



ESBS

ETB Payroll Shared Services

FAQ - Managers Edition

Latest Update July 2019

All relevant documents can be found on the [ETBI website](#)

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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. Resourcing 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.

The ESBS outlined that it is the case that additional resources cannot be provided to all 16 ETBs now or else all of the funding in the Budget for ETB resources would be used up rapidly and there would be nothing left for the ETBs when they will require them during their own Migration phase.

In line with this approach, additional resources from the ESBS ETB Payroll Project have been made available to the first three ETBs planned to migrate their Payrolls to ESBS. We will proceed to engage with the other ETBs to discuss their resourcing requirements well in advance of the migration of their Payroll to ESBS. We will proceed to do this with all subsequent ETBs in advance of their migration to ESBS.

Our Project Steering Group have signed off on this approach on the understanding that we will be discussing resourcing requirements with all ETBs as they head towards their place in the Wave Migration.

This funding to ETBs to support their transition to the Payroll Shared Services Centre has been made available subject to a number of conditions including; that the ETB works closely with the ESBS ETB Payroll Project Team to establish the retained HR function in their ETB, and; that the ETB provides a written update to the Project Team on current resourcing of payroll processing (including T&S processing) in their ETB as compared to the baseline number established in the Business Case and an outline of their plan as to the potential assignment of the payroll processing staff post-go-live.

It is also important to note that future structures, financial arrangements and ongoing resourcing of ETBs will be developed and agreed through consultation between CEs of ETBs (through ETBI) and ESBS to be reflected in the Service Management Agreement which will be entered into between each ETB and ESBS in respect of the provision of Payroll and T&S Shared Services.

1.3 – What are the ETB and ESBS Functions?

The functions of the ETBs and ESBS are detailed in the Activity split which highlights the future activities for the ESBS and the retained functions for ETBs. The Activity Split which was published in October 2018 shows little change from that which was shared with the ETB sector in November 2017 regarding where activities should reside in the future. The Project Team believe that it would be a greater risk to the project if ETBs were disputing where future activities should lie. The fact that agreement has been reached on the future activity split means that we can continue with our project planning and this will include examining the future resourcing requirements both for ETBs and ESBS. The Level 3 and Level 4 process flow maps covering all major processes under ESBS ETB Payroll have been developed with the assistance of the ETB sector and this goes into significant further detail on the future Activity Split. Subject Matter Experts (SMEs) from across the HR, Payroll (& Travel & Subsistence) and Finance functions of the ETBs were involved in a number of areas across the project in order to assist with the design of the new system so that its functionality will meet the needs of the sector and its payees. The agreed Level 4 Process Flow Maps are now available on SharePoint for examination by all ETBs.

It is important to also note here that, once transitioned to ESBS ETB Payroll, each ETB will no longer have a payroll section. However, HR and Finance will remain a function of each individual ETB and it will be a matter for ETBs to determine the appropriate Unit within the ETB that the retained functions should reside with into the future.

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

There are a number of key stages to this shared services project implementation, many of which will need the expert knowledge of people working in the ETB sector. Input and assistance has already been provided from the sector for the process flow mapping. Representatives have already been put forward as well by ETBs for the SME Working Groups, Process Design Authority and the Project Steering Group. Each ETB has also nominated a Transition Lead (TL) 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.

Shared Services Co-ordination Committee for Payroll and Finance

We would encourage, as advised by ETB Payroll Steering Group, that a Shared Services Co-ordination Committee be established in each ETB as soon as possible. ETB Chief Executives have been contacted with a view to accelerating the formation of these committees within each ETB which should encompass both Payroll and Finance Shared Services Projects.

The Nominated ETB TL within each ETB is one of our key liaison persons. The TL distributes key communications received from the ESBS and the TL within each ETB will act as a liaison of information flow; feeding information to and from the Co-ordination Committee which will enable any issues and concerns to be raised and addressed. Both the Committee and the TL will play a vital role in relation to communications and assisting with key project activities.

