



ESBS

ETB Payroll Shared Services

Managers Edition

FREQUENTLY ASKED QUESTIONS

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Section 1

I am a Manager in an ETB, how will this affect me & what do I need to know?

? 1.1 - What are the risks associated with the ESBS ETB Payroll Project?

- » There are inherent risks with moving from a variety of systems to a single new system and the team at ESBS will work to mitigate these. However, as with any large scale project, the transition will be phased in order to minimise the disruption to ETBs and to ensure the migration is complete.

? 1.2 - How are we going to resource this change?

- » The project costs for the development of ESBS ETB Payroll Shared Services will be incurred by the Department of Education and Skills. Once up and running the ESBS Centre operational costs will be shared by the 16 ETBs.

Staffing requirements for Transitioning ETBs to ESBS ETB Payroll Shared Services will be considered by the Project Management Office (in consultation with ETB Financial Section) on an ETB by ETB basis as it comes closer to each ETBs Wave Migration. Additional resources from the ESBS ETB Payroll Project have only been made available to the ETBs in Wave 1 at the current time. We have indicated to ETBs and informed our Project Steering Group (who have signed off on this approach) that we will be discussing resourcing with all ETBs as they head towards their place in the Wave Migration.

? 1.3 - What resources will you require from me/my ETB?

- » There are a number of key stages to a shared services project implementation, many of which will need the expert knowledge of people working in the ETB sector. Input and assistance will be required for the process mapping. Representatives have already been put forward as well by ETBs for the Focus Group, Process Design Authority and the Project Steering Group. Each ETB has also nominated a Transition Lead who will be a key person for each ETB in linking in with the Project Team. The ETB Transition Lead will receive ongoing support and training from the ESBS Payroll Project Team to assist them in their role. The key responsibilities for the ETB Transition Lead will include:

- Manage the ETB project for the duration of the project;
- Identify and assess needs of key stakeholders, develop a stakeholder management plan;
- Increase awareness, readiness and buy-in amongst key stakeholders;
- Facilitate two-way communication with the ESBS payroll project team and the ETB project team;
- Develop and manage ETB transition plan
- Day-to-day project management – project planning, issue and risk management, local communications stakeholder management etc.

? 1.4 - Who will be responsible for managing legislative changes or changes resulting from a new Circular to existing payroll records?

- » It will be the responsibility of the ESBS to implement legislative changes or changes resulting from a new Circular being issued.

? 1.5 - Will the ESBS have bank facilities in place to fund payroll runs in time should ETBs experience delays in transferring funds?

» All ETBs will be required to meet deadlines as detailed in the Service Management Agreement.

? 1.6 - When will Payroll Policies be circulated?

» A number of [Payroll and T&S policies](#) have already been published. Further Payroll policies will be circulated once they have been devised by ESBS and approved through our governance structure.

? 1.7 - If new funding is provided for projects across ETBs how will the ESBS ensure that the same code is used for all ETBs?

» A common coding structure, currently in the design phase is being devised for all ETBs in accordance with the normal governance cycle. HR in each ETB will be responsible for assigning the person to the appropriate code/project.

? 1.8 - How will overpayments be managed once a payroll has migrated to the ESBS?

» A policy will be developed by the ESBS ETB Payroll Project which will then be approved through our governance structure.

? 1.9 - Who is responsible for tracking executive order changes in grades?

» As outlined in the agreed activity split, the ETB will retain responsibility for the HR function. The authorisation remains with the ETBs and the responsibility for record management remains with the ETBs.

? 1.10 - Will the ESBS be checking the information that has been approved on DCS?

» Checking will come from the Document Centric Solutions (DCS) system. The DCS system contains an inbuilt rule checker containing all the rules that cannot be breached. The system also provides extensive on-line reporting giving budget holders immediate visibility of budgets, sick leave and contract usage.

? 1.11 - Who will be responsible for submitting CSO?

» As outlined in the agreed activity split ETBs will be required to provide CSO information to the ESBS. The ESBS will prepare CSO returns and upload on behalf of the ETBs. A procedure will need to be drawn up to fully detail how this process will transact. This is currently under development as part of the detailed Process flow mapping in conjunction with SMEs from the ETB sector. The procedure will need to be signed off by the ETBs via the usual governance cycle. This procedure will also need to be agreed with the CSO.

? 1.12 - How will compliance for motor car indemnity be managed?

» The employee will self-certify that they are indemnified and the approver must certify that they have received it. There will also be an option to upload certs/receipts via a portal.

? 1.13 - What happens to legacy data and who will be in charge of maintaining it?

» The Project Team is currently developing a Data Legacy Strategy.

? 1.14 - Will there be a Memorandum of Understanding (MOU) between the ESBS and each ETB?

» Yes. The text of an MOU between ESBS and each ETB was signed off by the Project Steering Group on 03 December 2018. An MOU has now been signed between the ESBS and each of the sixteen ETBs. This MOU provides the framework for the operation of the Education Shared Business Services – ETB Payroll (ESBS ETB Payroll) on behalf of all sixteen ETBs. The MOU also sets out the reciprocal relationship between the ESBS and each ETB. The MOU was developed in conjunction with ETBI and ETB Staff Representatives and following agreement on the text between the parties, it was presented to the Steering Group for sign-off.

