (AVAC) forms. • This will significantly reduce the number of paper documents that are filled out, signed and submitted via the fax gateway. • Completed forms will transferred electronic to the appropriate systems for processing.
Payroll Forms	Development of a web based payroll form portal. • A single entry portal will be provided for payroll staff. • This solution will provide a web-based user interface for: o Access to multiple sources of information, and o Online entry of leave and terminations.
Enhanced Reporting	Development of enhanced reporting for line managers. • A review of reporting requirements will be undertaken. • This will provide an opportunity to deliver more meaningful reports for line managers and supervisors, allowing improved management and rostering of employees.

SYSTEMS UPDATE

Performance Measures

A series of graphs depicting key measures for processing trends are shown in the following pages. An overview of the content of these graphs, and their associated trends, is provided below.

Total interim cash payments

The number of interim cash payments made to employees outside the payroll system has reduced significantly over the past several pay periods. These payment types include cash, cheque and EFT.

The resolution of system defects and process issues has significantly reduced the need for these emergency cash payments, supporting a return to a "business as usual" environment and allowing the realignment of employee payments with normal payroll processing operations.

Outstanding adjustments

The number of adjustments outstanding at the end of each pay period has been steadily reducing with each successive pay period. The exception to this trend was in June 2010, when a substantial increase in the submission of adjustments reflected end of financial year processing demands.

The number of adjustments that are outstanding at the end of each pay cycle is typically between 8,000 and 12,000 transactions. This figure represents the 2-3 day processing time that follows the end of each pay cycle, due to the need to close off the payroll system while processing payments. On average approximately 4,000 pay system transactions are processed every day.

State-wide Payroll Hotline calls

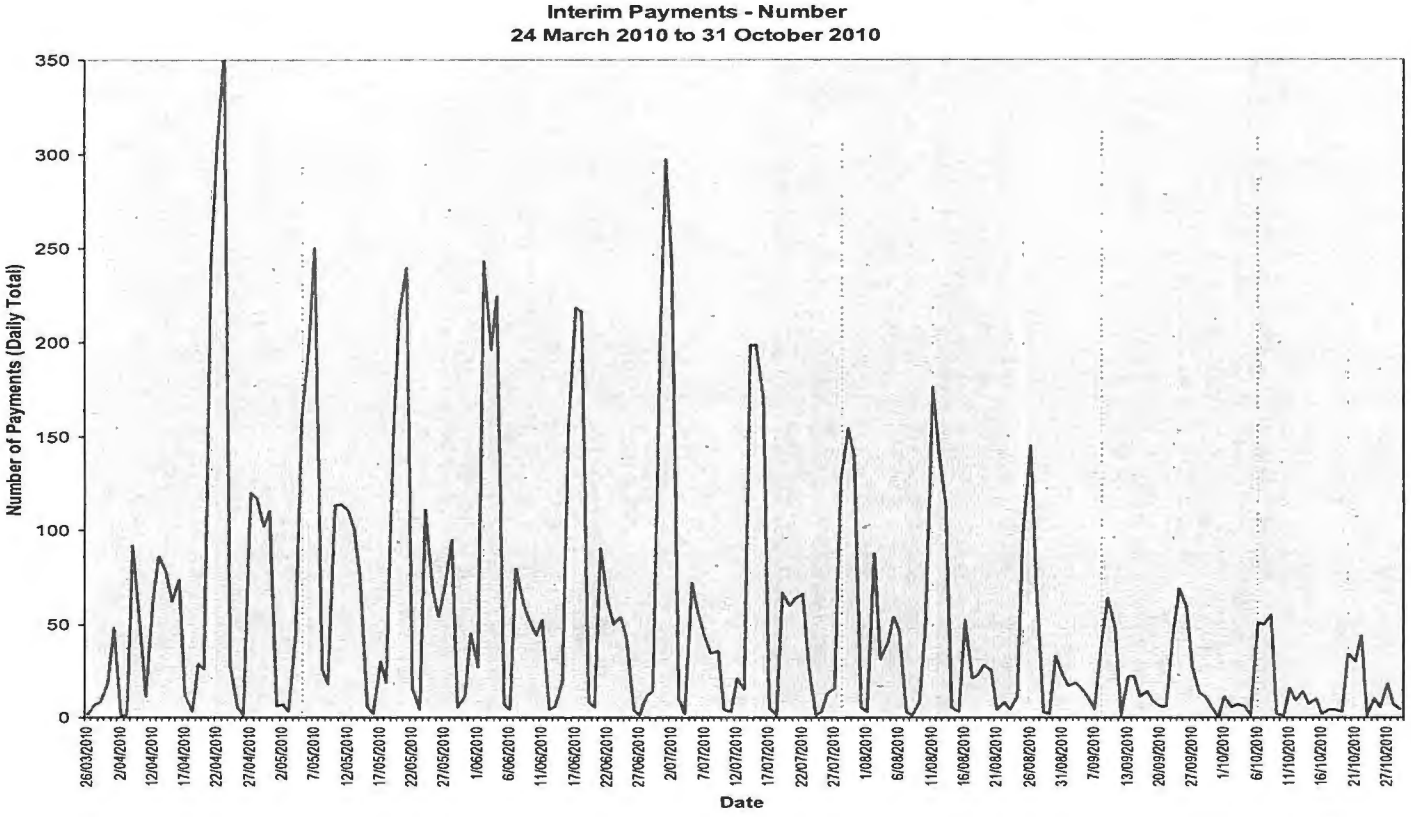
The number of calls received by the payroll hotline each fortnight has shown a mainly downward trend. The main exception to this trend was during the July pay fortnights. This substantial increase in calls was driven by end of financial year enquiries and was the result of the distribution of Payment Summaries to all Queensland Health staff.