Additional assistance will be required from each ETB in advance of their Payroll migration. The Project Team is currently working with representatives from both CMETB and LOETB in advance of their go-live and they will be in a position to articulate the specific assistance required from their ETBs in the coming months as they get closer to Go-Live. It is envisaged that there will be less effort required from subsequent ETBs as a significant amount of the work will have been completed in the migration of the first 3 ETBs.

1.6 - Will retained functions eventually move across to ESBS? If so, when?

The agreed Level 4 Process Flow Maps are available on SharePoint. It is envisaged that those activities which are detailed as future ETB activities will remain as ETB activities for the foreseeable future. The exception to this are the ETB retained Finance activities, some of which may move across to the ESBS Centre as part of the ESBS ETB Finance project. The RFT for that project has been published and the Finance Project Team will be working separately with ETBs in relation to determining the future Activity split for the Finance functions in ETBs.

1.7 - Who Issues Instructions to HR if coding is incorrectly setup? Is it Budget holder or Finance?

It will be a matter for each individual ETB to determine which Unit should now complete this task within their organisation.

1.8 - What oversight will ETBs have to Payroll?

Each ETB will have functional access to Personnel, Time, Pension, Employee Self-Service (ESS), and Manager Self-Service (MSS). In addition each ETB HR Department will have read-only access to the ESBS ETB CoreHR Payroll system, this will include access to the Payroll details and screens of their own individual ETB within the CoreHR system. This access was requested by some ETBs.

1.9 - 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.

1.10 - How much notice will the ETB get to fund ESBS Payroll Shared Services, or what process is envisaged

ETBs will fund the payroll process by depositing into the ESBS bank account by EFT before the prescribed funding cut-off date.

Funding to be transferred to the ESBS bank account at least two working days before the payroll run is processed.

This process is detailed in the “ESBS – Payroll Amendments Cut-Off Policy” document.

1.11 – How will the ESBS deal with payroll funds being returned (“Bouncebacks”) to the ESBS Bank Account?

There will be instances whereby payroll funds are returned / “Bounced Back” To the ESBS Bank Account (Danske Bank). Some examples of when this will occur include:

- Where a person’s Bank Details are incorrect on the ESBS system;
- Where a person has closed their bank account and not notified the ESBS;
- Where a person’s Bank Account has been frozen.

ESBS will take the following actions when this occurs:

1. Identify Payee Reference Number associated with bounced-back payment.
2. Identify what ETB the Reference Number is associated with.
3. Calculate payment of total bounced-back fund amounts per ETB.
4. Generate a bounced-back payment per ETB.

Result:

The Bounced-Back payroll funds are returned to the ETB. It will then be a matter for the ETB to issue the person’s salary to them directly or in the alternative the ETB can direct the ESBS to process the payment again during the next scheduled payment cycle for that person.

1.12 - When will Payroll Policies be circulated?

A significant number of ESBS 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.

1.13 - 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, has been 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.

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

A detailed Overpayments policy for ESBS ETB Payroll Shared Services is currently being developed that will detail the responsibilities and role delineations as and between ESBS and the ETBs for the determination of how overpayments are identified and dealt with where they have been identified. Once this has been developed, it will be submitted to the Project Steering Group for approval prior to it being communicated to the ETB sector.

1.15 - 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.

1.16 - 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.

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

The Project Team is currently developing a Data Legacy Strategy.

1.18 - 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 approval.

1.19 - What will the Charge-back Model be for the ETBs?

The charge payable by ETBs for the services provided by ESBS will be detailed in the Service Management Agreement (SMA) once finalised. The agreed charging model will be signed off by the Project Steering Group in the first instance and then included in the SMA.

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

There is a standard SMA for all ETBs however, the SMA itself may change over time as ETBs on-board to the ESBS centre. This SMA was developed utilising the same method of consultation with the ETB sector as used for the development of the MOU and was approved by the Project Steering Group.