? **1.15 - Will the Service Management Agreement (SMA) be the same for all ETBs and will ETBs have input into it?**

» Once the SMA has been drafted, we will circulate to CE's for consultation prior to finalisation. There will be a standard SMA for all ETBs however, this will be an iterative process and the document may change over time as ETBs on-board to the ESBS centre.

? **1.16 - What will the Charge-back Model be for the ETBs?**

» The Charge-back Model has not yet been decided but once finalised it will form part of the SMA.

? **1.17 - In the ESBS, will there be a helpdesk for ETBs?**

» Post go-live, there will be a helpdesk for the ETBs within the ESBS operations teams.

? **1.18 - What payroll reports will be provided as part of the new payroll solution?**

» A comprehensive list of reports was requested as part of the Payroll RFT. The list was compiled in consultation with ETBs, the Focus Group and the Process Design Authority.

A new reporting tool called Core Insight will be used by the ESBS for reporting which will be a change for all ETBs, including those already on the Stability Core system. We have established that the Core Insight Tool is capable of saving reports in an Excel format. The Project Team are currently in the process of developing our understanding of the capabilities of the Core Insight Tool for reporting and will also develop a Reporting Strategy for the ESBS. This Reporting Strategy will determine the level of standard system reports available and will also determine the rules around access to Report creation in the new system.

? **1.19 - Who will carry out calculations of arrears/incremental credits?**

» This will depend on the period the arrears pertain to i.e. the system will calculate arrears if they relate to the period post go-live. Prior to this date, arrears calculations will be carried out by ETB HR, if it relates to a period that the ESBS does not have the relevant payroll specific information for in the new ESBS ETB Payroll System.

? **1.20 - Who is going to conduct UAT?**

» A UAT Strategy is currently being developed by the ESBS Project Team

? **1.21 - What data cleansing should ETBs do in advance of migration?**

» Data cleansing has already started, and the first iteration is now complete with all ETBs. It is important that all ETBs keep data in good order in readiness for migration.

? **1.22 - Does the ESBS have a policy on reference data. (e.g. specifically in relation to gender, marital status and prefixes e.g. Mr. Mrs. etc.)?**

» The ESBS Project team, with the ETBs will map the current Master Data fields to the To Be Master Data fields. DPER have published a Single Scheme Databank for its Single Scheme Administration project. DPER have stipulated which fields are mandatory and which are optional. Fields which are mandatory will be included in the To Be Master data.

? 1.23 - Will T & S payments be a separate pay group for all claims or will T & S claims for existing staff be paid along with their salary?

» Yes, there will be a separate pay group for all claims and T & S claims will be paid separately from their salary.

? 1.24 - If a pay date falls on a weekend, will the payment be made on the preceding Friday ?

» Yes, if the pay date falls on a weekend, the payment will be made on the preceding Friday.

? 1.25 - Will the ESBS ETB Payroll Project include a Pension module?

» The new system will include a pension module. The management and calculation of pensions will remain a function of each ETB. However, the ESBS will facilitate the deduction of pension contributions from pay.

? 1.26 - How will matters related to the Single Public Service Pension Scheme (“Single Scheme”) be addressed in the ESBS ETB Payroll Project?

» The Payroll system being implemented will be able to calculate annual referable amounts for the Single Scheme and will feed this information into the new Single Scheme databank that is currently under development by the Department of Public Expenditure and Reform (D-PER).

? 1.27 - How will notional service for the Single scheme be calculated?

» This matter is outside the scope of the ESBS ETB Payroll project and will need to be addressed by the relevant Departments that have responsibility for the implementation of the Single Scheme.

Section 2

System related questions

? 2.1 - Can the system ensure the variation in part-time-hourly rates of pay?

- » Careful mapping at configuration stage to ensure correct rates of pay are captured will be required. This will ensure that the system will be configured to calculate the correct rates of pay for all staff. In addition to this there will be standard processes, policies and procedures in place and will be included in the detailed process flow maps that are currently under development.

? 2.2 - Can the system process Payroll for an employee on two separate pay scales?

- » Yes the system will assign multi salary scales / or hourly rates based on employee contract(s), pay/expense code, centre and ETB.

? 2.3 - Will ESBS provide a list of interfaces from/to new payroll system?

- » The principles of the Interface Strategy was signed off by the Project Steering Group on 25 October; and will also be published over the coming month.
Of note there will be seven interfaces that will be required post Go-Live namely: Revenue; Banks; CSO; DCS; Teaching Council; Financial Management Systems; and Clocking systems. The core objective of the Interfaces Strategy is to provide a seamless third party interface experience when payroll goes-live in the new ESBS CoreHR payroll system.

? 2.4 - Will there be a separate database for payroll and Travel and Subsistence (T&S)?

- » No, T&S will be a module of the system. Accordingly, there will be one database for both Payroll and T&S. The ESBS Centre will process both ETB payroll and T&S expenses.

? 2.5 - Can the system facilitate employees who have more than one car when making a T&S claim?

- » Yes, the system will be configured to enable employees to have more than one car in order to make T & S claims.