Ad-hoc payments

The number of ad-hoc payments processed each pay period has been steadily decreasing. This is due to ongoing improvements in error management, changes and improvements to business processes and the elimination of outstanding adjustments.

SYSTEMS UPDATE

Total Interim Cash Payments



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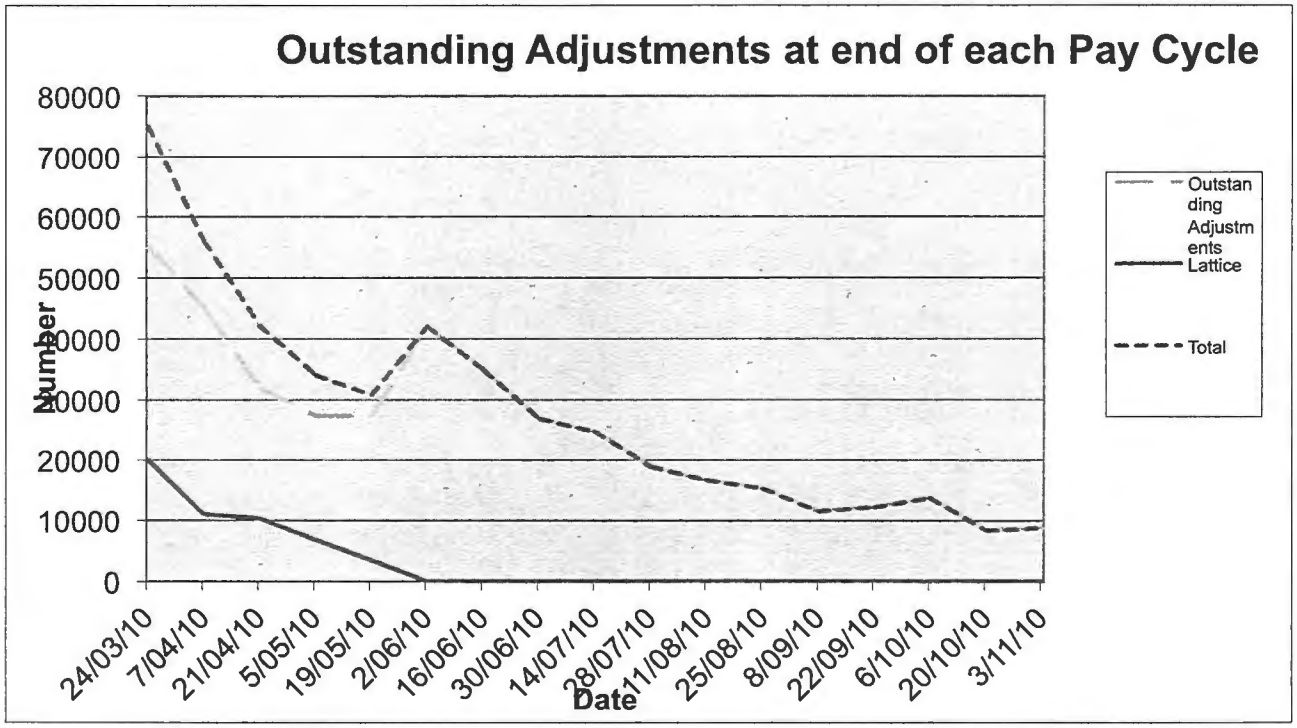
Outstanding Adjustments