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

An ESBS Helpdesk has been set up to investigate and resolve certain payroll queries. HR queries that come through the Helpdesk will be referred back to ETBs. The ESBS are currently in the process of developing a detailed process and procedure for managing all Service Requests and Helpdesk Queries. This procedure will be shared with ETB personnel once finalised. This procedure will provide detailed information in relation to;

- Service requests timeframes;
- Categorisation of queries for prioritisation of response time frames;
- Further elaboration on method for dealing with unresolved queries;

- Further elaboration on the service requests protocol.

All payroll and/or T&S queries or enquiries from the Client's employees must be sent to the ESBS Payroll Helpdesk via email, post or telephone.

The ESBS helpdesk is available and monitored from 9am to 5pm: Monday – Friday excluding public holidays.

Contact numbers: General: 01 8892398

 Payroll processing teams: phone numbers as provided to relevant staff in the ETB.

A dedicated email address has also been made available as follows:

ETBPayrollHelpdesk@esbs.gov.ie

Availability: Monitored 9am to 5pm: Monday – Friday excluding public holidays.

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

Issues with the functionality available in CoreInsight v26 were documented by ESBS Project Team during UAT with DDLETB. A number of options were considered and it was determined that initial go-live will be with Oracle Discoverer only as the issues with Core Insight were deemed to be show stoppers by the ETB sector. The reports available with Oracle Discoverer have been deemed to meet the business needs of the sector by the SME Group.

CoreInsight is to be developed further by CoreHR with a view to ameliorating the issues identified by ESBS. As part of the ESBS upgrade plan, Core Insight will be retested in conjunction with the ETBs SMEs with a view to ensuring that it meets the business needs of the ETB sector. If it does Core Insight will be rolled out as part of ESBS upgrade and training will be rolled out to all ETBs.

The ESBS will also be creating a Reporting document. Once this has been developed, it will be communicated to the ETB sector.

1.23 - Who will be responsible for the checking of arrears?

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 CoreHr Payroll system.

Each ETB HR Department will have read-only access to the ESBS ETB CoreHR Payroll system. This will include access to the Payroll details and screens of their own individual ETB within the CoreHR system.

The ESBS is also ensuring that the CoreHR V.26 system will calculate arrears correctly for all categories of staff. The ESBS will ensure that all arrears are calculated and verified. This has been thoroughly tested during the UAT phase of the project for DDLETB in advance of Go-Live for DDLETB. This will also be checked as part of

UAT in advance of the migration of other ETBs Payrolls.

1.24 - 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 have mapped the current Master Data fields to the ESBS “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 have been included in the ESBS “To Be” Master data.

1.25 - Who is going to conduct UAT?

A UAT Strategy has been developed by the ESBS and UAT is conducted by the ESBS Project Team in conjunction with relevant ETB personnel from each ETB in advance of Go-Live for each ETB.

1.26 - 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. An ETB engagement pack has been developed and a process is in place for managing data preparation for transition to ESBS.

1.27 - 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.

1.28 - 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.

1.29 - 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. The Pension Module has the following features:

- Pension Benefit statements can be run by HR in Back Office (provided that the relevant information is in the system).
- Employees can run their own benefit statements whenever they wish on Portal (with the proviso that intervention is still required for statements for part time staff).

1.30 - 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 the intention is that this information will be fed into the new Single Scheme databank that is currently under development by the Department of Public Expenditure and Reform (D-PER). A number of matters pertaining to the SPS specific to the Education sector remain to be clarified by DPER and once clarified the ESBS will take this forward with CoreHR with a view to implementing any necessary measures on the system.

SPS Databank:

CoreHR have been provided with the SPS Databank Template as provided by DPER. We are awaiting confirmation from CoreHR that the template can be readily populated from the information contained in relation to pensions on v26.

1.31 - 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.

1.32 - How will nett pay fluctuations for current and previous pay cycles be highlighted to ETBs in advance of final payroll in order for ETBs to validate / accuracy, or not, of the discrepancies?

As part of the Payroll Process ESBS will identify nett pay fluctuations in excess of a prescribed amount. Any discrepancies outside of the agreed parameters will be fully investigated by ESBS.

ESBS will investigate the CoreHR system calculation and will note a cause of the discrepancy and this will be communicated to ETB on the Payroll Run Memo Report and will be made available during the ETB Checking window as per Appendix 2 – Sample Timelines of the ESBS – “Payroll Amendment Cut-Off Policy” document.

Examples of causes of fluctuations in nett pay may include:

1. Leavers paid last period but not paid this period;
2. New Starters paid this period but not last period;
3. Amendments to SRCOP and Tax Credits by Revenue;
4. Incremental Pay Changes;
5. Overtime;
6. Change in PRSI Class;
7. Commencement/Cessation of Allowance(s).

As part of the ETB Checking Window, ETBs will have access to generate and interrogate various Gross to Nett Output Reports. Any queries or issues identified can be issued to ESBS via the Payroll Run Memo Report.

Training on how to generate and interrogate the Gross to Nett Reports will be delivered by the Project Team prior to Go Live.

1.33 - Who is responsible for the Checking of Travel and Subsistence (T&S) Details?

Each claim submitted on Portal by an employee will be routed through 2 layers of approval within each ETB.

- Level 1 Approver: Local Manager
- Level 2 Approver: ETB Finance Department

Only when claims have been successfully approved at both levels will the claim be made available to ESBS to process. Therefore, no checking by ETBs is required as all checks are completed prior to the Expense Run commencing.

ESBS will, once Expense cycle is complete, issue ETB's with the following:

- Nett Pay Funds Transfer Request
- General Ledger File for Upload to ETB FMS System

1.34 - Who is responsible for the calculation of holiday pay for teachers?

ETBs will retain responsibility for the calculation of Holiday Pay for Teachers in line with the agreed Activity Split. It will be a matter for ETBs to determine which Unit should now complete this task within their organisation however, the ESBS anticipates that all ETBs will carry out this function in future in their HR Unit

1.35 - Who will be responsible for entering absences for schools? Will this task be carried out by schools or by ETBs?

ESBS recommend that this task should be completed at school level. ETB HR Units will also have this capability however this will be a matter for ETBs to determine where this function should reside within their organisation.

1.36 - How will overtime be recorded on the CoreHR system for non-clocking staff?

The External Timesheet Take-on facility, within the CorePay Module, provides ETBs with an option to issue ESBS an instruction to load data from an external source directly to the timesheet table in the CoreHR (CorePay) database. The file format and other validation requirements are detailed in the ESBS document "How ETBs issue instructions to ESBS".

Additional Hours may also be input directly from CorePortal and will be routed through the appropriate approval process in each ETP. Once approved, these timesheets will be made available to ESBS and will be processed in the next available pay cycle.

1.37 - Will there be an approval process in place for leavers?

There will be no approval required for Leavers on the ESBS ETB Payroll system however, all Leavers will be output on the Payroll Exceptions Report for each ETB, in advance of each Payroll Run, and ETBs can highlight if there are any anomalies in the Exceptions Report.

1.38 - Can you confirm whether the ETB HR staff will be reviewing the DCS submissions before they are imported into the payroll?

ESBS do not have access to DCS system, therefore ETBs will continue to check the system information and configuration. ETBs will now be required to submit the DCS file to ESBS as outlined in the ESBS document “The Hive – ESBS ETB Payroll File Transmission Solution” for loading into the CoreHR system.

1.39 - Have ESBS considered the controls and approval levels that will be in place on the system?