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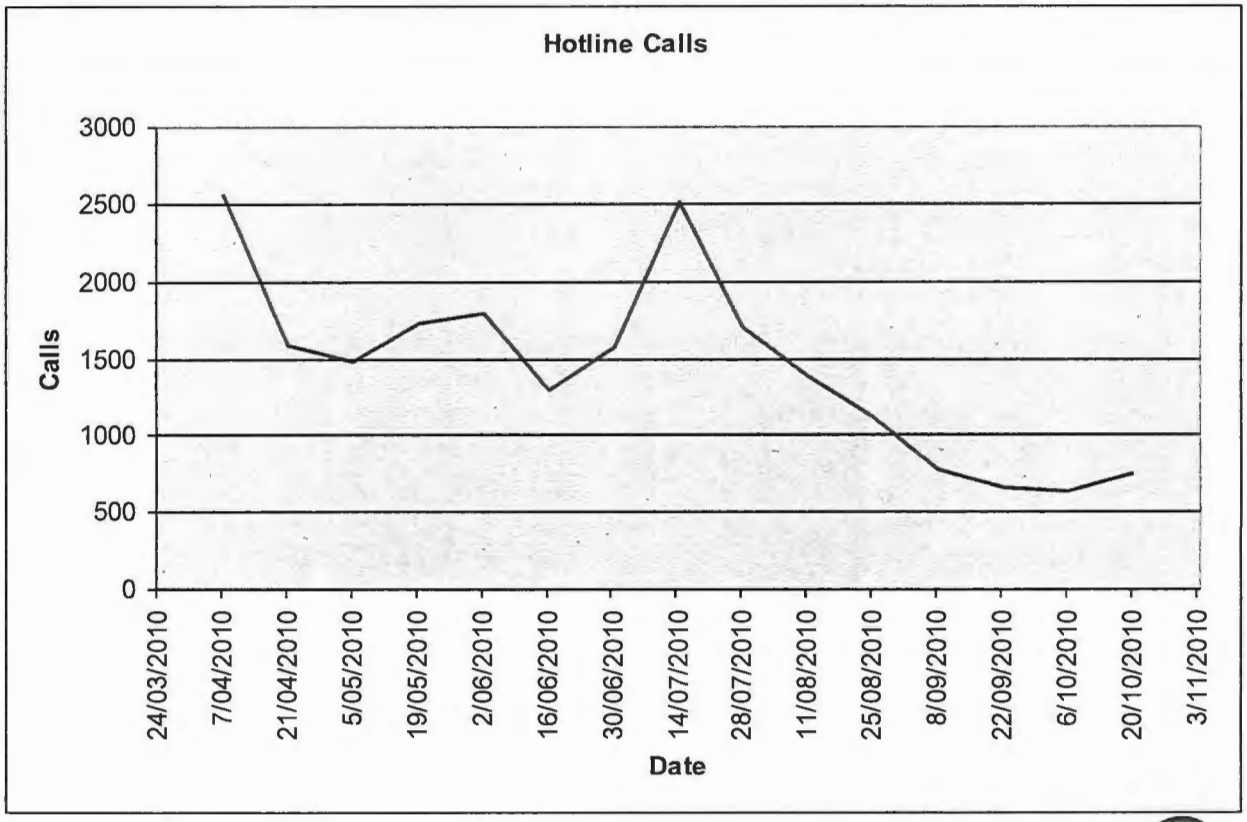
SYSTEMS UPDATE