The ESBS are confident that adequate control levels and Approval Levels have been built in to the future ESBS ETB Payroll system. Control Levels have been developed in conjunction with representatives from ETBs assisting in the decision making process. SMEs from across the HR, Payroll (& Travel & Subsistence) and Finance functions of the ETBs were involved in a number of areas across the project in order to assist with the design of the new system so that its functionality will meet the needs of the sector and its payees.

1.40 - Will Real-time reporting (RTR) for Revenue cause a delays and push our HR section functions back considerably?

The introduction of P-MOD Real-Time Reporting does not appear to have caused any significant delays to the functioning of ETB HR Units

1.41 - What will happen if staff miss the monthly deadline for submission of T&S Claims?

In line with the principles of setting up a Shared Services Centre there will be one standard pay date for T&S claims across all sixteen ETBs. All T&S remittances will transition to a monthly payment system which is currently the Payment Frequency for T&S claims in the majority of ETBs. Accordingly, T&S claims will be paid on the third Monday of each month.

The final date for approval of T&S claims in order to be paid that month are as detailed in the “ESBS – Payroll Amendments Cut-Off Policy” document.

With regard to this decision to pay T&S claims on a monthly basis, we acknowledge that there are variances across all sixteen ETBs regarding the frequency by which T&S claims are currently processed and paid, however the majority of ETBs currently process T&S claims on a monthly basis. We are aiming to standardise matters as much as possible to ensure that the benefits of the move to Shared Services can be achieved and in doing this there is a need to amend the frequencies for some ETBs so that all 16 ETBs are standardised on the same frequency. The decision to go to a monthly pay frequency was only taken following the matter getting full consideration through our Project Focus Group and Process Design Authority and this decision was signed off by our Project Steering Group and communicated to the sector.

1.42 - Who will be responsible for submitting CSO?

As outlined in the agreed activity split, ETBs will be required to supply CSO information to the ESBS. The ESBS will generate CSO returns and upload to CSO Databank (<https://lodgedata.cso.ie>) on behalf of each ETB and in line with an agreed ESBS procedure.

1.43 - In relation to CSO are we only providing data for recruitment, insurance liabilities and overtime for ESBS to generate reports in Core and submit to CSO?

Details in respect of Recruitment and Insurance Liabilities will need to be forwarded by ETBs to ESBS on a quarterly basis. Details in respect of Overtime are not required as they are configured at system (pay code level) and will be automatically captured on a quarterly basis.

1.44 - Will the Pensions Module deduct the correct superannuation for the SPS Scheme?

- a) Deduct the correct superannuation contributions for the Single Scheme; for part-time members, or; for members who are over the threshold?**
- b) Calculate of benefit statements for part-time and limited membership staff?**
- c) For split level contracts, will the system use the correct salary? This is a compulsory requirement of the system as the benefit statements are based on this information, so in order to be compliant we need correct information?**

CoreHr have outlined that version 26 is capable of deducting the correct Superannuation contributions. The Project Team will be thoroughly testing the CoreHR V.26 system to ensure that Superannuation contributions are deducted correctly during the UAT phase of the project. The Pension Module has the following features:

- Pension Benefit statements can be run by HR in Back Office.
- Employees can run their own benefit statements whenever they wish on Portal (with the proviso that intervention is still required for statements for part time staff).

Service history is required to calculate pension entitlements and this is generally a combination of historic information on paper files and more recent information held on ICT systems.

The issue of split level contracts has been raised with the Project Team and the Project Team have ensured that a solution is in place in the CoreHR system to accurately record the Pension Scheme records for each staff member irrespective of the nature of their contract(s).

1.45 – How will ESBS communicate with Revenue?

As part the move to Shared Service, ESBS will become an agent on each ETB's Tax Registered Number/ROS Profile. This will allow ESBS to request and retrieve Revenue Payroll Notifications (RPN's) and return Payroll Submission Files each Pay Period. Any errors experienced with downloading or submitting files will be addressed directly by ESBS. As part of the standard payroll check, ESBS will notify ETBs of any employee who is placed on Emergency Tax by Revenue.

1.46 - How will ESBS cater for voluntary deductions?

ESBS will receive details relating to deduction (commencements, cancellations and amendments) directly from the deduction company in a standard predefined file format. This will eliminate the need for ESBS and ETBs to manually enter any Voluntary Deduction details into the system.

In the case of Travel Pass and Cycle to Work, ETBs have the functionality to enter these details directly into the CoreHR system through Core Personnel

A standardised communication issued to all Deduction companies in advance of Go-Live for DDLETB.

1.47- What level of value added can we expect in terms of Customer Service compared to our existing high-quality service?

The Project Team acknowledges the hard-work and dedication of all staff working, not alone in the ETB Payroll areas, but throughout the ETB sector. The over-arching aim of this project is to support the ETB sector to focus on its core objective: to deliver education and training.

As referenced in the business case, the financial and non-financial benefits to be realised includes a strong focus on customer services and performance measurement driving continuous improvement, improved continuity and resilience of payroll service. A detailed SMA has been agreed and key performance indicators are included in the SMA. An ESBS Client Relationship Manager is assigned by ESBS to each ETB who partners with the nominated ETB Point of Contact.

1.48 – How will ESBS deal with Customer complaints?

An ESBS Customer Complaints Procedure is currently under development and a draft of this procedure will be available for the next scheduled SMA review in September 2019.

However, for the interim period the Customer Complaints to the ESBS will be dealt with via the DES Customer Complaints and Appeals procedure. This can be accessed at the following link

<https://www.education.ie/en/The-Department/Customer-Service/Customer-Complaints-Procedures.pdf>

1.49 – Will there be 16 separate payroll runs in ESBS?

Each ETB is an independent legal entity and accordingly, it is not legally possible to solely do one payroll run to cover all sixteen ETBs.

1.50 - If expenditure needs to be recorded, on what system will this happen?

Expenditure remains a retained function for each ETB until the implementation of the ETB Financial Shared

Services Project. Accordingly, expenditure will remain recorded on each ETBs Financial Management System (FMS).

1.51 – Finance:

a) How will finance access expenditure reports?

b) How will financial information for reporting be received?

c) Will Finance still carry out Journal Adjustments?

- a) General Ledger (G.L.) specifications have been issued to all sixteen ETBs for validation. The G.L. file that ESBS will return to each ETB will be uploaded by the ETB to their existing FMS and it is envisaged that this will then be available as normal to each ETB.
- b) An agreed File Transfer mechanism has been implemented between ETBs and the ESBS. This is outlined in the ESBS document “The Hive – ESBS ETB Payroll File Transmission Solution”.
- c) Yes Journal Adjustments will be a retained function of ETBs and will be conducted in their own FMS system.

1.52 - 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.

1.53 - Will Core Portal be part of Core HR going forward? If so who be administering it ETBs or Shared Services?

Yes – Core Portal will be included in the V.26 version of the CoreHR software being rolled out to ETBs as part of this project. Administration of the Core portal will be completed by the ESBS ETB Payroll Operations Team.

1.54 - Will the ESBS ETB Payroll Project include an e-Recruitment module?

e-Recruitment is a facility which is available on the Core system and it is recognised that four ETBs are currently using the e-Recruitment module; however, this was not requested as part of the RFT for the ESBS ETB Payroll project and accordingly, is not currently in the scope of the Project. As outlined at the Project Steering Group meeting of 20 September 2018, the introduction of the e-Recruitment module is not contemplated as part of Wave 1 because none of the ETBs in Wave 1 use e-recruitment. The project team are favourably disposed to the inclusion of the e-recruitment module on the system and have undertaken to carry out due diligence for its potential roll-out in subsequent Waves which encompass those ETBs that currently use e-Recruitment. However, this will require that a Change Request be developed and approved by the Project Steering Group to extend the scope of the Project to include e-Recruitment. e-Recruitment will be fully tested by the Project Team in advance of any roll-out to ensure that it does not cause any issues once rolled out to the system.