State-wide Hotline Calls



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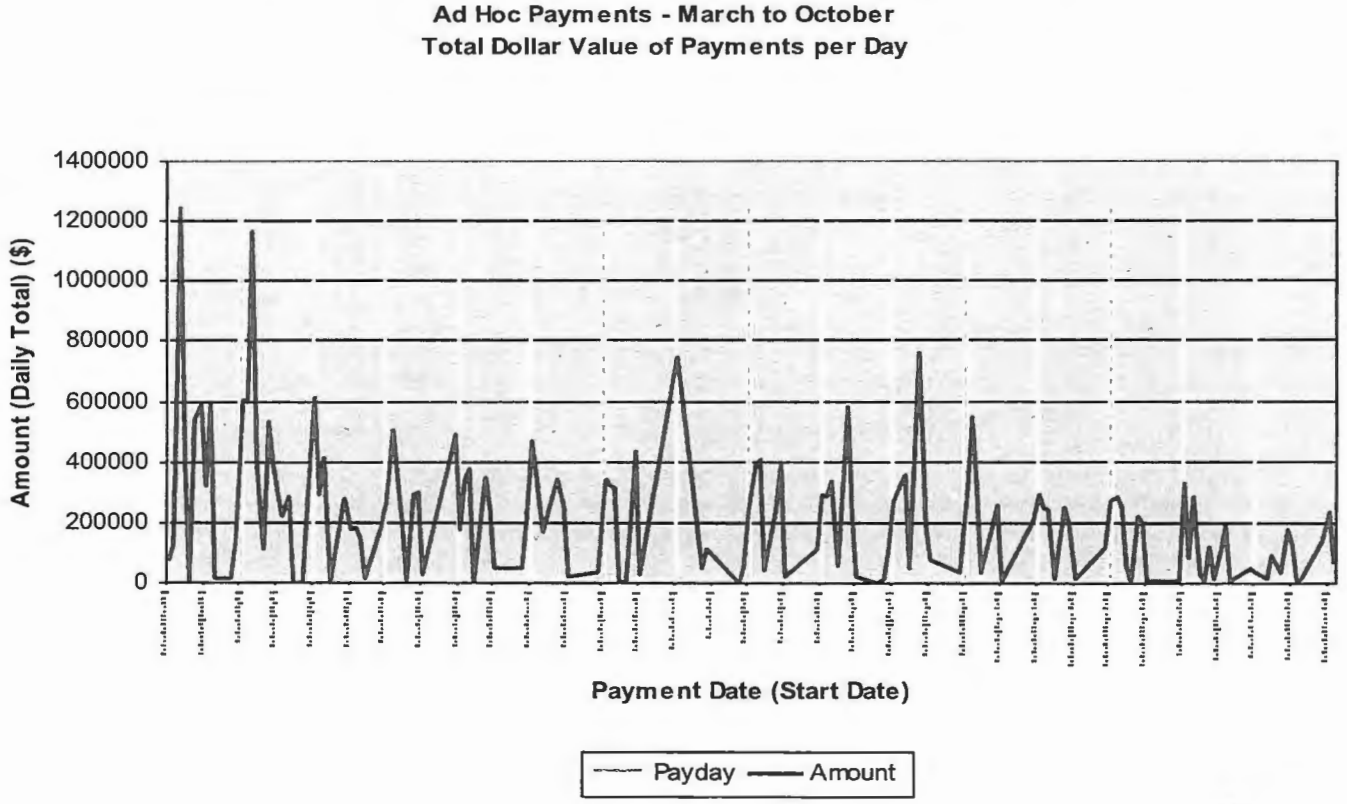
Ad-hoc payments



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