1.55 - What will the Core user interface look like for our staff and will it be ready for roll out to all staff at the time of 'go-live'? managers

A demonstration of the system will be recorded and made available on our SharePoint site. In addition to this detailed Training will be provided to each ETBs nominated trainers on the system in advance of the migration of their Payroll to the ESBS Centre.

1.56 - What legacy data will be migrated to the ESBS ETB Payroll System?

The principles of the ESBS ETB Payroll Data Migration Strategy have been signed off by the Project Steering Group on 25 October 2018. The two main principles to note are:

- It has been agreed that the project will migrate as much Payroll data as possible from the existing payroll systems in the sector into the new ESBS CoreHR payroll system.
- Two types of Payroll data will be migrated – Reference Data and Transactional Data from the ETBs existing Payroll Production System.

As there are four existing Payroll systems in the sector, and due to the recent nature of the ETB mergers (and subsequent Payroll mergers in most ETBs), the volume of Payroll data that can be extracted from each ETB will vary on an ETB by ETB basis.

The ESBS are also creating a Data Legacy Strategy which will also set out the roles and responsibilities of the various organisations and stakeholders in respect of Legacy Data that does not transfer to the new ESBS ETB Payroll system.

1.57 - Are we paying over the NET figure and retaining a system here in the ETB to run those deductions?

ESBS will, once the payroll cycle is complete, issue ETBs with the following:

- i. Nett Pay Funds Transfer Request
- ii. General Ledger File for Upload to ETB FMS System.

ETBs will then pay-over all deductions (Voluntary and Statutory) as normal via their existing FMS system. It is important to note here that this may change once the ETB Finance project has been further developed. As already outlined, the RFT for that project has been published and the Finance Project Team will be working separately with ETBs in relation to determining the future Activity split for the Finance functions in ETBs.

1.58 – Can you confirm what CORE modules ETBs are getting as part of the payroll system and will training be provided?

The following modules will be available to ETBs in Wave 1: HR, Time, Pension, Employee Self-Service (ESS) and Manager Self Service (MSS). The training provided to the ETBs will cover the retained functions and will be delivered to ETB Nominated Trainers. Core Insight (Reporting) and e-recruitment are being examined with a view to a future roll-out as part of the ESBS Upgrade strategy.



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 was conducted to ensure correct rates of pay were captured. This will ensure that the system is configured to calculate the correct rates of pay for all staff. In addition to this standard processes, policies and procedures have been put in place and these are outlined in the detailed process flow maps that are available.

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 Interface Strategy was signed off by the Project Steering Group on 25 October 2018. Of note there are seven interfaces 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.

2.6 - What browser should be used to access Core Portal?

Core Portal can be accessed via several browsers however for optimal performance ESBS recommend that "Goggle Chrome Browser" should be used to access the Core Portal

2.7 - What do ETBs need in order to access

a) **Core Portal**

b) **Core Back office**

a) In order to access Core Portal an ETB needs access to an internet connection

b) In order to access Core Back Office an ETB will need access to Government Networks connection.

2.8- Will the CoreHR application reside on ETB's internal servers?

The CoreHR application will not sit on the ETBs internal servers but will be hosted in the cloud owned and managed by Core and delivered by a SAAS model (Software as a service).

2.9 – How will Disaster Recover/Business Continuity be monitored/supported?

ESBS has signed a contract with CoreHR who are a major payroll provider in the ETB Sector with a good track record. Their solution already meets the needs of the ETB Sector and detailed system testing took place in advance of Go-Live and will take place in advance of all future ETB Payroll migrations. CoreHr are contractually responsible for application availability 24/7/365 with onsite 24/7 support (Helpdesk & Technical). Backs ups of the live environment are run in real-time to a Data Recovery Site.

The solution is SaaS which reduces the dependency in relation to on premise technology and CoreHR support arrangements pre and post go - live have been agreed and documented.

ESBS is committed to the design of an appropriate and cost efficient Business Continuity (BC) Plan to ensure that critical operations continue to meet agreed business targets. ESBS recognises that certain services must be delivered without interruption. The Business Continuity Plan will incorporate a Disaster Recovery Plan to take account of threats and risks facing ESBS to ensure that personnel and assets are protected and able to function in the event of a disaster. The Department of Education and Skills (DES) has a Disaster Recovery Plan in place to address the recovery of Information Technology (IT) assets in the event of a disastrous interruption. The BC Plan will elaborate on the mitigation measures in place to deal with any issues which have/could have a potential impact on ESBS payroll processing schedules.

CoreHR are responsible for maintaining and implementing the DR procedures set out in the contract to ensure the Services are not disrupted during any disaster. CoreHR are required to ensure that the ESBS shall not be denied access to the Services for more than 24 hours in the event there is a disaster impacting any primary infrastructure necessary to provide the Services.

CoreHR Disaster Recovery testing is carried out on a six monthly basis. CoreHR shall conduct disaster recovery (DR) testing of the Service between the Primary Data Centre and DR Data Centre in accordance with its DR testing procedures.

It is also outlined in the contract that ESBS may, at its discretion, wish to undertake its own DR testing relating to its internal business processes during the twice yearly disaster recovery tests scheduled by CoreHR between the Primary Data Centre and DR Data Centre. CoreHR will provide notice to the Customer regarding its DR testing schedule to facilitate such Customer testing.



Section 3

Governance

3.1 - What Governance structure is in place to oversee the ESBS ETB Payroll Project?

Governance structure in place to oversee the ESBS ETB Payroll Project

The make-up of the Governance structures have been designed to ensure that the vast majority of ETBs are represented on one or more of the Governance structures to ensure that all ETBs are in a position to contribute to the development of the ESBS ETB Payroll system.

The governance structure consists of –

SME Groups: comprised of subject matter experts (SMEs) in Payroll, Pensions, Expense and HR from the ETB Sector who review the future HR and Payroll processes as an between the ETB sector and the ESBS Centre. The SMEs are drawn from a mix of the four Payroll solutions currently in existence in the ETB sector (CoreHR, Manser, Megapay and On-site Solutions), in addition to SMEs from those ETBs in Wave 1 of the Payroll migration. They also review payroll policy proposals presented by the project team and they are also directly involved in developing the overall Solution Design for the ESBS ETB Payroll Project through their participation in Conference Room Pilot Workshops, Detailed Process Flow Mapping and Solution Design Review. They will also be involved in User Acceptance Testing and validation of the future ESBS ETB Payroll solution.

Process Design Authority (PDA): comprised of eight representatives from the ETB Sector, ESBS Staff, the DES Shared Services Advisor and the Head of the DES Athlone Payroll Division who ensure that the solution meets the goals, needs and specifications of the Sector and that the project delivers business value. Again, the representatives from the ETB sector are drawn from a mix of the four Payroll solutions currently in existence in the ETB sector, and a number of the ETB representatives on the PDA are also SMEs from the sector that participate on the SME Working Groups. This is designed to ensure that there is a clear linkage between the work of the SME Groups and the PDA.

Steering Group: comprised of senior manager representatives from the ETB Sector, the Department of Education and Skills and external expertise from the Revenue Commissioners and Ernst & Young (EY) who direct and support the work of the project. The Steering Group is chaired by an ETB Chief Executive and also has four other representatives from the ETB sector (2 x CEs; 1 x OSD Director and 1 x Director of Schools). This is a decision making group that approves project and stage plans and monitors tolerances in terms of timelines, cost, quality and resources.

If your ETB wishes to seek representation on our governance structure please contact ESBSETBPayroll@esbs.gov.ie with your request.